

A STUDY ON THE IMPACT OF WORK FROM HOME DURING COVID-19

Submitted in partial fulfillment of the requirement for the reward of

BACHELOR OF COMMERCE

BY

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**BACHELOR OF COMMERCE
SCHOOL OF MANAGEMENT STUDIES
SATHYABAMA**

**INSTITUTE OF SCIENCE AND TECHNOLOGY
(DEEMED TO BE UNIVERSITY)**

Accredited with Grade "A" by NAAC | 12B status by UGC | Approved by AICTE

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SATHYABAMA

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SCHOOL OF MANAGEMENT STUDIES

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **SANTHIPRIYA.K** (39740032) who has done the Project work entitled **A STUDY ON THE IMPACT OF WORK FROM HOME DURING COVID-19** under my supervision from December 2021 to February 2022.

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Submitted for Viva voice Examination held on _____

Internal Examiner

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DECLARATION

I **SANTHIPRIYA.K (40410013)**. Hereby declare that the Project Report entitled “**A STUDY ON THE IMPACT OF WORK FROM HOME DURING COVID-19**” done by me under the guidance of Dr. VELUMONI.D, MBA, MPhil, PhD. Assistant Professor, School of Business Administration is submitted in partial fulfillment of the requirements for the award of Bachelor of Commerce degree.

DATE:

PLACE: CHENNAI

SANTHIPRIYA.K

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ABSTRACT

The Covid-19 pandemic has reshaped the perceptions of employees towards their physical work environment. It is also extremely difficult for an organization for retaining its employees without a physical workspace. Reducing face-to-face communication and contact is the most necessary in today's world. To attract and retain employees, an organization must develop a high work-life balance. The 'Work from Home' concept is a breakthrough in the traditional characteristics of work. This concept is being used in almost all sectors, from IT to even teaching.

Employees in an organization may consist of freshers, experienced and highly experienced individuals. The majority are experiencing Work from home for the first time. This paper attempts to find out the perception of different sets of IT employees towards working from home when compared to working in the office. The study also focuses on the impacts created on the IT employees and their willingness to work from home.

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CHAPTER 1

1.1 INTRODUCTION

Today's world is moving towards a tremendous change resulting in a huge remodeling of job and life patterns. The corona virus (COVID-19) pandemic has indeed created an impact on the importance of adjustments and maintaining a balance in life. 'Work from Home' is the method, which is in the recent trend, followed by most of the organizations so that the employees can work safely while no disturbance arises in the organizational objectives. This meant that many people unexpectedly started working from home with little or no choice of preparation. Many companies previously did not allow flexible working, believing that tasks could not be completed. The importance given to the physical location of a workplace has been gradually decreasing due to the Covid-19 pandemic as well as the growth of information technology. With an increasing number of employees working from home, it has also improved the employee retention rate.

In the earlier days, people used to believe that only the corporate sectors followed the work from home model. This pandemic situation has changed the whole perspective of the people concerning working from home and has led the employees in different sectors bound to work remotely.

During the COVID-19 pandemic, many workers were advised to WFH full time, which redefined the conventional concept of WFH that was typical only for certain types of work, on an occasional basis, or given unique employee circumstances. Many companies believe that WFH will become more common after the pandemic due to the fact that employers have already paid the fixed cost to set up remote work systems for their employees. Companies are now determining if operational costs could be decreased by reducing the office space. Since the beginning of the lockdown, almost 90% of the Indian workforce moved to work from home one of the biggest impacts on the Indian information technology (IT) industry is the acceptance of a flexible workforce model which helps to maintain the productivity levels among the employees even in this pandemic situation. As industries and various sectors struggled to cope, one of the first to reboot was the IT industry, which started the working from home concept.

Stanford Professor Nicholas Bloom says that 'work from home' increased performance by about 13% and even resulted in lower attrition levels. In this modern world and due to the current situation, the only flexible method an organization can follow is the 'work from home' method. The outcomes of this model can be both positive as well as negative. Positive impacts include a reduction in travelling time to the office, cost savings, and childcare (if communication among co-workers, health issues, and lack of proper face-to-face support.

The novel corona virus (COVID-19), a pandemic sweeping across the globe, has challenged society in ways once considered unimaginable, forcing people to reconsider a wide variety of practices, from work, to leisure, to basic travel and daily tasks. Not only has this had individual impacts, but it has also impacted countries from an economic standpoint, bringing an array of economic sectors to a complete standstill. While there was a lot anticipated and there were countless warnings, especially from those working in public health, the challenge remained as a substantial change which requires planning, training, and facilitating. While the society did mentally prepare, the extent and solution remained unthinkable and remains to be a big challenge.

COVID-19 is a new disease that has begun circulating in the human population since December 2019. It is part of the corona virus family, the same group of viruses that caused the Severe Acute Respiratory Syndrome outbreak in South East Asia in 2002 and the Middle East Respiratory Syndrome outbreak in 2012. Currently, the known main mode of transmission is through respiratory droplets, and hence is considered to spread through close contact with other people.

During the COVID-19 pandemic, many workers were advised to WFH full time, which redefined the conventional concept of WFH that was typical only for certain types of work, on an occasional basis, or given unique employee circumstances. Many companies believe that WFH will become more common after the pandemic due to the fact that employers have already paid the fixed cost to set up remote work systems for their employees. Companies are now determining if operational costs could be dramatically decreased by reducing the required office space.

