

**IMPACT OF WORKING WITH INTERNATIONAL TEAMS
IN THE IT INDUSTRY ON WORK PRODUCTIVITY AND
EMPLOYEE HEALTH IN SRI LANKA**

Senanayake Mudiyanseelage Udara Chinthana Senanayake
(229139C)

Degree of Master of Business Administration in Information Technology

Department of Computer Science and Engineering

University of Moratuwa
Sri Lanka

July 2024

IMPACT OF WORKING WITH INTERNATIONAL TEAMS IN THE IT INDUSTRY ON WORK PRODUCTIVITY AND EMPLOYEE HEALTH IN SRI LANKA

Senanayake Mudiyanseelage Udara Chinthana Senanayake

(229139C)

The dissertation was submitted to the Department of Computer Science and 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 and Engineering

University of Moratuwa

Sri Lanka

July 2024

DECLARATION

I declare that this is my own work and this thesis 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.

Also, I hereby grant to University of Moratuwa the non-exclusive right to reproduce and distribute my thesis/dissertation, in whole or in part in print, electronic or other medium. I retain the right to use this content in whole or part in future works (such as articles or books).

.....

Udara Senanayake

(Signature of the candidate)

Date: 26/07/2024

The above candidate has carried out research for the Masters thesis under my supervision.

Dr. M.P.A.P.Wijayasiri
.....

(Supervisor Name)

Signature of the Supervisor

26.07.2024
.....

Date

.....

(Co-supervisor Name)

Signature of the Co-Supervisor

.....

Date

COPYRIGHT STATEMENT

I hereby grant the University of Moratuwa the right to archive and to make available my thesis or dissertation in whole or part in the University Libraries in all forms of media, subject to the provisions of the current copyright act of Sri Lanka. I retain all proprietary rights, such as patent rights. I also retain the right to use in future works (such as articles or books) all or part of this thesis or dissertation.

ABSTRACT

With the advancement in information technology working with teams of different time zones has become a reality. There are more and more distributed teams currently working remotely with a locationally distributed but working for the same task is very common in the industry. This study mainly focuses on Sri Lankan IT professionals with the challenges they face with globalisation and remote working with other teams. With this study it will focus on variables such as working time and Number of working hours and other factors such as health. This work explores wide range of dynamics when working with international teams by conducting an extensive literature review and analysing the data. Structured questionnaires are used to collect and analyse data. This will cover all the aspects that an IT worker is currently facing in the working environment including the working hours and some general health conditions that they are already facing when usually working in long hours sitting in front of the computer. This paper investigates the connection between working with global teams and several aspects of productivity at work, such as project results, effectiveness, and creativity. It also examines the complex interactions among cultural diversity, communication barriers, and teamwork, and how these aspects affect IT workplace efficiency. This study also highlights the often disregarded issue of worker health in the context of cross-border collaboration. It examines the stresses that can have a major negative impact on the health of IT workers working on global projects, such as time zone variations, communication barriers, and challenges balancing work and personal commitments. For better coverage of aspects relating to the work in different time zones in Sri Lanka IT profession content, both academic and practical domain will be used. In the area of cross-border team collaborations in the IT sector, this study aims to give empirical evidence and practical insights for organizations to maximize productivity and foster employee well-being through empirical analysis using both qualitative and quantitative methodologies. Finding from this study will be useful for the IT professionals in Sri Lanka.

Keywords: Time zones, Remote working, Employee health, Employee Performance, Work-life balance, Sleep patterns, Distributed work, Flexible work, Flexwork

ACKNOWLEDGEMENT

I would want to thank everyone for their amazing guidance and support, which made it possible for me to complete my thesis on target. Above all, I would want to express my gratitude and appreciation to Dr Adeesha Wijayasiri for his excellent knowledge and assistance that enabled me to successfully complete the research by providing feedback throughout the years has been incredibly motivating. In addition, I must thank the University of Moratuwa for providing the resources and support that I needed for this research.

I express my gratitude to my family and friends for their unwavering support in conducting this research, which includes sharing my questionnaire and offering insightful comments.

