

**The Impact of Electronic Surveillance at Workplace: With
Special Reference to the Banking Sector in Sri Lanka**

by

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Declaration of Student

The work described in this thesis was carried out by me under the supervision of Dr. U.B. Ramanayake and a report on this has not been submitted in whole or in part to any University or any other institute for another degree/diploma.

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06/06/2015

Declaration of Supervisor

I certify that the above statement made by the candidate is true and that this thesis is suitable for submission to the University for the purpose of evaluation.


Dr. U.B. Ramanayake

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Table of Contents

Table of contents.....	i
List of tables.....	iv
List of figures.....	vii
Acknowledgements.....	viii
Abstract.....	ix

Chapter 01 Introduction

1.1 Overview.....	1
1.2 Background.....	3
1.3 Problem statement.....	4
1.4 Problem justification.....	4
1.5 Methodology in brief.....	6
1.6 Objectives of the study.....	6
1.7 Significance of the study.....	8
1.8 Limitations & scope of the study.....	9

Chapter 02 Literature Review

2.1 Introduction	12
2.2 Theoretical underpinning.....	13
2.2.1 Electronic monitoring.....	13
2.2.2 Electronic surveillance.....	16
2.2.3 Surveillance metaphors.....	17
2.3 Equity theory, resistance, discipline & anti-discipline.....	18
2.4 Uses of electronic surveillance.....	22
2.5 Effects of electronic surveillance.....	22

2.5.1 Effects of surveillance on job performance.....	23
2.5.2 Effects of surveillance system on employee perception of management expectations	24
2.5.3 Electronic surveillance system as a cause of job satisfaction & turnover.....	24
2.5.4 Ethical perspective of workplace surveillance.....	25
2.5.5 Privacy.....	26
2.6 Surveillance methods.....	27
2.7 Employee monitoring: The Dilemma.....	28
2.8 Legality of employee monitoring.....	30
2.9 Empirical researches.....	31
2.10 Summary.....	36
Chapter 03 Conceptual Framework & Methodology	
3.1 Introduction.....	44
3.2 Research design & conceptual framework.....	45
3.3 Population & sample.....	46
3.4 Ethical concerns.....	48
3.5 Data collection.....	49
3.6 Reliability & Validity of the data collection instruments.....	50
3.7 Proposed statistical method.....	52
3.8 Summary.....	53
Chapter 04 Data Presentation & Analysis	
4.1 Introduction.....	54
4.2 Descriptive Statistics.....	54
4.3 Reliability & validity tests.....	59
4.4 Analysis of variables.....	62
4.4.1 Impact of demographic factors on job performance.....	63

4.4.2 Impact of demographic factors on work attitudes.....	66
4.4.3 Impact of demographic factors on punctuality.....	72
4.4.4 Impact of demographic factors on illness & stress.....	78
4.4.5 Impact of demographic factors on loyalty.....	87
4.4.6 Impact of demographic factors on creativity.....	86
4.4.7 Impact of demographic factors on employee morale.....	92
4.4.8 Impact of demographic factors on socialization.....	97
4.5 Final analysis.....	100
4.5.1 Ranking & analysis of electronic surveillance on Sampath bank employees.....	105
4.5.2 Ranking & analysis of electronic surveillance on HNB employees.....	109
4.5.3 Ranking & analysis of electronic surveillance on Commercial bank employees.....	114
4.6 Summary.....	120
Chapter 05 Discussion of Findings	
5.1 Introduction.....	123
5.2 Discussion of findings.....	123
Chapter 06 Conclusion & Recommendations	
References...	147
Appendix A	151

List of Tables

Table 3.1 Employee sample – bank wise.....	49
Table 3.2 Employee sample – position wise.....	49
Table 3.3 Employee sample – gender wise.....	49
Table 3.4 Reliability Test.....	53
Table 3.5 Validity test.....	53
Table 4.1 Bank wise employees.....	56
Table 4.2 Gender.....	57
Table 4.3 Position.....	57
Table 4.4 Marital Status.....	58
Table 4.5 Spouse Employed.....	59
Table 4.6 Education Level.....	59
Table 4.7 Income Level.....	60
Table 4.8 Number of children.....	61
Table 4.9 Reliability test.....	62
Table 4.10 Validity test.....	64
Table 4.11 Tests of Between-Subjects Effects: job performance.....	65

Table 4.12 ANOVA: Job performance.....	66
Table 4.13 Gabriel Job Performance.....	67
Table 4.14 Tests of Between-Subjects Effects: work attitudes.....	69
Table 4.15 ANOVA: Work attitudes.....	71
Table 4.16 Gabriel: Work attitudes.....	72
Table 4.17 Tests of Between-Subjects Effects: Punctuality.....	75
Table 4.18 ANOVA: Punctuality.....	77
Table 4.19 Gabriel: Punctuality.....	78
Table 4.20 Tests of Between-Subjects Effects: Illness & stress.....	80
Table 4.21 ANOVA: Illness & stress.....	81
Table 4.22 Gabriel Multiple Comparisons: Illness & stress.....	82
Table 4.23 Gabriel: Illness & Stress.....	83
Table 4.24 Tests of Between-Subjects Effects: Loyalty.....	84
Table 4.25 ANOVA: Loyalty.....	86
Table 4.26 Gabriel: Loyalty.....	87
Table 4.27 Tests of Between-Subjects Effects: Creativity.....	89
Table 4.28 ANOVA: Creativity.....	91