Before the pandemic, discussions on the future of work-life were unclear and often questioned. COVID-19 forced a decision upon people, and with the world having to adapt quickly, many businesses opted to try WFH. The WFH practices have been employed widely, as can be seen in the U.S., where studies show in May 2020, 35.2% of the workforce worked from home, an increase from 8.2% in February.

Furthermore, 71.7% of workers that WFH found that they could work effectively (Bick, Blandin, and Mertens 2020). In some places, WFH guidelines were given by governments, where government employees WFH while advisory notices were sent to employers of private organizations, as a precaution to prevent further spread by reducing social contact (Hong Kong Special Administrative Region Government [HKSAR Government] 2020).

In total, the pandemic has created a new environment for considering both work and home life within the discussion of WFH. A detailed understanding of the factors in this new environment that relate to physical and mental well-being is instrumental to ensuring positive impacts for office workers who might WFH in near future.

Specifically, employers and employees alike require insights on how to provide the best work conditions for workers who either decide or are asked to WFH such that negative health impacts are minimized. In this paper, we present findings of a survey that aimed to understand the relationships of many of these social, behavioral, and physical factors on the physical and mental well-being of workers who switching to WFH during the COVID-19 pandemic. The goal of this study is to understand the overall change of physical and mental well-being after WFH, identify how the changes in lifestyle and home environment after WFH influence physical and mental well-being, and investigate how the occupational and home office environments affect physical and mental well-being during full time WFH.

1.2 STATEMENT OF THE PROBLEM:

Maintaining the overall productivity levels is one of the biggest challenges that organizations are facing especially in the pandemic situations like Covid-19. Work-life balance is important for an organization as well as the employees.

Work from home in the IT sector indeed a new experience for most of the employees. This may have both positive as well as negative impacts. The willingness towards working from home may change from time to time, from situation to situation and person to person. This study attempts to examine the problems mentioned below.

- i. Does working from home affect the overall productivity of the employees?
- ii. What is the willingness of employees towards the work from home concept?

1.3 OBJECTIVE OF THE STUDY:

➤ PRIMARY OBJECTIVE:

To identify the impact of Covid-19 among IT employees.

➤ SECONDARY OBJECTIVES:

- To analyze the quality of work among IT employees during Covid-19.
- To study the challenges of work from home among IT employees.
- To investigate the perceived productivity of working from home (WFH).
- To know the opinion of respondents towards work from home.

1.4 SCOPE OF THE STUDY:

The scope of the study is that it helps to understand how IT employees are being impacted by the work from home concept and how to best support them by analyzing their productivity during their remote work.

1.5 NEED FOR THE STUDY:

The outbreak of COVID-19 has changed the perception towards work. Therefore, it has also drastically changed how and where the work is being done. This has left the employees to suddenly adapt to a new model of work with or without any prior preparation. Some face problems because of lack of experience, lack of space at home created problems for some, while inappropriate working conditions led to health issues for others. Hence it is important to identify the willingness and productivity levels of employees towards working from home. The opinion of employees on working from home and the impact it had created plays a vital role in their productivity.

1.6 LIMITATIONS OF THE STUDY:

- This study is restricted to the IT employees.
- The study is based on 97 responses
- This study can also be taken further as lot of changes are arising due to the pandemic situation.
- The mentality of the employees also differs from situation to situation as well as time.

CHAPTER 2

2.1 REVIEW OF LITERATURE:

- Stevenson and Wolfers (2009) investigated that depending on the interactions between work and private life work from home could be more or less favourable to overall life satisfaction. Irrespective of hours worked, employees value the flexibility of being able to work some of their hours from home, and this is also generally associated with greater overall job satisfaction. However, other than for those who work the majority of their hours from home, working from home is associated with lower satisfaction with hours worked.
- M. Dockery and Sherry Bawa, Curtin University (2014) Go, (2016) stated the focus on major failures and dark side of work from home, the cultural differences faced during webinars by the employees. Work from home creates a big gap in communication between superior and subordinates.
- Lee Stadtlander, Amy Sickel, Lori La Civita and Martha Giles (2017) virtual workers may find more work satisfaction by either separating their work area from the family home area or establishing separation by time. Understanding the needs of virtual workers provides employers with an opportunity to help new employees set up a controlled and secure work environment and better care for themselves, which may result in higher job satisfaction and productivity. Employers may be able to decrease the loneliness experienced by online faculty by establishing virtual communities where faculty can interact on a daily basis.
- Jose Maria Barrero, Nicholas Bloom and Steven J. Davis (2020) “we have presented evidence that our respondents report being more efficient while working from home during COVID than they expected”. Gajendra and Harrison, (2007) revealed in their study that it is difficult to monitor a worker's effort at home, especially when occasionally being interrupted by private responsibilities and family members. Recent studies conducted in the USA also find a high correlation between high income levels and high-speed Internet, thus meaning that WFH is easier for relatively rich people (Chiou and Tucker 2020).

