

A STUDY ON EMOTIONAL STABILITY OF WORK FROM HOME EMPLOYEES IN CHENNAI ZONE

Submitted in partial fulfillment of the requirements for the award of

Master of Business Administration

by

R.SIVA CHIDAMBARAM

REG NO: 40410168



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

Jeppiaar Nagar, RAJIV GANDHI SALAI, CHENNAI - 600 119

APRIL 2022



SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY

(DEEMED TO BE UNIVERSITY)

Accredited with “A” grade by NAAC | 12B Status by UGC | Approved by AICTE

Jeppiaar Nagar, Rajiv Gandhi Salai, Chennai – 600 119

www.sathyabama.ac.in

SCHOOL OF MANAGEMENT STUDIES

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **R.SIVA CHIDAMBARAM 40410168** who carried out the project entitled “**A Study on emotional stability of work from home employees**” under my supervision from December 2021 to April 2022.

DR M.SUDHA PAULIN MBA, PhD
Internal guide

External Guide

Dr. BHUVANESWARI .G
Dean – School of Management Studies

Submitted for Viva voce Examination held on _____

Internal Examiner

External Examiner

DECLARATION

I **R.SIVA CHIDAMBARAM (40410168)** hereby declare that the Project Report entitled “**A Study on emotional stability of work from home employees in Chennai zone**” done by me under the guidance of **DR M.SUDHA PAULIN MBA, PhD** is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

DATE:

PLACE:

R.SIVA CHIDAMBARAM

ACKNOWLEDGEMENT

I am pleased to acknowledge my sincere thanks to Board of Management of **SATHYABAMA** for their kind encouragement in doing this project and for completing it successfully. I am grateful to them.

I convey my sincere thanks to **Dr. G. Bhuvaneswari, Dean - School of Management Studies** and **Dr. A. Palani, Head - School of Management Studies** for providing me necessary support and details at the right time during the progressive reviews.

I would like to express my sincere and deep sense of gratitude to my Project Guide **DR M.SUDHA PAULIN MBA, PhD** for her valuable guidance, suggestions and constant encouragement paved way for the successful completion of my project work.

I wish to express my thanks to all Teaching and Non-teaching staff members of the **School of Management Studies** who were helpful in many ways for the completion of the project.

R.SIVA CHIDAMBARAM

TABLE OF CONTENTS

CHAPTER NO.	TITLE	PAGE NO.
	LIST OF TABLES	I.
	LIST OF CHARTS	II.
	ABSTRACT	III.
1	INTRODUCTION	
	1.1.Introduction	1 - 2
	1.2.Profile of study	3 - 6
	1.3.problem identification	6 - 11
	1.4.Objectives of the Study	12
	1.5.Need for the study	12
	1.6.Scope & Significance of the study	12
2	REVIEW OF LITERATURE	
	2.1 Review of Literature	13 - 19
3	RESEARCH METHODOLOGY	
	3.1 Methodology	20
	3.2.Research Design	20
	3.3. Sources of Data	20 - 21
	3.4. Sample Size	22
	3.5.Period Of Study	22
	3.6.Profile area of the Study	23
	3.7.Hypothesis	24
4	DATA ANALYSIS AND INTERPRETATION	
	4.1 Percentage Analysis	25 - 46
	4.2.CHI SQUARE	47 - 48
	4.3.ANOVA	48 - 50
5	FINDINGS,SUGGESTIONS AND CONCLUSION	
	5.1.Findings of the Study	51 - 53
	5.2.Suggestions & Recommendations	53

	5.3. Limitations of the study	53 – 54
	5.4. Conclusion	54 - 55
	REFERENCES	56
	ANNEXURE – QUESTIONNAIRE	57 - 61

LIST OF TABLES

Table No	Title	Page No
4.1	SHOWING THE GENDER OF RESPONDENTS	26
4.2	SHOWING THE AGE OF RESPONDENTS	27
4.3	SHOWING EDUCATIONAL QUALIFICATIONS OF RESPONDENTS	28
4.4	SHOWING MONTHLY INCOME OF RESPONDENTS	29
4.5	SHOWING MARITAL STATUS OF RESPONDENTS	30
4.6	SHOWING CURRENT WFH ARRANGEMENTS	31
4.7	SHOWING SUITABLE WORK-SPACE IN WFH	32
4.8	SHOWING DISTRACTION FREE AREA WHILE WFH	33
4.9	SHOWING ADEQUATE COMMUNICATION WHILE WFH	34
4.10	SHOWING RATING OF RELATIONSHIP WITH COLLEAGUES	35
4.11	SHOWING CONNECT WITH TEAM	36
4.12	SHOWING PRODUCTIVE AT HOME WHILE WORKING	37
4.13	SHOWING ORGANIZATION PROPER SUPPORT	38
4.14	SHOWING HEALTHY WORK-LIFE BALANCE WHILE WFH	39
4.15	SHOWING ENJOYMENT OF WFH	40
4.16	SHOWING SUCCESSFUL RESOURCE WHILE WFH	41
4.17	SHOWING OPTIMISTIC OR PESSIMISTIC ABOUT WFH	42

4.18	SHOWING TAKING REGULAR BREAKS	43
4.19	SHOWING BENEFITS OF WORKING FROM HOME	44
4.20	SHOWING HURDLES CURRENTLE FACING WHILE WFH	45
4.21	SHOWING OVERALL FULFILLMENT LEVEL OF WFH	46
	HYPOTHESIS TESTING CHI – SQUARE AND ANOVA	47 - 50

LIST OF CHART

Table No	Title	Page No
4.1	SHOWING THE GENDER OF RESPONDENTS	26
4.2	SHOWING THE AGE OF RESPONDENTS	27
4.3	SHOWING EDUCATIONAL QUALIFICATIONS OF RESPONDENTS	28
4.4	SHOWING MONTHLY INCOME OF RESPONDENTS	29
4.5	SHOWING MARITAL STATUS OF RESPONDENTS	30
4.6	SHOWING CURRENT WFH ARRANGEMENTS	31
4.7	SHOWING SUITABLE WORK-SPACE IN WFH	32
4.8	SHOWING DISTRACTION FREE AREA WHILE WFH	33
4.9	SHOWING ADEQUATE COMMUNICATION WHILE WFH	34
4.10	SHOWING RATING OF RELATIONSHIP WITH COLLEAGUES	35
4.11	SHOWING CONNECT WITH TEAM	36
4.12	SHOWING PRODUCTIVE AT HOME WHILE WORKING	37
4.13	SHOWING ORGANIZATION PROPER SUPPORT	38
4.14	SHOWING HEALTHY WORK-LIFE BALANCE WHILE WFH	39
4.15	SHOWING ENJOYMENT OF WFH	40
4.16	SHOWING SUCCESSFUL RESOURCE WHILE WFH	41
4.17	SHOWING OPTIMISTIC OR PESSIMISTIC ABOUT WFH	42

4.18	SHOWING TAKING REGULAR BREAKS	43
4.19	SHOWING BENEFITS OF WORKING FROM HOME	44
4.20	SHOWING HURDLES CURRENTLE FACING WHILE WFH	45
4.21	SHOWING OVERALL FULFILLMENT LEVEL OF WFH	46
	HYPOTHESIS TESTING CHI – SQUARE AND ANOVA	47 - 50

ABSTARCT

The COVID-19 pandemic has influenced various aspects of our lives and triggered many long-term consequences. The actual well-being of IT employees is in danger due to the prolonged period of work from home as the pandemic has influenced individuals differently across the world. Physical distancing, dread, vulnerability, and a continued period of remote working has prompted an enormous number of in the IT sector to experience challenges to emotional well-being. Work-related pressure is one of the major sources of stress in the modern working environment. Stress and unfavorable working conditions have been connected to low efficiency, truancy, and increasing rates of mishaps in and out of work. This is largely due to ailments, substance abuse, and family issues experienced by a large number of work-from-home software company employees. Extended period of work from home can disturb their mental health as they try to strike a work-life balance. The purpose of this research is to examine the Emotional stability of work from home employees during the COVID-19 pandemic and the area selected for the study is Chennai city. The sample size selected to conduct this research is 110 (IT employees) respondents.

CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION:

Emotional stability is a personality dimension which determines a person's capacity to stay calm or even capsize when exposed to pressure or stress. The fruits of normal emotionality can be obtained from the notion of stable emotional behavior at any level. Emotionally unstable people are more volatile; such person faces an increased risk of reacting violently and with harmful behaviors when coping with stress. In general, the ability of persons to recognize the triggers that induce stress and build healthy coping skills tends to maintain emotional stability. The person who lacks this ability shows an emotional instability. Emotional stability can be moderated through meditation, exercise, proper nutrition, and healthy sleeping habits. Social adjustment refers to the adaptation of people to their social environment. Person's emotional traits are one of the needed aspects of social adjustment and are more stable in persons with high emotional intelligence (EI). EI is an ability of an individual recognizing and regulating emotions within selves and outside people in their environment. It requires emotional sensitivity, or the ability to evaluate emotions within a variety of social circumstances. An angry person, who is aware that few expressions of anger will be counterproductive in a specific scenario and, as a result, constrains his or her expressions of anger, is emotionally intelligent. On the other hand, a person with the similar awareness but acts angrily despite this knowledge is emotionally unintelligent. Indeed, persons with EI show their emotional stability in their interpersonal relationship and social adjustment in their social and occupational fields. An emotionally intelligent person perhaps shows a better emotional perception in social situations, as they are more sensitive and evaluate the emotions with empathy and with the background of social circumstances. This concept has been supported in the following study of EI for the main purpose of investigating the claim that it involves emotion perception. Emotion perception was operationalized as the correctness in the conclusion of others' acute and characteristic feeling states. Intensified reactivity to environmental provocations and social adjustment are correlated with the specific perceptions of emotions of others. The emotion is an integral part of a social function; thus, the smooth functioning of interpersonal relationships at workplace goes with emotional stability of people in these social groups. Here, the integration of study findings concern the social functions of emotions at the individual, dyadic, group, and cultural levels of analysis. Theorists, through various levels of analysis, adopt that emotions resolve difficulties vital to social associations in the perspective of ongoing interactions.

This balance is playing a role in several natures and emotions, like pessimism/optimism, anxiety/calmness, aggression/tolerance, dependence/autonomy, emotion/logic, and apathy/empathy.

1.2 INTRODUCTION OF WORK FROM EMPLOYEES

The COVID-19 (coronavirus disease-19) has caused severe disruptions in workplaces throughout the world. As per International Labour Organization (ILO) estimates, in the first half of 2020, nearly 93% of workers were living in countries with some kind of workplace closure measures in place. Further, the outlook toward recovery in the second half, as predicted by ILO, is also uncertain (ILO Monitor: COVID-19 and the World of Work. Fifth Edition, 2020). Many organizations have adopted a “Work from Home (WFH)” approach to dealing with these circumstances. While for some workers, such as IT professionals, this sudden shift might not be a new experience; for others, it has been an entry into uncharted territory. Studies have shown that the category of work that can be shifted to home depends not only upon the to set up communication infrastructures at home (Hoffman et al., 2020). Earlier studies describe WFH as an inter-role conflict between work and private life, in which pressures from both work and private life are incompatible. In this 21st century there are flexible effective planning in business in WFH. The consequences of measures involve of both encouraging and undesirable. The working from home provides to workers more opportunity to focus on their work tasks. The employee's regularly face to face interactions with co-workers significantly decrease, when working away from the office. In the absence of physically observing, workers is superior decision in how, under what condition and when they complete daily routines. Work from home is more comfortable to the organizational employees concluded presentation of their effort. Work from home facilitates more than self-government in job, which is likely to be connected with more efficiency. Decreased control by colleagues or the supervisors is an important drawback of work from home. There is more employees agree both the IT sectorial and other works. The work avoidance is the result when someone's work is poorly monitored. Work from home will be helpful when there are issues to attend office and work should continue. Most of the IT companies included work from home in their leave policy of employees in order to increase the productivity.

The COVID-19 pandemic has altered every aspect of our work and life. In response to the national and local containment policies, companies, organizations and institutions encouraged their employees to work remotely at home to stay safe. Work from home (WFH) emerged in the early 2000s, when telecommuting technologies started to develop and workers could WFH to avoid commuting, provide flexibility in schedules, and achieve a better work-life balance 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.

In addition to companies seeing benefits of WFH, there are noted direct benefits to employees. Most significantly, WFH saves daily commuting time and offers more flexibility for workers to take care of their families. WFH allows employees to choose working at times when they are most productive, and WFH can be beneficial for avoiding distractions from coworkers, especially in open plan offices. With options to WFH, workers can take a break from their offices and focus on organizing an individualized approach to their work-life balance that can promote a healthier lifestyle, a benefit for both physical and mental health. Finally, workers may have more control of environmental factors when WFH; indoor environmental quality (IEQ) factors (eg, lighting, temperature, humidity, air quality, noise, ergonomics, etc) are important for physical and mental health of workers. Specifically, IEQ factors influence a workers' comfort, which in turn impacts satisfaction. Unlike in conventional offices, where the workspaces are usually arranged by employers, during WFH, workers have full autonomy and the responsibility of setting up their workspaces at home, being able to work in a location at home that may have better IEQ conditions as opposed to being in a fixed cubicle or open-plan offices. In fact, research has found that home offices might provide better air quality conditions compared to traditional offices.

While there are benefits to WFH, numerous negative aspects of full time WFH have also been described. Employees who are at home do not have the opportunity to socialize with colleagues and may have decreased physical movements, such as loss of walking between different meeting locations.¹ Moreover, extended hours of screen exposure due to full time computer work can lead to fatigue, tiredness, headaches and eye-related symptoms. For individuals who live alone, full time WFH without face-to-face interactions and social support everyday could contribute to mental issues such as social isolation and depression. For others, blurred work-life boundaries can make it difficult to detach mentally from work which can increase stress and anxiety. A common area of concern in work-life boundaries is balancing work schedules around other family members, where, for some parents, work time becomes "porous" as they might need to take care of house chores and run errands in between their work meetings. In some cases, parents might choose to sacrifice their sleep hours and work at nights or early mornings since these are the only quiet hours where they could concentrate on work and avoid frequent interruptions. Ongoing work-family conflict can lead to emotional exhaustion.

The abrupt shifts to WFH and other factors associated with the COVID-19 pandemic provide a unique context for exploring the relationship of WFH on physical and mental well-being. Most apparent impacts on health are due to social and behavioral factors. In particular, the extended stay at home mandates during the pandemic may contribute to general depressed and anxious feelings, often leading to changes in routines and eating habits. These changes in physical activities and food intake can interact with other stress related to WFH that together will likely directly impact physical and mental well-being. Moreover, these behaviors are likely further impacted for workers who have children, as the closure of schools and day care centers, require working parents to also perform home schooling for their kids, as well as to managing a more chaotic working environment with increased distractions.

