

A STUDY ON THE PERCEPTION OF EMPLOYEES OVER WORK FROM HOME

Submitted in partial fulfilment of the requirement for the reward of

Master of Business Administration

by

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SCHOOL OF BUSINESS ADMINISTRATION

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



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SCHOOL OF BUSINESS ADMINISTRATION BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **DILLI BABU N (40410047)** who have done the Project work entitled “**A STUDY ON THE PERCEPTION OF EMPLOYEES OVER WORK FROM HOME**” under my supervision from January 2022 to April 2022.

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Submitted for Viva voce Examination held on_____.

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DECLARATION

I **DILLI BABU N (40410047)** hereby declare that the Project Report entitled **“A STUDYON THE PERCEPTION OF EMPLOYEES OVER WORK FROM HOME”** done by me under the guidance of **Dr. MATHAN N, M.B.A., M.Phil., Ph.D.**, is submitted in partial fulfilment of the requirements for the award of Master of Business Administration degree.

DATE:

PLACE: CHENNAI

DILLI BABU N

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. BHUVANESWARI G.**, Dean, School of Business Administration and **Dr. PALANI A.**, Head, School of Business Administration 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. MATHAN N, M.B.A., M.Phil., Ph.D.**, 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 Business Administration who were helpful in many ways for the completion of the project.

DILLI BABU N

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ABSTRACT

COVID-19 pandemic has enforced the concept 'Work from Home' (WFH) into an officially mandated, strictly enforced rule. Now, WFH concept is emerging from all sectors, from IT sectors to teaching sectors. WFH concept is new to majority of the employees, as the COVID 19 has forced almost all the employees of all the sectors to work from home for the first time. As the employees are experiencing new environment, this paper attempts to find out the experience of the employees in working from home when compared to working in office. However, this current situation provides unique insight into how well working from home works, and may play a vital role in future policies that reshape the current structure of working hours, possibly allowing for more flexibility. Using an exploratory framework and a SWOT analysis, this study investigates the continuing experience of the employer and employees face all over the world.

This study about the perception of employees over work from home is done on descriptive research method with sampling done by convenient sampling under non-probability sampling. The study is focused on employees numbering up to 155, working around Chennai who currently work from home due to COVID-19. The period of study lasted for three months. From January to April of 2022. Percentage analysis, ANOVA and Chi-Square were used for analytical purposes.

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CHAPTER-1

INTRODUCTION

1.1 : INTRODUCTION

The concept of the workplace is shifting from ideas of a physical location to a state of mind. Physical location of a working place has been gradually losing its importance due to growth of information technology. Modern working life adapted the system of work from home. Work from home referred as the concept of working in a concern where the employees do not have to commute to a central and single place of work. It is also called telecommuting and remote work. The epidemic of corona virus and lockdown led to essential economic disturbance around the whole world. Millions of employees of all various sectors are asked self-quarantine. Lockdown and social distancing become mandatory for all of us. Till now there is no cure to prevent from this virus, so the only option is left to maintain social distancing and focus on health. All the companies and industries around the whole world have no other alternative left than work from home so all of the sectors have been pushed to do their work from home. This pandemic affected each and every section 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. After the covid-19 pandemic, the motive of work from home framework changed drastically before this pandemic people usually took unfinished task at home so that beside the work, they also spend some time with their family. With the help of work from home system, many companies keep their business continues.

1.2 INDUSTRY PROFILE:

The Information Technology, BPO, Banking, Sales and other sector is a field which is undergoing rapid evolution and is changing the shape of Indian business standards. This sector includes software development, consultancies, software management, online services and business process outsourcing (BPO).

According to an article in the Times of India, India's liberalization was possible due to its IT industry. In the 1990s, the industry started off with an export of nearly \$100 million with around 5,000 employees. Now it is an industry that thrives globally and India's IT exports are now around \$70 billion with 2.8 million employees working in this sector. The article states that the IT sector is one of the top two industries in the country today.

India's IT industry is expected to grow at a rate of 12 - 14% during 2016 - 2017 as per a report by India's software industry body National Association of Software and Services Companies (NASSCOM.) This clearly shows that information technology is a sector which will likely be one of the emerging markets in the days to come as India's economy requires more hardware, software and other IT services. In a NASSCOM-McKinsey report, India's position in the global offshore IT industry is based on five factors - abundant talent, creation of urban infrastructure, operational excellence, conducive business environment and finally, continued growth in the domestic IT sector.

1.3 STATEMENT OF THE PROBLEM:

The national lockdown following coronavirus (COVID-19) pandemic has compelled a large number of people to adapt to the work from home (WFH) model. While there are several benefits of remote working, including higher productivity and flexibility as well as improved employee morale, it may not be a viable option in the long run, suggest studies. To make it a bigger success in organizations, researchers suggest that the WFH movement brings forth several challenges that need to be resolved immediately. A recently released SCIENCE Mind Match Report reveals that 99.8% of the workforce is incapable of working

from home and only 0.02% showcase highly productivity attributes. It highlights that 95% job seekers are resistant to learning and exploring, among them 65% lack in practical communication skills and 71% lack in planning and execution. Another report by Feedback Insights, a Bangalore based research firm, revealed that around 65% employees are concerned about personal well-being; a lack of connectedness with the team and an overall anxiety about the job environment. Also, network issues (56%) and frequent distractions at home (47%) are the other key challenges faced by employees. Business leaders (58%) indicated managing teams remotely to be their biggest challenge owing to the cultural change of working remotely. 50% of business leaders have also indicated data security and regulations to be a major area of concern.

1.4 OBJECTIVE OF THE STUDY:

The purpose of this study is to explore the impact of Covid-19 on working culture and emerging trends of work from home. As millions of workers around the world start telecommuting for the first time due to the COVID-19 pandemic, few know what to expect. The system of working from home has some salient characteristics to fulfil its objectives and to provide all the required services, thereby solving all problems of the employees.

1.4.1 Primary Objective:

- To study about the perception of employees on work from home.

1.4.2 Secondary Objective:

- To understand employee's adaptability to work from home.
- To know whether the employees are in any need of help from organization.
- To assess the willingness of respondents to work from home.
- To make sure happiness of employees are in a satisfactory level.

1.5 NEED FOR STUDY:

A lot of studies have been conducted on remote working in recent years, listing the benefits for all involved. Remote workers have been found to take fewer days off sick, stay motivated for longer, stay in their jobs for longer and prioritise their freedom over wage increases (saving on travel costs and other expenses helps in this regard, too). Remote working sounds like the business revolution we all need but it's not something you can simply switch to and hope for the best. As with anything, there are downsides to remote working and a number of challenges to overcome, as well. Thankfully, there are working strategies and tools every business can use to overcome these issues and enjoy the full benefits remote working has to offer. Despite all the perks remote workers enjoy, there are a number of challenges that arise from working out of the office. The most common problem remote workers have is unplugging after work – an issue 22% of respondents said they experience. Loneliness is the second most common problem (19%) while collaboration (17%), distractions at home (10%), time zones (8%) and staying motivated (8%) are all issues that affect remote workers and the companies they work for. The biggest challenges for businesses with remote teams include communication, scheduling, tracking performance and language/cultural barriers. Another challenge it mentions is building and maintaining trust between remote team members.

1.6 SCOPE AND SIGNIFICANCE OF STUDY:

This study on perception of employees on work from home is done to find out the various research works that have been done in the area of work life balance. To highlight the consequences of lack of work life balance. To find out the advantages of WLB and the measures to achieve it. The present investigation is narrative in nature where the researcher tried to find out some of the research works done in the area taking into account the objectives of the study. Papers were selected on the basis of the results of the practices of work life balance. Only secondary sources of data were relied upon for the purpose of the study. Secondary sources consist of books, articles and materials through computerized search engines. No specific journal was targeted, included or excluded for extracting the relevant information. For searching information through search engines, terms like work life balance, work life conflict, flexible work hours, human resource practices, family support services etc.

CHAPTER-2

REVIEW OF LITERATURE:

- **Nurul Adilah Saludin** says the research on WFH in the construction industry is only beginning to scratch the surface. To better understand all the degrees associated with the phenomenon, there is a need to understand nature of work, organization factors and employee motivations.
- **Julian Birkinshaw** says that lockdown helps us take responsibility for our own schedules. We do 50% more activities through personal choice because we see them as important and half as many because someone else asked us to. And during lockdown, we view our work as more worthwhile. We rate the things we do as valuable to our employer and to ourselves. The number of tasks rated as tiresome drops from 27% to 12%, and the number we could readily offload to others drops from 41% to 27%.
- **Samantha K. Ammons** says that this study contributes to the literature by offering a careful look at an especially interesting and growing group of at home workers: skilled white collar workers who work full time at home.
- **Dr. Akanksha Jaiswal** says that the present pandemic caused by COVID- 19 has caused unprecedented turmoil in human lives. Invoking the typology of crises, we classify COVID-19 as an intractable crisis that necessitated nations to impose lockdowns.
- **Lee Stadtlander** says 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.
- **Nektarios Karanikas** says although the COVID-19 lockdowns in various countries offered a unique opportunity to test the feasibility of telecommuting, the latter had been already becoming increasingly prevalent, with the respective arrangements differing vastly and, if properly managed, yielding various organisational and employee benefits.

