

**IMPACT OF OCCUPATIONAL HEALTH AND SAFETY
PRACTICES ON EMPLOYEE'S PRODUCTIVITY IN
TELECOMMUNICATION INDUSTRY IN SRI LANKA**

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Master of Science in Project Management

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DECLARATION OF THE CANDIDATE AND THE SUPERVISOR

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ABSTRACT

This study examines the impact of Occupational Health and Safety (OHS) practices on employee productivity in Sri Lanka's telecommunication industry. The research explores essential OHS variables such as awareness, effective communication, auditing and monitoring, training, and culture adaptation. It also delves into additional risk assessment, leadership commitment, employee engagement, emergency preparedness, mental health and well-being, and technological integration. Together, these practices aim to mitigate workplace hazards, enhance safety protocols, and establish a culture of accountability and proactive behavior. The telecommunication industry, being highly dynamic and technology-driven, presents unique challenges where robust OHS measures are vital to maintaining operational efficiency and employee well-being. This study employed a quantitative research approach, utilizing a survey strategy to analyze statistical relationships among occupational health and safety variables in the telecommunications industry in Sri Lanka. A meticulously designed questionnaire was used to gather data from the target population, followed by statistical analyses, including cross tabulations and hypothesis testing. The findings reveal significant correlations among the variables, providing empirical evidence to support the impact of occupational health and safety practices on employee productivity. The findings of this study emphasize the crucial role of OHS practices in improving employee morale, reducing absenteeism, and fostering a safer and healthier work environment. By ensuring compliance with safety regulations and embedding these practices into organizational frameworks, companies can not only enhance safety outcomes but also achieve significant productivity gains. Moreover, the integration of mental health support systems and advanced technological solutions into OHS strategies further reinforces the relevance of safety practices in addressing the evolving needs of the workforce. This research offers valuable insights for Sri Lankan telecommunication organizations, emphasizing the need for a comprehensive approach to OHS practices. Focusing on safety and well-being can foster employee satisfaction, drive operational efficiency, and support sustainable growth in a competitive industry.

Keywords: Occupational Health and Safety, Employee Productivity, Telecommunication Industry, Sri Lanka

DEDICATION

To my beloved Family ...

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LIST OF ABBREVIATIONS

CIDA	– Construction Industry Development Authority
EHS	– Environmental Health and Safety
HR	– Human Resource
HRD	– Human Resource Development
HRM	–Human Resource Management
ICTAD	– Institute for Construction Training and Development
ILO	– International Labor Organization
ISO	– International Organization for Standardization
NIOSH	– National Institute of Occupational Safety and Health
OHS	– Occupational Health and Safety
PPE	– Personal Protective Equipment
SLT	- Sri Lanka Telecom
TRCSL	– Telecommunications Regulatory Commission Sri Lanka
WHO	- World Health Organization

LIST OF APPENDICES

Appendix 01 – Questionnaire Google Form