

IT STAFF TURNOVER IN SRI LANKA

A case of large-scale software companies

By

L. Jinadasa



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Department of Computer Science & Engineering

University of Moratuwa, Sri Lanka

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Declaration

I 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.

Signature of Candidate: Date:/...../.....

L.Jinadasa

Department of Computer Science and Engineering,
University of Moratuwa.



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To the best of my knowledge, the above particulars are correct.

Supervisor :

Dr. V. Wickramasinghe

Department of Management of Technology,
University of Moratuwa.

Abstract

This research concerns the turnover of Information Technology (IT) employees in Sri Lanka. It is observed that the rate of staff turnover in this industry is increasing gradually. After mid 1990s an expansion in the IT industry has been witnessed with many local and international companies setting-up operations to cater international market. As IT companies build on knowledge workers, absorbing qualified such employees is the focal point. In the competitive IT labour market, companies make substantial investment by adopting various strategies to recruit qualified skilled workers creating a high IT labour turnover rate in the industry. This not only influences performance and stability of the IT industry but also increases the costs of recruitment and selection of knowledge workers. In this context, arising IT labour turnover issues should be addressed.

This research investigates the IT Staff turnover problem in large-scale software development companies in Sri Lanka. It involved five software development companies having more than 150 IT professionals (at the end of year 2003). All five companies have been in operation for more than 5 years in the IT industry by that time. In the study, survey questionnaire was used and the findings were based on 158 responses received from randomly selected knowledge workers in software development departments in respective organizations. The findings gave an insight into the IT professional's turnover behaviour including their job satisfaction, turnover intentions and their level of job-fit. The findings can be generalized as applicable to all software development companies that can be categorised as large-scale organizations.

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Table of Contents

ABSTRACT.....	III
ACKNOWLEDGEMENT	IV
LIST OF FIGURES.....	VIII
LIST OF TABLES	IX
CHAPTER 1: INTRODUCTION.....	1
1.1 BACKGROUND	1
1.2 IDENTIFICATION OF THE PROBLEM.....	3
1.3 RESEARCH OBJECTIVES.....	4
1.4 SCOPE OF THE STUDY.....	4
1.5 SIGNIFICANCE OF THE STUDY.....	5
1.6 ORGANIZATION OF THE DISSERTATION	5
CHAPTER 2: LITERATURE SURVEY.....	6
2.1 INTRODUCTION	6
2.2 FACTORS AFFECTING STAFF TURNOVER	6
2.3 COST OF TURNOVER	14
2.4 CONCLUSION	16

CHAPTER 3: METHODOLOGY.....	17
3.1 INTRODUCTION	17
3.2 CONCEPTUAL FRAMEWORK.....	18
3.3 HYPOTHESIS	19
3.4 POPULATION AND SAMPLE	20
3.5 METHODS OF DATA COLLECTION	21
3.6 METHODS OF DATA ANALYSIS.....	21
3.7 SUMMARY	22
 CHAPTER 4: DATA ANALYSIS AND FINDINGS	 23
4.1 CHARACTERISTICS OF THE SAMPLE	23
4.2 FACTORS AFFECTING IT STAFF TURNOVER.....	25
4.2.1 IT staff member's satisfaction with their current job.....	25
4.2.2 IT staff member's intentions regarding their carrier.....	28
4.2.3 IT staff member's job-fit with respect to their current job.	31
4.3 FACTORS INFLUENCING THE JOB SATISFACTION OF IT STAFF	33
4.4 CALCULATION OF IT STAFF TURNOVER RATES	36
4.5 VALIDITY OF THE CONCEPTUAL MODEL	38
4.6 PREFERRED JOB FACTORS WHEN SELECTING A NEW JOB	40
4.7 IT STAFF TURNOVER TREND ANALYSIS	41
4.8 SUMMARY	47

CHAPTER 5: CONCLUSIONS, IMPLICATIONS AND RECOMMENDATIONS	48
5.1 CONCLUSIONS AND IMPLICATIONS.....	48
5.2 RECOMMENDATIONS	50
5.3 CONTRIBUTION OF THE STUDY	51
5.4 FURTHER RESEARCH AREAS.....	52
 APPENDIX I - QUESTIONNAIRE FOR MBA RESEARCH	 54
APPENDIX II - ANOVA TEST RESULTS FOR JOB SATISFACTION	57
APPENDIX III - CHI-SQUARE TEST RESULT FOR CAREER INTENTIONS.....	59
APPENDIX IV - CHI-SQUARE TEST RESULT FOR JOB-FIT	60
APPENDIX V - ANOVA TEST RESULTS FOR ORGANIZATIONAL FACTORS.....	61
APPENDIX VI - SPEARMAN'S CORRELATION VALUES OF ORGANIZATIONAL FACTORS	64
REFERENCES	65

List of Figures

<i>Figure 1.1.1: Distribution of ICT Manpower</i>	2
<i>Figure 2.2.1: March and Simon's Model</i>	8
<i>Figure 2.2.2: Price and Mueller's model</i>	9
<i>Figure 2.2.3: Mobley Griffeth, Hand and Meglino's Model</i>	10
<i>Figure 3.1.1: Research Process</i>	17
<i>Figure 3.2.1: Conceptual Framework</i>	18
<i>Figure 4.2.1: Job Satisfaction</i>	25
<i>Figure 4.2.2: Loss of Interest</i>	26
<i>Figure 4.2.3: Career Intentions in 5 years time</i>	28
<i>Figure 4.2.4: Career Intentions to leave the job.</i>	29
<i>Figure 4.2.5: IT staff member's Job-Fit</i>	31
<i>Figure 4.4.1: Turnover Rates</i>	36
<i>Figure 4.7.1: Gender vs. Job Satisfaction</i>	41
<i>Figure 4.7.2: Gender vs. Job-Fit</i>	42
<i>Figure 4.7.3: Gender vs. Turnover Intentions</i>	42
<i>Figure 4.7.4 Job satisfaction by age group</i>	43
<i>Figure 4.7.5 Job satisfaction by marital status</i>	43
<i>Figure 4.7.6 Job satisfaction by Education qualifications</i>	44
<i>Figure 4.7.7 Job satisfaction by position held</i>	44
<i>Figure 4.7.8 Job satisfaction by Tenure</i>	45

List of Tables

<i>Table 3.4.1: Population and sample size</i>	21
<i>Table 4.1.1: Age</i>	23
<i>Table 4.1.2: Gender</i>	23
<i>Table 4.1.3: Marital Status</i>	23
<i>Table 4.1.4: Education Qualification</i>	23
<i>Table 4.1.5: Field of Specialization</i>	23
<i>Table 4.1.6: Position held</i>	24
<i>Table 4.1.7: Tenure</i>	24
<i>Table 4.1.8: Work History</i>	24
<i>Table 4.2.1: Mean values of Job Satisfaction</i>	26
<i>Table 4.2.2: Mean values difference of Job Satisfaction</i>	27
<i>Table 4.2.3: Chi-Square test result for career intentions</i>	30
<i>Table 4.2.4: Chi-Square test result for Job-fit</i>	32
<i>Table 4.3.1: Mean values and std. deviation of organizational factors.</i>	33
<i>Table 4.3.2: Significance values of organizational factors.</i>	34
<i>Table 4.4.1: Calculated Turnover rates</i>	36
<i>Table 4.5.1: Correlation values of Organization factors</i>	38
<i>Table 4.5.2: Cramer's V values of Individual factors</i>	39
<i>Table 4.5.3: Cramer's V values job satisfaction and job fit</i>	39
<i>Table 4.6.1: Preferred Job Factors (according to the preference Order)</i>	40