



Virtual Office Environment & Its' Impact on Employees' Job Satisfaction in ABC Company (Pvt) Ltd.

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ABSTRACT

Human Resource (HR) is one of the decisive elements in the organization. The HR process includes planning, leading, and controlling a company's business resources. To date, the world has no tools to measure the quality of HR other than the performance quality of another human, i.e. employee. In 2020, the world and Sri Lanka countrywide were affected by the prevailing coronavirus (COVID 19) pandemic. Under the lockdown situation, ABC (Pvt) Ltd faced for major issue when continuing business operations due to restricted mobility. Therefore, ABC's management had to implement the virtual office concept as a solution which was a new practice for ABC's employees. The primary purpose of this study is to identify employees' difficulties when working in the virtual office environment in ABC(Pvt) Ltd. The researchers studied the situation to provide recommendations to continue and upgrade the business and operation with a high level of employees job satisfaction. Virtual Office Environment is the independent variable, and Employees' job Satisfaction is the dependent variable in this study. Data from a sample of 150 employees gathered, collected data was analysedgathered and collected data was analyzed using Statistical Package for Social Science (SPSS) computer software. The research findings revealed that the management of the company should focus on/pay attention to crucial dimension of the virtual working environment which significantly influence employees' job satisfaction.

Key Words : Covid-19, Employees' Job Satisfaction ,Virtual Office Environment