- **Marie Antoinette Schall** states that that engaging in remote work increases employees' job satisfaction levels. More specifically, as the intensity of remote work increases, job satisfaction also increases, and there is no point of decline as previously hypothesized. In addition, perceived autonomy, work-family conflict, and telecommuting intensity were investigated as potential mediators.
 - **Nicholas Bloom** says a highly significant 13% increase in performance from home-working, of which 9% was from working more minutes of their shift period (fewer breaks and sick days) and 4% from higher performance per minute. And there are no negative spill overs onto workers who stayed in the office.
 - **Rapoport** and **Bailyn** addressed that the separation of work life from family life has existed since the Industrial Revolution and remains largely intact today even though it has never reflected the way most people live. However, Work-family research has long been guided by the role stress theory, wherein the negative side of the work-family interaction has been put under the spotlight.
 - **Sammi Caramela** says with all the modern comforts of home beckoning for our attention, it would be understandable if employers saw a dip in productivity, yet the opposite is true. According to the Airtasker study, telecommuters "worked 1.4 more days every month, or 16.8 more days every year" than people who worked in an office. However, researchers also found that working from home can be more stressful than working at the office. Approximately 29% of telecommuting respondents said they had a hard time maintaining a healthy work-life balance.
 - **Dr Mini Amit Arrawatia** says, work from home is turning into a must popular and convenient nowadays and it also considered easy way to do their job without any barrier, those barriers which are occurring due to this pandemic.
- Manny Pantoja** says work from home arrangements will likely expand beyond the tech world and beyond the pandemic. Executives at about 1,750 firms from a variety of industries across the country expect 10% of full-time employees to telework every workday after the pandemic ends, according to the May monthly panel survey by economists at the Atlanta Fed, Stanford University and the University of Chicago. The executives expect 30% of their workforce to telework at least one day a week after the pandemic, triple the 10% rate before.

- **A.M.Dockery** says multivariate analysis show that managers and professionals are by far the most likely to work from home. Women, with pre-school and school aged children, older workers, those who have been with their employer for longer and who are employed in the private sector are also more likely to work from home. Union membership is associated with a lower incidence of working from home.
- **Karanikas Nektarios** and **Cauchi John** says that a supportive telecommuting/work environment ensures a 'normative' experience of telecommuting and builds confidence in the telecommuter, social engagement of teleworkers outside work hours can improve perceptions of 'visibility'. Equally important, telecommuting intensity is a crucial determinant of mental health and wellbeing, and part-time telework seems to be the optimum arrangement. Part-time telecommuting seems to provide the benefits of reducing telecommuter physical isolation and improves telecommuter visibility while reaping the benefits of telecommuting.
- **Merle Blok** concluded that the objective of this research study was to investigate whether it is possible to establish relationships between HNW measures and business objectives in an integrated theoretical framework.
- **Jennifer Redmond** says many issues cross over to the extent that they are equally important for consideration under more than one heading. For example, work life balance policies are important for achieving greater harmony between work and personal responsibilities for all workers, but they are particularly crucial for working parents. Similarly, workplace cultures that are supportive of work-life balance policies will be experienced as positive environments for all workers, but particularly by those that have personal responsibilities such as caring for children or elderly relatives, or for those engaged in education and training.
- **Esra Thorstensson** says that working from home has an influence on productivity of the employees. While some of the factors of working from home practice have positive influences on the productivity, some other factors have negative influences.

- **Joni Delanoeije** says that the relevance of including aspects associated with the use or non-use of work-home practices for understanding the effectiveness of these practices. We found evidence that volition for use or non-use of telework and part-time work and perceived pressure from the work environment and from the private environment to use or not use these practices explained more variance in both work-to-home conflict and home- to-work conflict than the mere use of these work-home practices. We therefore encourage scholars and practitioners to focus on these characteristics rather than on measures of mere use when studying the effectiveness of work-home practices.
- **Mithilesh Kumar Singh** says, the present situation created by Covid-19 has shaken up the socio-cultural framework of the society and work culture. A new global culture has emerged with primary focus on safeguard from highly infectious Coronavirus.
- **Rebecca White** says that so far research has shown that teleworking does lead to a net decrease in car use, even when additional journeys are factored in to the energy equation. Also, the availability of another car to other family/household members does not lead to more journeys being made. The small number of studies that have incorporated household energy consumption into the balance have also found in favour of teleworking, although it is not clear if there are energy savings when the office space vacated by the teleworker is left empty.
- **Donny Susilo** says that working from home increasing employee's enjoyment job satisfaction and motivation. Job satisfaction then becomes an important determinant of job performance, that is employees must be satisfied first before they perform better to achieve organizational goals. In the context of COVID-19, while companies may have to deal with a number of difficulties such as supervision and communication, work-from-home became the only option. Companies can adapt to this situation by assessing their employees' performance on progress made on tasks instead of their visible presence and availability for communication.

- **Balazs Aczel** says that people found that they can better achieve certain aspects of the research in one place than the other. They indicated that in the office they are better at sharing thoughts with colleagues, keeping in touch with their team, and collecting data, whereas at home they are better at working on their manuscript, reading the literature, and analysing their data.
- **Bidisha Lahkar** Das says that a suitable work life policy for the employees of an organization would not only satisfy the employees but will also increase the belongingness as well as commitment of the employees towards the employer and the organization. It is also to be noted here that any new policy or change in the existing policy is possible only when all the parties involved work for its success. It is also important that the people working in the organization should try their level best to allocate their valuable time in such a manner that an equilibrium balance can be achieved between the personal and the professional lives.
- **Alexandra Beauregard** says that employees who use homeworking moderately show higher levels of well-being than both office-based workers and employees who work mainly at or from home. This conclusion is supported by the findings in different areas. Partial homeworkers and mobile workers have higher levels of job satisfaction, job engagement and lower levels of burnout. As they enjoy the flexibility that comes with homeworking, they perceive having enhanced autonomy and control in their jobs, which is also linked to higher job satisfaction than their office-based colleagues.
- **Yasuhio Kotera** says COVID-19 may have introduced new working ways in different sectors without adequate planning and execution, therefore future studies also need to address how to mitigate negative impacts of new work ways after its implementation if this is to become part of the post-pandemic workplace reality. Our findings can help decision-makers at a workplace to electively implement new work ways, and researchers to improve the quality and the usefulness of future new work ways studies.

- **Thereza Balliester** says the global increase in the share of older people will result in a decline of the growth rate of the potential labour force. In addition, rising educational attainment and longer school careers will also continue to lower participation rates among young people, especially in emerging and developing countries where youth participation rates are currently still very high. The fall in the working-age population is expected to be most pronounced among OECD countries, where it might fall by 7 per cent by 2060.
- **Dr. Jolly Sahni** concludes that the COVID-19 Pandemic has certainly created a panic and fear among people including the high level of stress and challenges while working from home (WFH). This has disturbed the mental wellbeing and calls for attention of practitioners and managers. The findings of the study support the notion that there is a dire need for psycho-social support, community support, managerial support and an effective system of organizational support. Since, very few studies have contributed on the impact of Covid-19 on remote employees working from home, the findings of this study are valuable and have urgent policy implications.
- **Prithvi raj Choudhury** says that the coronavirus shock is unprecedented because unlike prior crisis, social distancing created variation in work arrangements for workers. While workers in certain industries continued to work (albeit from home), other workers could not work from home. Given these conditions, we estimate a causal difference in an important social contribution, i.e. content contributions to online communities.
- **Magali Girard** says that the effects of non-standard work on families are not clear-cut. Non-standard workers and non-standard employment forms are not homogeneous. While some of the workers benefit from the positive effects of flexibility and good job quality, others are trapped in forms of employment where flexibility is required of them, rather than for them.
- **Maynard Rival Bagtasos** says that quality of work life is indeed, multi-faced concept, having multi-dimensional construct brought about by the variation of interest of the researchers and its uses. However, it seemed apparent that determining quality of work life always involves the interplay between and among the worker, job content, and job context.

CHAPTER-3

RESEARCH METHODOLOGY

Research methods are the techniques and tools by which you research a subject or a topic. Research methodology involves the learning of various techniques to conduct research and acquiring knowledge to perform tests, experiments, surveys, and critical analysis.

Research methodology simply refers to the practical “how” of any given piece of research. It’s about how a researcher systematically designs a study to ensure valid and reliable results that address the research aims and objectives.

3.1 RESEARCH DESIGN:

A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure. This Research design applied for the study is ‘Descriptive Research’.

3.1.1 Descriptive research design:

Descriptive research aims to accurately and systematically describe a population, situation or phenomenon. It can answer what, where, when and how questions, but not why questions. A descriptive research design can use a wide variety of research methods to investigate one or more variables.

3.2 SAMPLING TECHNIQUE:

Sample design is the theoretical basis and the practice mean by generalizing from characteristics of relatively few of the comprising population. It is the method by which the sample is chosen.

