

FACTORS AFFECTING THE 'WORK-FROM-HOME' IN THE PUBLIC SECTOR: AN EXPLORATORY STUDY

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Degree of Master of Business Administration in E-Governance

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The Dissertation was submitted to Department of Computer Science & Engineering
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DECLARATION

I hereby declare that this thesis is entirely my own work, and that, to the best of my I affirm that this thesis is wholly my original work and, to the best of my understanding and conviction, it does not contain any information that has already been released or written by another person., unless explicitly mentioned in the text. Furthermore, it does not include any academic work that has been previously submitted without receiving credit towards a degree or diploma at any other university or institution of higher education.

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Date

The candidate mentioned above conducted research for their Master's thesis under my guidance. I verify the accuracy and truthfulness of the statement provided by the student.

.....

Prof. Indika Perera

(Supervisor)

.....

Date

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ABSTRACT

This exploratory study critically evaluates the effectiveness of the ongoing 'Work-from-Home' (WFH) policy within public sector organizations in Sri Lanka, particularly analyzing how IT training, digital orientation, digital infrastructure, management support, and digital capacity influence this effectiveness. As remote work continues to be a significant aspect of organizational operations due to recent global shifts, understanding its impact on the public sector is crucial for maintaining operational efficiency and employee productivity. Determining the correlation between critical managerial and digital characteristics and the efficacy of WFH strategies is the main goal of this study. This was achieved through a quantitative approach within a positivism paradigm, targeting a sample of 50 employees from various public sector organizations. The participants were selected to provide diverse insights into the effectiveness of the WFH arrangements facilitated by their respective organizational support structures and digital readiness. Data collection was rigorously conducted through standardized questionnaires, ensuring comprehensive coverage of the respondent's experiences and observations. The gathered data were analyzed using SPSS software, where descriptive statistics provided an overview of the data distribution, while correlation analysis and linear regression were employed to examine the relationships between variables. The findings reveal a robust positive correlation between the WFH policy effectiveness and the independent variables of IT training, management support, digital infrastructure, digital orientation, and digital capacity. These factors are instrumental in enhancing the adaptability and productivity of employees working remotely, indicating that stronger digital infrastructure and supportive management practices are pivotal in optimizing WFH outcomes. Furthermore, the reliability of the research data is underscored by a high Cronbach's alpha value of 0.904, indicating that the measurement scales used were consistent and reliable. This study underscores the significance of comprehensive IT training, robust digital infrastructure, and proactive management support in facilitating effective WFH policies. It provides a foundational framework for policymakers and organizational leaders to enhance and tailor WFH strategies that are responsive to the needs of public sector employees in Sri Lanka, suggesting a pathway for similar adaptations in other contexts where public sector organizations are navigating the complexities of remote work. Overall, the research contributes valuable insights into the dynamics of WFH policies, offering a strategic perspective that can assist in the ongoing development and refinement of remote work practices within the public sector.

Keywords: Employee Performance, Policy effectiveness, Public sector, Remote Work Management, Work-from-Home

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LIST OF ABBREVIATIONS

Abbreviation	Description
DCS	Department of Census and Statistics
HBW	Home Based Work
ILO	International Labor Organization
WBL	Work Life Balance
WFH	Work From Home

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