

**FACTORS AFFECTING THE SRI LANKAN
IT PROFESSIONALS' MIGRATION**

Munasinghe Arachchige Dona Lasanthika Kumari

(159121N)

Degree of Master of Business Administration in Information Technology

Department of Computer Science and Engineering

University of Moratuwa

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Declaration

I declare that this is my own work and this thesis does not incorporate without acknowledgement any material previously submitted for a Degree or Diploma in any other University or institute of higher learning and to the best of my knowledge and belief it does not contain any material previously published or written by another person except where the acknowledgement is made in the text.

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The above candidate has carried out research for the Masters thesis under my supervision.

Name of the supervisor: Ms. Vishaka Nanayakkara

Signature of the supervisor:

Date:

Abstract

Information Technology (IT) is a fast-moving industry which can nurture in any country. As the IT competency is globally accepted, can be taught and somewhat standardized, there seem to be more migration opportunities available for the IT professionals. In an era where Sri Lanka is with the ambition to make the IT/BPM industry as the top strategic industry of the country, it is challenging to lose the existing IT workforce as a consequence of migration. Therefore this research intended to investigate the factors affecting the migration decision of the Sri Lankan IT professionals.

As the first stage of the research, an extensive literature review was carried out to look through existing literature on migration and find out the universally identified factors that are affecting the decision to migrate. These factors were categorized as push and pull in the literature. Then conceptual framework was developed to visualize the literature review findings so as to have a better structuring of the research.

The next stage was to collect the data related to the influential factors for migration decision of Sri Lankan IT professionals who are already migrated. An online survey was used for this data collection. The survey was designed with reference to the conceptual framework. The snowball sampling was used to reach out to potential survey respondents.

The collected data was analyzed by utilizing the techniques of expert judgement and descriptive statistics. The Microsoft Excel and R software were used as the data analysis tools. As per the data analysis it was evident that pull factors are prominent compared to push factors in influencing the migration decision of Sri Lankan IT professionals. Finally, the initial conceptual framework was refined to reflect the data analysis outcomes.

This research is only providing a generalization of the factors that affect the migration decision of overall population of Sri Lankan IT professionals. There is more room for the research on specific sub-populations as future work.

Keywords: IT employee migration, Sri Lankan IT workforce, Migration

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Table of Contents

Declaration	i
Abstract	ii
Acknowledgement.....	iii
Table of Contents	iv
List of Figures	v
List of Tables.....	vi
List of Abbreviations.....	ix
1. Introduction.....	1
1.1. Research Background and Motivation	1
1.2. Problem Statement	2
1.3. Research Objectives	2
1.4. Overview of the Research Methodology.....	2
1.5. Structure of the Thesis.....	3
2. Literature Review	4
2.1. Introduction to Migration	4
2.2. Statistical Overview of Migration	4
2.3. Impact of Migration.....	5
2.3.1. Positive Impact.....	5
2.3.2. Negative Impact	5
2.4. Factors Affecting the Decision on Migration.....	6
2.5. Research Data and Methodologies	13
2.6. Migrants' Perception Change while in the Destination Country.....	15
2.7. Gap Analysis on Literature.....	16
3. Research Methodology	17
3.1. Introduction to the Research Methodology.....	17
3.2. Conceptual Framework	19
3.3. The Population and the Sample.....	20
3.3.1. Deriving the Population	20
3.3.2. Deriving the Sample Size.....	23
3.3.3. Sampling Techniques Used.....	23
3.4. Questionnaire Design	23
3.5. Criteria for Selecting the Research Methodology	24

3.6.	Data Gathering	24
3.7.	Mapping of Research Methodology with the Research Objectives	24
4.	Data Collection and Analysis	26
4.1.	Data Collection Methodology and Challenges.....	26
4.2.	Data Analysis Tools and Techniques	26
4.3.	Data Cleansing and Transformation.....	27
4.4.	Demographic Distribution of the Sample.....	28
4.5.	Basic Statistics on Factors Influencing Migration and their Interpretation.	40
4.6.	Correlations of the Factors	44
5.	Conclusion, Further Analysis, Limitations and Future Work.....	48
5.1.	Conclusion.....	48
5.1.1.	Refined Conceptual Framework	48
5.1.2.	Attaining Research Objectives	48
5.2.	Further Analysis	51
5.2.1.	Migration Destination Country	51
5.2.2.	Gender	52
5.2.3.	Age Group	52
5.2.4.	Job Function	52
5.3.	Limitations.....	53
5.4.	Future Work	54
	References	55
	Appendix A: Research Questionnaire.....	60
	Appendix B: Generated Statistic Tables	69