Table 4.29 Gabriel: Creativity.....	92
Table 4.30 Tests of Between-Subjects Effects: Employee morale.....	95
Table 4.31 ANOVA: Employee morale.....	97
Table 4.32 Gabriel: Employee Morale.....	98
Table 4.33 Tests of Between-Subjects Effects: Socialization.....	99
Table 4.34 ANOVA: Sociability.....	101
Table 4.35 Gabriel: Sociability.....	102
Table 4.36 Gabriel: Factors.....	105
Table 4.37 Ranking sub-groups.....	106
Table 4.38 Ranking Sampath Bank category 01.....	108
Table 4.39 Ranking impact on variables: Sampath Bank category 1.....	108
Table 4.40 Ranking Sampath Bank category 02.....	109
Table 4.41 Ranking impact on variables: Sampath Bank category 02.....	110
Table 4.42 Ranking HNB Category 01.....	112
Table 4.43 Ranking impact on variables: HNB category 01.....	112
Table 4.44 Ranking HNB Category 02.....	113
Table 4.45 Ranking impact on variables: HNB Category 02.....	113

Table 4.46 Ranking HNB Category 03.....	114
Table 4.47 Ranking impact on variables: HNB Category 03.....	114
Table 4.48 Ranking HNB Category 04.....	115
Table 4.49 Ranking impact on variables: HNB Category 04.....	116
Table 4.50 Ranking Commercial Bank category 01.....	117
Table 4.51 Ranking impact on variables: Commercial Bank category 01.....	117
Table 4.52 Ranking Commercial Bank category 02.....	118
Table 4.53 Ranking impact on variables: Commercial Bank category 02.....	118
Table 4.54 Ranking Commercial Bank category 03.....	119
Table 4.55 Ranking impact on variables: Commercial Bank category 03.....	119
Table 4.56 Ranking Commercial Bank category 04.....	120
Table 4.57 Ranking impact on variables: Commercial Bank category 04.....	121
Table 4.58 Ranking Commercial Bank category 05	121
Table 4.59 Ranking impact on variables: Commercial Bank category 05.....	122
Table 5.1 Univariate analysis on Electronic monitoring on Job Performanc.....	125
Table 5.2 Univariate analysis on Electronic monitoring on avoid misbehavior.....	125
Table 5.3 Univariate analysis on Electronic monitoring on punctuality.....	126

Table 5.4 Univariate analysis on Electronic monitoring on illness & stress.....	126
Table 5.5 Univariate analysis on Electronic monitoring on Loyalty.....	127
Table 5.6 Univariate analysis on Electronic monitoring on Creativity.....	127
Table 5.7 Univariate analysis on Electronic monitoring on employee moral.....	128
Table 5.8 Univariate analysis on Electronic monitoring on employee moral.....	128
Table 5.9 Ranking the impact of electronic surveillance on variables of sub-groups.....	139

List of Figures

Figure 4.1 Bank wise employees	56
Figure 4.2 Gender	57
Figure 4.3 Position	58
Figure 4.4 Marital status	58
Figure 4.5 Spouse employed	59
Figure 4.6 Education level	60
Figure 4.7 Income level	60
Figure 4.8 Number of children	61

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Abstract

Electronic surveillance can be generally referred to as observing or scrutinizing persons, places, or activities predominantly in a secretive or unobtrusive manner with the affable assistance of electronic devices such as cameras, microphones, tape recorders or wiretaps. In fact, it is quite obvious that electronic surveillance permeates almost every aspect of business organizations in the present era. So basically, this research is focused on determining the impact of electronic surveillance on employees at work place. Thus, this study will answer the research question what is the impact of electronic surveillance on employees at workplace? And it has been carried out with especial reference to the private banking sector in Sri Lanka.

So, the research findings have been confined to the banking sector in Sri Lanka. Hence, it is totally correct to say that this research has been carried out within a limited scope. In furtherance, the study has been accomplished using variables i.e. job performance, work attitudes, punctuality, creativity, loyalty and socialization together with some distinguished mediatory factors. On that account, these variables alone are not in a position to make out a direct impact of electronic surveillance on employees at workplace. However, the findings have been derived accordingly to assign solutions for the research problem. In that case, some of the findings are in favor of the existing findings and some fill the knowledge gaps which exist in the available literature.

Thus, the findings of this research can be used in precisely identifying the impact of electronic surveillance on employees at work place and also the pros and cons of this entire

process from the employer's standpoint as well as the employee's. As a wholesome upshot, both the employers and employees can come up with some more desirable strategies with regard to exercising electronic surveillance in a conciliatory environment.

This research touches upon the chapters of "Introduction", "Literature Review", "Methodology", "Data Presentation & Analysis", "Discussion & Findings" and "Conclusion & Recommendations".