CRITICAL SUCCESS FACTORS IN DEVELOPING REMOTE WORKING APPROACH IN SRI LANKAN SOFTWARE FIRMS

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Degree of Master of Business Administration in Information Technology

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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.

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Dr. Adeesha Wijayasiri
(Signature of the Supervisor) Date

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ABSTRACT

Remote working, also known as teleworking or working from home, has experienced significant emergence and growth in recent years, with its popularity skyrocketing in response to COVID-19. The Sri Lankan IT industry mainly the software industry, has shown significant potential for remote working while contributing to the economy of the country. However, while some companies embraced remote work as a long-term solution, some have reverted to traditional in-office work arrangements once the pandemic improved. This study examines the critical factors that software companies in Sri Lanka should consider to successfully implement or improve the remote working approach. Utilizing the quantitative approach, the responses were collected through a questionnaire from 383 software professionals who have worked remotely in Sri Lanka. The data analysis was embarked on with descriptive statistics and inferential statistics. Descriptive statistics are supported to identify patterns and trends and help to make inferences about the entire population. The data was analyzed and hypotheses were tested using multiple regression analysis on IBM SPSS. Incorporating evidence from employee experience while working remotely, this study demonstrates organizational-level factors such as Project and people management processes, fair WFH policies and rules, top management support, and employee-level factors such as effective communication and job autonomy are the most significant critical success factors for remote work success in the Software industry of Sri Lanka. Further, it was identified that managerial-level factors may not be significant enough predictors of remote working success to warrant the investment in these factors. The results of this research study could be advantageous for employers, practitioners, remote workers, HR professionals, etc. to unlock the full potential of remote work, leading to improved business outcomes, employee satisfaction, and a redefined approach to modern work practices.

Keywords: Remote working, Critical Success Factors, Software professionals, Organizational-level, Managerial-level, Employee-level

TABLE OF CONTENTS

LIST OF FIGURES

LIST OF TABLES

LIST OF ABBREVIATIONS

Abbreviation	Description
COVID-19	Coronavirus disease of 2019
CSF	Critical success factors
HR	Human resources
ICT	Information and communication technology
ICTA	Information and Communication Technology Agency
IT	Information technology
IT-BPM	Information technology Business process management
SME	Small and medium-sized enterprises
UI/ UX	User Interface/ User Experience
WFH	Work from home
WHO	World Health Organization

LIST OF APPENDICES