

## **BALANCING ACT: HOW FLEXIBLE WORK SHAPES JOB SATISFACTION IN IT INDUSTRY IN SRI LANKA**

Perera, B.H.W.<sup>1</sup> and Karunarathne, R.A.I.C.<sup>2</sup>

Job satisfaction is important for organizations to achieve the success, and work-life balance helps to achieve job satisfaction. It is important to examine the impact of flexible working arrangements on job satisfaction, as it is a major workplace change in the modern business world. Although scholars have already examined the effect of flexible working arrangements and their outcomes, there is less research in the context of Sri Lanka. Thus, this study aims to examine the impact of flexible working arrangements on job satisfaction through the mediation effect of work-life balance. This research study was conducted as a cross-sectional study with a quantitative research design and data collected from 169 executive-level employees in three IT companies in Western Province, Sri Lanka. Hypotheses were tested using linear regression with the aid of Andrew F. Hayes's process for SPSS. The findings of the study revealed that there is a significant impact of flexible working arrangements on job satisfaction. Moreover, work-life balance mediates the relationship between flexible working arrangements and job satisfaction. Their findings inform the literature by emphasizing the importance of work-life balance in enhancing job satisfaction and offering valuable insights for Sri Lankan organizations to effectively implement flexible working arrangements.

**Keywords:** *Executive-Level Employees, Flexible Working Arrangements, IT Industry, Job Satisfaction, Work-Life Balance*

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<sup>1</sup> Undergraduate, Department of Human Resource Management, Faculty of Commerce and Management Studies, University of Kelaniya, Sri Lanka [hwperera28@gmail.com]

<sup>2</sup> Senior Lecturer (GI), Department of Human Resource Management, Faculty of Commerce and Management Studies, University of Kelaniya, Sri Lanka [ishankac@kln.ac.lk]