



**THE IMPACT OF WORKING FROM HOME ON EMPLOYEE
PERFORMANCE AMONG EXECUTIVE AND ABOVE
EMPLOYEES WHO WORK IN PRIVATE SECTOR
ORGANIZATIONS IN SRI LANKA**

This dissertation is submitted as a partial fulfilment of the degree of
Master of Business Administration

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ABSTRACT

This study attempts to identify the impact of WFH on Employee performance among executive and above employees who work in private sector organizations in SL. The research questions of the study are to see the impact and whether to identify whether employee performance is negatively or positively impacted by WFH. Employee performance, job satisfaction, employee wellbeing, work-life balance, Skills & Competency of the employee and Technological Infrastructure are considered as the independent variables while WFH is considered as the dependent variable. Due to the COVID 19 Pandemic most of the private sector organizations in SL have moved to practice the WFH concept. The researcher was considering the population as the executive and above grade employees in private sector organizations in SL where the sample was calculated as 369 by using Krejcie and Morgan formula. Also the data was collected through an online voluntary questionnaire where the researcher didn't have any biasness on the responses as it was impossible to meet the respondents face to face. To analyze data, the researcher used the Likert scale and used the IBM SPSS software. The study conducted was cross sectional. The secondary data was also collected through online resources that were published and available.

Also for data analyzing was based on univariate and bivariate methods. Where the personal and employment details of the respondents were assessed through univariate method while the variable analysis and hypothesis testing were done according to the bivariate method. The researcher was unable to collect responses from the whole sample as it was hard to get the sample respondents to fill the questionnaire as it was voluntary as well as there is no physical presence to make the respondent motivated to fill the questionnaire, but the researcher was able to collect a significant amount of data and do the analysis. According to the results of the data analysis, it was identified that each and every independent variable have a strong positive relationship with the dependent variable which also states that there is an impact to each and every factor from WFH. Also, according to the results all the hypothesis were accepted at the significant level of 0.005. Accordingly it is concluded that WFH has an impact to employee performance.

Key Words : WFH, employee performance, employee wellbeing, work-life balance, Skills and knowledge, technological infrastructure, job satisfaction, private sector organizations in SL

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LIST OF ABBREVIATIONS

WFH	- Work from Home
SL	- Sri Lanka
DCS	- Department of Census and Statistics
ILO	- International Labour Organization
ICT	- Information and Communications Technology
IT	- Information Technology
WHO	- World Health Organization