THE IMPACT OF QMS ACTIVITIES ON POST-MILLENNIALS' WORKPLACE EXPECTATIONS: AN SRI LANKAN SOFTWARE COMPANY CASE STUDY

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ABSTRACT

Quality management is an essential part of almost every enterprise organisation in the software industry. It guarantees the quality of the outcomes of the organisation and the stability of the process. Therefore, organisations must make sure that they are having the most compatible and tailored QM practices for their employees.

Recently, a new generation known as Generation-Z or post-millennials begins to step into the software industry. Since they have been vastly exposed to the newest technologies and appliances such as social media from their childhood Gen Z people are having a different psycho-social profile than the previous generations. Hence as a current business theme, having an idea about Gen Z's work ethics and workplace expectations when designing procedures, managing people, and integrating various tools related to the quality management processes are becoming a must and will gain a competitive advantage in the industry.

Since this is a booming research area, very few research studies were conducted before. This research was conducted to find out how post-millennial employees' workplace expectations may impact by typical quality management practices considering a software development company as a case study in Sri Lankan context. In this research proper review of existing literature was followed by a primary data gathering and an analysis. Several relevant figures were interviewed, and all the findings and recommendations were presented descriptively.