3.2.1 Probability sampling:

Non-probability sampling is defined as a sampling technique in which the researcher selects samples based on the subjective judgment of the researcher rather than random selection.

3.2.2 Convenience sampling:

A convenience sample is a type of non-probability sampling method where the sample is taken from a group of people easy to contact or to reach.

3.3 SOURCES OF DATA:

Sources of Data begins with figuring out what sort of data is needed, followed by the collection of a sample from a certain section of the population. Next, you have to utilize a certain tool to gather the data from the chosen sample. The two types of sources of data are:

3.3.1 Primary data:

The Primary data for this study was collected through questionnaire.

3.4 Secondary data:

Secondary data was collected from external sources like Websites, Journals etc.

4 SAMPLE SIZE:

The respondents of this study considered were the employees of different companies in Chennai. The sample size chosen for the study is 155.

5 PERIOD OF STUDY:

Period of study describes the period, that is, the date of beginning of the study and the date of ending of the study. Period of study of this study is from January 2022 to April 2022.

6 ANALYTICAL TOOLS:

Statistical tools are involved in carrying out a study include planning, designing, collecting data, analyzing, drawing meaningful interpretation and reporting of the research findings.

The tools used in this study are percentage analysis, chi-square and ANOVA.

CHAPTER-4

DATA ANALYSIS AND INTERPRETATION

4.1 PERCENTAGE ANALYSIS:

Table 4.1.1 Age of the respondents:

AGE	NO. OF RESPONDENTS	PERCENTAGE
18 – 25	91	58.71
26 – 35	47	30.32
36 – 45	14	9.03
Above 45	3	1.94
Total	155	100

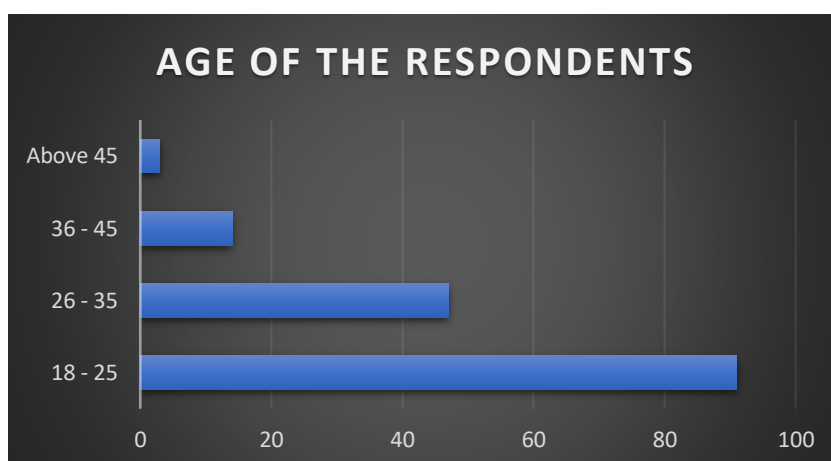


Chart 4.1.1 Age of the respondents.

INTERPRETATION:

From the above table, it is interpreted that 58.71% of the respondents are between 18 – 25 years old, 30.32% of them are between 26 – 35 years old, 9.03% of them are between 35 – 45 years old and 1.94% are above 46 years old.

INFERENCE:

Majority (58.71%) of respondents are between 18 – 25 years old.

Table 4.1.2 Gender of the respondents:

GENDER	NO. OF RESPONDENTS	PERCENTAGE
Male	139	89.68
Female	16	10.32
Total	155	100

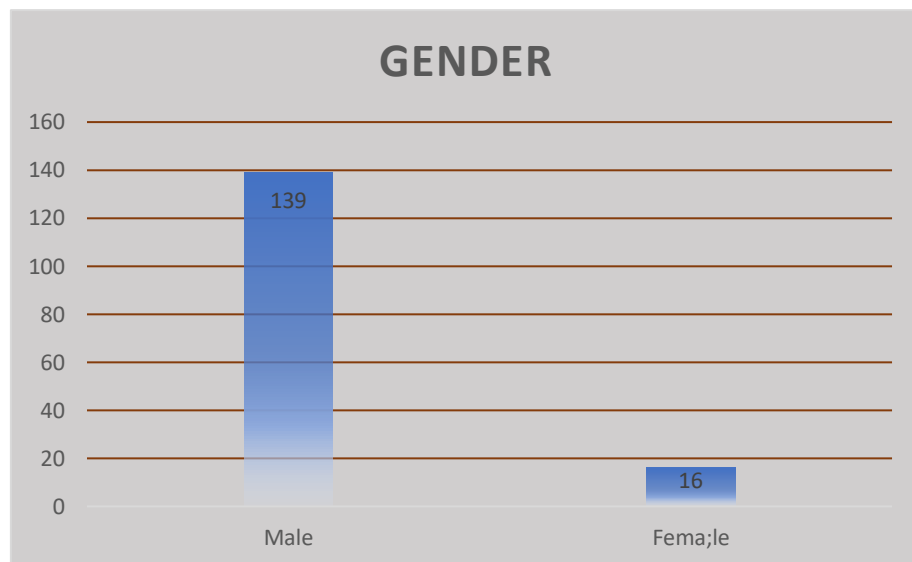


Chart 4.1.2 Gender of the respondents.

INTERPRETATION:

From the above table, it is interpreted that 89.68% of the respondents are male and 10.32% of them are female.

INFERENCE:

Majority (89.68%) of respondents are male.

Table 4.1.3 Education of the respondents.

EDUCATION	NO. OF RESPONDENTS	PERCENTAGE
HSC	6	3.87
UG	123	79.35
PG	26	16.77
Total	155	100

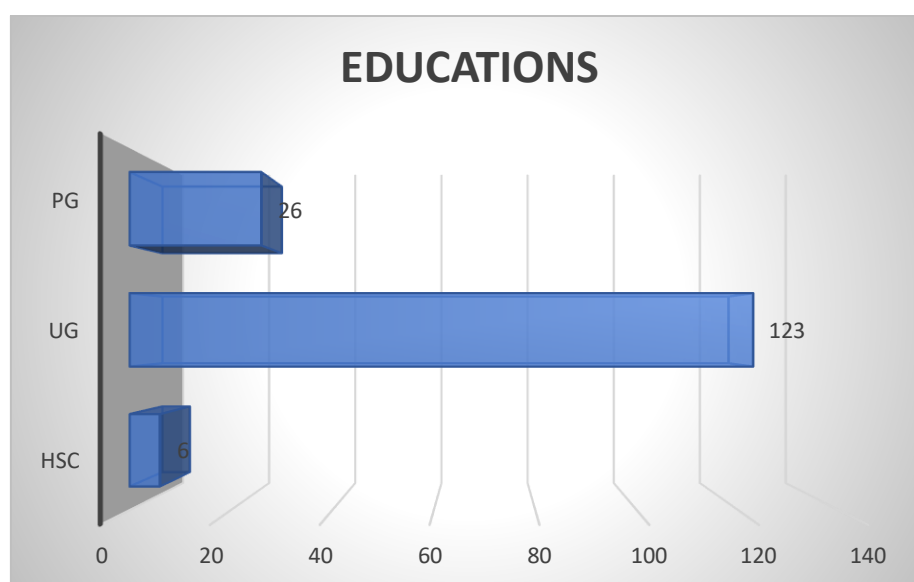


Chart 4.1.3 Gender of the respondents.

INTERPRETATION:

From the above table it is interpreted that 3.87% of the respondents have finished HSC, 79.35% of them have finished UG and 16.77% of them have done PG.

INFERENCE:

Majority (79.35%) of respondents are Under Graduates.

Table 4.1.4 Designation of the respondents.

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Technical	39	25.16
BPO	30	19.35
Sales	16	10.32
Banking	25	16.13
other	45	29.03
Total	155	100

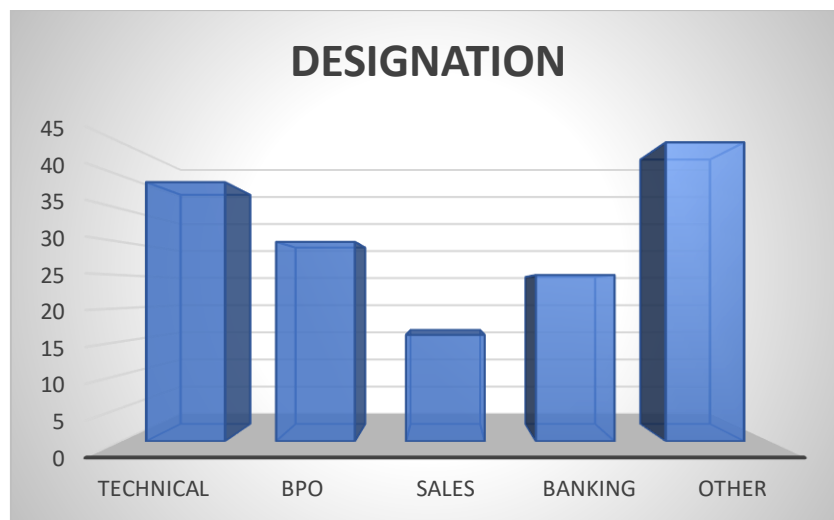


Chart 4.1.4 Designation of the respondents.

