

**RARE**

**EMPLOYEE ATTITUDES  
TOWARDS TELECOMMUTING  
IN SRI LANKAN  
ICT SECTOR**

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## ABSTRACT

In our fast changing world we are experiencing a number of technological changes to transform the way we live. According to many, we are currently going through the digitizing of our lives, as represented by the explosion of computer technology into every aspect of our society, from leisure to work. In particular, as computer and telecommunications technology advance and an information-based economy takes hold, we have seen the development of telecommuting, new phenomenon that everyone has put their concerns on.

Telecommuting is one of the fastest growing trends in the world of business. Many organizations are recognizing telecommuting as a promising strategy suggesting significant and substantial economic, environmental, and social benefits through partial or complete altering of the work environment from the central office to the home or satellite center. However, in spite of its popularity, some businesses are still reluctant to offer this option to their workforce or employees are not willing to adopt to telecommuting for many reasons. The findings of this investigation, which include data collected from cross-sectional surveys of employees in Sri Lankan IT sector, provides strong evidence which could identify their attitudes towards telecommuting. This research starts with identifying the benefits of telecommuting either tangible or non tangible. Tangible or quantifiable benefits include increased productivity, financial savings from reductions in real estate, facility and overhead costs, and environmental improvements from reductions in automobile emissions. Intangible benefits include a better quality of work life, an improved working environment, greater flexibility, and less stress for workers. However, telecommuting is not for every individual or job task. The key obstacles to telecommuting are technological problems, loss of personal interaction with coworkers, and legal issues pertinent to labor laws. In spite of these drawbacks, the findings suggest that most telecommuters have a high level of job satisfaction and view the telecommuting arrangement as a positive force in their careers. The critical issues in implementing effective telecommuting programs are top management support, careful selection of the telecommuting candidates, employee training, and formal policies and procedures detailing performance standards and measures.