List of Figures

Figure 3. 1	Research Methodology	17
Figure 3. 2	Initial Conceptual Framework for Factors affecting the Migration of Sri Lankan IT Professionals.....	19
Figure 4. 1	Distribution by Gender	28
Figure 4. 2	Distribution by Age Group	29
Figure 4. 3	Distribution by the Job Function at the time of Migration	29
Figure 4. 4	Distribution by the Current Job Function	30

Figure 4. 5 Comparison of Current Job Function and the Job Function at Migration	30
Figure 4. 6 Distribution by Marital Status	31
Figure 4. 7 Distribution by Number of Children	31
Figure 4. 8 Distribution by the Job Sector of Spouse	32
Figure 4. 9 Distribution by Parents' Living Status at the time of Migration.....	32
Figure 4. 10 Distribution by Number of Siblings	33
Figure 4. 11 Parents' Living Status vs Number of Siblings	33
Figure 4. 12 Distribution by Migrated Period.....	34
Figure 4. 13 Distribution by Migration Destination Country	35
Figure 4. 14 Distribution by Highest Academic Qualification at Migration	36
Figure 4. 15 Distribution by Professional Qualification Status at Migration	36
Figure 4. 16 Distribution by Years of Work Experience in Sri Lanka	37
Figure 4. 17 Distribution by Pre-offer of a Job from Migration Destination Country	37
Figure 4. 18 Job Search Period in Migration Destination Country.....	38
Figure 4. 19 Distribution by Post-Migration Perception.....	38
Figure 4. 20 Distribution by the Intention to Return.....	39
Figure 4. 21 Post-Migration Perception vs Intention to Return.....	39
Figure 5. 1 Refined Conceptual Framework for Factors affecting Sri Lankan IT Professionals' Migration.....	50

List of Tables

Table 2. 1: Unfavourable Conditions in the Mother Country - Push Factors	9
Table 2. 2: Favourable Conditions in the Migration Destination Country - Pull Factors	11
Table 2. 3: Factors Influencing the Return Migration	12
Table 2. 4: Summary of the Research Methodologies used in Research on Migration	13
Table 3. 1 Statistics on the Migration and Deriving the Population	21
Table 3. 2 Research Questions Mapping to Questions in Research Questionnaire ...	25
Table 4. 1 Coding of Factors considered as influential for Migration	27

Table 4. 2 Basic Statistics on the Distribution of Factors Affecting Migration.....	41
Table 4. 3 Categorization of Factors based on their Influence on Migration Decision	43
Table 4. 4 Sub-section of Correlation Matrix for Significant Correlation Coefficients	44
Table 5. 1 High influence factors for migration by migration destination country ...	51
Table 5. 2 High influence factors for migration by job function	52
Table B. 1 Basic Statistics on the Influential Factors for Migration using the entire Sample.....	69
Table B. 2 Correlation Matrix of the Influential Factors for Migration using the entire Sample - Part 1	71
Table B. 3 Correlation Matrix of the Influential Factors for Migration using the entire Sample - Part 2	72
Table B. 4 Basic statistics for sub-sample of people who migrated during the War period.....	74
Table B. 5 Basic statistics for sub-sample of people who migrated after the end of War period.....	75
Table B. 6 Basic statistics for sub-sample of people who migrated to Australia.....	77
Table B. 7 Basic statistics for sub-sample of people who migrated to Singapore.....	78
Table B. 8 Basic statistics for sub-sample of people who migrated to USA	79
Table B. 9 Basic statistics for sub-sample of Males	81
Table B. 10 Basic statistics for sub-sample of Females.....	82
Table B. 11 Basic statistics for sub-sample of people who are below the Age of 31 years	84
Table B. 12 Basic statistics for sub-sample of people who are in the Age of 31-35 years	85
Table B. 13 Basic statistics for sub-sample of people who are above the Age of 35 years	86
Table B. 14 Basic statistics for sub-sample of job function - Academic	88
Table B. 15 Basic statistics for sub-sample of job function - Non-Academic (i.e. All excluding Academics).....	89
Table B. 16 Basic statistics for sub-sample of job function - Development.....	91

Table B. 17 Basic statistics for sub-sample of job function - QA	92
Table B. 18 Basic statistics for sub-sample of job function - Management	93
Table B. 19 Basic statistics for sub-sample of job function - Support.....	95

List of Abbreviations

BPM - Business Process Management

BPO - Business Process Outsourcing

ICT - Information and Communication Technology

IT - Information Technology

ITeS - Information Technology enabled Services

KPO - Knowledge Process Outsourcing

KSI - Knowledge Services Industry

QA - Quality Assurance

SD - Standard Deviation

SE - Standard Error

SES - Standard Error of Skewness

SLASSCOM - Sri Lanka Association of Software and Services Companies