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

MASTER OF BUSINESS ADMINISTRATION
IN
INFORMATION TECHNOLOGY

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OF IT PROFESSIONALS IN IT COMPANIES IN
SRI LANKA

By

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Department of Computer Science & Engineering

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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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A. C. Divitotawela   Date

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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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List of Abbreviations

HR   - Human Resource

IT   - Information Technology

SPSS   - Statistical Package for the Social Sciences