- Bonacini, L., Gallo, G. & Scicchitano, S (2021) An increase of the WFH feasibility levels of profession would be associated to a growth of the average labour income, probably because of their higher productivity.
- Survey by Airtasker (2019) says working from home not only benefits employees by eliminating their daily commutes, it also increases productivity and leads to healthier lifestyles. It's a win-win situation that workers relish for its flexibility – but often at the cost of their work-life balance.
- (Shareena & Shahid, 2020) In India, it was found that working from home was stressful for some employees as the home environment was found to be uncomfortable, disruptive, and unsuitable for sustained periods of productive work.
- (Shareena and Mahammad, 2020; Tam, 2020). According to an online survey by the Mental Health Association of Hong Kong (Tam, 2020), in Hong Kong, 87% of employees report suffering from work-induced stress during the COVID-19 pandemic.
- Tracey Crosbie & Jeanne Moore, in their article 'Work-Life Balance and Working from Home, July 2004', Social Policy and Society, mentions that though working from home benefits a variety of workers there is not much progress in the policy development of the same. There is a lack of clarity in the terms and conditions for working from home. Even though more organizations are considering adopting working from home, guidelines on how to proceed remain ambiguous. For example, defined guidelines on what should be the defined hours of work, what should be the minimum wages for employees working from home, will there be any option for overtime, are yet to be formed.
- Suraya Casey in his article, 'The surprising facts about working from home, 2020' mentions that the organizations' understanding that some job roles can be better performed while working from home will help in better management of teams and thus delivering the targeted results. Also, the quality of deliverables in a job role while working from home will highly depend on the attributes of the person performing the task

- Drew Desilver, in his article 'Working from home was a luxury for the relatively affluent before coronavirus - not anymore, 2020' talks about fields of work where working remotely is not feasible due to the nature of the job. Jobs carried out by restaurant servers, hair stylists, plumbers, police officers or construction workers cannot be done from home. The NCS found out that only 1% of service workers enjoy the option of working from home.
- Rachel Muller-Heyndyk in her article 'Women more likely to take career break for caring responsibilities, 2019' mentions the importance of flexible work policies for women. Working from home relieves women employees of the stress of balancing work and life to some extent. Her study consisted of 3,001 working adults where it was identified that 74% of women are the main carer for children and they take short or long periods off work to look after family, this number was as low as 26% for men. She suggests that companies can have policies to ensure men are eligible for equal number of parental leave and pay as women. Such measures will ensure equality amongst the workers
- D. Sucharitha in her paper 'The impact of flexible work on organizational performance and employee experiences in selected IT and ITES sector, 2015' identifies that working from home either has a positive effect on employee performance or has no effect at all. No negative impact has been observed. It provides better work-life balance and reduces stress level. It leads to higher job satisfaction. It has been observed that there more distractions at workplace in the form of meetings and colleagues as against distractions at home. Working from home is cost effective. By raising managers to employee's ratio and providing greater responsibility and rewards to employee's overhead costs can be reduced.
- Shilpy Kashyap in her paper 'Retention of Women Employees in Selected Information Technology Companies in India - A Study, 2015' suggests that retention of women employees can be increased through flexible work options including working from home. Working from home provides positive correlation between retention management, worklife balance and supportive work environment.

- Rajendra Kaushik in his paper 'Determinants of employee attraction motivation and job satisfaction in information technology industry,2007' identifies that one of the primary factors of motivation and job satisfaction for employees can be the flexible work policy. More families are becoming dual income based, hence flexibility around work has become more important. Organizations can provide individuals with remote access for telecommuting, childcare centres, referral programmes and employee assistance programmes. Such employee benefit programs show the organizations' intentions towards the employees and ensure a loyal employee base.
- Saundarya Rajesh in her paper 'Role of Flexible Working Methods as a Career Enabler for Increasing Workforce Participation of Women in India, 2015' concludes that flexible working arrangements ensures that the woman has a positive outlook towards her organization, engages in her work with more discretionary effort and also demonstrates longevity of career.
- Elizabeth Hamilton in her paper 'Bringing work home -advantages and challenges of telecommuting' provides insight on the factors important for considering working from home, like - declining technology and telecommunications costs, increased investments in digital technology and infrastructure, demand for information technology sector jobs, increased use of computers in the workplace, organizational goals of increasing productivity, the need to reduce office commute time, work life balance.
- Farell K in his research paper 'Working from home: A double edged sword, 2017' identifies that in terms of working from home, it is important to consider the nature of the work involved. Activities that call for more collaboration can be performed better in the office environment. Tasks that primarily require individual contribution can be performed better from home. Managing one's home life effectively is linked to effectiveness and job satisfaction in one's work role.
- Anu Meher in her research paper 'Work life balance of women in public and private banks in Punjab, 2015' has studied the working conditions of the female employees in private sector banks. Meher states that the State bank of India has a policy of allowing women work from home in case of maternity and child care instances. A two-year sabbatical leave has been allowed by the bank

for this purpose. ICICI bank's iWork@home, allows women employees of ICICI Bank to work from home. This facility provides the employees access to their work applications in a safe and secure manner. Women can work from home for a year or more as per the policy.