In addition to behavioral and social changes, WFH during the COVID-19 pandemic has also highlighted areas of need for the physical space in home office environments. Of note is that not all workers have access to dedicated workstations in their home, which can result in sharing of their workstations, such as with children who have to attend school remotely, setting up make shift desks, such as the dining table, or working in a variety of places throughout the day, such as kitchen counters, sofas, coffee tables and beds. Moreover, during the pandemic, workers can spend longer hours at their desks in the absence of commuting, limited business traveling, and increased use of computers to conduct meetings rather than holding face-to-face meetings at various different physical locations. Increase stress due to sharing of workspaces, poor body mechanics due to lack of proper physical workstation, and prolonged sedentary activity can all lead to increased discomfort and pain. Furthermore, unlike office work environments where central heating, ventilation, and air conditioning systems are available, workers may not pay as close attention to managing the IEQ environment at home. Specifically, working in a location that is not designed for work can lead to unsatisfactory IEQ conditions that can have detrimental effects on both physical and mental well-being, while also decreasing overall work performance.

Work from Home in the Time of COVID-2019

The repercussions of working employees are similarly various in relationships of efficiency, other activity, and total safety. The occurrence of the innovative coronavirus (COVID-2019) and the consequent WFH is more requirements. They lockdown period have lead the significant economic is usually troubles about their organizational domain and lot of employees across the miscellaneous sections are enquired about the self-quarantine. There were some accommodating to influence the shifts, qualification and other policies develops serious. They comprehensions are previous trainings

for the effects of work from home preparations does not spread to the recent situation. Even since there is some preparations were frequently restricted by particular organizational employees and some of the IT sectors to be situated repeatedly selected the employees.

COVID-2019 | Interactive Map of Confirmed Coronavirus Cases in India

To upgraded and recognize the consequences of the current imperative to work from home, including readiness of different sectors, cities, and occupations, we measured suitability of diverse occupations to work from home in India. The researchers has used a survey of over 3000 workers done in 2019 over 100 occupations listed in the 2004 National Classification of Occupations to assess the susceptibility of the occupations to automation. They use the survey questions to generate an index of suitability of the occupation to remote work or work from home (WFH) and the need for human proximity (HP). We then used the survey questions to create scores for WFH and HP for each occupation. The Corona virus (COVID-2019) pandemic has led to biggest number of employees globally bound to work remotely. The citizens in many countries including India are urged to stay at home and to reduce social contacts to a minimum in the wake of the outbreak of the pandemic COVID-19. This pandemic affected each and every sections of economy. The concept of work from home got more popularity at this point. This pandemic also affected educational institution, which lead to online classes, webinars etc. in order to continue academic activities. This shows that one IT sector was following work from home. Now all the sectors started following the same especially educational institutions.

1.3 CHALLENGES OF WORKING FROM HOME

❖ Collaboration and Communication

Communication between humans is already hard enough face-to-face, but it's much harder when working from home. People normally rely on nonverbal communication. This is why communicating effectively is one of the most common challenges you will face when working from home

❖ Loneliness

A lack of social interaction causes all of us to feel more isolated and lonely — especially those working from home. Loneliness is bad for your mental and physical well-being and can affect your performance.

❖ Not Being Able To Unplug

Working and living in one space can blur the lines between your work and personal life. This can make it difficult to relax and switch off once the day is over, and maintaining a healthy work-life balance becomes a challenge.

❖ Distractions At Home

Even the most disciplined and organized remote team members get distracted at home. A pile of dirty dishes or a dusty bookshelf might start calling your name. Then, a 20-minute break turns into two hours. Those who live with family or roommates also face regular, concentration-busting interruptions.

❖ Being In a Different Time Zone than Teammates

An increasing number of companies are working across multiple time zones. This can make motivation. It's easy to lose motivation when working from home, whether you're a remote employee or self-employed. The lack of external inputs and interaction with coworkers can make you lose sight of your long-term career goals. Ultimately, losing motivation. Then add the stress of the COVID-19 pandemic, and it's no surprise that remote teams are losing motivation. Coordinating with intercontinental colleagues a challenge.

❖ Taking Vacation Time

Taking vacations is essential for your physical and mental well-being. Vacation can actually increase your productivity, mental ability, and efficiency. Unfortunately, many people forget to take breaks when working from home.

❖ Finding Reliable Wi-Fi

A poor internet connection or out-of-date technology can cause frustration for everyone.

❖ Bad Habits

If you've lost your regular routine as a result of working from home, chances are you may have fallen into some unhealthy habits. Perhaps you graze the contents of your fridge all day, eat your

Meals at random hours, or forget to exercise.

❖ **Time Management**

For many remote workers, managing your own schedule sounds like a dream, but it's actually a major challenge of working from home. While your working hours may be a little more flexible, you need to have the discipline to manage your time correctly. Without discipline, you run the risk of procrastinating or taking too many naps.

❖ **The “Pajama Mindset”**

While it's tempting to roll out of bed, down your morning joe, and sit straight down at your desk to work, it's not advisable. Apart from the obvious hygiene issues, the clothes you wear affect your mindset. When you're dressed to impress, you feel and behave differently. Also, others perceive you differently.

❖ **Neglecting Your Network**

Networking is an essential way for employees and entrepreneurs to stay connected, relevant, and up-to-date with their industries. You're more likely to find your next opportunity through your personal network. As a remote worker, however, it can be easy to lose touch.

HEALTH PROBLEMS WHEN WORKING FROM HOME

You've dreamt of this for years: The ability to work from home. No longer commute, office politics, endless meetings or burnt industrial-strength coffee. But there are tradeoffs, and the nature of remote work can come with issues and irritations of its own. In fact, if you don't work smart, you could end up jeopardizing your health. Here's what the experts told us are the most common unexpected health problems that happen when you're working from home, and how you can avoid them.

❖ **Burnout**

Many people who work from home find it helpful to set strict times they will dedicate to work as if they are physically in the office and when they 'clock out,' "This will allow us time to recharge and take respite, which is necessary. Otherwise, it can be tempting to continue to work outside your usual hours, which can lead to stress and burnout."

❖ Stress Eating

"People working from home can suffer from stress as a result of factors such as financial concerns, having to remote school their children and working near their spouse. This stress can cause them to crave calorie-dense food such as junk and carbs. They can also be less active than normal, losing the exercise that was baked into their normal workday." Eat a healthful diet of protein, carbohydrates, and good fats, they should also do exercise which elevates their metabolism such as high-intensity intervals (HIIT). They should also try to walk, if only at the end of the day to clear their head. The walking and exercise will help them cope with the stress so they will also crave fewer empty calories."

❖ Hearing Loss

With online conference calls, video calls, and webinars now a mainstay of many of our work environments, it is important to make sure we are adapting to this new work style safely and hearing clearly," says Dr. Eric Branda, AuD, Ph.D., an audiologist with Signia Hearing. "If headphones or ear buds are being used, it is necessary to make sure the volume is at a safe level. Loud sounds directed to the eardrum can lead to noise-induced hearing loss.

❖ Overwork

My clients find they work more when working from home—there's no getting ready, commute, coffee breaks, small talk, and it's easy to skip lunch and to answer emails in the evening it can lead to mental fatigue and being emotionally overwhelmed."

❖ Weight Gain

When working at home, "It's important to make sure you're making healthy dietary choices to prevent unwanted weight gain, "Set nutrition and health-related goals to commit to while you're stuck at home.

❖ Background Noise

"Other sounds in the environment, such as television or radio, may not only be distracting, but may overpower speech from the webinar or call information, this can lead to misunderstandings and increased difficulty absorbing the new information. Whether using speakers or headphones, turning up

the volume may not be the best approach as it can again make even the important speech too loud for safe listening."

❖ **Loneliness**

As human beings, we are social creatures, and we really do thrive when we have a degree of direct and personal socialization each day," says Hong Yin, MD, a psychiatrist and clinical director with New Frontiers Psychiatric & TMS. "Social isolation can contribute to feelings of depression and sadness, so it is important to be proactive to ensure socialization is occurring regularly." While COVID-19 is among us, that might exclude you from in-person socialization, but be certain to engage with your colleagues and friends through various tools while you're working at home, like Zoom, Slack, text and Face Time," says Yin. "Make a point to reach out and engage with those you normally would to keep everyone's spirits high and healthy."

❖ **Relationship Problems**

If both you and your partner are both working from home, you're spending a lot more time together than if one or both of you were in an office. That proximity can be stressful, leading to conflict.

❖ **Binge Eating**

"Easy access to your entire fridge and selection of food leads to binge eating or excessive eating, and often of unhealthy or fattening foods,"

❖ **Carpal Tunnel Syndrome**

"Working from home means working from behind a computer for the entirety of the work day. Unfortunately, this can lead to wrist and hand strain, as well as carpal tunnel syndrome"

❖ **Eye Strain**

"Eye strain is real, we are meant to have daily exposure to a broad range of light and color frequencies. When we are inside and on devices the light spectrum is in the blue range and the lighting is often fluorescent."

❖ **Back Strain**

One of the most important parts of setting up a home office is setting up proper ergonomics," says Rand McClain, DO, chief medical officer of LCR Health in Santa Monica, California. "Being positioned in an imbalanced or asymmetric position that can lead to overly used and tight muscles of the neck, shoulders and arms and pain."

❖ **Anxiety**

Remote working can be tremendously freeing. It can also lead to feeling disconnected from your bosses, co-workers and projects. That can lead to anxiety about your performance and job security.

❖ **FOMO**

We know that social media can encourage us to compare ourselves to other people's posted lives, which can lead to self-esteem issues and depression. That can be especially acute when you're working from home, and everyone else seems much more social.

PREAMBLE OF STUDY

1.4 OBJECTIVES OF STUDY:

- ✓ To analyze the standard of living of Work from home employees in lockdown period
- ✓ To analyze the fulfillment level of employees while working from home
- ✓ To find out the hurdles faced by employees while working from home
- ✓ To recommend suitable suggestions to overcome their emotional stability of work from home employees.

1.5 SCOPE OF THE STUDY:

- ✓ In this survey, an attempt has been made to analyze the emotional stability of work from home employees.
- ✓ The study tries to understand what are the hurdles and challenges faced by WFH employees and their emotional stability towards working from home.
- ✓ For example: health issues due to working from home, experience of adapting towards working from home and also their several nature and emotions.

1.6 NEED OF STUDY:

The pandemic has accelerated many changes in the way employees do things. Social gatherings and work meet-ups are not allowed; yet, people are able to “meet” as often (if not more) and achieving more at work compared to being in a physical office space. The study is focused on the emotional stability of work from home employees. It has numerous negative aspects of full time WFH have also been described. Employees who are at home do not have the opportunity to socialize with colleagues and may have decreased physical movements, such as loss of walking between different meeting locations. Moreover, extended hours of screen exposure due to full time computer work can lead to fatigue, tiredness, headaches and eye-related symptoms. For individuals who live alone, full time WFH without face-to-face interactions and social support everyday could contribute to mental issues such as social isolation and depression. For others, blurred work-life boundaries can make it difficult to detach mentally from work which can increase stress and anxiety.

CHAPTER - 2

REVIEW OF LITERATURE

REVIEW OF LITERATURE

2.1 INTRODUCTION OF REVIEW OF LITERATURE:

Review of Literature provides a deep insight on the concerned broad area of study. Review of Literature is the first step in any organized research work. Researcher gets to know the quantum and direction of work done till date in his/her area of research interest. It also helps a researcher in appreciating different conclusions and outcomes of the research conducted. And finally researcher can make an informed decision with regard to the research methodology which will suit to his/her research work, based on review of literature. The researchers are taking reference from any related book, article, related research paper, theses, organizational report and various literatures available on the websites and internet. In this article authors have included review of literature of research work related to emotional stability of work from home employees

WHAT IS REVIEW OF LITERATURE?

If you have to write an undergraduate dissertation, you may be required to begin by writing a literature review. A literature review is a search and evaluation of the available literature in your given subject or chosen topic area. It documents the state of the art with respect to the subject or topic you are writing about.

A literature review has four main objectives:

- ✓ It surveys the literature in your chosen area of study
- ✓ It synthesizes the information in that literature into a summary
- ✓ It critically analyses the information gathered by identifying gaps in current knowledge; by showing limitations of theories and points of view; and by formulating areas for further research and reviewing areas of controversy
- ✓ It presents the literature in an organized way.

A literature review shows your readers that you have an in-depth grasp of your subject; and that you understand where your own research fits into and adds to an existing body of agreed knowledge.

Here's another way of describing those four main tasks. A literature review:

- ✓ demonstrates a familiarity with a body of knowledge and establishes the credibility of your work;
- ✓ summarizes prior research and says how your project is linked to it;
- ✓ integrates and summarizes what is known about a subject;
- ✓ demonstrates that you have learnt from others and that your're

REVIEW OF LITERATURE

- ❖ **Suraya Casey (2020)** 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.
- ❖ **Kretschmer, Nick Bloom and Tobhios Renan Van John (2019)**, training is determining the factor and values of Family friend's work place practices- FFWP via industrialized companies in many countries like United Kingdom and United States. The invention of progressive relation between company and also FFWP. Therefore the industrial wanes, through one time controller measure the quality of organizational carry outs for additional invention using by the industrial sophisticated share for female supervisors as well as, new experienced staffs, in addition to good control organization frequently open the new branches. On the other hand the organizational background did not the substantial control to the company staff delivers to clients.
- ❖ **Audrone Nakrošiene, Ilona Buciuniene and Bernadeta Goštautaitė 2019** 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.

- ❖ **Brummelhuis ten, Lippi Darvon & Tanja (2018)** , involves a comprehensive variation to the organization using a particular requirement as well as income, after that one approaches, balance the efforts and workers daily routine. Our own training discovers companion may or may not have a several kinds of WORK FROM HOME maintain process increase worker facilitating activities plus presentation between each personnel, workers through another personnel, also organizational manpower for their family and family members. Exhausting supply of work life balancing in 508 Workers from 34 administrations and there outcome is industrial employee culture increase daily routine task between family members, at the same time concentrated their daily task from each employees. Employees' daily task effects enhanced, but they have direct contact with their comfortable working schedules are combined profit to the organizational administrating group care. Finally, repercussion status of staff members arranging, while allowance for suitable care designed for matching their staffs daily routine. Effects which are used in employees counseling in their work place and done the proper daily task fulfillment, revenue goals.

- ❖ **Muhammad Razed Irfan, Muhammad Bilal & Rahman Zaire (2017)** tells about the work from home fight to negative outcome of professional consumption and administrative obligation and the organization check the quarter production gross revenue also the employee absence. The employee is equal to work from home struggling with the related through workers stress. Hence the work from home is essential dispute to financial transactional business and in relation to administrative efficiency as well as job related strength. Extended unyielding daily working time remains a dependable analyst to work from home between back office workers and predominantly individual occupied work place. The extensive conflict assumption are used in innovative techniques should be planning for lending business. The document terms statistical analyzes estimate trapped the daily as well as weekly task in the study. Quantifiable is relating to information is existing show with useful indication and creativity for their workers. The appraisal offers common law and also another daily task allocation develops work from home as well as commercial administrations. The paper completes plan groupings offer best facilities and creativities will support the great presentation effective structures in financial segments.

