FACTORS AFFECTING THE PERFORMANCE OF SYSTEM SUPPORT ENGINEERS

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Declaration of the candidate & Supervisor

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Dedication

To

My Mother

A strong and gentle soul who guided me to win my life

My uncle

For being my guardian during my every life event

My Partner

For being my life partner and my best friend and my supporter all the time

Acknowledgments

I would like to acknowledge everyone who helped me in my academic achievements. First of all, my parents and spouse, who supported me with love and understanding. Without you, I could never have reached this current level of success. Secondly, to all my lecturers and supervisor, each of whom has provided patient advice and guidance throughout the research process. Thank you all for your unwavering support.

Abstract

System Support Work is rapidly growing area in the IT industry for production systems. According to current statistics, several companies are spending one-third of the budget for their IT maintenance. It maintenance took support engineers to the IT industry. This makes the opportunity to growth of system support engineers within the IT industry, and still, it is a growing area among the IT sector. Considering experiences of support engineers, most of them facing several difficulties during career path changes, level of technical competency within other software engineers such as developers, Quality Assurance, etc. Moreover, there is a tendency to assign one engineer to a system for an extended period of support and maintenance.

The research was conducted to identify factors negatively affecting to system support engineers with their long term tenure. Personal productivity is the most crucial factor in an organization's productivity. Individual failure has a direct impact on project failure, and it will impact an organization negatively. Therefore, the importance of identifying these factors are helping to improve the productivity of the organization while motivating individual workers.

There are two main factors called intrinsic and extrinsic factors impact on employee motivation or demotivation. Intrinsic factors are characteristics of engineers, and extrinsic factors management, company culture, etc. are the effect of the factors from externally. Less challenging work, less recognition comes under intrinsic factors and rewards, promotions are some of the extrinsic factors.

As a final result of the survey, the researcher has identified that awards, monetary compensation, leadership, team collaboration, and new technologies are crucial extrinsic factors which are directly impact on system support engineer productivity. Recognition, challenging work, repetitive works is the main factors for system support engineers sensitive to their productivity.

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List of Abbreviations

Name	Abbreviation
ITIL	Information Technology Infrastructure Library
IT	Information Technology
QA	Quality Assurance
TM	Technical Managers
AUC	Area Under the Curve
ROC Curve	Receiver Operating Characteristic Curve
SPSS	Statistical Package for the Social Sciences
BAU	Business As Usual