- Audrone Nakrošiene, Ilona Buciuniene and Bernadeta Goštautaitė in their research paper 'Working from home: characteristics and outcomes of telework, 2019' states that reduced communication with co-workers, supervisor's trust and support, convenience of the working place at home were found to be the most important factors impacting various outcomes. Employee productivity increase as a result of reduced time in communicating with co-workers, a suitable working place at home, and the possibility to take care of family members when working from home. The possibility to access to work documents from home acts as a hygiene factor. Working from home is negatively impacted by the increase in number of children. Working from home also reduces absenteeism and attrition.
- Nicholas Bloom James, Liang John Roberts and Zhichun Jenny Ying in their paper 'Evaluating the Impact of Working from Home on Productivity and Work-Life Balance in China, 2011' observed that performance of employees working from home was better than their colleagues working from office. But reduced face to face interaction with reporting managers and peers affected interpersonal relationships and reduces chances of promotion. It was also observed that home workers were less exhausted and had a positive attitude as compared to employees working from office. Working from home option acted as a motivating factor and reduced attrition.

CHAPTER 3

3.1 RESEARCH DESIGN:

Research design is the arrangement of activities for the collection and analysis of data in a manner that aims to combine relevance to the purpose with economy in procedure. For this study the design used was descriptive. Descriptive design as the name itself implies, is conducted to describes something.

DATA COLLECTION:

The main source of data for the study is

- Primary data
- Secondary data

1. Primary data:

Primary data were collected by framing a questionnaire. A set of questionnaires were prepared in Google form and circulated to IT employees to know their view.

2. Secondary data:

The secondary data were collected internet websites, magazines and journals.

3.2 RESEARCH HYPOTHESIS:

- **NULL HYPOTHESIS (H₀)** – There is no link between age and satisfaction.
- **ALTERNATE HYPOTHESIS (H₁)** – There is link between age and satisfaction.

3.3 RESEARCH METHODOLOGY

Research methodology is a way to systematically solve the research problem. It deals with the objective of a research study, the method of defining the research problem, the type of data collected, method used for data collecting and analyzing

the date etc. The methodology includes collection of primary and secondary data.

3.4 SAMPLING TECHNIQUES:

The sampling method used in this research is convenient sampling technique. The sample size is 97. The respondents are working at information technology (IT).

3.5 SAMPLE SIZE:

The sample size for the project had a target of 100.

3.6 ANALYTICAL TOOLS:

1. Percentage analysis
2. Pie chart
3. Bar chart

HYPOTHESES/ANALYTICAL TOOLS:

➤ CHI-SQUARE TEST:

A chi-square statistic is one way to show a relationship between two categorical variables. In statistics, there are two types of variables: numerical (countable) variables and non-numerical (categorical) variables

➤ ONE WAY ANOVA:

In statistics, one way analysis of variance is a technique that can be used to compare whether two samples are significantly different or not.

CHAPTER 4

4.1 DATA ANALYSIS AND INTERPRETATION

4.1.1 CHALLENGES:

CHALLENGES	NO.OF RESPONDENTS	PERCENTAGE
Distraction at home	29	29.9%
Communicating with the team	22	22.7%
Taking vacation time	25	25.8%
Time management	21	21.6%

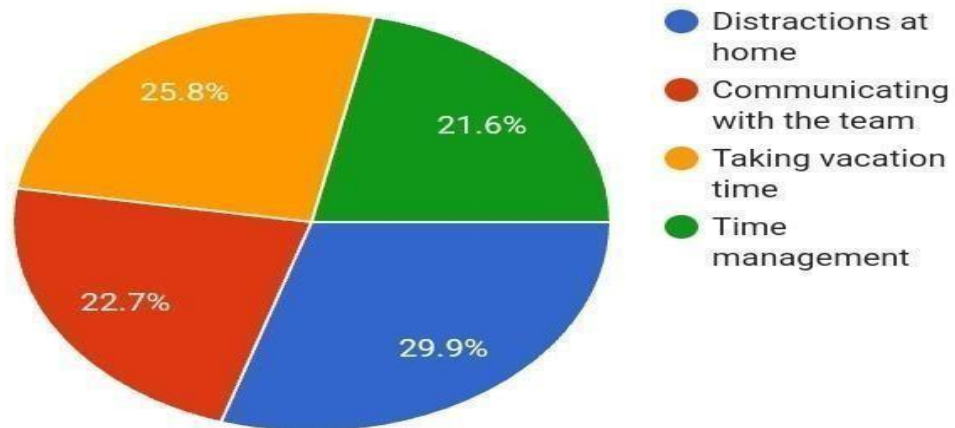
INTERPRETATION-1

From the above table interpreted that 29.9% of respondents facing the challenge of distraction at home and 22.7% of respondents facing the challenge of communicating with the team and 25.8% of respondents facing the challenge of taking vacation time and 21.6% of respondents facing the challenge of time management. Majority of the respondents is 29.9 distraction at home.

What challenges do you face while working from home during covid-19?



97 responses



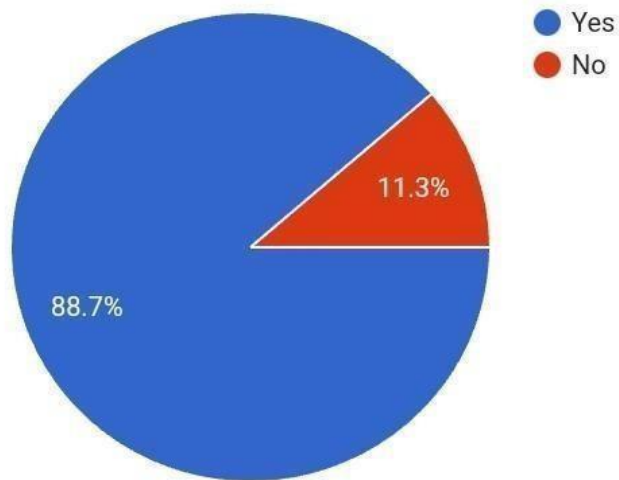
4.1.2 PRODUCTIVE DAY

PRODUCTIVE DAY	NO.OF RESPONDENTS	PERCENTAGE
yes	86	88.7%
No	11	11.3%

Do you have a productive day while working from home(WFH)?



