Work From Home (WFH): Challenges For IT Industry In Sri Lanka During COVID-19: A Study On Employees Perspective

D.H.D.N. Sarathchandra
(Reg. No.: MB20853334)
M.Sc. in IT
Specialized in Information Systems

Supervisor : Prof. Samantha Thelijjagoda

October 2021

Department of Computing
Faculty of Graduate Studies and Research
Sri Lanka Institute of Information Technology

Declaration

I hereby declare that the work on the project "Work from Home (WFH): Challenges for IT Industry in Sri Lanka During COVID-19: A Study on Employees Perspective" submitted to the Sri Lanka Institute of Information Technology is a report of my first book. Under the guidance of my supervisor Prof. Samantha Thelijjagoda. This project is presented to partially meet the requirement for the award of the master's degree in Information Technology (Information Systems). The results of this report have not been submitted to any other university or institution for awarding any other degree or diploma.

Project Title: Work from Home (WFH): Challenges for IT Industry in Sri Lanka During COVID-19: A Study on Employees Perspective

Student ID	**Student Name**	**Signature**
MB20853334	D.H.D.N. Sarathchandra	

Date of Submission:

Internal Supervisor:

Name	**Signature**	**Date**
Prof. Samantha Thelijjagoda		

Acceptance by Lecturer in charge:

Name	**Signature**	**Date**
Dr. Anuradha Jayakody		

Abstract

Since March 2020, the WHO declared that COVID-19 a pandemic situation by considering increasing the number of cases reported. So many countries all over the world forced people to stay at home and decided to lock down the country. From that, they expected to minimize the spread of the virus. Because of this virus, people don't have their previous lifestyle. Covid-19 giving many extraordinary challenges to our lives. Still, we are facing lots of obstacles due to spreading the covid-19 virus. Therefore, companies want to continue their work in a normal way. Following last year's March, most of the companies moved to the working from the home concept from a traditional working environment.

Suddenly companies need to be moved to work from home concept due to this pandemic situation around the world. IT industry also move to the WFH concept due to this COVID 19 situation. But IT industry can be able to move to WFH easily compare to other industries. In some IT companies, all the employees did not use laptops for their work at office premises. Therefore, when moving to WFH, those companies need to plan how they move to WFH to manage their day-to-day work. This research planning to investigates how employees get the impact of WFH, what are the challenges they are facing while working from home. Also, what are the suggestions to take to improve the WFH experience?

Keywords: working-from-home, challenges of WFH, Covid-19

Table of Contents

Declaration ii

Abstract iii

Table of Contents iv

List of Figures vii

List of Tables viii

Chapter 1 Introduction 1

1.1 Chapter Overview 1

1.2 Background 1

1.3 Research Context 4

1.4 Problem Statement 5

1.5 Research Objectives 5

1.5.1 Main Objectives 6

1.5.2 Sub Objectives 6

1.5.3 Research Questions 6

1.6 Chapter Summary 6

Chapter 2 Literature Survey 7

2.1 Chapter Overview 7

2.2 Sri Lanka as a case study 7

2.3 What is COVID-19? 10

2.3.1 Global COVID-19 11

2.3.2 Background of the current situation in Sri Lanka 11

2.4 What is Remote Work? 12

2.5 Remote work history 19

2.6 Current situation of IT because of Covid-19 21

2.7 Impact on IT industry due to covid-19 21

2.8 Statistics on remote work 23

2.9 Disguised advantages on this pandemic 24
2.10 Blooming opportunities and threats in the IT industry 24
2.10.1 Issues that the technology industry would possibly face 25
2.11 Work from home challenges 25
2.11.1 Employee development and professional separation 28
2.11.2 Telecommuting and job satisfaction 31
2.11.3 Impact of work-family conflict 31
2.11.4 Impact of telecommuting strength 35
2.12 Post covid-19 expected transformation in work culture 36
2.13 Statistics about the future working methods 37
2.14 Chapter Summary 40
Chapter 3 Methodology 41
3.1 Chapter Overview 41
3.2 Introduction to Methodology 41
3.3 Hypothesis for identified challengers 41
3.4 Data Collection 43
3.4.1 Sample 43
3.5 Data Analysis 44
3.5.1 Pearson's Correlation Coefficient 45
3.5.2 P-Value - The statistical significance of correlation coefficients 47
3.5.3 Multiple Regression Analysis 47
3.6 Reliability Analysis 47
3.7 Expert Analysis 48
3.8 Chapter Summary 48
Chapter 4 Results and Discussions 49
4.1 Chapter Overview 49
4.2 Descriptive Analysis 49

4.3 Multiple Regression 64
4.3.1 Estimated model coefficients 65
4.3.2 Statistical significance of the independent variables 66
4.4 Reliability Analysis 67
4.5 Expert Analysis 68
4.6 Chapter Summary 68
Chapter 5 Conclusion and Recommendation 69
5.1 Chapter Overview 69
5.2 Conclusion 69
5.3 Limitations 70
5.4 Suggestions 71
5.5 Chapter Overview 72
Chapter 6 Bibliography 73
Appendix 84
Appendix 1: Questionnaire 84

List of Figures

Figure 2.1 Situation by Region, Country, Territory & Area (as on 17th October 2021).....11
Figure 2.2 Confirmed cases 12
Figure 2.3 IT companies 12
Figure 3.1 Conceptual framework 44
Figure 3.2 Positive correlation between two parameters 45
Figure 3.3 Negative correlation between two parameters 45
Figure 3.4 No correlation between two parameters 46
Figure 3.5 Strength of relationship between two parameters (Moore, Notz and Fligner, 2011) ...46
Figure 4.1 Respondent's age group 49
Figure 4.2 Respondent's gender 50
Figure 4.3 Respondent's working experience.....50
Figure 4.4 Correlations of technical difficulty.....55
Figure 4.5 Scatter diagram of technical difficulty 56
Figure 4.6 Correlations of Health risks.....57
Figure 4.7 Scatter diagram of health risks 58
Figure 4.8 Correlations of social interaction.....59
Figure 4.9 Scatter diagram of social interaction 60
Figure 4.10 Correlation of distractions 61
Figure 4.11 Scatter diagram of distractions 62
Figure 4.12 Correlations of Longer working hours 63
Figure 4.13 Scatter diagram of longer working hours 64
Figure 4.14 Model summary.....64
Figure 4.15 Model Coefficients 65
Figure 4.16 Statistical Significance of the Independent Variables 66
Figure 4.17 Reliability analysis 67
Figure 4.18 Expert analysis.....68

List of Tables

Table 2.1 Remote work synonym 17
Table 3.1 Strengths of correlation coefficients 46
Table 3.1 Mean analysis 51