INTERPRETATION:

From the above table, it is interpreted that 25.16% of the respondents are working on technical, 19.35% of the respondents are working in BPO, 10.32% of the respondents are working in banking and 29.03% are working on other designation.

INFERENCE:

Majority (29.03%) of respondents are working on other designation.

Table 4.1.5 Annual salary of the respondents.

ANNUAL SALARY	NO. OF RESPONDENTS	PERCENTAGE
0 – 200000	42	27.10
200001 – 400000	102	65.81
400001 – 500000	10	6.45
Above 500000	1	0.65
Total	155	100



Chart 4.1.5 Annual salary of the respondents.

INTERPRETATION:

From the above table, it is interpreted that 27.10% of the respondents have an annual income between 0 – 200000, 65.81% of them have an annual income between 200001 – 400000, 6.45% of them have an annual income between 400001 – 500000, 0.65% of them have an annual income of above 500000.

INFERENCE:

Majority (65.81%) of the respondents have an annual income in between 200001 – 400000.

Table 4.1.6 What shift are you currently working on?

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Day Shift	130	83.87
Night Shift	25	16.13
Total	155	100

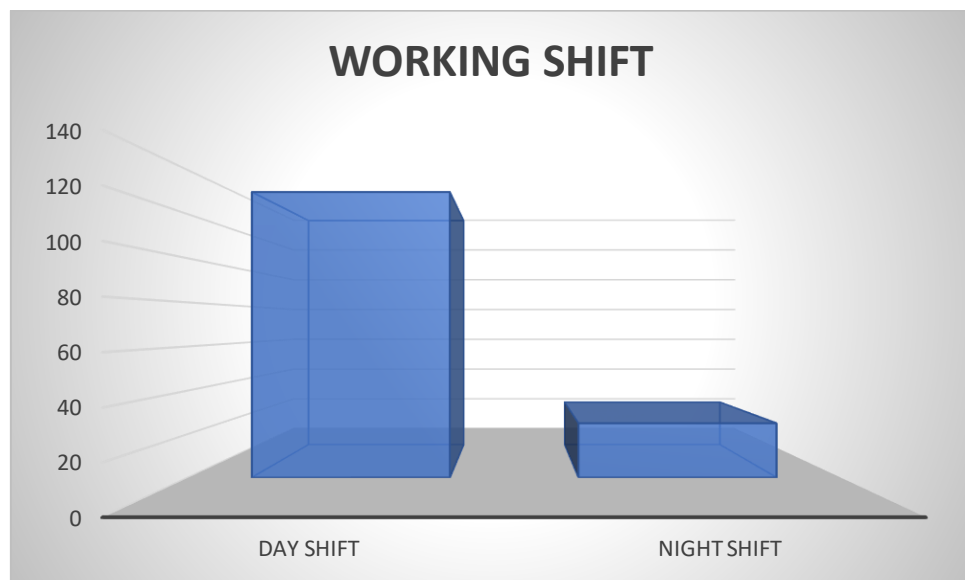


Chart 4.1.6 Working Shift

INTERPRETATION:

From the above table, it is interpreted that 83.87% of the respondents are working in day shift, 16.13% of the respondents are working in night shift.

INFERENCE:

Majority (83.87%) of the respondents are working in day shift.

Table 4.1.7 How do you feel about working from home?

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Great	22	14.19
Good	87	56.13
Neutral	27	17.42
Bad	18	11.61
Very Bad	1	0.65
Total	155	100

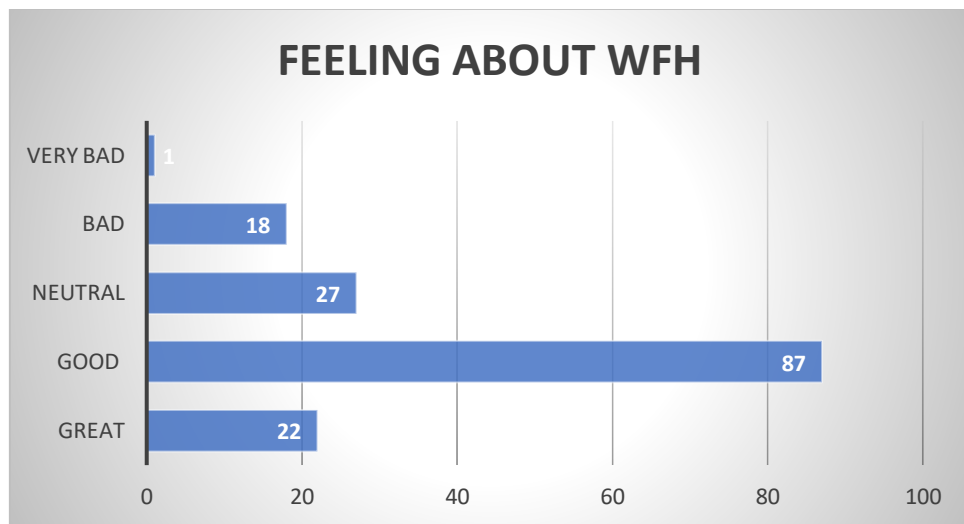


Chart 4.1.7 Feeling about work from home

INTERPRETATION:

From the above table, it is interpreted that 14.19% of the respondents feel great about working from home, 56.13% of them feel good about working from home, 17.42% of them feel neutral about working from home, 11.61% of them feel bad about working from home, 0.65% of them feel very bad about working from home.

INFERENCE:

Majority (56.13%) of the respondents feel good about working from home.

Table 4.1.8 Have you ever work from home before covid 19?

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Always	10	6.45
Mostly	44	28.39
Sometimes	26	16.77
Rarely	24	15.48
Never	51	32.90
Total	155	100

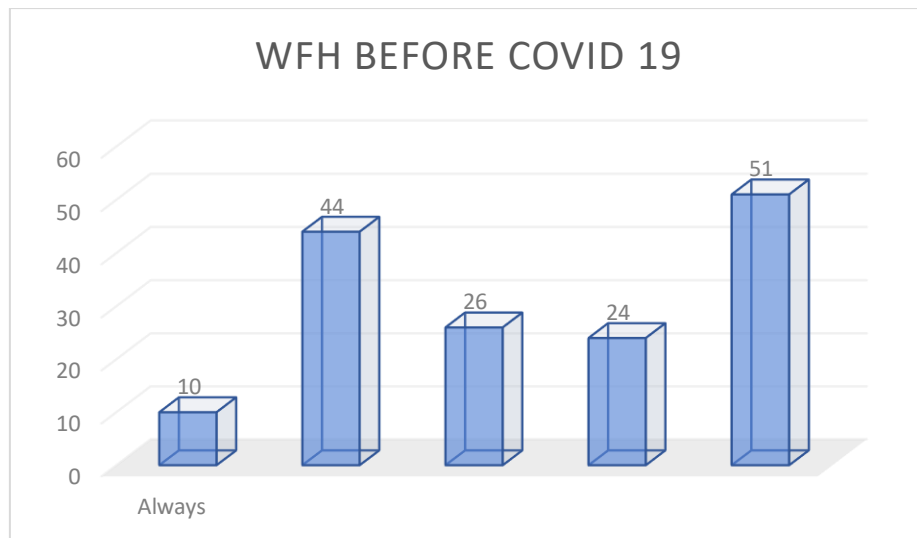


Chart 4.1.8 WFH before COVID 19.

INTERPRETATION:

From the above table, 6.45% of the respondents have always worked in work from home before covid 19, 28.39% of them have mostly worked in work from home before covid 19, 16.77% of them have sometimes worked in work from home before lockdown, 15.48% of them have rarely worked in work from home before lockdown, 32.90% of them have never worked in work from home before covid 19.

INFERENCE:

Majority (32.90%) of them have never worked in work from home before

covid19.

Table 4.1.9 Average number of hours worked during lockdown.

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Less than 6 hours	9	5.81
6 to 8 hours	41	26.45
9 to 10 hours	101	65.16
More than 10 hours	4	2.58
Total	155	100

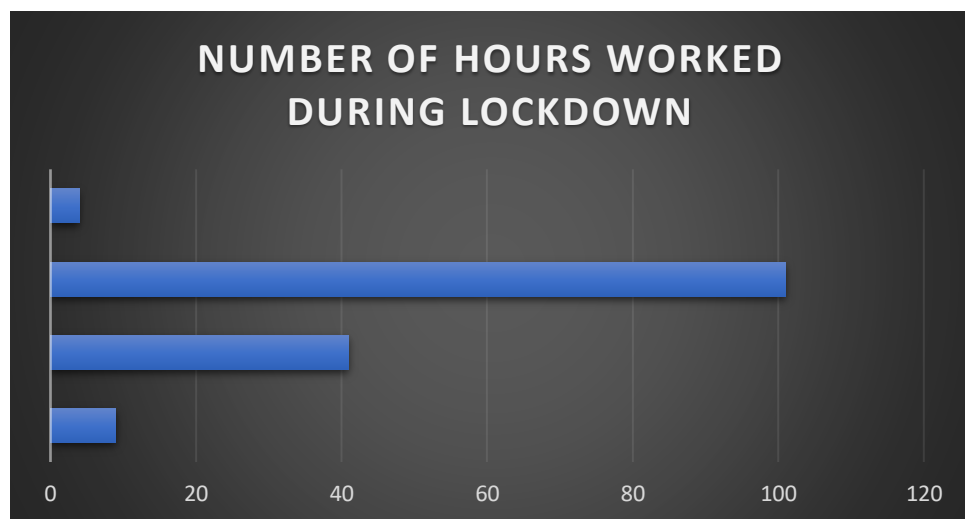


Chart 4.1.9 Number of hours worked during lockdown.