97 responses

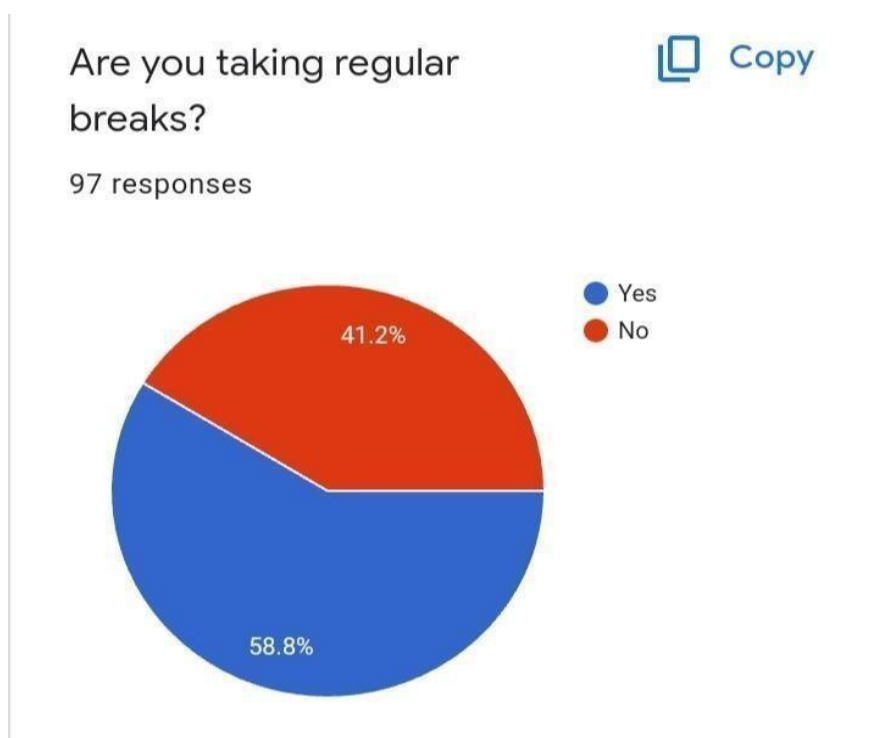


INTERPRETATION-2

From the above table interpreted that 88.7% of the respondents have a productive day while working from home and 11.3% of the respondents don't have a productive day while working from home. Majority is 88.7% of respondents have a productive day.

4.1.3 REGULAR BREAKS

REGULAR BREAKS	NO.OF RESPONDENTS	PERCENTAGE
Yes	57	58.8%
No	40	41.2%



INTERPRETATION-3

From the above table interpreted 58.8% of the respondents taking regular breaks and 41.2% of the respondents are not taking their regular breaks. Majority is 58.8% of respondents taking regular breaks.

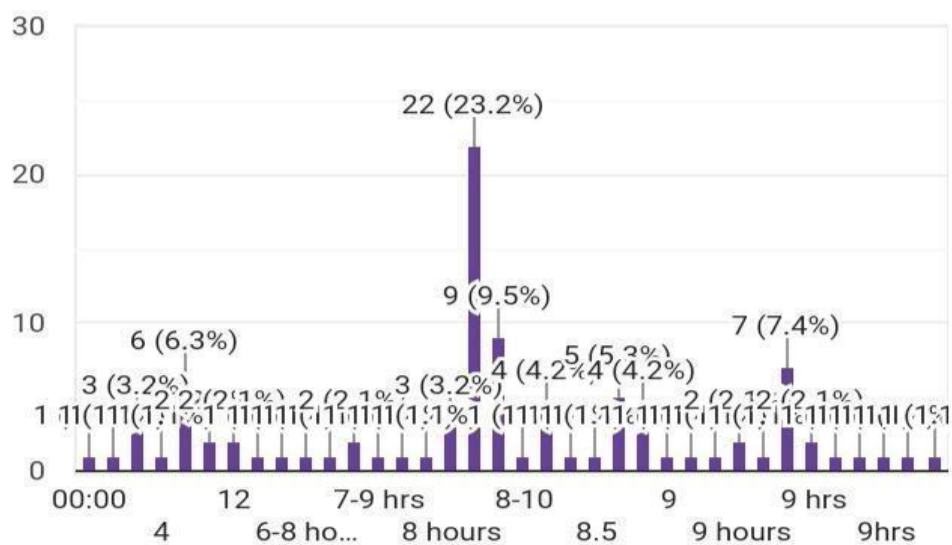
4.1.4 HOURS PREFER TO WORK

HOURS PREFER TO WORK	NO.OF RESPONDENTS
6-8 hrs	51
8-10 hrs	46
TOTAL	97

How many hours a day do you prefer to WFH?