- ❖ **Linda, volley (2016)**, tells about the work from home is most important existing productions other country employees surrounding determines all workers difficulties as well as manager need are to create a staff attention in fixed employment in one solution. The work from home main objective is

well trained workers are important to the organization that staffs easily resolving all the problems and also save time. The investigating work from home rules and regulation structure is essential to the business, staff knowledge as well as selecting and to developing the working infrastructure facilities. The work from home studies to facilitate the group of firm strategy structure as well as logically helpful to improve their knowledge.

- ❖ **Nicholas Bloom James, Liang John Roberts and Zhichun Jenny Ying (2016)** in their paper 'Evaluating the Impact of Working from Home on Productivity and Work-Life Balance in China, 2016' 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.
- ❖ **Amy, Rebecca Benet & Douglas Mohamed Darrat (2015)**, a logical involved the possessions in WORK FROM HOME variance as well as wholesaler exceptional ways not in an acknowledged satisfactory concentration in Human resources journals. The paper examines the WORK FROM HOME clashing a most important proceeding to the organizational clients. The representatives are well knowledgeable in their work and also in daily task expected act in response, ignoring the managerial standards to facilitate certainly influencing another input executive result
- ❖ **D. Sucharitha 2015** 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.
- ❖ **Glen Krieger, Sheep & Elaine, Mathew (2015)**, analyzing how the employees handle the limitations in agree their difficulties in daily task as well as family life. The particular establishments

as well as the confidential variety imitational employees' strategy in work, which may be useful to the personal life and innovating perfect stage along with own technical combinations. We are also establishing the essential variation is comprehensive situation to employees complete the daily task in work from home clash as well as certain boundaries, which the employees describe the performance moreover to probably ignore the limitations in the work.

- ❖ **Rahul Sachidhanand (2015)**, the data to schedule the shifts for employee's daily routine especially the lot of women employees working in the business processing outsources sector. WORK FROM HOME is innovative encouragement to women employees in BPO sector. Nowadays, women are interested to join in the BPO sector, as well the company providing more security to the women employees. Knowledge is most important and also the BPO sectors create opportunity will change the developments.
- ❖ **Vartha Raj & Vasanth (2015)**, in this article the author said that the Work Life balance of occupied women in service sector. The enumerated teams that the vital concert of its personnel which in turn depends on frequent dynamics. The relationship between personnel and focused life can be proficient over warm intelligence. Better emotion management is necessary in order to accomplish objective of life.
- ❖ **Carmela (2014)**, in this article the author said they have to extent their senior executives with high emotional intelligence, employed in public sector organizations develop positive attitudes behaviour & outcomes. Results show senior managers who had high emotional intelligence were more likely to be effectively control work-family conflict than those who have low emotional intelligence.
- ❖ **Alan Fisted (2014)**, in this research paper the author explained the "opportunities for work at home in the perspective of Work-Life Balance" finds work-life balance & Family friendly work is much to vogue among the representatives and professional leaders. Crosby and Moore (2009) 11 in this research paper author explained concluded that home working was not panacea for modern working life. Careful consideration should be given to aspirations and personality skills of those who are thinking of working from home. Those who have tendency to work long hours outside the home might and that home life is even further marginalized by work life.

- ❖ **Gajendhran and Harrison, (2014)** 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. In a competitive labour market, such productivity effects would be respected in a worker's wage level. Evidence on the productivity effects of Work from home is inconclusive, but seems to suggest positive effects more often than negative effects.

- ❖ **Stevenson and Woofers (2013)** in this article explained the investigated that depending on the interactions between work and private life work from home could be more or less favorable to overall life satisfaction. As illustrated by the paradox of the decline in female happiness, these interactions are likely to differ by parental status and gender.

- ❖ **Amiable & Kramer, (2013)** in this article explained there are found that work from home is helping the employees to balance and differentiate their office work with their routine work. The study also added that work from home saves time, increases the productivity, Anises the targets on time and also helps the employees to give time for their personal life.

- ❖ **Go, (2012)** in this research paper said that there are stating 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 the subordinates.

CHAPTER – 3

RESEARCH METHODOLOGY

RESEARCH METHODOLOGY AND ITS ANALYSIS

3.1 RESEARCH METHODOLOGY DEFINITION

Research methodology is the systematic way to solve the research problem. It gives an idea about various steps adopted by the researcher in a systematic manner with an objective to determine various manners. It is necessary for a researcher to know not only the research methods /techniques but also methodology.

3.2 RESEARCH DESIGN

A research design is considered as the framework or plan for a study that guides as well as helps the data collection and analysis of data. The descriptive research design is adopted for this project for the present study.

RESEARCH APPROACH

The questionnaire is prepared on the basis of objectives of the study. Google form is used for survey, i.e., contacting students directly in order to collect data.

RESEARCH INSTRUMENTS

The researcher has used a structured questionnaire as a research instrument tool which consists of open ended questions, multiple choice and dichotomous questions in order to get data. Thus, Questionnaire is the data collection instrument used in the study. All the questions in the questionnaire are organized in such a way that elicit all the relevant information that is needed for the study.

3.3 COLLECTION OF DATA

There were 2 types of data sources used in this research these were;

✓ PRIMARY DATA

The data can be collected through interview, observation and questionnaires. In this project, an appropriate questionnaires was designed which was filled by the student. In this project reports, the primary data has been collected through the questionnaires which helped in the DATA analyses and interpretation part.

✓ **SECONDARY DATA**

It is data collected for early being used or published in journals, magazines, internet, research paper etc. In these research project secondary sources used were by internet, research paper etc.

3.4 DATA ANALYSIS AND ITS TOOLS

❖ PERCENTAGE METHOD

In case of multiple – choice question percentage calculated as a part of the analysis of such questions. Percentage are used in making comparison between two or more series of data. It is used to give a tabulated representation of the respondent viewpoint.

$$\text{Percentage} = \frac{\text{Number of responses to a choice}}{\text{Sample size}} \times 100$$

❖ SAMPLING AREA

The study is conducted on student.

❖ DESCRIPTIVE SAMPLING METHOD

The descriptive sample is made up of student. Descriptive research answers the questions who, what, where, when and how. Although the data description is factual, accurate and systematic, the research cannot describe what caused a situation. Thus, descriptive research cannot be used to create a causal relationship, where one variable affects another. The description is used for frequencies, averages and other statistical calculations. Often the best approach, prior to writing descriptive research, is to Conduct a survey investigation. Qualitative research often has the aim of description and researchers may follow-up with examinations of why the observations exist and what the implications of the findings are. The data has been analyzed by using mathematical of statistical tools.

3.5 SAMPLE PRESENTATION

Data has been presented with help of bar graphs and pie charts.

❖ RESEARCH COVERAGE

Chennai is taken for collection of data through questionnaire.

❖ DATA COLLECTION METHOD

Convenience sampling method is used to collect data for interpretation and analysis of research.

3.6 AREA OF STUDY

- ✓ This study will facilitates on Emotional stability of work from home employees.
- ✓ The sample size of the research work is 110
- ✓ The location of this research is (velachery), Chennai.
- ✓ A study is conducted on IT employees
- ✓ A period of study from December 2021 to April 2022

3.7 HYPOTHESIS FRAME WORK

1) ANOVA:

A common approach to figure out a reliable treatment method would be to analyses the days it took the patients to be cured. We can use a statistical technique which can compare these three treatment samples and depict how different these samples are from one another. Such a technique, which compares the samples on the basis of their means, is called ANOVA.

Analysis of variance (ANOVA) is a statistical technique that is used to check if the means of two or more groups are significantly different from each other. ANOVA checks the impact of one or more factors by comparing the means of different samples.

FORMULA:

The test statistic is the F statistic for ANOVA, $F = MSB/MSE$.

2) CHI – SQAURE:

- ❖ A chi-square (χ^2) statistic is a test that measures how a model compares to actual observed data. The data used in calculating a chi-square statistic must be random, raw, mutually exclusive, drawn from independent variables, and drawn from a large enough sample. For example, the results of tossing a fair coin meet these criteria.
- ❖ Chi-square tests are often used in hypothesis testing. The chi-square statistic compares the size of any discrepancies between the expected results and the actual results, given the size of the sample and the number of variables in the relationship.
- ❖ For these tests, degrees of freedom are utilized to determine if a certain null hypothesis can be rejected based on the total number of variables and samples within the experiment. As with any statistic, the larger the sample size, the more reliable the results.

FORMULA:

$$\chi_c^2 = \sum \frac{(O_i - E_i)^2}{E_i}$$

χ^2 = CHI SQUARE

O = Observed value(s)

E = Expected value(s)

CHAPTER – 4

DATA ANALYSIS AND INTREPRETATION

4.1 DATA ANALYSIS IS BASED ON 110 STUDENTS

NOTE: THE FOLLOWING DATA ANALYSIS IS SOURCES OF PRIMARY DATA

4.1 GENDER:

TABLE 4.1

GENDER	NO OF RESPONDENTS	PERCENTAGE %
MALE	77	70%
FEMALE	33	30%
TOTAL	110	100%

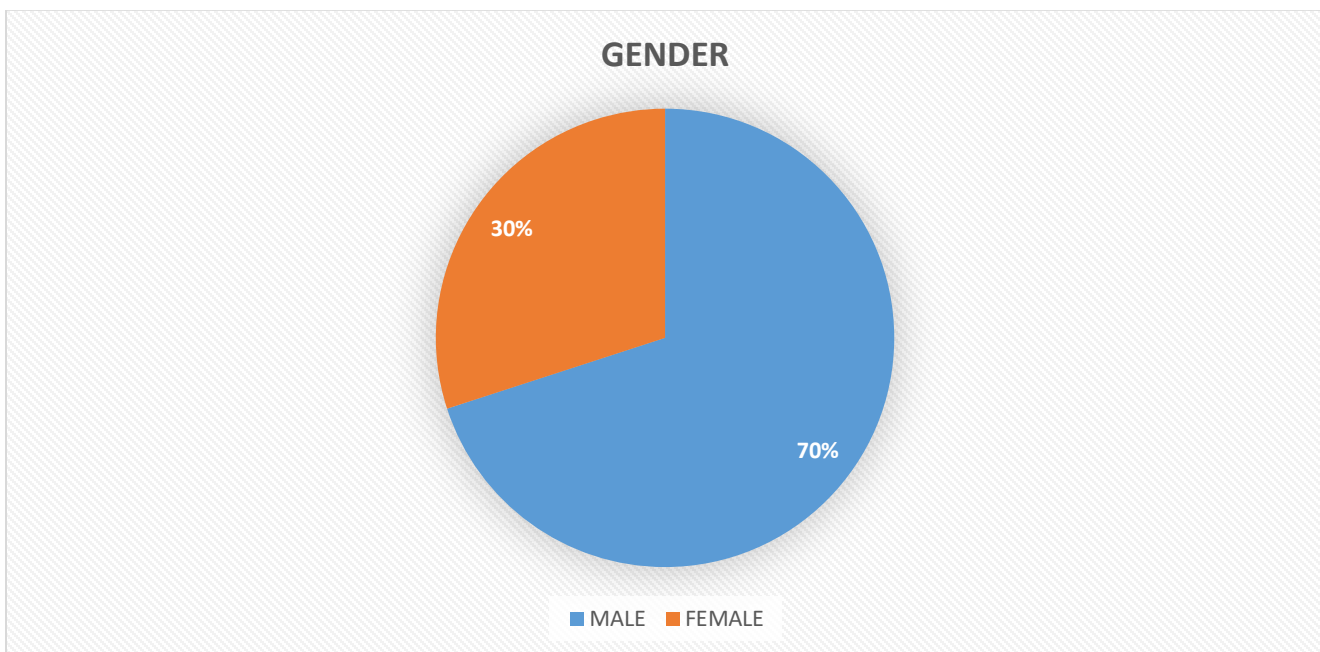
INTERPRETATION:

From the above table and chart shows that the 70% of respondent (employee) are male and 30% of respondents (employees) are female.

INFERENCE:

MAJORITY (70%) OF RESPONDENTS ARE MALE

CHART 4.1



4.2 AGE:

TABLE 4.2

AGE	NO OF RESPONDENTS	PERCENTAGE %
21 - 24	25	22.7%
25 – 30	50	45.5%
31 – 39	29	26.4%
40 Above	6	5.5%
TOTAL	110	100%

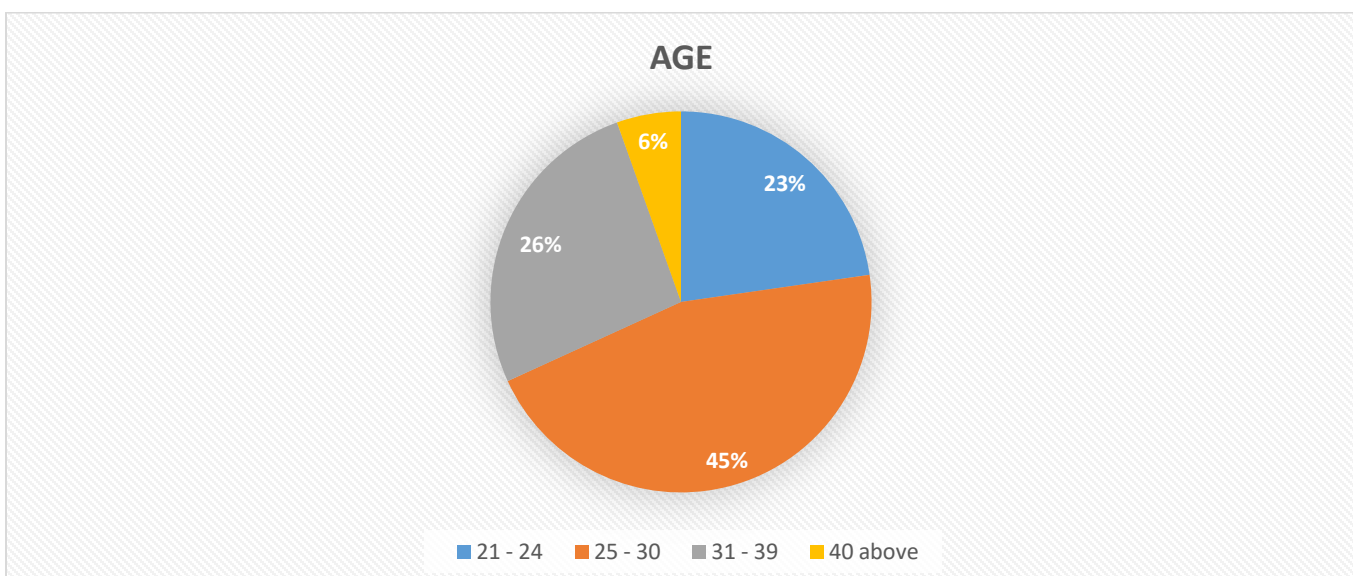
INTERPRETATION:

Above given Table 4.2 and Chart 4.2 shows 22.7% of respondent's age is 21 - 24 , 45.5% of respondents age is 25 - 30 , 26.4% of respondents age is 31 – 39, and 5.5% of respondents age is above 40.

