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**INVESTIGATING EMPLOYEE PRODUCTIVITY
DURING THE POST-PANDEMIC IN THE IT SECTOR
IN SRI LANKA**

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Mater of Business Administration in Management of Technology

Faculty of Business

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Thesis/Dissertation submitted in partial fulfillment of the requirements for the degree
Master of Business Administration in Management of Technology

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DECLARATION

I declare that this is my own work and this thesis/dissertation does not incorporate without acknowledgment 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 acknowledgment 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: 25/07/2024

The above candidate has carried out research for the PhD/MPhil/Masters thesis/dissertation under my supervision. I confirm that the declaration made above by the student is true and correct.

Name of Supervisor: Prof. V.M. Wickramasinghe

Signature of the Supervisor:

Date:

DEDICATION

This research paper is dedicated to everyone whose steadfast encouragement and support have propelled me on my journey. To my family, whose unending love and compassion have served as my compass during the turbulent waters of academia. To my teachers and mentors, whose insight and counsel have influenced my academic interests and motivated me to explore the limits of understanding. To my friends, whose humor and companionship have brought me comfort even in the worst of circumstances. And to every single person whose input, no matter how minor, has had a lasting impact on this effort. This document serves as a tribute to our combined efforts and goals.

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ABSTRACT

This study looks into the factors that influence employee productivity in Sri Lanka's post-pandemic information technology (IT) sector, focusing on the roles of technological tools, management support, communication frequency, and training. The main objective is to examine the relationship between important independent variables (IVs) and employee productivity, the dependent variable (DV), as well as the mediation function of employee engagement. Following the COVID-19 pandemic, the global workforce has undergone a paradigm shift toward remote work, emphasizing the importance of understanding and optimizing factors impacting employee productivity in such settings. Using a quantitative research approach, data were obtained via a structured survey distributed to IT experts from various firms in Sri Lanka. The independent variables (IVs) under consideration include the availability and use of technical tools, the quality of management support provided to employees, the frequency and efficacy of communication channels, and the supply of training programs. Employee productivity is the dependent variable (DV) of interest, with employee engagement serving as a mediator between the IVs and DV. Preliminary data show that technology tools, managerial support, communication frequency, and training all have a considerable positive impact on employee productivity. Furthermore, employee engagement emerges as a significant mediator, implying that it plays an important role in transforming organizational inputs into tangible productivity benefits. These findings provide important insights for IT organizations looking to improve employee performance and create a positive work environment in the post-pandemic period. This study contributes to our understanding of the drivers of employee productivity in Sri Lanka's post-pandemic IT sector, emphasizing the importance of technological infrastructure, supportive managerial practices, effective communication strategies, and ongoing employee development initiatives. By addressing these elements, firms may foster a culture of engagement and resilience, maximizing productivity in the face of changing work dynamics.

Keywords: Employee productivity, Employee Engagement, Technological Tools, Managerial Support, Frequency of Communication, Training

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LIST OF ABBREVIATIONS

Abbreviation	Description
WFH	Work from Home
IT	Information Technology
IV	Independent Variable
DV	Dependent Variable
MED	Mediator
AI	Artificial Intelligence

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