95 responses



INTERPRETATION-4

From the above table interpreted 51 respondents prefer to work 6-8 hours a day and 46 respondents prefer to work 8-10 hours a day. Majority is 6-8 hours of respondents prefer to work.

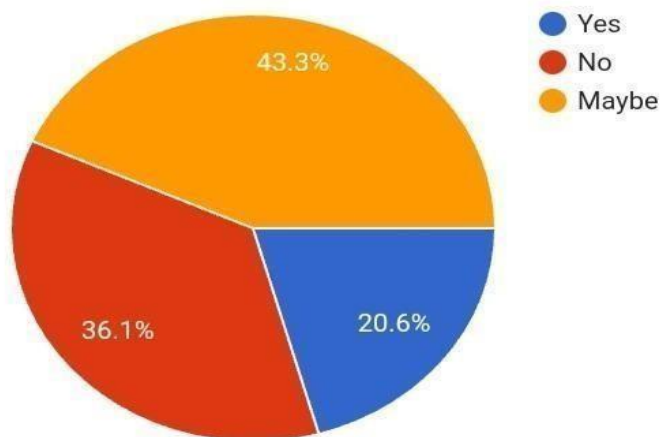
4.1.5 FEELING STRESSFUL

FEELING STRESSFUL	NO.OF RESPONDENTS	PERCENTAGE
Yes	20	20.6%
No	35	36.1%
May be	42	43.3%

Do you feel stressful while WFH in unusual times?



97 responses

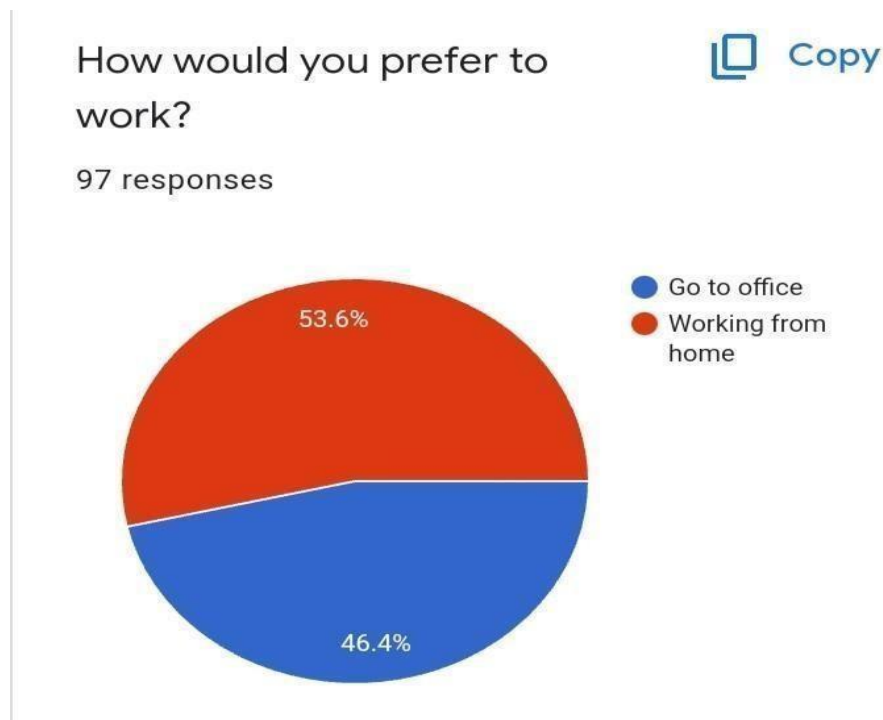


INTERPRETATION-5:

From the above table interpreted 20.6% of the respondents feeling stress while working in unusual times and 36.1% of the respondents are not feeling stressed and 43.3% of the respondents may be feeling stressed.

4.1.6 PREFER TO WORK

PREFER TO WORK	NO.OF RESPONDENTS	PERCENTAGE
Go to office	45	46.4%
Work from home	52	53.6%

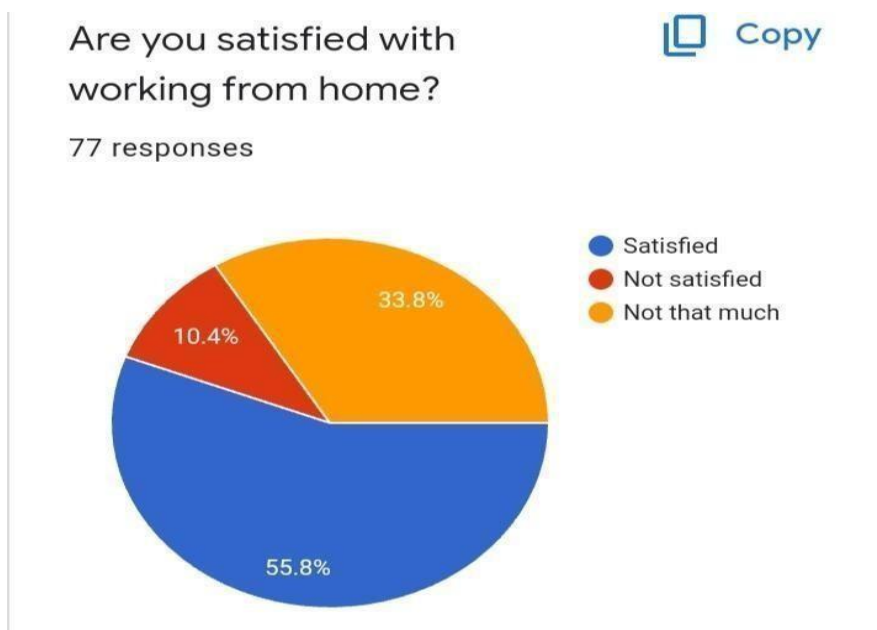


INTERPRETATION-6

From the above table interpreted 46.4% of the respondents prefer to go to office and 53.6% of the respondents prefer to work from home. Majority is 53.6% of the respondents wants to work from home.

