

IMPACT OF THE INTERNET ON WORK LIFE

MASTER OF BUSINESS ADMINISTRATION IN MANAGEMENT OF TECHNOLOGY



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By

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The Dissertation was submitted to the Department of Management of Technology/ Computer Science & Engineering of the University of Moratuwa in partial fulfillment of the requirement for the Degree of Master of Business Administration.

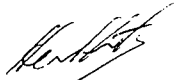
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January 2007

Declaration

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Abstract

This document presents the context, other studies, and author's survey of "Impact of Internet on Work Life" that is being carried out to fulfill the individual dissertation requirement of MBA (MOT) of University of Moratuwa.

Although Internet and Email are popular among employees of many sectors their impact upon them remains shadowy especially in the Sri Lankan context. The impact apparently would be to strengthen work norms and productivity. But intuitive beliefs some times can wrong.

Spam is a direct result of Internet and Email. Almost all users are affected by this to varying degrees. The effect of Spam upon employees' productivity and trust of Email also needs to be uncovered in Sri Lankan context.

The study documented herein aims to uncover effect of Email upon employee communication – to find out if it has raised employee communication. On the other hand it aims to find out employees use of Internet to enhance their productivity in focused areas. Finally Spam situation will also be evaluated to establish its impact upon employee productivity and embracing of Email.

A purposive sampling – heterogeneous technique was used to select samples for the study and questionnaires (31 questions) were used to gather data from the cases. Gathered data (75 respondents) were analyzed using SPSS 13.0 and results presented to uncover areas specified above.

Findings revealed that employee communication had gone up due to use of Email; Internet augments executive employee productivity, Spam has not affected employee trust of Email, but it had caused to lose employee productivity.

Key words: impact of Internet; impact of Email; impact of Spam; employee productivity; employee communication.

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My curiosity towards Internet and its associations was aggravated during Semester IV while I was reading for IT and E-Commerce subject. I want to thank my colleagues and subject lecturer once again Dr. Ajith Pasqual for their silent instillation. I wouldn't have marched towards Internet arena if not for your insistence.

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Acronyms

AIUP	Acceptable Internet Usage Policy
AEUP	Acceptable Email Usage Policy
CAUSE	Coalition Against Unsolicited Commercial Email
CB	Citizen's Band
ICQ	An Instant Messenger
IM	Instant Messenger
IMing	Instant Messaging
IRC	Internet Relay Chat
ISP	Internet Service Provider
LAN	Local Area Network
MSN	An Instant Messenger
P2P	Person-to-Person
SMS	Short Message Service
Telco	Telephone Company
UBE	Unsolicited Bulk Email
UCE	Unsolicited Commercial Email
UCLA	University of California, Los Angeles
WWW	World Wide Web