In addition, I want to thank the Sri Lankan IT professionals who took the time to complete the questionnaire and contribute insightful data. Thank you so much for your contributions to the research.

TABLE OF CONTENTS

1. INTRODUCTION	1
1.1 Background.....	2
1.2 Problem Statement.....	2
1.3 Research Objectives.....	3
1.4 Research Scope	4
1.5 Research Gap	4
1.6 Outline	4
2. LITERATURE REVIEW	5
2.1 Work culture and social impact	5
2.2 Location Independency.....	6
2.3 Work flexibility.....	7
2.4 Virtual collaboration	8
2.5 Communication barriers	10
2.6 Health.....	11
2.7 Performance	12
3. RESEARCH METHODOLOGY.....	14
3.1 Research Design	14
3.2 Conceptual framework.....	14
3.3 Hypotheses development	15
3.4 Research Strategy	16
3.5 Research design	16
3.6 Population and sample selection.....	16
3.7 Process of data collection	17
3.8 Statistical Analysis Method	17
4. DATA ANALYSIS.....	18
4.1 Descriptive analysis.....	18
4.1.1 Age.....	18
4.1.2 Gender.....	18
4.1.3 Educational Level	19

4.1.4 Experience	19
4.1.5 Income	20
4.2 Data Validity	20
4.3 Descriptive statics related to variables	21
4.4 Independent variables	21
4.4.1 Work culture and social impact	21
4.4.2 Location Independency.....	22
4.4.3 Work flexibility.....	23
4.4.4 Virtual collaboration	24
4.4.5 Communication barriers	25
4.5 Dependent variables	26
4.5.1 Performance	26
4.5.2 Health	27
4.6 Testing for Normality	28
4.7 Correlation Coefficient Value	31
4.8 Multiple Regression Analysis	33
5. RECOMMENDATIONS AND CONCLUSION.....	38
5.1 Achievement of research objectives.....	38
5.1.1 Understanding of challenges faced when working with international teams	38
5.1.2 Opportunities in the Sri Lankan IT sector	38
5.1.3 Identify the barriers that will hinder the growth and opportunities in the Sri Lankan IT sector	39
5.1.4 Recommendations on effective management of teams.....	39
5.2 Conclusion.....	40
5.3 Limitations.....	40
5.3 Future works.....	40

LIST OF FIGURES

- Figure 3.1: Conceptual Framework
- Figure 4.1: Age Category
- Figure 4.2: Gender Category
- Figure 4.3: Educational Level Category
- Figure 4.4: Experience Category
- Figure 4.5: Income Category
- Figure 4.6: Likert scale
- Figure 4.7: Normality Analysis for Culture Variable
- Figure 4.8: Normality Analysis for Location Variable
- Figure 4.9: Normality Analysis for Collaboration Variable
- Figure 4.10: Normality Analysis for Flexibility Variable
- Figure 4.11: Normality Analysis for Communication Variable
- Figure 4.12: Normality Analysis for Performance Variable
- Figure 4.13: Normality Analysis for Health Variable
- Figure 4.15: Coefficient Range Scale
- Figure 4.16: Performance coefficient analysis
- Figure 4.17: Health coefficient analysis

LIST OF TABLES

Table 4.1: Culture statement codes and statements
Table 4.2: Descriptive statics to culture
Table 4.3: Location independency statement codes and statements
Table 4.4: Descriptive statics to location
Table 4.5: Work flexibility statement codes and statements
Table 4.6: Descriptive statics to flexibility
Table 4.7: Collaboration statement codes and statements
Table 4.8: Descriptive statics to collaboration
Table 4.9: Communication statement codes and statements
Table 4.10: Descriptive statics to communication
Table 4.11: Communication statement codes and performance
Table 4.12: Descriptive statics to performance
Table 4.13: Communication statement codes and health
Table 4.14: Descriptive statics to health
Table 4.15: Correlation relation outcome
Table 4.16: Hypothesis acceptability

LIST OF ABBREVIATIONS

BPO – Business Process outsourcing

NS – Native Speaker

NNS- Non Native Speaker