4.1.7 SATISFIED WITH WFH

SATISFIED WITH WFH	NO.OF RESPONDENTS	PERCENTAGE
Satisfied	43	55.8%
Not satisfied	8	10.4%
Not that much	26	33.8%

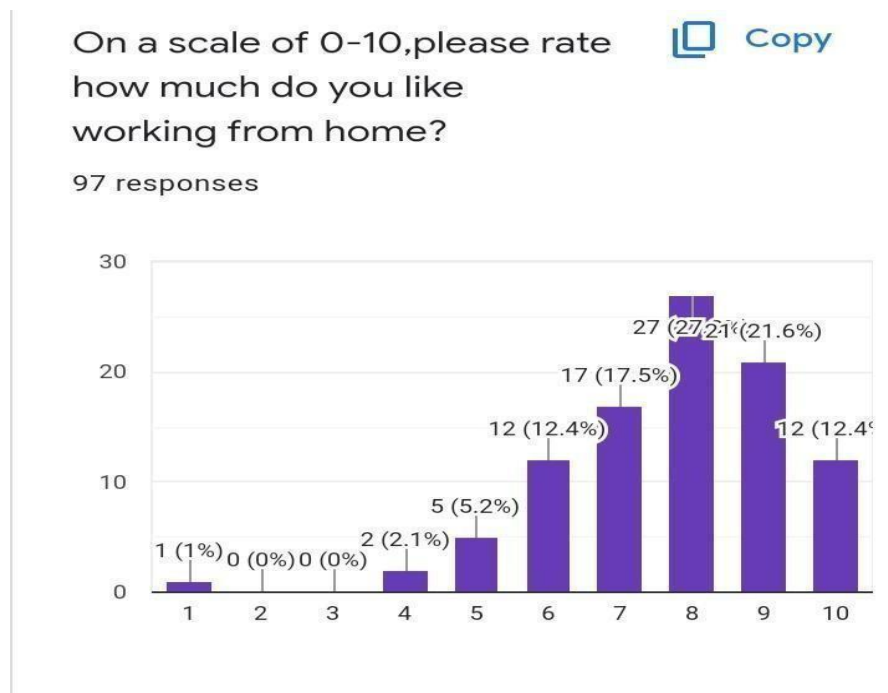


INTERPRETATION-7

From the above table interpreted 55.8% of the respondents satisfied with working from home and 10.4% of the respondents are not satisfied and 33.8% of the respondents feels not that much satisfied. Majority is 55.8% of respondents satisfied with WFH.

4.1.8 RATING

RATING	NO.OF RESPONDENTS
1-5	8
5-10	89



INTERPRETATION-8

From the above table interpreted 8 respondents rated 1-5 on the scale of 10 and 89 respondents rated 5-10 on the scale of 10. Majority is 89 of the respondents rated 5- 10.

4.2 CHI-SQUARE TEST:

- NULL HYPOTHESIS (H₀) –There is no link between age and satisfaction.
- ALTERNATE HYPOTHESIS (H₁) – There is link between age and satisfaction.

Observed			
Age	Not-Satisfied	Satisfied	Total
19	0	2	2
20	1	4	5
21	2	2	4
22	3	5	8
23	7	9	16
24	5	6	11
25	10	5	15
26	2	7	9
27	4	3	7
28	3	1	4
29	0	2	2
30	0	2	2
31	0	3	3
32	3	0	3
33	0	4	4
35	1	1	2
Total	41	56	97

Expected			
Age	Not-Satisfied	Satisfied	Total
19	0.845360825	1.154639175	2
20	2.113402062	2.886597938	5
21	1.690721649	2.309278351	4
22	3.381443299	4.618556701	8
23	6.762886598	9.237113402	16
24	4.649484536	6.350515464	11
25	6.340206186	8.659793814	15
26	3.804123711	5.195876289	9
27	2.958762887	4.041237113	7
28	1.690721649	2.309278351	4
29	0.845360825	1.154639175	2
30	0.845360825	1.154639175	2
31	1.268041237	1.731958763	3
32	1.268041237	1.731958763	3
33	1.690721649	2.309278351	4
35	0.845360825	1.154639175	2
Total	41	56	97

4.2.1 INFERENCE:

CHI-SQUARE VALUE – 0.096646875

Since the P value 0.096 is greater than 0.05, null hypothesis is accepted, and Alternate hypothesis is rejected. Therefore, there is no link between age and satisfaction.

4.3 FINDINGS OF THE STUDY:

From the questionnaire the following points are found and noted.

