

Difference between Job Satisfaction Level of ‘Work from Home’ and ‘Work from Office’: Study of the Employees in Telecommunication Sector, Sri Lanka

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In recent years, the corporate world has changed a phase of digital transformation, which has resulted in the adoption of work-from-home practices in various business contexts. This practice has been accelerated because of the COVID-19 epidemic. Employees of Sri Lankan commercial companies, including telecommunications and software development firms, began working from home during the COVID-19 outbreak and have continued to do so. Because employee job satisfaction is one of the most essential parts of an efficient workforce, organizations' obligation to organizations should ensure that employees are content enough with their new work environments to get the best results from them. This study was conducted to identify the level of employees' job satisfaction when working from home as it is new for Sri Lankans.

The researcher used convenience sampling to select the elements to the study from the population. The sample size of the study was 100 employees who are working in the telecommunication industry relating to the Colombo area in Sri Lanka. A standard measurement scale was used to collecting the data via the online method. The dependent sample t-test was performed to test hypotheses and analyzed data. The study results showed a significant difference between employee job satisfaction level in Work from Home and Work from Office in telecommunication sector employees in Sri Lanka. This research was limited to the telecommunication sector and the Colombo area. The practitioners are encouraged to implement the Work from Home in the organizations to gain more advantages to get a better outcome. The results can use to continue working from home efficiently and effectively in the future.

Keywords: *Work from Home, Work from Office, Job Satisfaction, Telecommunication Sector Employees*

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