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**CRITICAL SUCCESS FACTORS OF CONTINUING
WORK FROM HOME STRATEGY FOR IT
COMPANIES IN SRI LANKA: ORGANIZATION
PERSPECTIVE**

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Master of Business Administration in Information Technology

Department of Computer Science and Engineering
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Dissertation submitted in partial fulfillment of the requirements for the
degree

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DECLARATION

I declare that this is my own work and this Dissertation does not incorporate without acknowledgement any material previously submitted for a Degree or Diploma in any other University or Institute of higher learning and to the best of my knowledge and belief it does not contain any material previously published or written by another person except where the acknowledgement is made in the text. I retain the right to use this content in whole or part in future works (such as articles or books).

Signature:

Date: 30.06.2025

The supervisor should certify the Dissertation with the following declaration.

The above candidate has carried out research for the Master of Business Administration in Information Technology Dissertation under my supervision. I confirm that the declaration made above by the student is true and correct.

Name of Supervisor: Dr. Nisansa de Silva

Signature of the Supervisor:

Date: 30/06/2025

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I would like to express my heartfelt gratitude to everyone who supported me in numerous ways in completing my research study "Critical success factors of continuing work from home strategy for IT companies in Sri Lanka: Organization Perspective".

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ABSTRACT

Organizations worldwide are investigating the effectiveness and viability of work-from-home (WFH) initiatives as a result of the growing adoption of remote work, which has been accelerated by the COVID-19 pandemic. As the sector moves beyond the immediate crisis, there is a growing need to evaluate the sustainability and effectiveness of these strategies from an organizational perspective. This study offers insights into the elements that impact the effective installation and sustainability of remote work practices beyond urgent crisis circumstances by evaluating the points of view of both employers and employees of information technology (IT) organizations in Sri Lanka. It examines the impact of three key variables, organizational factors, personal factors, and technological infrastructure, on the perceived success of WFH strategies. By conducting a thorough literature analysis, the success and failure factors related to remote work strategies were identified. Data was collected through a structured online survey distributed to IT professionals. Quantitative data analysis was performed with the aid of SPSS and multiple linear regression was applied to test the proposed hypotheses. Findings indicate the importance of organizational and personal factors in ensuring the success of remote work in IT organizations. While technology serves as a necessary foundation, it is the effective management of organizational practices and the personal adaptability of employees that truly enhance WFH experiences. Conclusion of the research also emphasize the difficulties organizations face when developing and sustaining WFH policies, and provide solutions.

Keywords: work-from-home, remote working, software industry, sustainability of remote work, organizational factors

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LIST OF ABBREVIATIONS

Abbreviation	Description
IT	information technology
MLR	Multiple Linear Regression
SPSS	Statistical Package for the Social Sciences
VIF	Variance Inflation Factor
VPN	virtual private networks
WFH	work-from-home

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