INTERPRETATION:

From the above table, it is interpreted that 5.81% of the respondents work less than 6 hours, 26.45% of the respondents work 6 to 8 hours, 65.16% of the respondents work 9 to 10 hours, 2.58% of the respondents work more than 10 hours.

INFERENCE:

Majority (65.16%) of the respondents work 9 to 10 hours.

Table 4.1.10 Why are you currently working from home?

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Because I have been ordered to do	77	49.68
Because I prefer to do so	43	27.74
Because I am ill	33	21.29
Because I usually work from home	2	1.29
Total	155	100



Chart 4.1.10 Why are you currently working from home.

INTERPRETATIONS:

From the above table, it is interpreted that 49.68% of the respondents says they have been ordered to do, 27.74% of the respondents says they have preferred to do so, 21.29% of the respondents says they were ill, 1.29% of the respondents says they usually work from home.

INFERENCE:

Majority (49.68%) of the respondents says they have been ordered to work from home.

Table 4.1.11 How many days a week on average did you work part time or fulltime from home before COVID 19?

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
I have never worked from home before COVID 19	56	36.13
One day	30	19.35
Two days	31	20.00
More than two days	38	24.52
Total	155	100

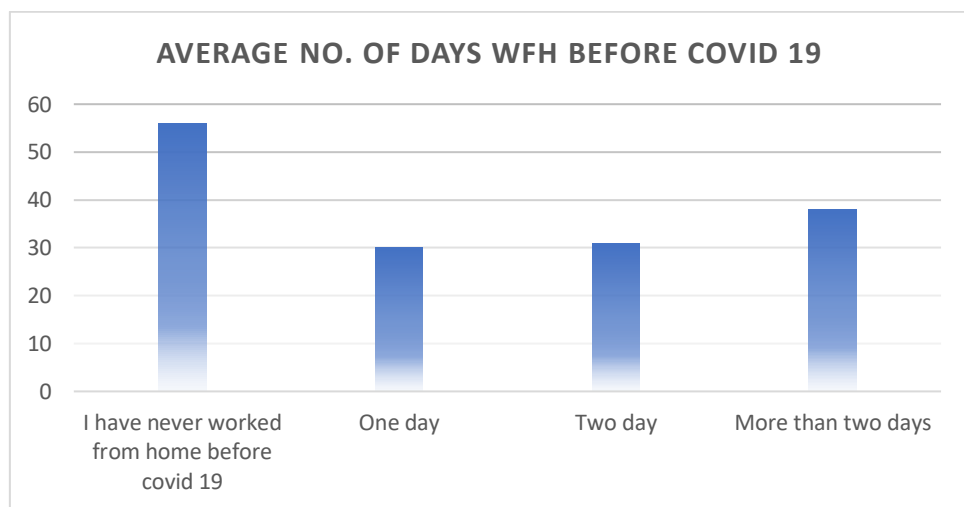


Chart 4.1.11 Average no. of days WFH before COVID 19

INTERPRETATIONS:

From the above table, it is interpreted that 36.13% of the respondents were never worked from home before COVID 19, 19.35% of them were worked WFH before COVID 19, 20.00% of them were worked WFH before COVID 19, 24.52% of them were worked more than two days.

INFERENCE:

Majority (36.13%) of the respondents were never work from home before COVID 19.

Table 4.1.12 You would like to work from home after COVID 19 lockdown.

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Agree	64	41.29
May be	66	42.58
Disagree	25	16.13
Total	155	100

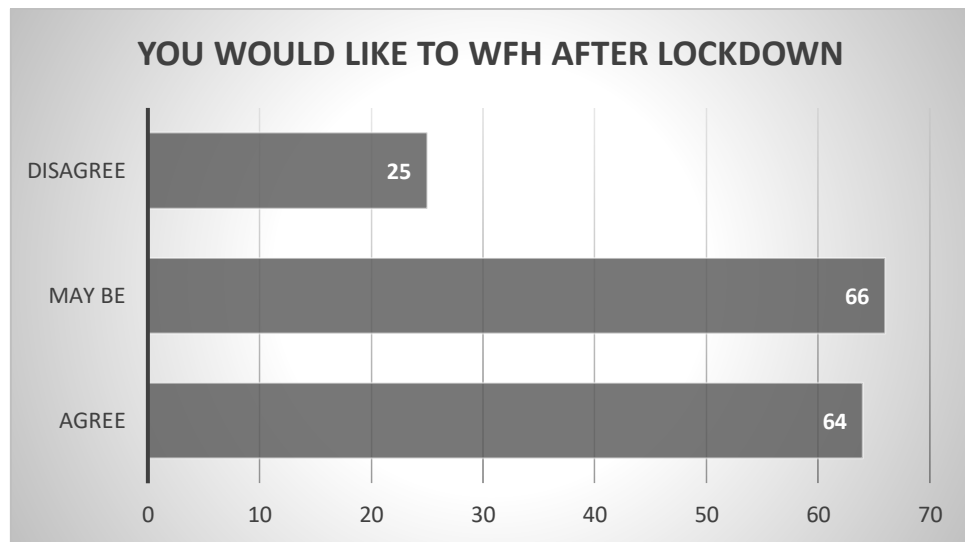


Chart 4.1.12 You would like to WFH after COVID 19 lockdown

INTERPRETRATION:

From the above table, it is interpreted that 41.29% of the respondents would like to work from home after COVID 19 lockdown, 42.58% of the respondents would like to work from home after COVID 19 lockdown, 16.13% of them would like to work from home after COVID 19 lockdown.

INFERENCE:

Majority (42.58%) of the respondents would like to work from home after COVID 19 lockdown.

Table 4.1.13 Would you recommend work from home as an ideal way of working?

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Strongly recommended	26	16.77
Recommended	74	47.74
Neutral	42	27.10
Not recommended	13	8.39
Total	155	100

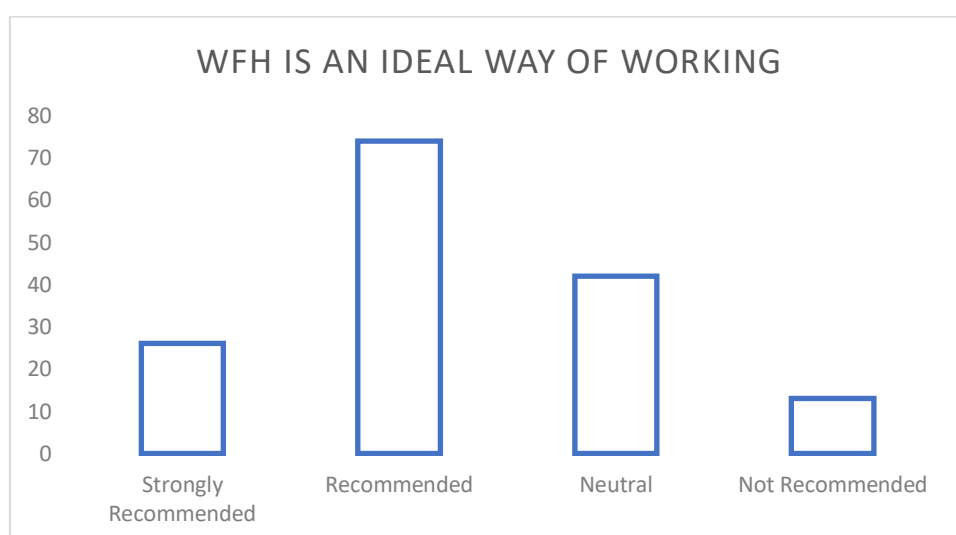


Chart 4.1.13 WFH is an ideal way working.

INTERPRETATION:

From the above table, it is interpreted that 16.77% of the respondents strongly recommend work from home is an ideal way of working, 47.74% of them recommend work from home is an ideal way of working, 27.10% of them were neutral in work from home is an ideal way of working, 8.39% of them not recommend work from home is an ideal way of working.

INFERENCE:

Majority (47.74%) of the respondents recommend work from is an ideal way of working.

Table 4.1.14 What is your perception of management support and impact of working from home during lockdown?

