

Impact of Internet-Based Communications on Employee's Satisfaction in Finance Sector

Dabarera G.A.T.¹ and Thilakarathne, C. R.²

¹annethushani23@gmail.com, ²chamindat@kln.ac.lk

Abstract

The prime target of this research article is to investigate the impact of internet-based communications on employee's satisfaction in the finance sector in Sri Lankan context. With the rise of the internet-related communication system, electronic mailing method was widely spread among corporate entities. While email has been seen as a method for expanding authoritative coordination and responsiveness, the utilization of electronic correspondence has a dim side to it.

This survey examined cyber incivility in the workstation of Sri Lanka and also examined its impact on employee job satisfaction, organizational commitment, quit intention. Data were collected from 65 employees. Results of the study displayed that male boss/supervisors engaged in active forms of cyber-incivility while female boss/supervisors engaged in passive cyber incivility. Regression analyses also displayed that cyber-incivility was negatively related to organizational commitment and employees' job satisfaction. Employees who suffered cyber incivility were also more likely to quit their jobs. Thus, cyber incivility has negative consequences on both organizations and individuals.

Keywords: Internet related communication, Cyber communication, Workplace incivility