INFERENCE:

MAJORITY (45%) OF RESPONDENTS ARE AGE BETWEEN 25 - 30

CHART 4.2



4.3 EDUCATIONAL QUALIFICATION

TABLE 4.3

EDUCATIONAL QUALIFICATION	NO OF RESPONDENTS	PERCENTAGE %
under graduates	65	59.1%
post graduates	45	40.9%
TOTAL	110	100%

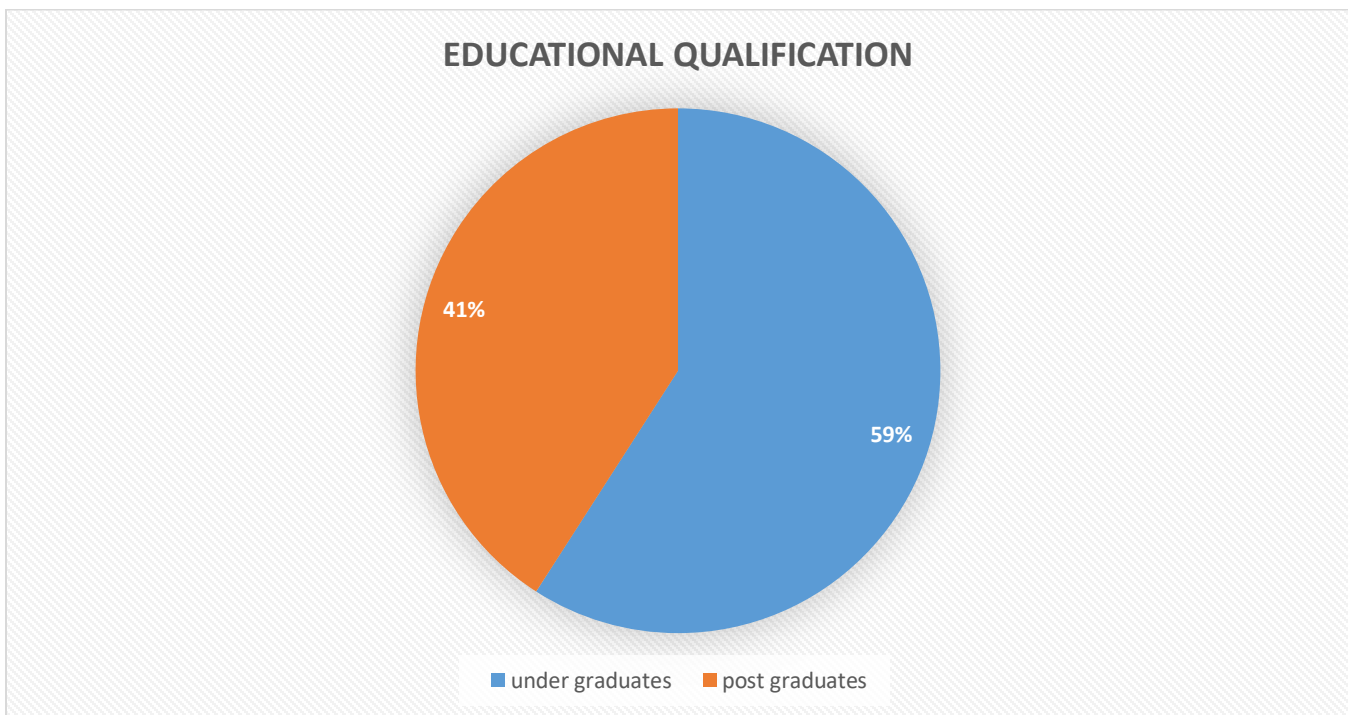
INTERPRETATION:

Above given Table 4.3 and Chart 4.3 shows almost

INFERENCE:

MAJORITY (41.7%) OF RESPONDENTS ARE POST GRADUATES (PG).

CHART 4.3



4.4 Monthly income

TABLE 4.4

Monthly income	No of respondents	Percentage %
Below rs 20,000	11	10%
Rs 25000 TO Rs 35000	35	31.8%
Rs 35000 TO Rs 45000	34	30.9%
Rs 45000 TO Rs 60000	21	19.1%
Above Rs 60000	9	8.2%
TOTAL	110	100

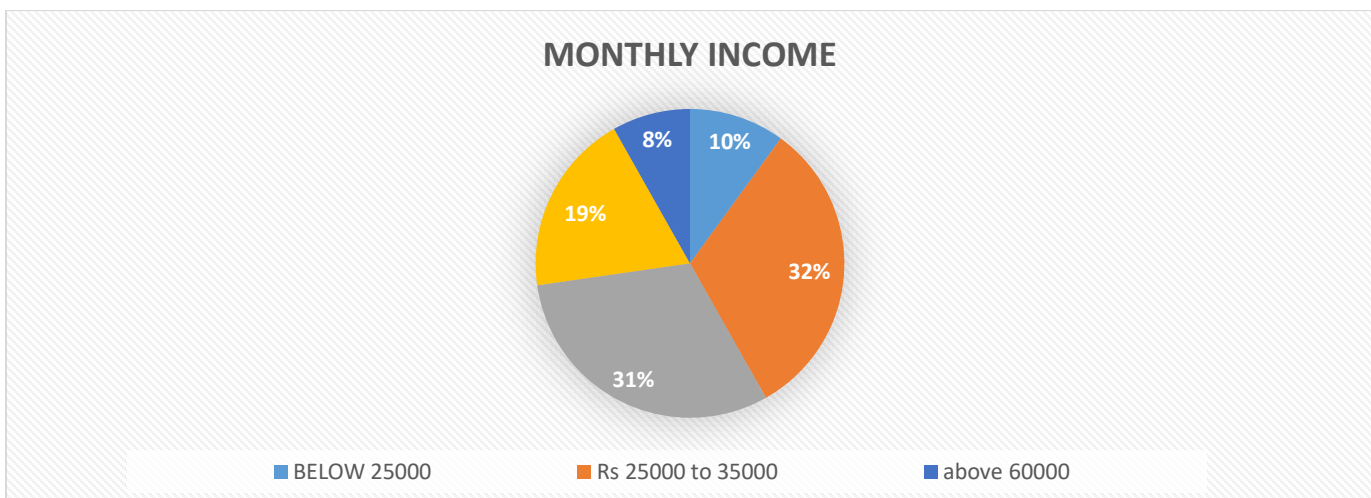
INTERPRETATION:

Above given Table 4.4 and Chart 4.4 shows almost 10% of respondent's monthly income is Below Rs 20,000, 31.8% of respondent's monthly income is Rs 25,000 to Rs 35000, 30.9% of respondent's monthly income is Rs 35,000 To Rs 45,000, 19.1% of respondent's monthly income is Rs 45,000 To Rs 60,000, 8.2% of respondents monthly income is Above Rs 60,000.

INFERENCE:

MAJORITY (31.8%) OF RESPONDENTS ARE HAVING MONTHLY INCOME OF RS 25,000 TO 35,000

CHART 4.4



4.5 Marital status

TABLE 4.5

Marital status	NO OF RESPONDENTS	PERCENTAGE %
Married	55	50%
unmarried	55	50%
TOTAL	110	100%

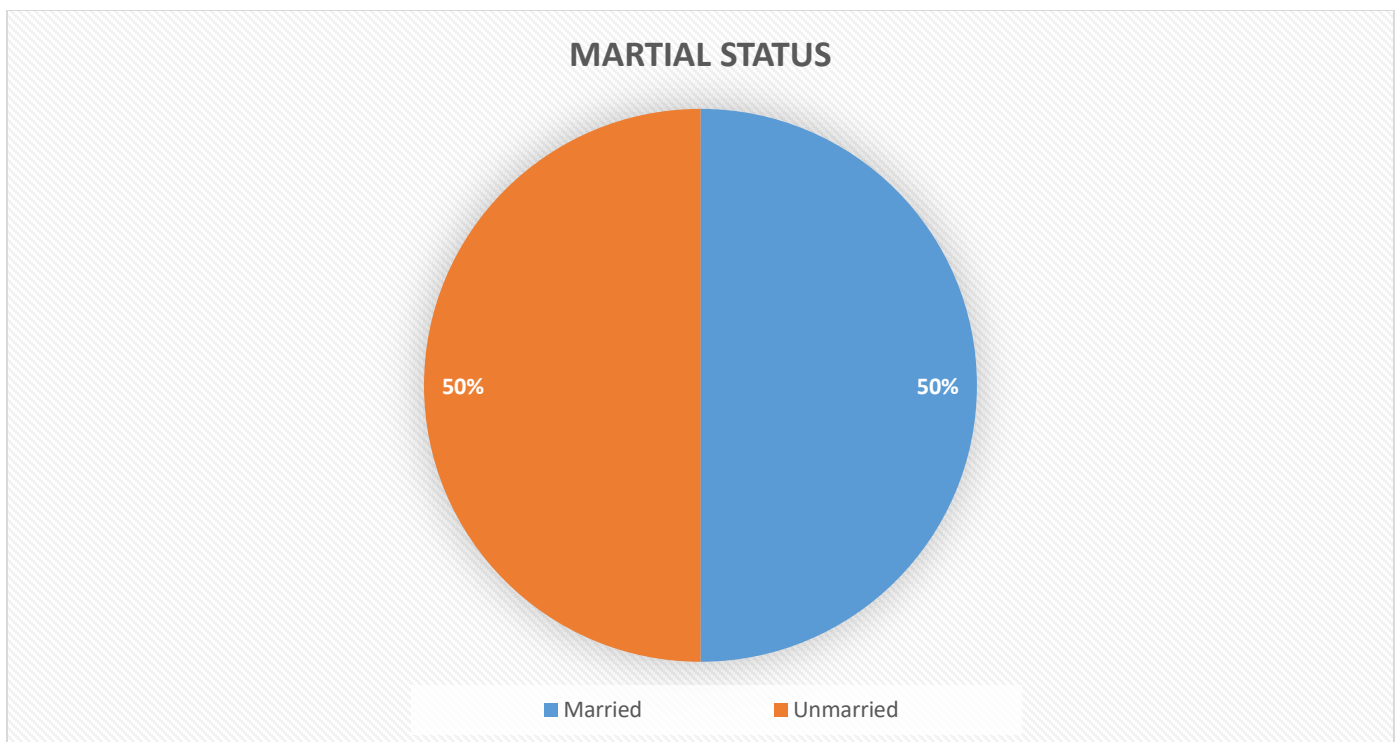
INTERPRETATION:

Above given Table 4.5 and Chart 4.5 shows almost 50% of respondents are married and 50% of respondents are unmarried.

INFERENCE:

MAJORITY (50%) OF RESPONDENTS ARE MARRIED AND ON EQUALLY, MAJORITY 50% OF RESPONDENTS ARE UNMARRIED

CHART 4.5



4.6 How comfortable are you with your current work from home arrangement?

TABLE 4.6

WFH ARRANGEMENT	NO OF RESPONDENTS	PERCENTAGE %
Very Satisfied	30	27.3%
Somewhat Satisfied	38	34.5%
Neither Satisfied Nor Dissatisfied	16	14.5%
Somewhat Dissatisfied	21	19.1%
Very Dissatisfied	5	4.5%
TOTAL	110	100%

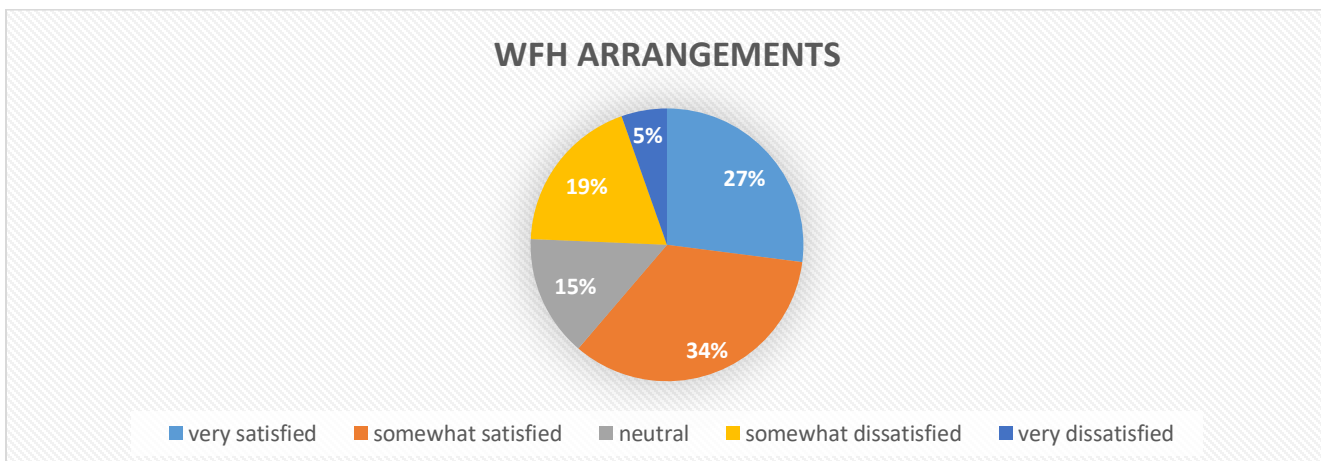
INTERPRETATION:

Above table 4.6 and below Chart 4.6 shows that Almost 27.3% of respondents are very satisfied, 34.5% of respondents are somewhat satisfied, 14.5% of respondents are neither satisfied nor dissatisfied, 19.1% of respondents are somewhat dissatisfied, 4.5% of respondents are very dissatisfied with WFH arrangements

INFERENCE:

MAJORITY (34.5%) OF RESPONDENTS ARE VERY SATISFIED WITH WFH ARRANGEMENTS

CHART 4.6



4.7 Do you have a separate and suitable space in your home for work?

TABLE 4.7

SUITABLE SPACE	NO OF RESPONDENTS	PERCENTAGE %
Strongly Agree	32	29.1%
Agree	38	34.5%
Neutral	2	1.8%
Disagree	28	25.5%
Strongly Disagree	10	9.1%
TOTAL	110	100%

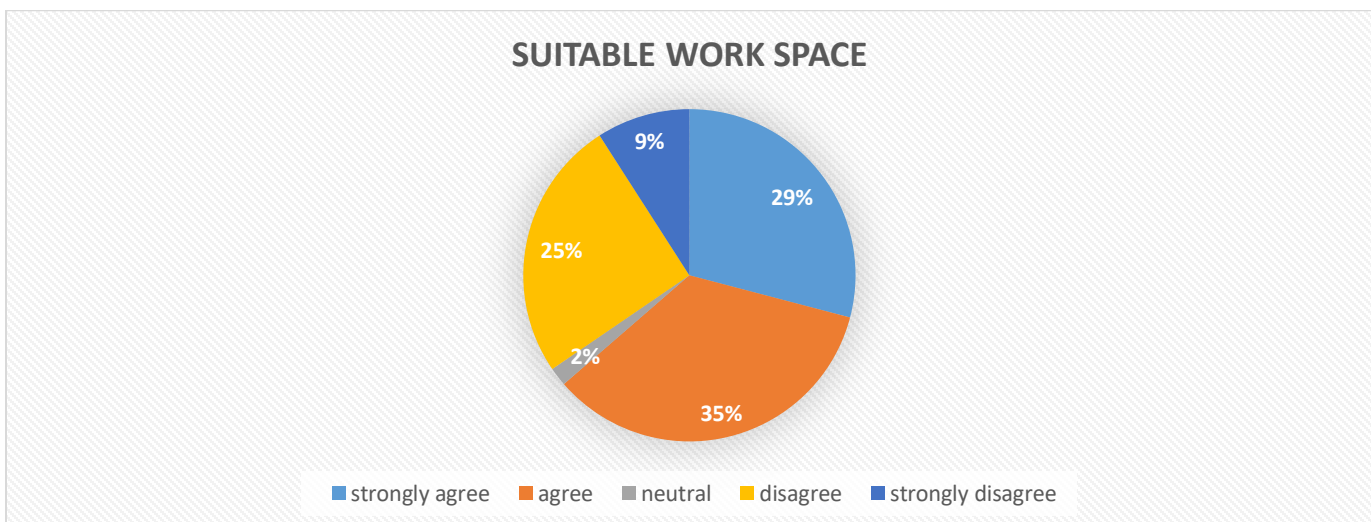
INTERPRETATION:

Above given Table 4.12 and Chart 4.12 shows that Suitable space for WFH, Almost 29.1% of respondents says strongly agree, 34.5% of respondents says agreed, 1.8% of respondents says neutral, only 25.5% of respondents says disagree and 9.1% of respondents says strongly disagree.