OPTIONS	NO. OF RESPONDENT	PERCENTAGE
Need to work long hours to succeed	64	41.29
Manager supportive of work from home	58	37.42
Negative impact in colleagues	33	21.29
Total	155	100

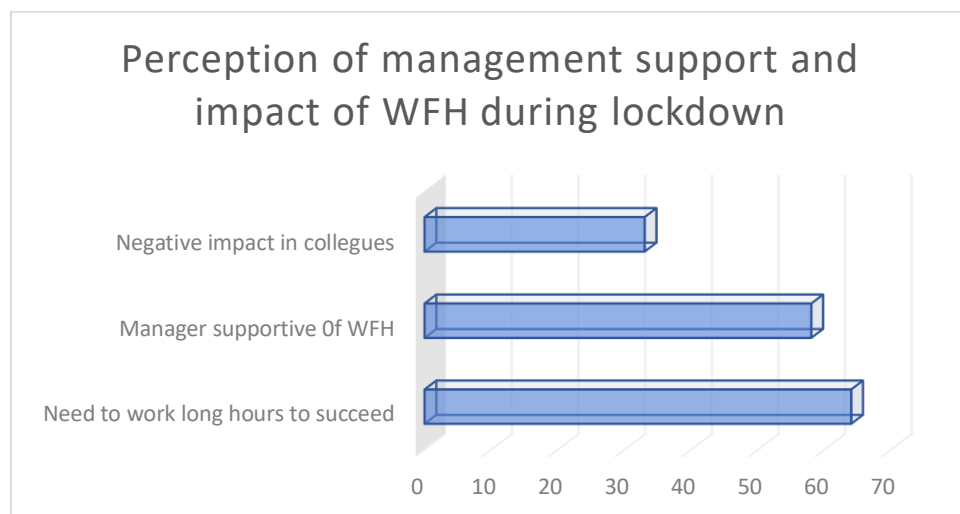


Chart 4.1.14 Perception of management support and impact of WFH during lockdown

INTERPRETATION:

From the above table, it is interpreted that 41.29% of the respondents says need to work long hours to succeed, 37.42% of them says manager supportive of work from home, 21.29% of them says negative impact in colleagues.

INFERENCE:

Majority (41.29%) of the respondents says need to work long hours to succeed.

Table 4.1.15 Rate your experience of working from home during COVID 19 lockdown?

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
1	1	0.65
2	0	0.00
3	0	0.00
4	2	1.29
5	5	3.23
6	6	3.87
7	10	6.45
8	50	32.26
9	72	46.45
10	9	5.81
Total	155	100

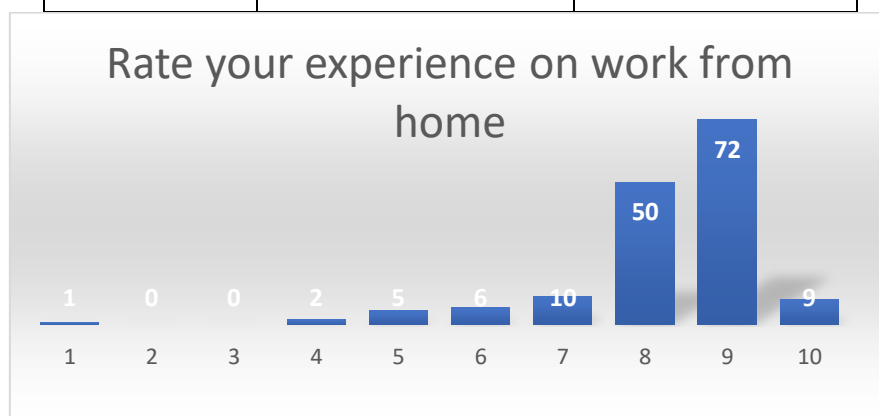


Chart 4.1.15 Rate your experience on work from home.

INTERPRETATION:

From the above table, it is interpreted that 0.65% of the respondents rated 1, 1.29% of the respondents rated 4, 3.23% of the respondents rated 5, 3.87% of the respondents rated 6, 6.45% of the respondents rated 7, 32.26% of the respondents rated 8, 46.45% of the respondents rated 9, 5.81% of the respondents rated 10.

INFERENCE:

Majority (46.45%) of the respondents rated their experience for work from home is 9.

4.2 STATISTICAL ANALYSIS:

4.2.1 CHI-SQUARE:

Table 4.2.1 Table showing the association between age of the employees and how do you feel about working from home.

Alternative Hypothesis (H_1) – There is no association between employees age and how employees feel about working from home.

Null Hypothesis (H_0) – There is significant association between employees age and how employees feel about working from home.

AGE OF THE RESPONDENTS * HOW DO YOU FEEL ABOUT WORKING FROM HOME Crosstabulation

			HOW DO YOU FEEL ABOUT WORKING FROM HOME					Total
			Great	Good	Neutral	Bad	Very bad	
AGE OF THE RESPONDENTS	18 - 25	Count	13	54	18	6	0	91
		% within AGE OF THE RESPONDENTS	14.3%	59.3%	19.8%	6.6%	0.0%	100.0%
	26 - 35	Count	8	26	6	6	1	47
		% within AGE OF THE RESPONDENTS	17.0%	55.3%	12.8%	12.8%	2.1%	100.0%
	36 - 45	Count	2	6	2	4	0	14
		% within AGE OF THE RESPONDENTS	14.3%	42.9%	14.3%	28.6%	0.0%	100.0%
	Above 45	Count	0	0	1	2	0	3
		% within AGE OF THE RESPONDENTS	0.0%	0.0%	33.3%	66.7%	0.0%	100.0%
Total			23	86	27	18	1	155
			14.8%	55.5%	17.4%	11.6%	0.6%	100.0%

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	19.942 ^a	12	.068
Likelihood Ratio	17.334	12	.137
Linear-by-Linear Association	6.558	1	.010
N of Valid Cases	155		

a. 11 cells (55.0%) have expected count less than 5. The minimum expected count is .02.

INTERPRETATION:

Since p value 0.068 is greater than 0.05, we accept null hypothesis and reject alternative hypothesis. Therefore, there is no significant association between employees age and how employees feel about working from home.

4.2.2 ONE WAY ANOVA:

Table 4.2.2 Table showing association between number of hours worked during lockdown and would you recommend work from as an ideal way of working.

Alternative Hypothesis (H_1) – There is no association between number of hours worked during lockdown and would you recommend work from as an ideal way of working.

Null Hypothesis (H_0) – There is association between number of hours worked during lockdown and would you recommend work from as an ideal way of working.

ANOVA					
AVERAGE NUMBER OF HOURS WORKED DURING LOCKDOWN					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	2.739	3	.913	2.347	.075
Within Groups	58.745	151	.389		
Total	61.484	154			

INTERPRETATION:

Since p value is 0.075 is greater than 0.05, we accept null hypothesis and reject alternative hypothesis. Therefore, there is no significant association between number of hours worked during lockdown and would you recommend work from as an ideal way of working.

CHAPTER-5

FINDINGS, SUGGESTIONS AND CONCLUSION

5.1 FINDINGS:

- Majority (58.71%) of respondents are between 18 – 25 years old.
- Majority (89.68%) of respondents are male.
- Majority (79.35%) of respondents are Under Graduates.
- Majority (29.03%) of respondents are working on other designation.
- Majority (65.81%) of the respondents have an annual income in between 200001 – 400000.
- Majority (83.87%) of the respondents are working in day shift.
- Majority (56.13%) of the respondents feel good about working from home.
- Majority (32.90%) of them have never worked in work from home before covid19.
- Majority (65.16%) of the respondents work 9 to 10 hours.
- Majority (49.68%) of the respondents says they have been ordered to work from home.
- Majority (36.13%) of the respondents were never work from home before COVID 19.
- Majority (42.58%) of the respondents would like to work from home after COVID 19 lockdown.
- Majority (47.74%) of the respondents recommend work from home is an ideal way of working.
- Majority (41.29%) of the respondents says need to work long hours to succeed.
- Majority (46.45%) of the respondents rated their experience for work from home is 9.

5.2 SUGGESTION:

The COVID-19 pandemic has brought forth an unprecedented global humanitarian challenge with severe implications for societies, businesses, and individuals. While nations remained partially or fully shutdown, businesses tried operating to the extent possible by directing employees to work remotely. In this context, we designed the present study to assess the impact of work from home on employees during the COVID-19 lockdown. Further, there are inherent differences in the nature of the manufacturing and technology-enabled service sectors. From the above research, it's been clear that even though most of the people think work from home is good, there is still lot more who are confused whether is good or bad and some feeling bad. Breaks should be given regularly as most have said they didn't get enough of it. Most of the employee's sleeps are in a bad state. They shouldn't be stressed with work. Most people seem to be worrying about work and missing time with family and friends. So, they should be asked to work for a reasonable time of work and given solvable level tasks and targets. Many says that they have a bad workspace in their home; they don't have the required equipment for the work and some says organization doesn't give any help to them. Organizations should check on whether the employees want any support from their side or not.

5.3 LIMITATIONS OF STUDY:

This research has a few limitations that should be considered in future research. Although our research applied a cross-sectional study design, conclusions about causality could be tested using a longitudinal study design, which would allow the long-term effects of telework to be investigated. Also, because we used the single item scales developed for this research, it is important to mention measurement issues as a limitation. It is recommended that multi-item scales be used to measure telework factors in future research. Finally, we limited the scope of our research to individuals employed in organizations based on an employment contract. Future studies may consider more diverse organizational settings of telework for data collection to validate the findings of this research.

