

**CRITICAL ANALYSIS OF IMPACT OF
INFORMATION SECURITY POLICIES ON
EMPLOYEES' JOB STRESS IN
SRI LANKAN TELECOM SECTOR**

By

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

Department of Computer Science & Engineering

University of Moratuwa

December 2009

DECLARATION

“I hereby certify that this dissertation does not incorporate, without acknowledgement, any material previously submitted for a Degree or Diploma in any University and to the best of my knowledge and belief, it does not contain any material previously published or written by another person or myself except where due reference is made in the text. I also hereby give consent for my dissertation, if accepted, to be made available for photocopying and for interlibrary loans, and for the title and summary to be made available to outside organizations.”

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ABSTRACT

Job Stress is an extensively discussed topic worldwide and many researchers have done empirical studies to analyze the factors affecting job stress and have identified many stressors. Information Security Policy can be defined as a set of controls and procedures adapted by a particular organization to provide adequate protection to maintain confidentiality of data. It has become essential to enforce IS Policy to protect confidential information of the company in a competitive environment. However, some of the restrictions enforced by such policies may create unpleasant working environment. Moreover, there is a belief that some IS policies are affecting job stress of the employees. Therefore, the main objective of this research is to investigate the job stress resulting from IS Policies.

Both quantitative and qualitative methods have been employed for this study. Even though the term job stress is a discussed topic, no study has been carried out so far to analyze the job stress resulting from the IS Policy in the Sri Lankan context. Therefore, all the employees who are working with telecommunication operators in Sri Lanka were considered as the target population and proportionate stratified random sampling method was used to select the sample.

Research findings revealed that job stress resulting from the IS Policies may go high when the availability and awareness about such policies are at a low level. Further, if the policies are not properly enforced, that may also lead to the increase of the level of job stress. Research findings showed that employees' privacy violations by IS Policy and effects of IS Policy violations are having a strong positive relationship with the job stress. Therefore, it is suggested that restrictions enforced by the IS policies should also be added to list of job stressors. This study concludes with a discussion and necessary recommendations for reformulations of the information security policies in Sri Lankan telecommunication sector.

ACKNOWLEDGEMENT

First and foremost I would like to express my sincere gratitude to my supervisor Eng. Kithsiri Samarasinghe, Department of Electronic and Telecommunication Engineering, University of Moratuwa, for his continuous support and guidance throughout the research.

My sincere gratitude and thanks are extended to Ms.Vishaka Nanayakkara and Dr. Chandana Gamage for the guidance and support given throughout the course to make this MBA a success. Further, I would like to thank the members of the Department of Computer Science & Engineering, University of Moratuwa for supporting me in every possible way.

I take this opportunity to convey my honest gratitude to my family, colleagues and friends for bearing with me the hardships that I encountered during the past two years, for their patience, kindness and encouragement, which kept me going until the end.

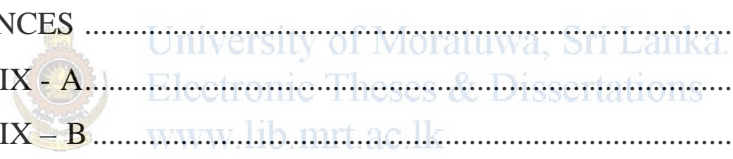
Finally yet importantly, I would like to thank the employees from telecommunication operators in Sri Lanka who participated in my survey for sparing their valuable time to provide information to make this research a success.