INFERENCE:

MAJORITY (34.5%) OF RESPONDENTS ARE STRONGLE AGREES THAT THEY HAVE SUITABLE SPACE FOR WFH

CHART 4.7



4.8 Do you have a quiet, distraction-free area at home that allows you to work efficiently?

TABLE 4.8

DISTRACTION FREE-AREA	NO OF RESPONDENTS	PERCENTAGE %
Strongly Agree	34	30.9%
Agree	29	26.4%
Neutral	10	9.1%
Disagree	32	29.1%
Strongly Disagree	5	4.5%
TOTAL	110	100%

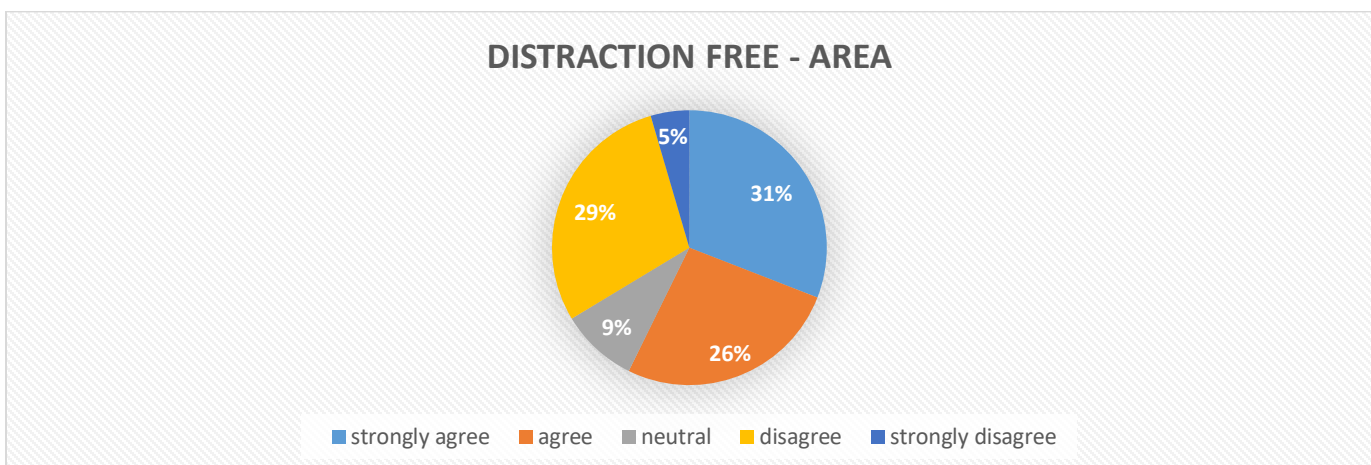
INTERPRETATION:

Above table 4.8 and below Chart 4.8 shows Distraction free are for WFH, Almost 30.9% of respondents says strongly agree, 26.4% of respondents says agreed, 9.1% of respondents says neutral, only 29.1% of respondents says disagree and 4.5% of respondents says strongly disagree.

INFERENCE:

MAJORITY (30.9%) OF RESPONDENTS STRONGLY AGREES THAT THEY HAVE DISTRACTION FREE AREA.

CHART 4.8



4.9 Do you feel there is adequate communication from your teammates and team leaders?

TABLE 4.9

COMMUNICATION	NO OF RESPONDENTS	PERCENTAGE %
Strongly Agree	38	34.5%
Agree	31	28.2%
Neutral	6	5.5%
Disagree	25	22.7%
Strongly Disagree	10	9.1%
TOTAL	110	100%

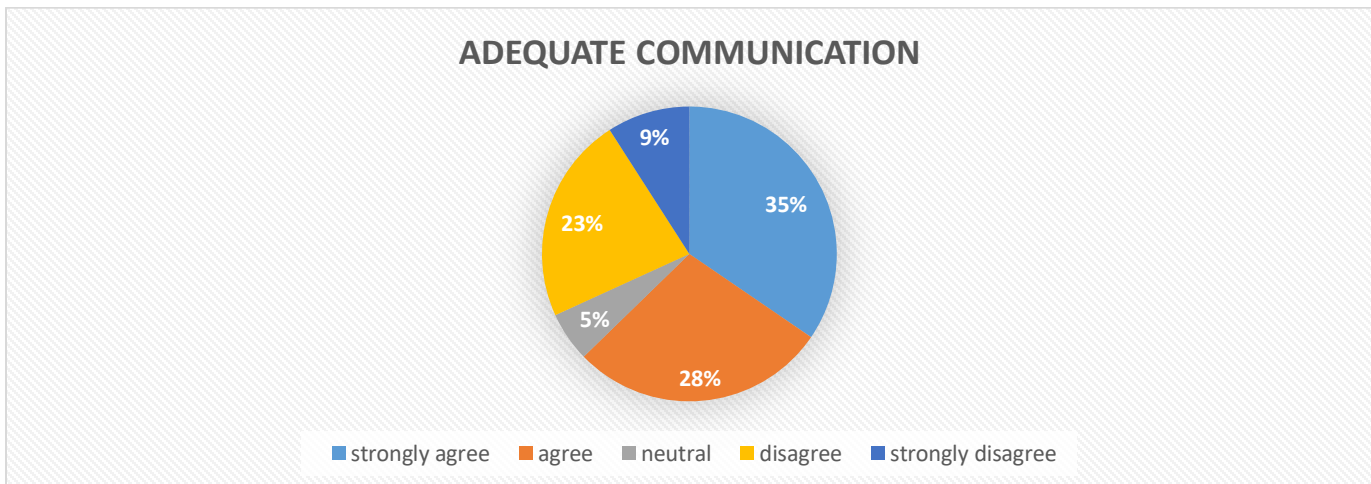
INTERPRETATION:

Above table 4.8 and below Chart 4.8 shows adequate communication from teammates, Almost 34.5% of respondents says strongly agree, 28.2% of respondents says agreed, 5.5% of respondents says neutral, only 22.7% of respondents says disagree and 9.1% of respondents says strongly disagree.

INFERENCE:

MAJORITY (34.5%) OF RESPONDENTS SAYS THAT STRONGLY AGREES THAT THEY ADEQUATE COMMUNICATION FROM TEAMMATES AND LEADERS

CHART 4.9



4.10 How would you rate your relationship with your colleagues when working remotely?

TABLE 4.10

Relationship with colleagues	1	2	3	4	5
(110) =	2	7	33	31	37
TOTAL (100%)	1.8%	6.4%	30%	28.2%	33.6%

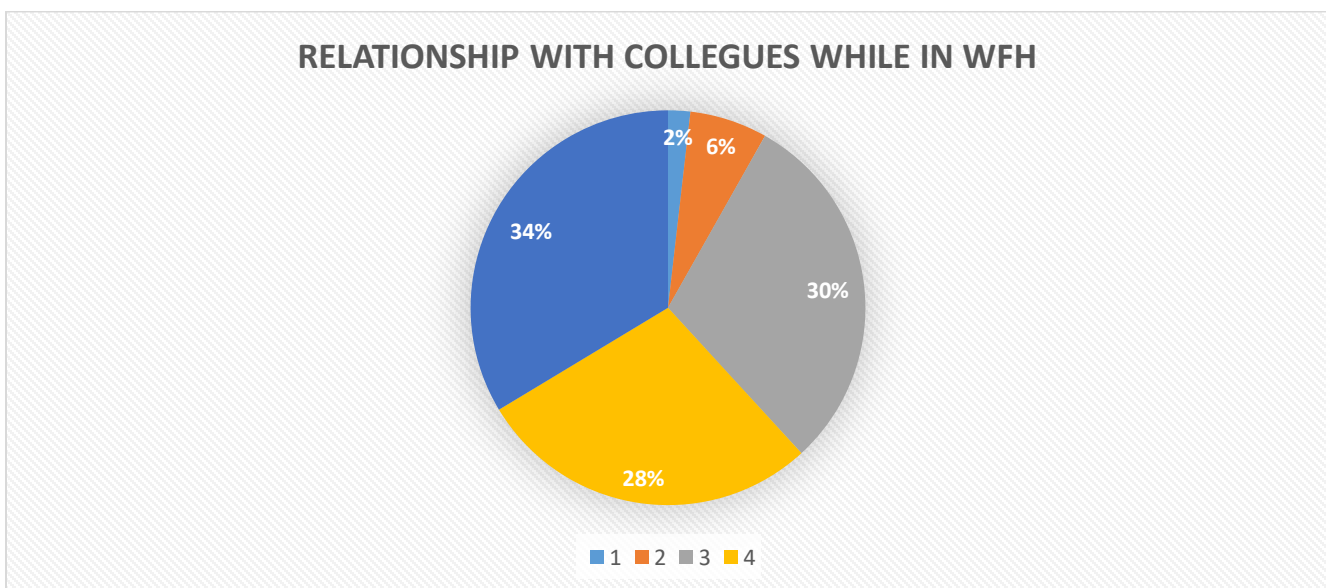
INTERPRETATION:

Above given Table 4.10 and Chart 4.10 shows rating of relationship with colleagues while WFH Almost 1.8% of respondents gave rating of 1/5, 6.4% of respondents gave rating of 2/5, 30% of respondents gave rating of 3/5, 28.2% of respondents gave rating of 4/5, 33.6% of respondents gave rating of 5/5

INFERENCE:

MAJORITY (33.6%) OF RESPONDENTS HAVE RATED OF 5/5 FOR RELATIONSHIP WITH COLLEAGUES

CHART 4.10



4.11 How do you connect with your team?

TABLE 4.11

CONNECT	TOTAL	NUMBER OF RESPONDENTS	PERCENTAGE % (100)
E-mail	110	83	75.5%
Chat	110	74	67.3%
Call	110	48	43.6%
Video conference	110	80	72.7%
Others	110	37	33.6%

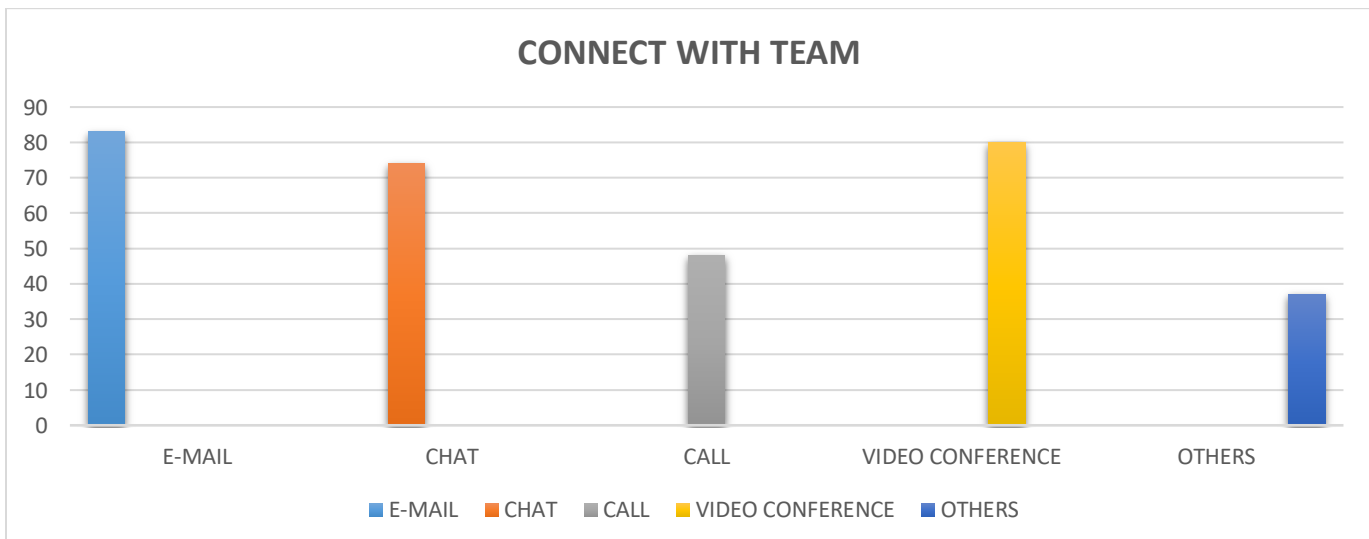
INTERPRETATION:

Above given Table 4.11 and Chart 4.11 shows almost 75.5% of respondents says they connect with E-mail, 67.3% of respondents says they connect with chat, 43.6% of respondents says they connect with call, 72.7% of respondents says they connect with video conference, 33.6% of respondents says they connect with others with team.