5.3 CONCLUSION:

Work from home concept is flexible for the employers because of that they can balance their work and also their home and achieve organizational goal very easily by showing their potential by putting extra efforts after getting training. So that better productivity can be achieved. A new global culture has emerged with primary focus on safeguarding from highly infectious Coronavirus. Facemask, hand gloves, sanitizers and physical distancing became an integral part of life. The current situation has given thrust to the virtual world and there are various steps taken by the governments to increase contactless experience. Like every coin has two sides, the present situation also poses opportunities and challenges. The increased remote working will enable organizations and hire the best talent from anywhere without spending on office space and administration cost. The social system is going through a massive change like never. The new normal will have new ways of living for the survival of human being. To drive a profitable growth, successful organizations need to adapt themselves for enhanced uses on cutting- edge technology and invest efforts in enhancing employee's experience.

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A STUDY ON THE PERCEPTION OF EMPLOYEES OVER WORK FROM HOME

QUESTIONNAIRE:

1. Name: _____

2. Age:

- a. 18 – 25
- b. 26 – 35
- c. 36 – 45
- d. Above 45

3. Gender:

- a. Male
- b. Female

4. Education:

- a. SSLC
- b. HSC
- c. UG
- d. PG

5. Designation:

- a. Technical
- b. BPO
- c. Sales
- d. Banking
- e. Other

6. Annual salary:

- a. 0 – 200000
- b. 200001 – 400000
- c. 400001 – 500000
- d. Above 500000

7. What shift are you currently working on?

- a. Day shift
- b. Night shift

8. How do you feel about working from home?

- a. Great
- b. Good
- c. Neutral
- d. Bad
- e. Very bad

9. Have you ever worked from home before COVID 19?

- a. Always
- b. Mostly
- c. Sometimes
- d. Rarely
- e. Never

10. Average number of hours worked during lockdown?

- a. Less than 6 hours
- b. 6 to 8 hours
- c. 9 to 10 hours
- d. More than 10 hours

11. Why are you currently working from home?

- a. Because I have been ordered to do
- b. Because in prefers to do so
- c. Because I am ill
- d. Because I usually work from home

12. How many days a week on average did you work part time or fulltime from home before COVID 19?

- a. I have never worked from home before
- b. One day
- c. Two days
- d. More than two days

13. You would like to work from home after COVID 19 lockdown.

- a. Agree
- b. May be
- c. Disagree

14. To what extent do you agree with the statement?

Options	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
During this time, you worked more hours than normally.					
During this time, you get less work than normally.					
You keep good relationship with your colleagues during working from home.					

15. Would you recommend work from home as an ideal way of working?

- a. Strongly recommended
- b. Recommended
- c. Neutral
- d. Not recommended

16. What is your perception of management support and impact of working from during lockdown?

- a. Need to work long hours to succeed
- b. Manager supportive of work from home
- c. Negative impact in colleague

17. Rate your experience of working from home during COVID 19 lockdown.

1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

18. What is your suggestion to improve performance of employees working from home?

ARTICLE
A STUDY ON THE PERCEPTION OF EMPLOYEES OVER WORK FROM HOME

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ABSTRACT:

COVID-19 pandemic has enforced the concept 'Work from Home' (WFH) into an officially mandated, strictly enforced rule. Now, WFH concept is emerging from all sectors, from IT sectors to teaching sectors. WFH concept is new to majority of the employees, as the COVID 19 has forced almost all the employees of all the sectors to work from home for the first time. As the employees are experiencing new environment, this paper attempts to find out the experience of the employees in working from home when compared to working in office. However, this current situation provides unique insight into how well working from home works, and may play a vital role in future policies that reshape the current structure of working hours, possibly allowing for more flexibility. This study about the perception of employees over work from home is done on descriptive research method with sampling done by convenient sampling under non-probability sampling. The study is focused on employees numbering up to 155, working around Chennai who currently work from home due to COVID-19. The period of study lasted for three months. From January to April of 2022. Percentage analysis, ANOVA and Chi-Square were used for analytical purposes.

INTRODUCTION:

The concept of the workplace is shifting from ideas of a physical location to a state of mind. Physical location of a working place has been gradually losing its importance due to growth of information technology. Modern working life adapted the system of work from home. Work from home referred as the concept of working in a concern where the employees do not have to commute to a central and single place of work. It is also called telecommuting and remote work. The epidemic of corona virus and lockdown led to essential economic disturbance around the whole world. Millions of employees of all various sectors are asked self-quarantine. Lockdown and social distancing become mandatory for all of us. Till now there is no cure to prevent from this virus, so the only option is left to maintain social distancing and focus on health. All the companies and industries around the whole world have no other alternative left than work from home so all of the sectors have been pushed to do their work from home. This pandemic affected each and every section 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. After the covid-19 pandemic, the motive of work from home framework changed drastically before this pandemic people usually took unfinished task at home so that beside the work, they also spend some time with their family. With the help of work from home system, many companies keep their business continues.

REVIEW OF LITERATURE:

- **Nurul Adilah Saludin** says the research on WFH in the construction industry is only beginning to scratch the surface. To better understand all the degrees associated with the phenomenon, there is a need to understand nature of work, organization factors and employee motivations.
- **Julian Birkinshaw** says that lockdown helps us take responsibility for our own schedules. We do 50% more activities through personal choice because we see them as important and half as many because someone else asked us to. And during lockdown, we view our work as more worthwhile. We rate the things we do as valuable to our employer and to ourselves. The number of tasks rated as tiresome drops from 27% to 12%, and the number we could readily offload to others drops from 41% to 27%.
- **Samantha K. Ammons** says that this study contributes to the literature by offering a careful look at an especially interesting and growing group of at home workers: skilled white collar workers who work full time at home.
- **Dr. Akanksha Jaiswal** says that the present pandemic caused by COVID- 19 has caused unprecedented turmoil in human lives. Invoking the typology of crises, we classify COVID-19 as an intractable crisis that necessitated nations to impose lockdowns.
- **Lee Stadtlander** says 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.
- **Nektarios Karanikas** says although the COVID-19 lockdowns in various countries offered a unique opportunity to test the feasibility of telecommuting, the latter had been already becoming increasingly prevalent, with the respective arrangements differing vastly and, if properly managed, yielding various organisational and employee benefits.

OBJECTIVES:

The purpose of this study is to explore the impact of Covid-19 on working culture and emerging trends of work from home. As millions of workers around the world start telecommuting for the first time due to the COVID-19 pandemic, few know what to expect. The system of working from home has some salient characteristics to fulfil its objectives and to provide all the required services, thereby solving all problems of the employees.

Primary Objective:

- To study about the perception of employees on work from home.

Secondary Objective:

- To understand employee's adaptability to work from home.
- To know whether the employees are in any need of help from organization.
- To assess the willingness of respondents to work from home.
- To make sure happiness of employees are in a satisfactory level.

RESEARCH METHODOLOGY:

Based on my study, the sample size of 155 was drawn from the population using the descriptive sampling techniques with a duration of 3 month. I use questionnaire as a primary data and secondary data from books and websites. The article is prepared by analysing the research paper. The structure of the question was designed with the demographic factor questions, multiple choice question for analysing respondents saving behaviour.

ANALYTICAL TOOLS:

The present study uses the following statistical tools for analysing the collected data, percentage, ANNOVA analysis, Chi- Square analysis are used for the research.

PERCENTAGE ANALYSIS:

1. Table showing age of the respondents.

AGE	NO. OF RESPONDENTS	PERCENTAGE
18 – 25	91	58.71
26 – 35	47	30.32
36 – 45	14	9.03
Above 45	3	1.94
Total	155	100

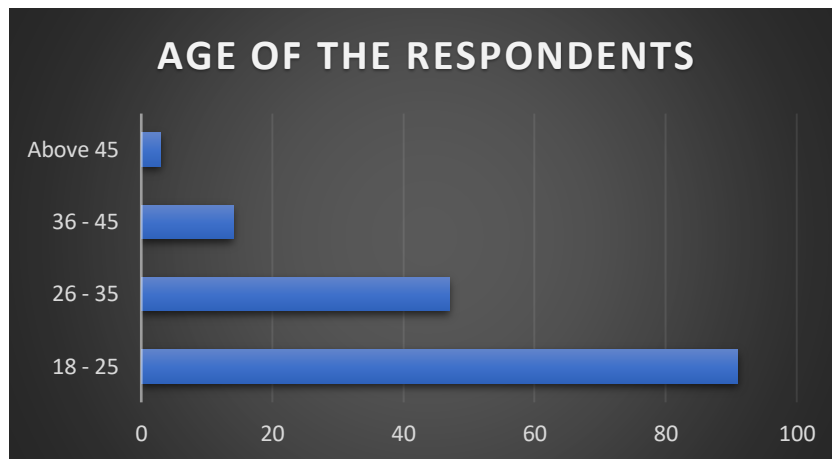


Chart 4.1.1 Age of the respondents.