TABLE OF CONTENTS

DECLARATION	ii
ABSTRACT	iii
ACKNOWLEDGEMENT	iv
LIST OF TABLES	viii
LIST OF FIGURES	x
ABBREVIATIONS	xi
1 CHAPTER: INTRODUCTION	1
1.1 INTRODUCTION	1
1.2 BACKGROUND	1
1.3 PREVIOUS STUDIES	2
1.4 PROBLEM STATEMENT.....	3
1.5 RESEARCH OBJECTIVES	3
1.6 STUDY ADOPTED.....	4
1.7 EXPECTED RESULTS FROM THE STUDY	5
1.8 THESIS ORGANIZATION.....	5
1.9 SUMMARY	6
2 CHAPTER: LITERATURE REVIEW	7
2.1 INTRODUCTION	7
2.2 WHAT IS INFORMATION	7
2.3 INFORMATION SECURITY	8
2.3.1 Confidentiality	8
2.3.2 Integrity.....	8
2.3.3 Availability.....	9
2.4 INFORMATION SECURITY POLICY.....	11
2.5 INTERNATIONAL STANDARDS FOR IS POLICY	12
2.6 JOB STRESS	13
2.6.1 Extra Organizational Stressors.....	15
2.6.2 Organizational Stressors	15
2.6.3 Group Stressors.....	15
2.6.4 Individual Stressors.....	16

2.7	IS POLICY AND JOB STRESS.....	16
2.8	SUMMARY.....	20
3	CHAPTER: RESEARCH DESIGN	21
3.1	INTRODUCTION	21
3.2	CONCEPTUAL FRAMEWORK	21
3.3	DEFINITIONS OF VARIABLES	22
3.4	HYPOTHESES DEVELOPMENT	24
3.5	SUMMARY.....	25
4	CHAPTER: RESEARCH METHODOLOGY	26
4.1	INTRODUCTION	26
4.2	SAMPLE DESIGN	26
4.2.1	Target Population.....	26
4.2.2	Sampling Method	27
4.2.3	Sample Size.....	28
4.3	OPERATIONAL MEASURES	29
4.4	SCALE OF MEASUREMENT.....	31
4.5	RELIABILITY ANALYSIS.....	32
4.6	STATISTICAL ANALYSIS	35
4.7	SUMMARY.....	35
5	CHAPTER: DATA COLLECTION AND ANALYSIS	36
5.1	INTRODUCTION	36
5.2	DATA COLLECTION	36
5.2.1	Research Questionnaire.....	36
5.2.2	Interviews.....	37
5.3	DATA ANALYSIS.....	38
5.3.1	Reliability Analysis.....	38
5.4	DESCRIPTIVE ANALYSIS	39
5.4.1	Frequency Analysis.....	40
5.4.2	Measures of Central tendency and Dispersion.....	43
5.5	INFERENCEAL ANALYSIS	44
5.5.1	Correlation Analysis	45
5.5.2	Hypothesis Testing.....	48

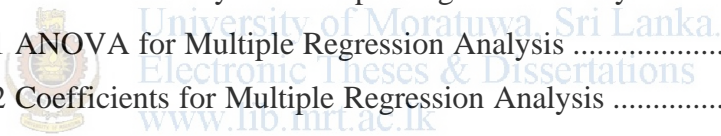
5.5.3	Simple Regression Analysis	50
5.5.4	Multiple Regression Analysis	61
5.6	SUMMARY	63
6	CHAPTER: DATA INTERPRETATION & CONCLUSION	64
6.1	INTRODUCTION	64
6.2	DATA INTERPRETATION	64
6.2.1	Interpretation of the Hypothesis.....	64
6.2.2	Interpretation of the Simple Regression Analysis	66
6.2.3	Interpretation of the Multiple Regression Analysis	68
6.3	RECOMMENDATIONS.....	70
6.4	FUTURE STUDIES	71
6.5	LIMITATIONS OF THE STUDY.....	72
6.6	CONCLUSION.....	73
6.7	SUMMARY.....	74
REFERENCES	75
APPENDIX - A	79
APPENDIX - B	82