INFERENCE:

MAJORITY (75.5%) OF RESPONDENTS SAYS THAT THEY CONNECT WITH E-MAIL WITH TEAM

CHART 4.11



4.12 Do you feel as productive at home as you are at the office?

TABLE 4.12

PRODUCTIVE AT HOME	NO OF RESPONDENTS	PERCENTAGE %
Strongly Agree	47	42.7%
Agree	26	23.6%
Neutral	6	5.5%
Disagree	24	21.8%
Strongly Disagree	7	6.4%
TOTAL	110	100%

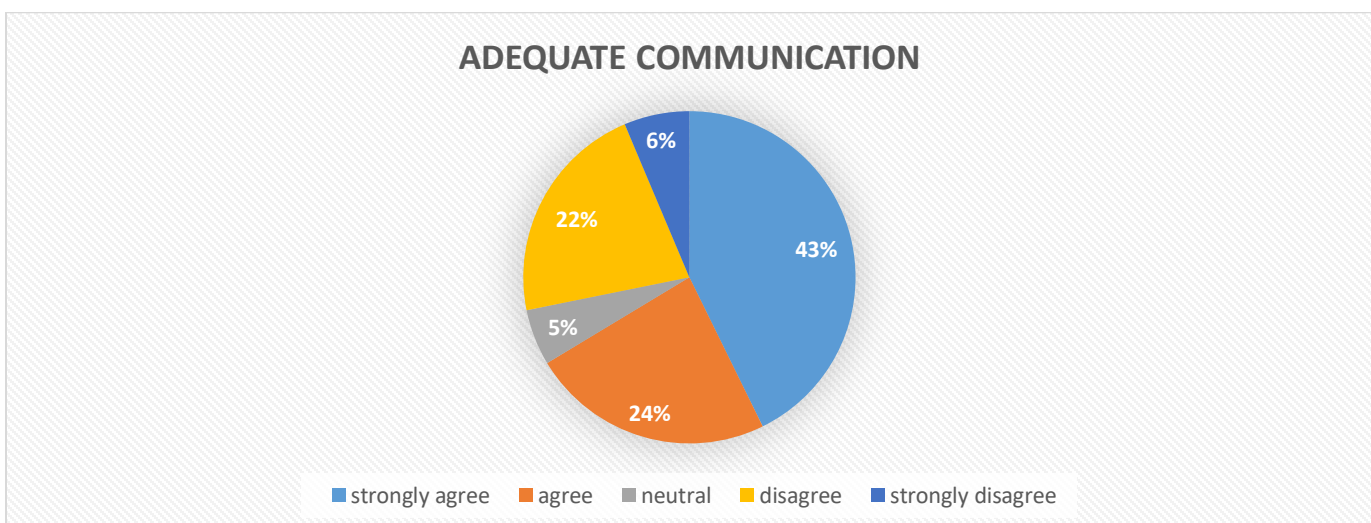
INTERPRETATION:

Above given Table 4.12 and Chart 4.12 shows Almost 42.7% of respondents says strongly agree, 23.6% of respondents says agreed, 5.5% of respondents says neutral, only 21.8% of respondents says disagree and 6.4% of respondents says strongly disagree with productive at home while working

INFERENCE:

MAJORITY (42.7%) OF RESPONDENTS SAYS THAT THEY STRONGLE AGREE WITH PRODUCTIVE AT HOME WHILE WORKING

CHART 4.12



4.13 Do you feel your organization is providing the proper support?

TABLE 4.13

ORGANIZATION SUPPORT	NO OF RESPONDENTS	PERCENTAGE %
Strongly agree	34	30.9%
Agree	38	34.5%
Neutral	5	4.5%
Disagree	22	20%
Strongly disagree	11	10%
TOTAL	110	100%

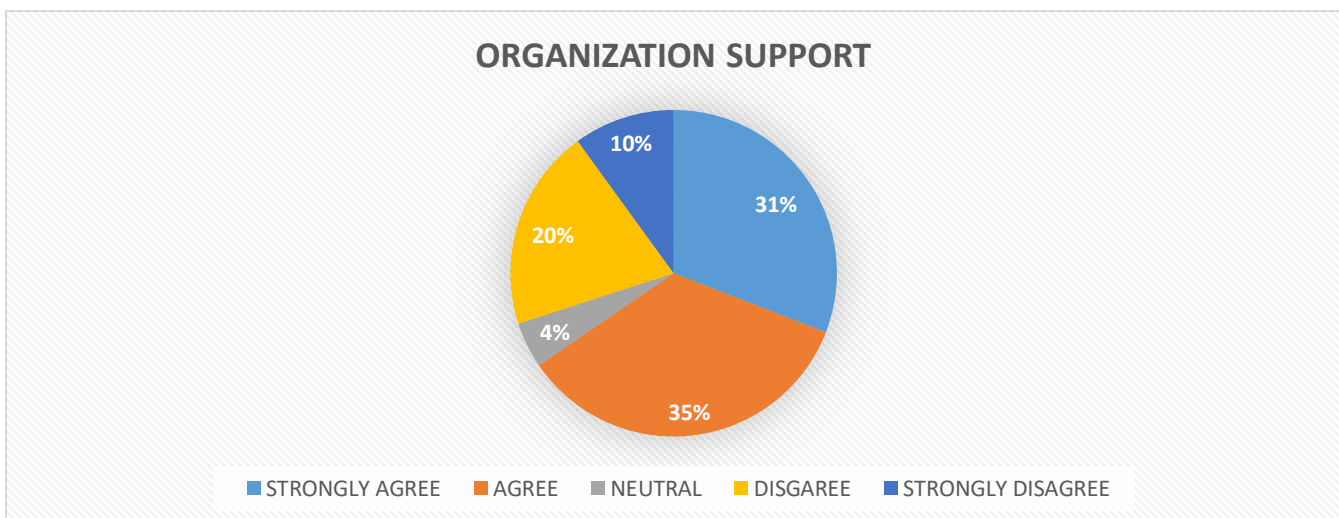
INTREPRETATION:

Above given Table 4.12 and Chart 4.12 shows that Organization is providing proper support, 30.9% of respondents says strongly agree, 34.5% of respondents says agreed, 4.5% of respondents says neutral, only 20% of respondents says disagree and 10% of respondents says strongly disagree.

INFERENCE:

MAJORITY (30%) OF RESPONDENTS AGREE'S THAT ORGANIZATION IS PROVIDING PROPER SUPPORT

CHART 4.13



4.14 Do you have a healthy work - life balance when working from home?

TABLE 4.14

HEALTHY WORK - LIFE	NO OF RESPONDENTS	PERCENTAGE %
Strongly agree	36	32.7%
Agree	30	27.3%
Neutral	8	7.3%
Disagree	25	22.7%
Strongly disagree	11	10%
TOTAL	110	100%

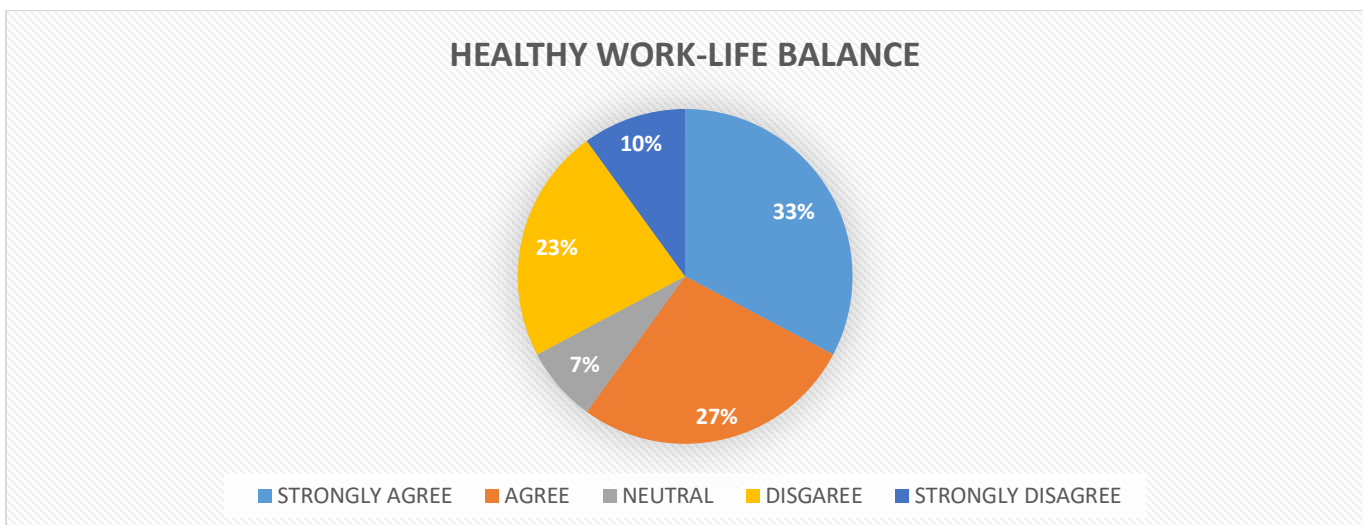
INTERPRETATION:

Above table 4.14 and below chart 4.14 shows that healthy work-life balance while WFH, almost 32.7% of respondents says strongly agree, 27.3% of respondents says agreed, 7.3% of respondents says neutral, only 22.7% of respondents says disagree and 10% of respondents says strongly disagree.

INFERENCE:

MAJORITY (32.7%) OF RESPONDENTS STRONGLY AGREES THAT THEY HAVE HEALTH WORK-LIFE BALANCE WHILE WFH.

CHART 4.14



4.15 Do you enjoy working from home?

TABLE 4.15

ENJOYING	NO OF RESPONDENTS	PERCENTAGE %
Strongly agree	29	26.4%
Agree	31	28.2%
Neutral	11	10%
Disagree	27	24.5%
Strongly disagree	12	10.9%
TOTAL	110	100%

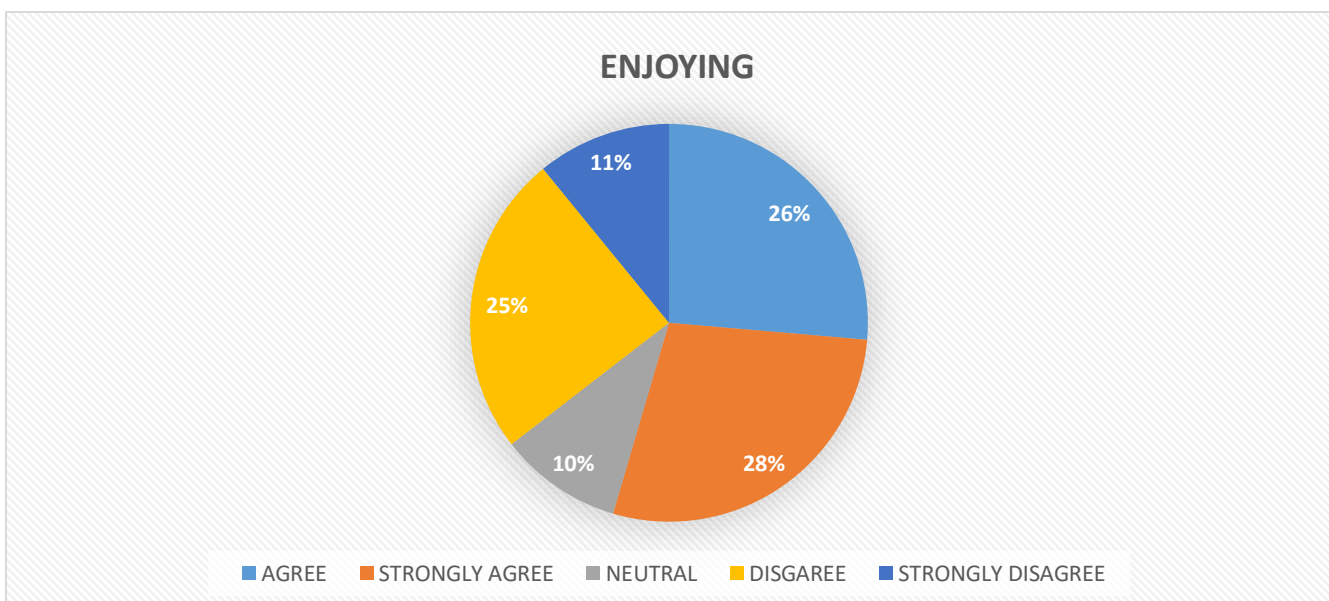
INTERPRETATION:

Above table 4.15 and below chart 4.15 shows almost 26.4% of respondents says strongly agree, 28.2% of respondents says agreed, 10% of respondents says neutral, only 24.5% of respondents says disagree and 10.9% of respondents says strongly disagree with enjoy of WFH

INFERENCE:

MAJORITY (28.2%) OF RESPONDENTS AGREES THAT THEY ENJOY WORKING FROM HOME

CHART 4.15



4.16 What resources do you need to be more successful in working from home?

TABLE 4.16

SUCCESSFUL WFH	NO OF RESPONDENTS	PERCENTAGE %
More communication	25	22.7%
Communication channels like (slack, zoom, skype)	31	28.2%
More manager/team check ins	27	24.5%
Clarity on expectations	20	18.2%
None of these	7	6.4%
TOTAL	110	100%

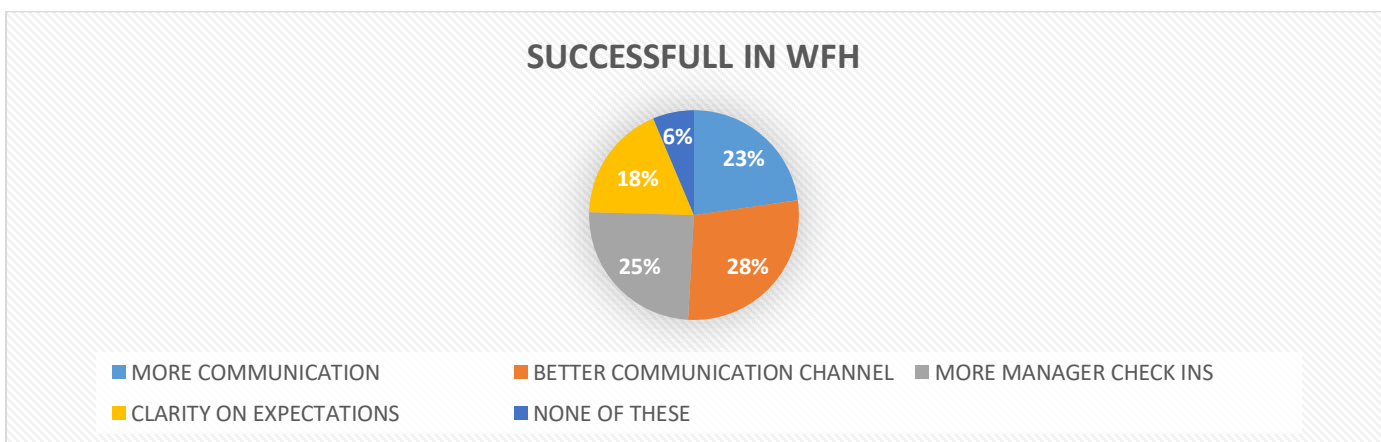
INTERPRETATION:

Above table 4.16 and below chart 4.16 shows almost 22.7% of respondents says more communication, 28.2% of respondents says better communication channels, 24.5% of respondents says more manager/team check ins, 18.2% of respondents says clarity on expectations, 6.4% of respondents says None of these.

