

## **Abstract**

Workplace surveillance has drawn the attention of many organizations during past decades. Previous research investigated the impact of workplace surveillance on different constructs such as job satisfaction, employee loyalty, trust in management, employee creativity and employee privacy. However, there was a lack of research on the impact of workplace surveillance on employee – employer bond as it was not tested previously in any context. Further, this study used the social bond theory which was not used before to investigate the impact of workplace surveillance and tried to fill the theoretical gap to a certain extent. Hence, the purpose of this research was to investigate the impact of workplace surveillance on employee – employer bond and to identify the role of trust on the impact of workplace surveillance on employee – employer bond.

The conceptual model and hypotheses were derived based on a comprehensive review of literature. The model was empirically tested by collecting data from two hundred and eight operational level employees in the commercial banks in Sri Lanka. Survey questionnaire method was used to collect data. Reliability and validity of measurement instruments were established.

According to the findings of the study, workplace surveillance had a weak positive impact on employee – employer bond and workplace surveillance had a moderate level of positive impact on trust. Trust had a strong positive impact on employee – employer bond. Further, trust had an indirect relationship on workplace surveillance and employee – employer bond. Hence, employers should identify other means to control their employees as their employees, specially millennials, do not worry much about the workplace surveillance systems. Further, managers should identify strategies to enhance their employees' trust level on them as it directly affects to enhance the organizational performance and to increase employee – employer bond. This study provided directions for future research.

Key words: Workplace Surveillance, Trust, Employee – Employer Bond