1. Majority is 29.9 %of the respondents are distracted at home.
2. Majority is 58.8 %of the respondents taking regular breaks
3. Majority is 88.7 %of the respondents have a productive day.
4. Majority is 6-8 hours of the respondents prefer to work.
5. Majority is 43.3% of the respondents may be feeling stressed.
6. Majority is 53.6 %of the respondents wants to work from home.
7. Majority is 55.8 %of the respondents satisfied with working from home
8. Majority is 89 of the respondents rated 5-10.

4.4 SECONDARY REFERENCE

Several studies over the past few months show productivity while working remotely from home is better than working in an office setting. On average, those who work from home spend 10 minutes less a day being unproductive, work one more day a week, and are 47% more productive.

A study by Standford of 16,000 workers over 9 months found that working from home increase productivity by 13%. This increase in performance was due to more calls per minute attributed to a quieter more convenient working environment and working more minutes per shift because of fewer breaks and sick days. In this same study workers also reported improved work satisfaction, and attrition rates were cut by 50%.

The New York Times interviewed Nathan Schultz, a senior executive at Chegg, about productivity within the company now that the workforce is sheltered at home. His first impulse was to constantly check in on employees, but once he backed off, the productivity went up, and employees started completing projects ahead of schedule (surprising working from home productivity statistics 2021).

4.5 SUGGESTION:

- 1 The study reveals that lack of experience, and the lack of equipment are the major hindrance for the employees to work from home. Some of the respondents are in the view that there is a communication gap with the co-workers. Thus, attempting to find a solution to bridge the communication gap would help the employees to increase their willingness to work from home as well as increase their productivity.
- 2 Some of the respondents look forward to return to their official workspace environment as they are forced to work with little experience, resources and knowledge.

4.6 LIMITATIONS OF THE STUDY:

- This study is restricted to the IT employees.
- The study is based on 97 responses.
- This study can also be taken further as lot of changes are arising due to the pandemic situation.
- The mentality of the employees also differs from situation to situation as well as time.

CHAPTER 5

5.1 CONCLUSION:

Benefits and constraints are two sides of the same coin. It is found that the concept of work from home can increase productivity. But following this method consistently for longer periods may have a negative impact on the employee. The factors supporting productivity and willingness to work from home are more effective when compared to the hindrances and challenges faced. Thus, work from home concept may become more popular in the future.

The findings of this study suggest that working from home has served to be a boon for some. While it reduces absenteeism and increases motivation, working from home also acts as a primary factor of job satisfaction amongst employees leading to reduced attrition.

Working from home helps balance work-life balance, especially in cases of female employees who often choose to leave their careers owing to family responsibilities. The primary factors that impact organizational productivity and employee satisfaction as a means of working from home have been found to be saved time due to elimination of travel time to workplace, reduced or nil travel expenses, reduced absenteeism and better engaged employees.

Work-life balance has emerged as one of the major factors positively affecting employee satisfaction. Employees who are engaged and

satisfied display increased loyalty towards the organization and are easier to retain. This reduces attrition. Working from home impacts employee motivation. Employees feel more accountable and responsible with the trust shown by the organization, this further motivates them to be more productive.

It is also observed that some job roles suit better for working from home due to the nature of the job. Jobs requiring supervision will be best performed in office environment while individual contributors will be performing better and with lesser distractions at home or remotely. The senior management can opt for working from home more easily as compared to the junior management who are mostly involved in routine jobs. Creative tasks, tasks that require individual contribution than team collaboration have emerged as jobs well suited for working from home. Jobs that

require employees to be physically present in the office cannot be performed remotely. Organizations are required to analyze the job roles that can be performed better from home and office and delegate duties accordingly for optimum utilization of their resources and better organizational productivity. Working from home affects interpersonal relationships. Reduced face to face interactions will create bias amongst peers and reporting managers when it comes to performance appraisals. It has been found that employees working from home have lesser chances of promotion even if their productivity has been at par with their counterparts working from office. This can be due to a certain mind-set that is created when one meets the person regularly. It has been observed that

if manager to employee ratio is increased and the employees are rewarded effectively for performance then work from home reduces costs in the long run. Cost effectiveness is also related to decreased fixed costs for the organization in form of fixed assets, reduce communication to office premises for the employee. It can be concluded that though companies are willing to adapt to working from home, there is a lack of laid down guidelines for the same. Basic agendas like minimum wages for home workers, total hours of work, benchmark of productivity still needs to be transparent.

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QUESTIONNAIRE:

The questionnaire follows a simple and basic layout. It is made easy for the participants to respond to the questionnaire without any delay or confusion. The set of question and the answer options present in the questionnaire are predetermined and are constructed by me based on general questions regarding the main topic.

The questionnaire used in this project is as follows.

1. Name of the respondent
2. Age of the respondent
3. Email id of the respondent
4. How do you feel about working from home?
5. How long you are working on work from home?
6. What challenges do you face while working from home during covid-19?
 - Distractions at home
 - Communicating with the team
 - Taking vacation time
 - Time management
7. Are you taking regular breaks?
 - Yes
 - No
8. Do you have a productive day while working from home(WFH)?
 - Yes
 - No

9. Do you feel stressful while WFH in unusual times?

- Yes
- No
- Maybe

10. How many hours a day do you prefer to work?

11. How would you prefer to work?

- Go to office
- Working from home

12. On a scale of 0-10, please rate how much do you like workingfrom home?

13. Give some of your valuable feedback and suggestion about working from home during covid-19

