

**THE METHODS TO MITIGATE EMPLOYEE
UNCERTAINTY DUE TO
PROJECT DISCONTINUATION
IN SRI LANKAN SOFTWARE INDUSTRY**

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ABSTRACT

Project discontinuation with an existing customer in a software development company may create a huge impact on employee uncertainty. Employees may start to think about what organizational changes may arise due to this situation since leaving a main customer will affect the business and there will be several changes in the current job due to project discontinuation.

The purpose of this research is to find out the methods to mitigate employee uncertainty through the analysis and findings of the survey by identifying employee perception on project discontinuation to provide management a clear understanding on which factors are affecting most on employee uncertainty and take actions to mitigate them. Quantitative research method has been used in this study since the population of this research is employees in IT industry in Sri Lanka and self-administrative questionnaire was designed to get the responses from the selected sample.

The main contribution of this study comes from the fact that this study is one of the few to be carried out with the aim of finding the methods to mitigate employee uncertainty due to project discontinuation in Sri Lankan IT industry. Moreover, the literature does not record efforts for measuring specifically employee uncertainty due to project discontinuation while this study reveals the factors which can be affect employee uncertainty and the most affected factor, job insecurity has a huge impact on employee uncertainty due to project discontinuation. And also there is a positive relationship between lack of management communication, perception of organizational readiness for change and mistrust in management.

It would be interesting to explore more variables which are affecting employee uncertainty due to project discontinuation and find the relationship with employee uncertainty.

Keywords: Employee Uncertainty, Job Insecurity, Lack of Management Communication, Perceptions of Organizational Readiness for Change

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LIST OF ABBREVIATIONS

UNC	Employee Uncertainty
JOI	Job Insecurity
LMC	Lack of Management Communication
POC	Perception of Organizational Readiness for Change
TRM	Mistrust in Management