INTERPRETATION:

From the above table, it is interpreted that 58.71% of the respondents are between 18 – 25 years old, 30.32% of them are between 26 – 35 years old, 9.03% of them are between 35 – 45 years old and 1.94% are above 46 years old.

INFERENCE:

Majority (58.71%) of respondents are between 18 – 25 years old.

2. Table showing how do you feel about work from home.

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Great	22	14.19
Good	87	56.13
Neutral	27	17.42
Bad	18	11.61
Very Bad	1	0.65
Total	155	100

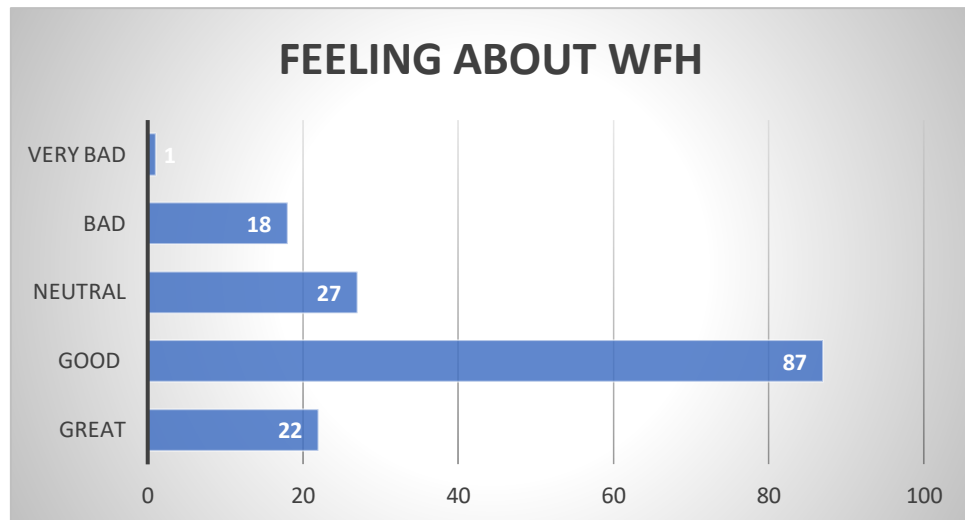


Chart 4.1.7 Feeling about work from home

INTERPRETATION:

From the above table, it is interpreted that 14.19% of the respondents feel great about working from home, 56.13% of them feel good about working from home, 17.42% of them feel neutral about working from home, 11.61% of them feel bad about working from home, 0.65% of them feel very bad about working from home.

INFERENCE:

Majority (56.13%) of the respondents feel good about working from home.

3. Table showing would you recommend work from home as an ideal way of working.

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Strongly recommended	26	16.77
Recommended	74	47.74
Neutral	42	27.10
Not recommended	13	8.39
Total	155	100

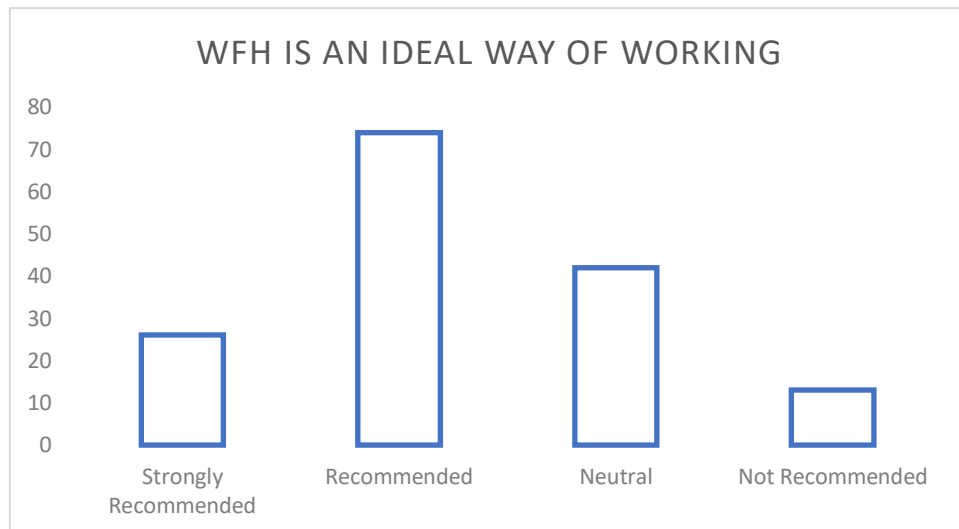


Chart 4.1.13 WFH is an ideal way working.

INTERPRETATION:

From the above table, it is interpreted that 16.77% of the respondents strongly recommend work from home is an ideal way of working, 47.74% of them recommend work from home is an ideal way of working, 27.10% of them were neutral in work from home is an ideal way of working, 8.39% of them not recommend work from home is an ideal way of working.

INFERENCE:

Majority (47.74%) of the respondents recommend work from home is an ideal way of working.

CHI – SQUARE ANALYSIS:

Table showing the association between age of the employees and how do you feel about working from home.

Alternative Hypothesis (H_1) – There is no association between employees age and how employees feel about working from home.

Null Hypothesis (H_0) – There is significant association between employees age and how employees feel about working from home.

AGE OF THE RESPONDENTS * HOW DO YOU FEEL ABOUT WORKING FROM HOME Crosstabulation

			HOW DO YOU FEEL ABOUT WORKING FROM HOME					Total
			Great	Good	Neutral	Bad	Very bad	
AGE OF THE RESPONDENTS	18 - 25	Count	13	54	18	6	0	91
		% within AGE OF THE RESPONDENTS	14.3 %	59.3%	19.8%	6.6 %	0.0%	100.0 %
	26 - 35	Count	8	26	6	6	1	47
		% within AGE OF THE RESPONDENTS	17.0 %	55.3%	12.8%	12.8 %	2.1%	100.0 %
	36 - 45	Count	2	6	2	4	0	14
		% within AGE OF THE RESPONDENTS	14.3 %	42.9%	14.3%	28.6 %	0.0%	100.0 %
	Above 45	Count	0	0	1	2	0	3
		% within AGE OF THE RESPONDENTS	0.0%	0.0%	33.3%	66.7 %	0.0%	100.0 %
Total		Count	23	86	27	18	1	155
		% within AGE OF THE RESPONDENTS	14.8 %	55.5%	17.4%	11.6 %	0.6%	100.0 %

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	19.942 ^a	12	.068
Likelihood Ratio	17.334	12	.137
Linear-by-Linear Association	6.558	1	.010
N of Valid Cases	155		

- a. 11 cells (55.0%) have expected count less than 5. The minimum expected count is .02.

INTERPRETATION:

Since p value 0.068 is greater than 0.05, we accept null hypothesis and reject alternative hypothesis. Therefore, there is no significant association between employees age and how employees feel about working from home.

ONE WAY ANOVA:

Table showing association between number of hours worked during lockdown and would you recommend work from as an ideal way of working.

Alternative Hypothesis (H_1) – There is no association between number of hours worked during lockdown and would you recommend work from as an ideal way of working.

Null Hypothesis (H_0) – There is association between number of hours worked during lockdown and would you recommend work from as an ideal way of working.

ANOVA					
AVERAGE NUMBER OF HOURS WORKED DURING LOCKDOWN					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	2.739	3	.913	2.347	.075
Within Groups	58.745	151	.389		
Total	61.484	154			

INTERPRETATION:

Since p value is 0.075 is greater than 0.05, we accept null hypothesis and reject alternative hypothesis. Therefore, there is no significant association between number of hours worked during lockdown and would you recommend work from as an ideal way of working.

SUGGESTION:

In this context, we designed the present study to assess the impact of work from home on employees during the COVID-19 lockdown. Further, there are inherent differences in the nature of the manufacturing and technology-enabled service sectors. From the above research, it's been clear that even though most of the people think work from home is good, there is still a lot more who are confused whether it is good or bad and some are feeling bad. Most of them have never worked in work from home before COVID-19. Most of the respondents say they have started to work from home during pandemic time. Most of the respondents would like to work from home after lockdown; they are comfortable in work from home; they work in time and enjoy time with family members. Most of the respondents recommend work from home as an ideal way of working. Respondents say that they have to work long hours to succeed.

CONCLUSION:

Work from home concept is flexible for the employers because of that they can balance their work and also their home and achieve organizational goals very easily by showing their potential by putting extra efforts after getting training. So that better productivity can be achieved. A new global culture has emerged with primary focus on safeguarding from highly infectious Coronavirus. Facemask, hand gloves, sanitizers and physical distancing became an integral part of life. The current situation has given thrust to the virtual world and there are various steps taken by the governments to increase contactless experience. Like every coin has two sides, the present situation also poses opportunities and challenges. The increased remote working will enable organizations and hire the best talent from anywhere without spending on office space and administration cost. The social system is going through a massive change like never. The new normal will have new ways of living for the survival of human being. To drive a profitable growth, successful organizations need to adapt themselves for enhanced uses on cutting-edge technology and invest efforts in enhancing employee's experience.

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