THE VIABILITY OF TELEWORK IN SRI LANKA
(BASED ON STUDY CARRIED OUT IN THE WESTERN PROVINCE)

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Abstract

Sri Lankan commuters daily face problems of transport in traveling to and from their places of work. Traffic Congestion, poor road conditions and an inadequate public transport system creates unnecessary hassles and stress for the average commuter.

The aim of this research was to ascertain if teleporting can be introduced as a viable alternative mode of working to eradicate the problems faced in commuting as well as bring about economical, environmental and social benefits in terms of increased productivity, reduced real estate and administration costs, less pollution and improved quality of life for employees.

The objectives of this project arc to identify critical success factors for teleporting and determine if Sri Lanka is able lug meet the needs for teleporting,

and to find out what the perceptions of information workers and their employees are with regard to teleporting. A survey was carried out by means of e-mail questionnaires and telephone interviews and also with face to face interviews with a few employers to get their feedback on the subject.

It was found that many employees seem agreeable with the idea of timework, and also that several employers would not mind certain of their employees teleporting. But it was also found that several Vhallenucs exist in relation to timework. From an employees point of view certain assumed benefits such as enablement of more free time and savings in costs were not perceived. Similarly employers thought that employees being disciplined to timework, security concerns, difficulty of monitoring & measuring performance and opposition from senior management would be obstacles to telework. Also employees did not see much benefit from timework in the aspects of improving productivity and cutting costs.

Therefore although a rather positive answer was received regarding willingness to timework of both employees and employers, many future challenges which need to be addressed before adopting timework were also found.