

**THE IMPACT OF INFORMATION COMMUNICATION TECHNOLOGY ON
WORK-LIFE BALANCE OF BANKING SECTOR EMPLOYEES IN SPECIAL
REFERENCE OF MANMUNAI NORTH DIVISIONAL SECRETARIAL IN
BATTICALOA DISTRICT**



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ABSTRACT

The main purpose of this study is to identify the Information Communication Technology (ICT) represented in e-mail and web-based applications, and smart phone, iPad and laptop impact on employees' Work-Life Balance (WLB) in term of its three major dimensions: time balance, satisfaction balance and involvement balance at Manmunai North Divisional Secretarial in Batticaloa District. The research questions of this study were: whether there is a significant relationship between the ICT (e-mail and web-based applications & smart phone, iPad and laptop) and WLB (time balance, involvement balance & satisfaction balance)? Hence, this study examines whether there is significant effect for ICT on WLB? And are there any significant differences in impact of ICT on WLB across the demographic characteristics of the employees? In order to answer the research questions systematically, the study applied the descriptive approach through using stratified random sample of the population. This study is mainly considering the primary data. The primary data were collected through closed structure questionnaire from 143 respondents from selected banks at Manmunai North Division Secretarial in Batticaloa District and used univariate, bivariate, multivariate, ANOVA, and independent sample t-test techniques in order to analyze data and find the results of study objectives.

The findings of this study revealed that the banking sector employees agree to the ICT support employees' WLB. The study also revealed that there is significant relationship between the ICT with employees' WLB. Furthermore, the findings revealed that there is insignificant difference among the respondents toward ICT (e-mail and web-based applications & smart phone, iPad and laptop) and the WLB (time balance, involvement balance & satisfaction balance) due to the working experience, gender, educational qualification, age, job position, marital status, and mostly access web-based application. The study concluded by practical recommendations in order to manage their work and non-work lives of the banking sector employees.

Keywords: Information Communication Technology, Work-Life Balance, Banking sector, Employees

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