INFERENCE:

MAJORITY (28.2%) OF RESPONDENTS SAYS BETTER COMMUNICATION CHANNELS LIKE ZOOM, SLACK IS SUCCESSFUL TOOL WHILE WFH

CHART 4.16



4.17 Do you feel more optimistic or pessimistic about working from home?

TABLE 4.17

OPTIMISTIC/PESSIMISTIC	NO OF RESPONDENTS	PERCENTAGE %
Optimistic	35	31.8%
Pessimistic	38	34.5%
Both	37	33.6%
TOTAL	110	100%

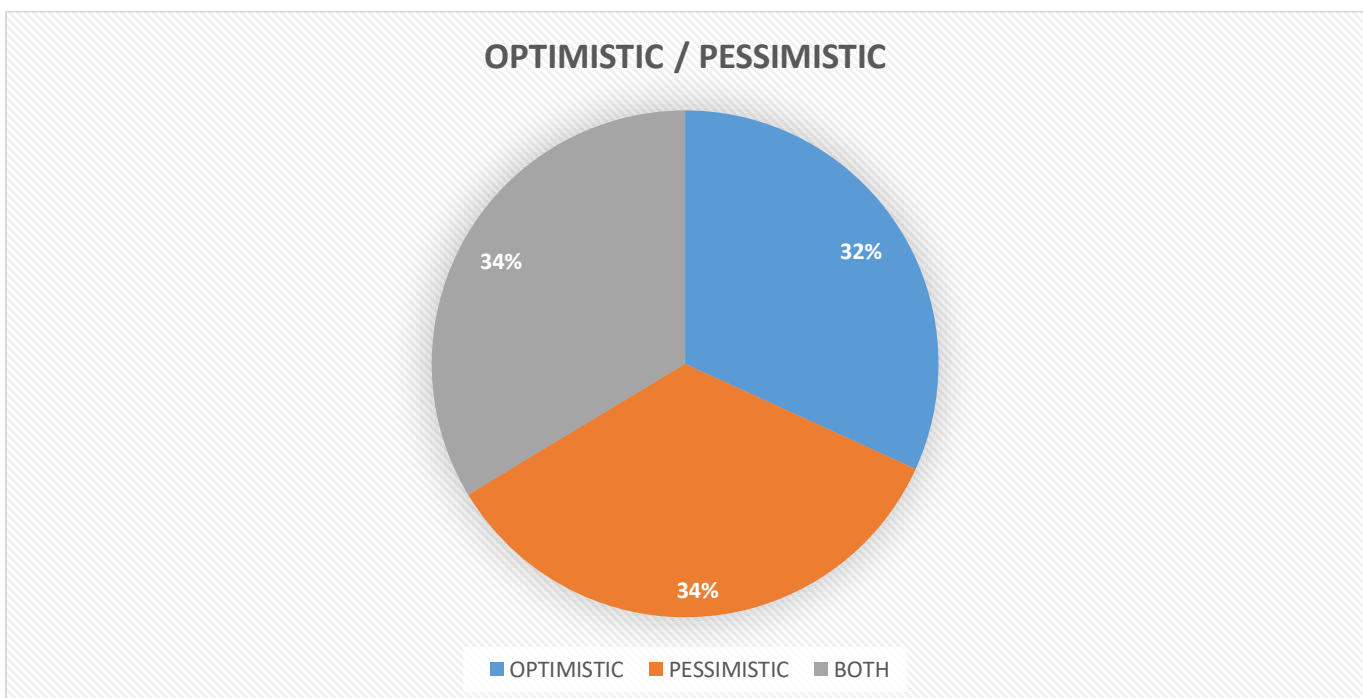
INTERPRETATION:

Above table 4.17 and below chart 4.17 shows almost 31.8% of respondents says Optimistic about WFH, 34.5 of respondents says pessimistic about WFH, 33.6% of respondents says both optimistic/pessimistic about WFH.

INFERENCE:

MAJORITY (34.5%) OF RESPONDENTS SAYS PESSIMISTIC ABOUT WORKING FROM HOME.

CHART 4.17



4.18 Are you taking regular breaks?

TABLE 4.18

REGULAR BREAKS	NO OF RESPONDENTS	PERCENTAGE %
Yes	52	47.3%
No	35	31.8%
May be	23	20.9%
TOTAL	110	100%

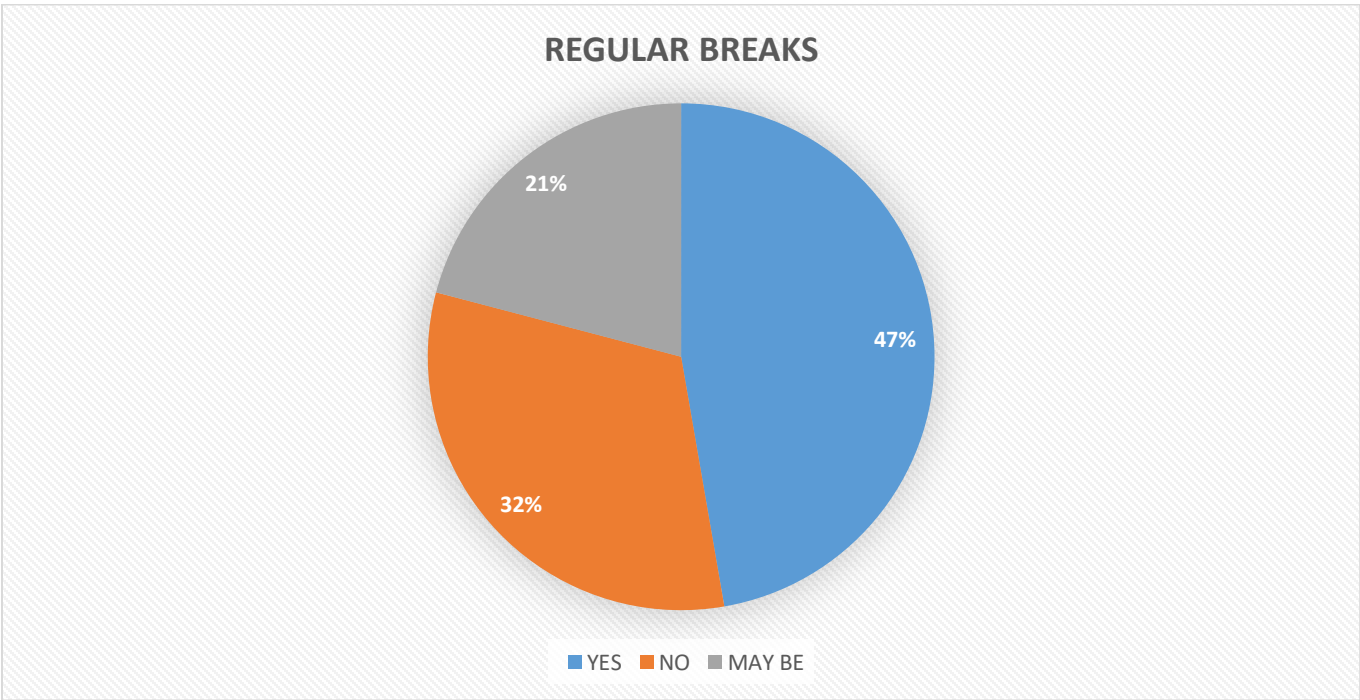
INTERPRETATION:

Above table 4.18 and below chart 4.18 shows taking regular breaks almost 47.3% of respondents says yes, 31.8% of respondents says no, 20.9% of respondents says may be.

INFERENCE:

MAJORITY (47.3%) OF RESPONDENTS SAYS TAKING REGULAR BREAKS

CHART 4.18



4.19 What are the benefits of working from home?

TABLE 4.19

BENEFITS OF WFH	NO OF RESPONDENTS	PERCENTAGE %
Avoid commute	21	19.1%
Spend time with family	34	30.9%
Flexible schedules	11	10%
Save money	10	9.1%
Prevention from coronavirus	34	30.9%
TOTAL	110	100%

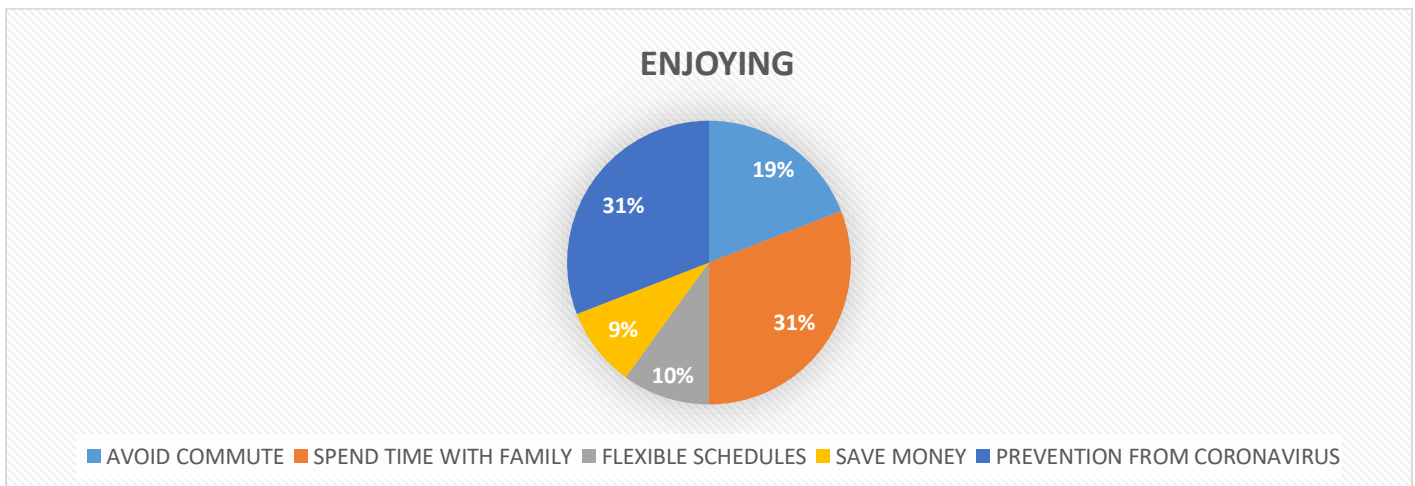
INTERPRETATION:

Above table 4.19 and below chart 4.19 shows benefits of WFH, almost 19.1% of respondents says avoid commute, 30.9 of respondents says spend time with family, 10% of respondents says flexible schedules, 9.1% of respondents says save money, 30.9% of respondents says prevention from coronavirus.

INFERENCE:

MAJORITY (31%) OF RESPONDENTS SAYS THAT THEY BENEFITS WITH FAMILY AND PREVENTION FROM CORONAVIRUS.

CHART 4.19



4.20 What are the hurdles currently facing while working from home?

TABLE 4.20

HURDLES/CHALLENGES	TOTAL	NUMBER OF RESPONDENTS	PERCENTAGE % (100)
Health issues	110	92	83.6%
Internet connectivity	110	62	56.4%
Social isolation	110	53	48.2%
Time management	110	54	49.1%
Higher workload	110	78	70.9%

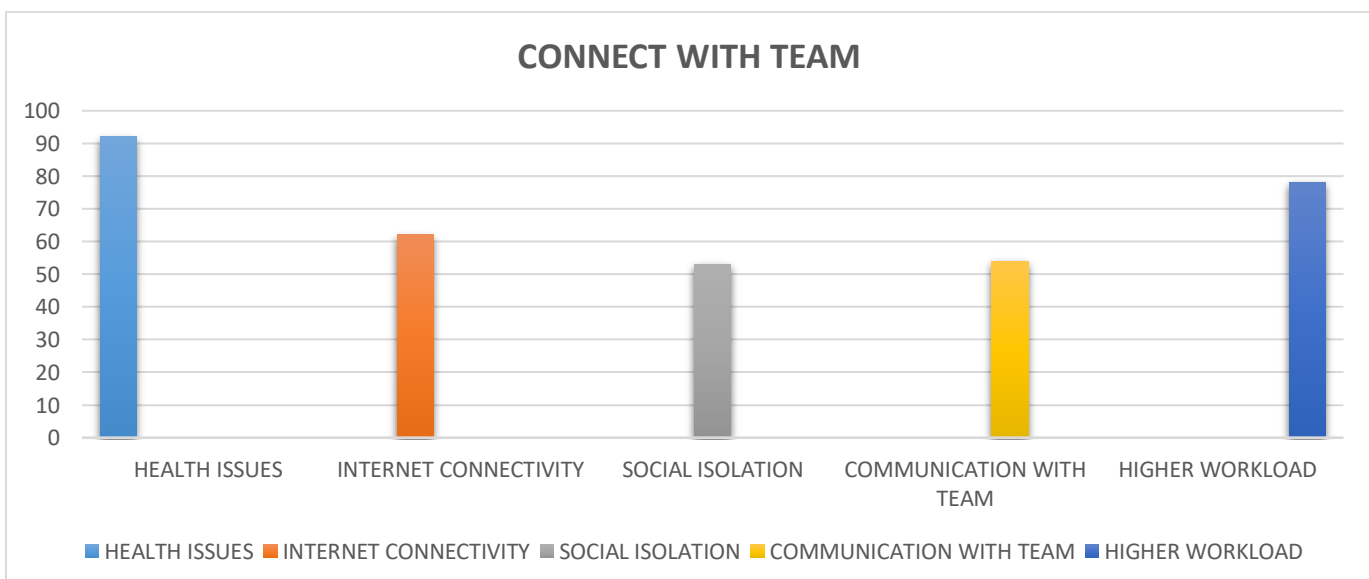
INTERPRETATION:

Above given Table 4.20 and Chart 4.20 shows almost 83.6% of respondents says health issues, 56.4% of respondents says internet connectivity, 48.2% of respondents says social isolation, and 49.1% of respondents say communication with team, 70.9% of respondents says higher workload.

INFERENCE:

MAJORITY (83.6%) OF RESPONDENTS SAYS HEALTH ISSUES IS THE MAJOR PROBLEM WHILE WFH.

