

**IDENTIFYING THE IMPACT OF WORKING  
FROM HOME TO OVERALL MOTIVATION AND  
PERFORMANCE LEVELS OF EMPLOYEES  
WORKING IN THE SRI LANKAN IT INDUSTRY**

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Dissertation submitted in partial fulfillment of the requirements for the  
degree

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## DECLARATION

I declare that this is my own work and this Dissertation 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. I retain the right to use this content in whole or part in future works (such as articles or books).

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Date: 29/07/2023

The supervisor should certify the Dissertation with the following declaration.

The above candidate has carried out research for the Master of Business Administration in Information Technology Dissertation under my supervision. I confirm that the declaration made above by the student is true and correct.

Name of Supervisor: Dr. Nisansa de Silva

Signature of the Supervisor:



Date: 29/07/2023

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## **ABSTRACT**

At the start of the COVID-19 outbreak, the World Health Organization (WHO) swiftly declared it a pandemic due to its rapid spread across the globe. The pandemic has had devastating consequences on people's lives, economies, businesses, workers, and jobs, including those in Sri Lanka. In response, many companies have adopted remote work practices, including working from home (WFH), to ensure business continuity while limiting the spread of COVID-19 by keeping professionals from coming into direct contact with one another. However, the transition to WFH has not been without challenges. Working from home can impose unique strains on both businesses and individuals, as numerous studies have indicated, both positive and negative. Furthermore, while remote work has become increasingly common even before the pandemic, some industries cannot operate effectively with a remote workforce. Given this context, the current research delves into the impact of remote work on motivation and performance using 385 IT professionals in Sri Lanka. To accomplish its goals, this study utilizes both quantitative and qualitative analysis techniques based on survey responses.

**Keywords:** working from home, COVID-19, performance, motivation

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## LIST OF ABBREVIATIONS

<b>Abbreviation</b>	<b>Description</b>
HR	Human Resource
ICT	information and communications technology
IT	Information Technology
SPSS	Statistical Package for the Social Sciences
WFH	Work From Home
WHO	World Health Organization
WLB	work life balance

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