

**TELECOMMUTING AND PRODUCTIVITY
OF IT PROFESSIONALS IN IT COMPANIES IN
SRI LANKA**

MASTER OF BUSINESS ADMINISTRATION



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IN

INFORMATION TECHNOLOGY

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TELECOMMUTING AND PRODUCTIVITY OF IT PROFESSIONALS IN IT COMPANIES IN SRI LANKA

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The Dissertation was submitted to the Department of Computer Science & Engineering of the University of Moratuwa in partial fulfillment of the requirement for the Degree of Master of Business Administration.

Department of Computer Science & Engineering
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December 2009

Declaration

I confirm that, except where indicated through the proper use of citations and references, this is my own original work. I confirm that, subject to final approval by the Board of Examinations of University of Moratuwa, a copy of this Dissertation may be placed upon the shelves of the library of the University of Moratuwa and may be circulated as required.

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To best of my knowledge the above particulars are correct.

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Abstract

Most current work arrangements still bear the imprint of the industrial revolution. Employees mainly transact their time, rather than their products, with employing firms. The era of Information Technology compelled firms to unbind the time and the task from the place. Telecommuting is the method of unbinding the time and the task from the place. It allows the work to be carried out anywhere at any time allowing employees to be more flexible. Recent advances in mobile broadband have made working from anywhere at any time more realistic than ever before.

Telecommuting is not a new concept. It has its roots in late 70's. There have been a number of studies conducted in this area, in the international arena and some governments even promote telecommuting as a solution to reduce the road traffic and environment pollution. Telecommuting is not limited to providing one or more solution to social matters, but it provides benefits for both individuals as well as organizations. Increased productivity is one of the many benefits it provides to organizations. It has been reported that telecommuting increases individual productivity in other countries but there are not many studies conducted in the Sri Lankan context. This research focuses on whether telecommuting really increases the individual productivity.

Information technology professionals who are employed in IT organizations are selected as the focus group in this research. This sector will be the most at ease with information technology and have a better chance of telecommuting due to the nature of their job. The research has used hypotheses and collected data from IT professionals via the web published questionnaire. The research used the valid responses received from IT professionals in its analysis.

The study result indicates a clear increase in productivity of IT professionals when they telecommute. There is about on average 20% increase in overall productivity due to telecommuting according to the research findings. Most of the productivity improvement is due to the increase in output due to either IT professionals spending more time on their work, or because their efficiency has increased due to telecommuting.

Parameters such as telecommuting mode and the level of distraction at office, have moderate correlation with the productivity. However parameters such as age, family status, commuting time, professional experience, number of meetings, level of task repeatability and level of team work have negligible correlation with productivity. A majority of IT professionals practise the telecommuting on an ad-hoc basis and it is expected that this might be the reason why some of the parameters have been reported with less correlation than one would expect.

It is expected that this research will contribute to the knowledge area of telecommuting in Sri Lanka and that the findings of this study, will be used in many future research directions in telecommuting.



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Table of Contents

1	Introduction.....	1
1.1	Research Background	1
1.2	Definition of Telecommuting	2
1.3	Problem Statement.....	3
1.4	Research Scope.....	3
1.5	Research objective	4
2	Literature Review	5
2.1	Introduction	5
2.2	Defining Telecommuting	6
2.3	Growth in Telecommuting.....	6
2.4	Pros and Cons of Telecommuting.....	8
2.5	Productivity and Telecommuting.....	9
2.6	Telecommuting and Sri Lanka.....	11
3	Research Methodology	12
3.1	Introduction	12
3.2	Theoretical Model.....	12
3.3	Data collection.....	20
3.4	Hypothesis	20
4	Data Analysis & Discussion	25
4.1	Introduction	25
4.2	Rules of Coding	25
4.3	Editing Responses.....	26
4.4	Reliability of Dataset	27
4.5	Data Distribution	28
4.6	Hypothesis Testing	37
4.7	Summary of Hypothesis Testing.....	60
4.8	Generalization of the Analysis.....	60
5	Conclusion and Recommendation	62
5.1	Introduction	62
5.2	Contribution Summary	62
5.3	Limitations.....	63
5.4	Future Directions	64
6	Reference	66
	Appendix - A: Telecommuter Questionnaire	70