CHART 4.20



4.21 Overall Fulfillment Level of working from home?

TABLE 4.15

SATISFACTION LEVEL	NO OF RESPONDENTS	PERCENTAGE %
Highly satisfied	45	40.9%
Satisfied	22	20%
Neutral	7	6.4%
Dissatisfied	26	23.6%
Highly dissatisfied	10	9.1%
TOTAL	110	100%

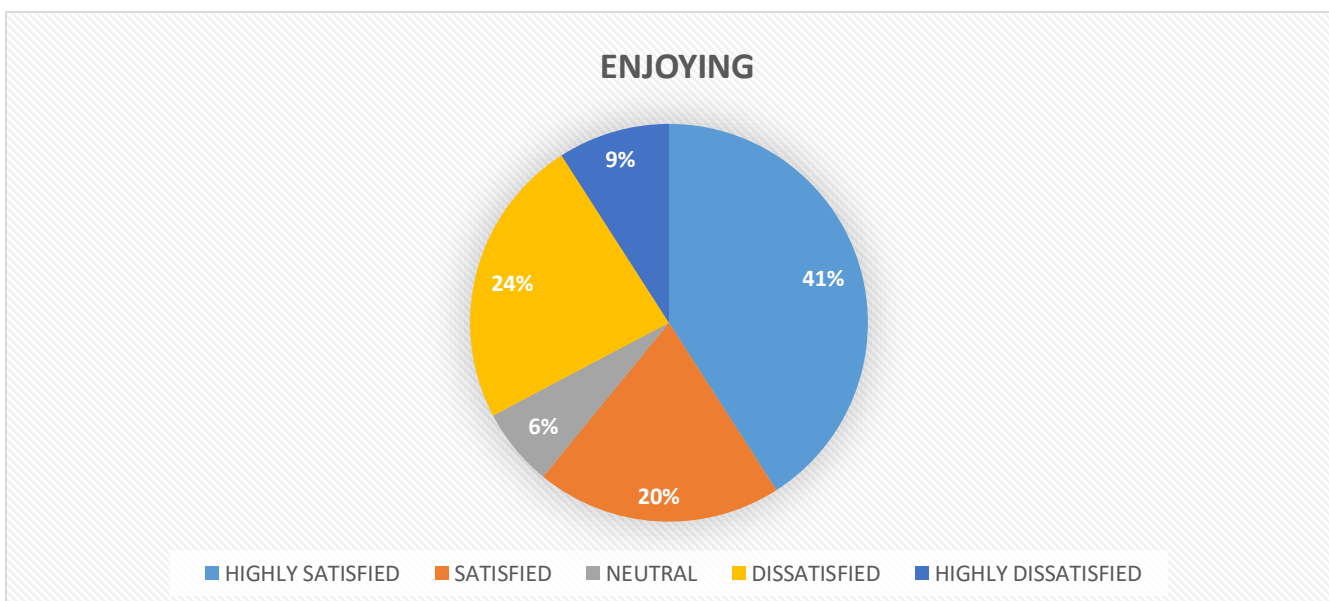
INTERPRETATION:

Above table 4.15 and below chart 4.15 shows almost 40.9% of respondents says highly satisfied, 20% of respondents says satisfied, 6.4% of respondents says neutral, only 23.6% of respondents says dissatisfied and 9.1% of respondents says highly dissatisfied with WFH

INFERENCE:

MAJORITY (40.9%) OF RESPONDENTS SATISFIED WITH WORKING FROM HOME

CHART 4.15



4.2 CHI – SQUARE TEST

1) HYPOTHESIS

Null hypothesis (H0): There is no significant association between gender and healthy work-life balance while working from home.

Alternative hypothesis (H1): There is a significant association gender and healthy work-life balance while working from home.

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Gender* Do you have Healthy Work-Life Balance While Working From Home?	110	99.1%	1	0.9%	111	100.0%

GENDER * healthy work life balance when working from home Cross tabulation

Do you have healthy work life balance when working from home?							Total
Count		Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	
GENDER	Male	27	19	5	18	8	77
	Female	9	11	3	7	3	33
Total		36	30	8	25	11	110

CHI-SQUARE TESTS

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.364 ^a	4	.850
Likelihood Ratio	1.349	4	.853
Linear-by-Linear Association	0.05	1	.941
N of Valid Cases	60		
a. 2 cells (20.0%) have expected count less than 5. The minimum expected count is .240.			

INTERPRETATION

Since p value 0.850 is greater than 0.05 null hypothesis is accepted and alternate hypothesis is rejected. Hence, there is significant association between awareness and frequently usage of digital payment system.

2) HYPOTHESIS

Null hypothesis (H0): There is no significant association between age and hurdles faced while working from home.

Alternative hypothesis (H1): There is a significant association between age and hurdles faced while working from home.

Case Processing Summary

	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
AGE * Hurdles and challenges facing while working from home	3	2.7%	107	97.3%	110	100.0%

CHI-SQUARE

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	.750 ^a	4	.386
Continuity correction ^b	.000	1	1.000
Likelihood Ratio	1.046	1	.306
Linear-by-Linear Association	0.500	1	.480
N of Valid Cases	3		
a. 4 cells (100.0%) have expected count less than 5. The minimum expected count is .33.			

INTERPRETATION

Since p value 0.386 is greater than 0.05 null hypothesis is accepted and alternate hypothesis is rejected. Hence, there is no significant association between age and hurdles faced while working from home.

4.3 ANOVA TESTING

1) HYPOTHESIS

Null hypothesis (H₀): There is no significant association between marital status and fulfillment level of working from home employees.

Alternative hypothesis (H₁): There is a significant association between marital status and fulfillment level of working from home employees.

ANOVA

Marital status					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	1.257	4	.331	1.257	.292
Within Groups	26.243	105	.250		
Total	27.500	109			

Overall Fulfillment Level While Working From Home

Tukey HSD _{a, b}		
Fulfillment level	N	Subset for alpha = 0.05
		1
Highly satisfied	45	1.42
Dissatisfied	26	1.42
Strongly dissatisfied	10	1.60
Satisfied	22	1.64
Neutral	7	1.71
Sig.		.524

INTERPRETATION

Since p value is greater than 0.05 then null hypothesis is accepted alternate hypothesis is rejected. Hence, there is no significant difference between marital status and fulfillment level of working from home employees.

CHAPTER – 5

FINDING, SUGGESTION AND CONCLUSION

5.1 FINDING:

- ✓ Majority of respondents are filled by male is 70%
- ✓ Majority 45% Of respondents have Age between 25 – 30
- ✓ Almost 59.1% of Respondents participated in a survey are highly educated as most of them are under graduates.
- ✓ Majority (31.8%) of respondents are having monthly income of Rs 25,000 to Rs 35,000
- ✓ Majority (50%) of respondents are married and on equally, majority 50% of respondents are unmarried
- ✓ Majority (34.5%) of respondents are very satisfied with work from home arrangements.
- ✓ Majority (34.5%) of respondents are strongly agrees that they have suitable space for work from home.
- ✓ Majority (30.9%) of respondents strongly agrees that they have distraction free area.
- ✓ Majority (34.5%) of respondents says that strongly agrees that they adequate communication from teammates and leaders.
- ✓ Majority (33.6%) of respondents have rated of 5 out of 5 for having good relationship with colleagues while working from home.
- ✓ Majority (75.5%) of respondents says that they connect with e-mail with team
- ✓ Majority (42.7%) of respondents says strongly agree that their productive at home while working.
- ✓ Majority (30%) of respondents agrees that organization is providing proper support.
- ✓ Majority (32.7%) of respondents strongly agrees that they have health work-life balance while work from home.
- ✓ Majority (28.2%) of respondents agrees that they enjoy working from home
- ✓ Majority (28.2%) of respondents says better communication channels like zoom, slack is successful tool while work from home.
- ✓ Majority (34.5%) of respondents says pessimistic about working from home.
- ✓ Majority (47.3%) of respondents says taking regular breaks
- ✓ Majority (31%) of respondents says that they benefits on spending with family and prevention from coronavirus.
- ✓ Majority 83.6% health issues, 56.4% internet connectivity, 48.2% social isolation, 49.1% Time management, 78% higher workload - respondents says these are the major hurdles and difficulties faced during working from home.

- ✓ Majority (40.9%) of respondents have a Fulfillment level in working from home.

5.2 SUGGESTIONS:

- ✓ Some of employees dissatisfied with current work from home arrangements, so the Organization should focus on giving a proper arrangements and tools for employees so that they can work and focus more productively and finish their tasks without any interrupted.
- ✓ Some of the employees doesn't feels productive while WFH so it is crucial that organization has to find right ways to motivate the employees, so that they can lead to higher productivity while working from home.
- ✓ Some of the employees feels there is no adequate communication from team members. So it has been observed that interpersonal relationships tend to get hampered for employees opting to work from home owing to decreased face to face interaction. Organizations need to take measures to curb this mentality from the teams, create an environment of trust and team cohesiveness.
- ✓ Regular interactions and online team meetings can be conducted to keep the team spirit high. Online team get-togethers apart from work can be initiated for informal team bonding. Measures need to be adapted by the organizations to ensure working from home or being away from office does not affect the interpersonal relationships between peers and seniors and also it can change their emotional stability.
- ✓ Majority of the employees feels (83.6%) health issues and (70.9%) higher workload are the major hurdles face while working from home. Organizations must take into consideration that they should concentrate on this problem and think about how to better support employees.
- ✓ Majority of employees often experience increased work pressure while working from home. This can lead physical and mental health issues for the employees. It is suggested that the organizations extend additional support to their employees to cope up with the additional pressure.
- ✓ Organization should think about how to better support employees working from home and other types of flexible working and the potential unintended consequences in terms of wellbeing such as overworking, blurring of boundaries, stress, loneliness, and burnout.

5.3 LIMITATIONS OF STUDY:

- ✓ The study is confined to Chennai district only
- ✓ The study is based upon the A Study on emotional stability of work from home employees

- ✓ The data collected for the research is fully on primary data given by the respondents. There is chance for personal bias. So the accuracy is not true
- ✓ Due to storage of time and other constraints, the study has been limited 110 respondents only

5.4 CONCLUSION:

COVID-19 has affected the lives of many people. To prevent the future spread of this pandemic, many organizations have had to change their traditional ways of working. The advent of WFH has brought some convenience, but as the impact of the pandemic has deepened, it has also had certain effects on organizations and employees. The majority of working from home employees has said positive aspects like saved time due to elimination of travel time to workplace, reduced or nil travel expenses, reduced absenteeism, spend time with family, healthy work life balance, avoid commute and also preventing from coronavirus. Employees who are engaged and satisfied display increased loyalty towards the organization and are easier to retain, but also there are some negative aspects like, As working from home greatly depends on technology and technical equipment, technical factors can influence the productivity, too. If the employees have access to the appropriate technology, equipment, productivity tools and technical and logistic support, their productivity increases. If there are electrical power restrictions, disruption of the internet network and having difficulty sending work data and information between employees, their productivity decreases, and also major problem is health issues like extended hours of screen exposure due to full time computer work can lead to fatigue, tiredness, headaches and eye-related symptoms and work overload. Since several IT professionals are working from home because of the COVID-19 pandemic, the organization should offer passionate help and advice that can improve workers' psychological wellbeing. IT companies can create some platform virtually to share their problems as well as work-related issues. Employers can allocate some teamwork to their employees, urging colleagues to cooperate and remain associated. IT companies can introduce virtual tea breaks and can encourage employees to make video calls where workers socialize to take breaks, mingle, and have their water cooler conversations. These discussions appear to be successful in forestalling potential burnout, detachment and also their emotionally stable. Though the pandemic may have been the catalyst for work from home for many millions of employees around the world. Indeed, the pros and cons of working from home impact so many things on a global scale that it's sure to become the best path forward. Organization should think about how to better support employees working from home and other types of flexible working and the potential unintended consequences in terms of wellbeing such as overworking, blurring of boundaries, stress, loneliness, and burnout

Acknowledgment in the working environment is important for the overall achievement of the organizations. When the companies recognize their employees for their remarkable work, employees feel justly rewarded for their commitments, igniting their enthusiasm to improve and acquire appreciation from their managers.

REFERENCES

- ✓ <https://blog.vantagecircle.com/employees-engaged-work-from-home>
- ✓ <https://www.betterup.com/blog/challenges-of-working-from-home>
- ✓ **I Yijing Xiao, Burcin Becerik-Gerber, Des, Gale Lucas, PhD, and Shawn C. Roll, PhD 2021** impacts of Working From Home During COVID-19 Pandemic on Physical and Mental Well-Being of Office Workstation Users.
- ✓ **Suraya Casey (2020)** 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.
- ✓ **Dr. K. Selvasundaram , Suganya Dasaradhan 2020** "A Comparative Study On Work From Home During Covid 2019: Employees Perception And Experiences".
- ✓ **Kretschmer, Nick Bloom and Tobhios Renan Van John (2019)**, training is determining the factor and values of Family friend's work place practices- FFWP via industrialized companies in many countries like United Kingdom and United States.
- ✓ **Nicholas Bloom James, Liang John Roberts and Zhichun Jenny Ying 2016** in their paper 'Evaluating the Impact of Working from Home on Productivity and Work-Life Balance in China, 2016'
- ✓ **Tanuka Bhattacharya ICFAI University Jharkhand, Phd. 2019** Review of literature for impact of work from home on the organizational productivity and employee satisfaction.

QUESTIONNAIRE

1) NAME:

2) GENDER

A) MALE b) FEMALE

3) AGE:

A) 21 – 24 B) 25 – 30 C) 31 – 39 D) 40 Above

4) Educational qualification:

- a) Under graduate
- b) Post graduate

5) Monthly income:

- a) Below Rs 20000
- b) Rs 25000 To Rs 35000
- c) Rs 35000 to Rs 45000
- d) Rs 45,000 to Rs 60,000
- e) Above Rs 60000

6) Marital status

- a) Married
- b) Single

7) How comfortable are you with your current work from home arrangement?

- a) Very satisfied
- b) Somewhat satisfied
- c) Neutral

- d) Somewhat dissatisfied
- e) Very dissatisfied

8) Do you have a separate and suitable space in your home for work?

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

9) Do you have a quiet, distraction-free area at home that allows you to work efficiently?

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

10) Do you feel there is adequate communication from your teammates and team leaders?

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

11) How would you rate your relationship with your colleagues when working remotely?

1 2 3 4 5

12) How do you connect with your team?

- a) Email
- b) Chat
- c) Call
- d) Video conference
- e) Others

13) Do you feel as productive at home as you are at the office?

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

14) Do you feel your organization is providing the proper support?

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

15) Do you have a healthy work - life balance when working from home?

- 1) Strongly agree
- 2) Agree
- 3) Neutral
- 4) Disagree
- 5) Strongly disagree

16) Do you enjoy working from home?

- a) Strongly agree
- b) Agree

- c) Neutral
- d) Disagree
- e) Strongly disagree

17) What resources do you need to be more successful working from home?

- a) More communication
- b) Better communication channels (Slack, Zoom, Skype, etc.)
- c) More manager/team check-ins
- d) Clarity on expectations
- e) None of these

18) Do you feel more optimistic or pessimistic about working from home?

- a) Optimistic
- b) Pessimistic
- c) Both

19) Are you taking regular breaks?

- a) Yes
- b) No
- c) May be

20) What are the benefits and advantages of work from home?

- a) Avoid commute
- b) Spend time with family
- c) Flexible schedules
- d) Save money
- e) Prevention from Coronavirus exposure

21) What are the hurdles and challenges currently facing while working from home?

- a) Health issues
- b) Internet connectivity

- c) Social isolation
- d) Time management
- e) High workload

22) How comfortable were you working from home?

- a) Highly Satisfied
- b) Satisfied
- c) Neutral
- d) Dissatisfied
- e) Highly dissatisfied

23) Give suggestions and feedback about working from home?