LIST OF TABLES

Table 2-1 International Standards for IS Policy	13
Table 4-1 Number of Staff – Telecommunication Operators	27
Table 4-2 Number of Employees in Each Employee Category.....	28
Table 4-3 Number of Subjects for the Sample	29
Table 4-4 Operationalization of Variables.....	30
Table 4-5 Scale of Measurement of Variables.....	31
Table 4-6 Likert Scale.....	32
Table 4-7 Reliability Statistics for Employees’ Job Stress	33
Table 4-8 Reliability Statistics for Availability of Information Security Policy.....	33
Table 4-9 Reliability Statistics for Awareness of Information Security Policy.....	33
Table 4-10 Reliability Statistics for Privacy Violations by Information Security Policy	34
Table 4-11 Reliability Statistics for Enforcement Methods of Information Security Policy	34
Table 4-12 Reliability Statistics for Effects of Information Security Policy Violations	34
Table 4-13 Statistical Analysis Techniques to Analyze the Data	35
Table 5-1 Respondent’s Statistics	37
Table 5-2 Interviewee’s Statistics.....	38
Table 5-3 Reliability Statistics for Independent Variables	38
Table 5-4 Reliability Statistics for Employees’ Job Stress	39
Table 5-5 Frequency Analysis for Job Category	40
Table 5-6 Frequency Analysis for Job Function.....	41
Table 5-7 Frequency Analysis for Telco Experience.....	43
Table 5-8 Descriptive Statistic for Interval Scale Variables.....	44
Table 5-9 Correlation Analysis for Availability of IS Policy.....	45
Table 5-10 Correlation Analysis for Awareness of IS Policy.....	46
Table 5-11 Correlation Analysis for Privacy Violations by IS Policy.....	46
Table 5-12 Correlation Analysis for Enforcement Methods of IS Policy	47
Table 5-13 Correlation Analysis for Effects of IS Policy Violations	47
Table 5-14 Summary of Hypothesis Test Results.....	50

Table 5-15 Model Summary for Availability of IS Policy	51
Table 5-16 ANOVA for Availability of IS Policy.....	51
Table 5-17 Coefficients for Availability of IS Policy.....	52
Table 5-18 Model Summary for Awareness of IS Policy.....	53
Table 5-19 ANOVA for Awareness of IS Policy	53
Table 5-20 Coefficients for Awareness of IS Policy	53
Table 5-21 Model Summary for Privacy Violations by IS Policy.....	55
Table 5-22 ANOVA for Privacy Violations by IS Policy	55
Table 5-23 Coefficients for Privacy Violations by IS Policy	55
Table 5-24 Model Summary for Enforcement Methods of IS Policy.....	57
Table 5-25 ANOVA for Enforcement Methods of IS Policy	57
Table 5-26 Coefficients for Enforcement Methods of IS Policy.....	57
Table 5-27 Model Summary for Effects of IS Policy Violations	59
Table 5-28 ANOVA for Effects of IS Policy Violations	59
Table 5-29 Coefficients for Effects of IS Policy Violations	60
Table 5-30 Model Summary for Multiple Regression Analysis	61
Table 5-31 ANOVA for Multiple Regression Analysis	62
Table 5-32 Coefficients for Multiple Regression Analysis	62



LIST OF FIGURES

Figure 2-1 Monitoring Computer Activities of Employees	17
Figure 2-2 Limiting Personal Internet Use	18
Figure 2-3 IS Security Orientation Program for New Employees	19
Figure 2-4 IS Security Awareness Programs	19
Figure 3-1 Conceptual Framework	21
Figure 5-1 Frequency Analysis (Histogram) for Job Category	41
Figure 5-2 Frequency Analysis (Histogram) for Job Function.....	42
Figure 5-3 Frequency Analysis (Histogram) for Telco Experience.....	43
Figure 5-4 Simple Regression Analysis for Availability of IS Policy.....	52
Figure 5-5 Simple Regression Analysis for Awareness of IS Policy	54
Figure 5-6 Simple Regression Analysis for Privacy Violations by IS Policy	56
Figure 5-7 Simple Regression Analysis for Enforcement Methods of IS Policy	58
Figure 5-8 Simple Regression Analysis for Effects of IS Policy Violations	60



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ABBREVIATIONS

ANOVA	:	Analysis of Variance
BS	:	British Standards
IS	:	Information Security
ISO	:	International Organization of Standardization
IS Policy	:	Information Security Policy
IT	:	Information Technology
MBA	:	Master of Business Administration
TRCSL	:	Telecommunication Regulatory Commission of Sri Lanka
WWW	:	World Wide Web



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