List of Tables

Table 4-1 : Rules of coding.....	26
Table 4-2 : Reliability test using Cronbach's Alpha.....	28
Table 4-3 : Reliability test item-total statistics.....	28
Table 4-4 : Descriptive Statistics of the Variables.....	34
Table 4-5 : Productivity Mean Distribution by Job Category.....	35
Table 4-6 : ANOVA Analysis for Job Category.....	36
Table 4-7 : Descriptive Statistics for Quantity Element.....	36
Table 4-8 : Descriptive Statistics for Quality Element of Productivity.....	37
Table 4-9 : Descriptive Statistics for Timeliness Element of Productivity.....	37
Table 4-10: Correlation between Age & Telecommuting Productivity.....	39
Table 4-11: ANOVA Test for Productivity & Age.....	41
Table 4-12: Correlation between Family Status & Telecommuting productivity.....	42
Table 4-13: ANOVA Results for Family Status & Telecommuting productivity.....	43
Table 4-14: Correlation between Professional Experience and Telecommuting Productivity.....	44
Table 4-15: ANOVA Results for Professional Experience and Telecommuting Productivity.....	46
Table 4-16: Correlation between the Commuting Time and Telecommuting Productivity.....	47
Table 4-17: Correlation between the Commuting Time and Commuting Time.....	49
Table 4-18: Correlation between Telecommuting Productivity and Distractions.....	50
Table 4-19: ANOVA Results for Telecommuting Productivity and Distractions.....	51
Table 4-20: Correlation between the Telecommuting Productivity & Number of Meetings.....	52
Table 4-21: Correlation between the Telecommuting Productivity & Telecommuting Mode.....	53
Table 4-22: ANOVA Results for Telecommuting Productivity & Telecommuting Mode.....	55
Table 4-23: Correlation between the Telecommuting Productivity & Team Interaction.....	56
Table 4-24: ANOVA Results for Telecommuting Productivity & Team Interaction.....	57
Table 4-25: Correlation between Telecommuting Productivity & Task Repeatability.....	58
Table 4-26: ANOVA Results for Telecommuting Productivity & Task Repeatability.....	60
Table 4-27: Summary of correlation analysis.....	60

List of Figures

Figure 3-1: Productivity Variables	18
Figure 3-2: Theoretical Framework	19
Figure 4-1: Age Distribution.....	29
Figure 4-2: Family Status Distribution.....	30
Figure 4-3: Gender Distribution.....	30
Figure 4-4: Experience Distribution.....	31
Figure 4-5: Job Type Distribution.....	32
Figure 4-6: Telecommuting Intensity Distribution	32
Figure 4-7: Telecommuting Mode Distribution	33
Figure 4-8: Mean Productivity Histogram	34
Figure 4-9 : Results of Hypothesis 1	38
Figure 4-10: Scatter Plot for Productivity and Age.....	40
Figure 4-11: Means Plot for Productivity and Age	40
Figure 4-12: Scatter Plot for Productivity and Family Status	42
Figure 4-13: Means Plot for Productivity and Family Status.....	43
Figure 4-14: Scatter Plot for Productivity and Professional Experience.....	45
Figure 4-15: Mean Plot for Productivity and Professional Experience	46
Figure 4-16: Scatter Plot for Productivity and Commuting Time	48
Figure 4-17: Mean Plot for Productivity and Commuting Time	48
Figure 4-18: Scatter Plot for Productivity and Distractions at Office	50
Figure 4-19: Mean Plot for Productivity and Distractions at Office	51
Figure 4-20: Scatter Plot for Productivity and Telecommuting Mode	54
Figure 4-21: Mean Plot for Productivity and Telecommuting Mode.....	54
Figure 4-22: Scatter Plot for Productivity and Team Interaction	56
Figure 4-23: Mean Plot for Productivity and Team Interaction	57
Figure 4-24: Scatter Plot for Productivity and Task Repeatability	59
Figure 4-25: Mean Plot for Productivity and Task Repeatability	59

List of Abbreviations

HR	- Human Resource
IT	- Information Technology
SPSS	- Statistical Package for the Social Sciences