

A STUDY ON THE PERCEPTION OF EMPLOYEES ON WORK FROM HOME

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Chapter 1 Introduction

Working from home is defined as people working from their home or from other location of their choice other than the working area by payment which is provided by the employer. Working from home is having lots of use in recent years. Since the growth of the networking from home indicates the employee can finish their work with in their own premises. Work will be done remotely. A way which is considered as an option has become the only way for the workers during the pandemic period.

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.

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.

Dr Mini Amit Arrawatia says, work from home is turning into a must popular and convenient nowadays and it also

Review of literature

considered easy way to do their job without any barrier, those barriers which are occurring due to this pandemic.

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.

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.

Review of literature

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.

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.

Review of literature

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.

Review of literature

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.

Review of literature

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.

Chapter 3 Research Methodology

3.1 Need for the study

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. "Working from Home" system should have characteristics to fulfill its objectives to provide all the required services and to solve all problems of the stake holders.

3.2 Objectives of the study

Primary Objective:

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

Secondary objective:

- To know whether the employees are in any need of help from organization.
- To make sure employee's work life balance is in a healthy way
- To make sure happiness of employees are in a satisfactory level.
- To find out the benefits and problems experienced by employee.

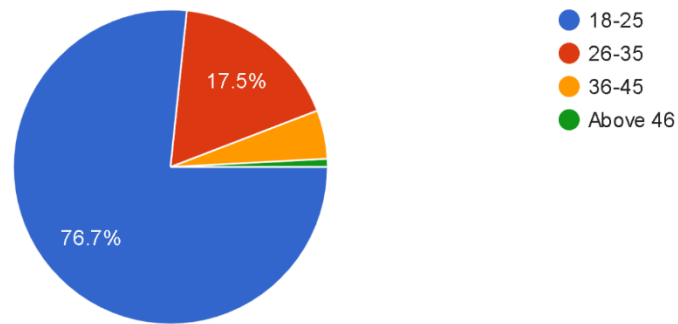
3.3 Research Design

- Type of research: Descriptive Research
- Sampling area: Chennai
- Sample Size : 120
- Sampling method: Convenient sampling
- Data collection method : By ratings given to the questionnaire.
- Primary data : Collected directly from the respondent with the help of a questionnaire
- Secondary data : journal, company websites, conference proceedings, Tools used for Analysis: Percentage analysis, bar chart, pie chart etc.

Chapter 4 Data Analysis

4.1 Percentage Analysis

Age:
120 responses



S.No	Particulars	No of Respondents	Percentage
1	18-25	92	76.7
2	26-35	21	17.5
3	36-45	6	5
4	Above 46	1	0.8
Total		120	100

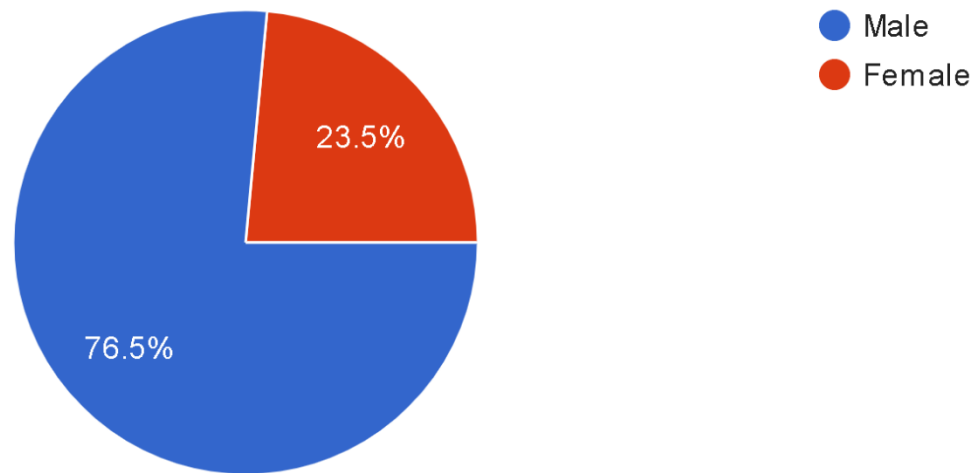
INTERPRETATION:

From the above table it is interpreted that 76.7% of the respondents are between 18-25 years old, 17.5% of them are between 26-35 years old, 5% of them are 36-45 years old and rest 0.8% are above 46 years old.

INFERENCE:

Majority (76.7%) of respondents are between 18-25 years old.

Gender:
119 responses



S.No	Particulars	No of Respondents	Percentage
1	Male	91	76.5
2	Female	28	23.5
Total		119	100

INTERPRETATION:

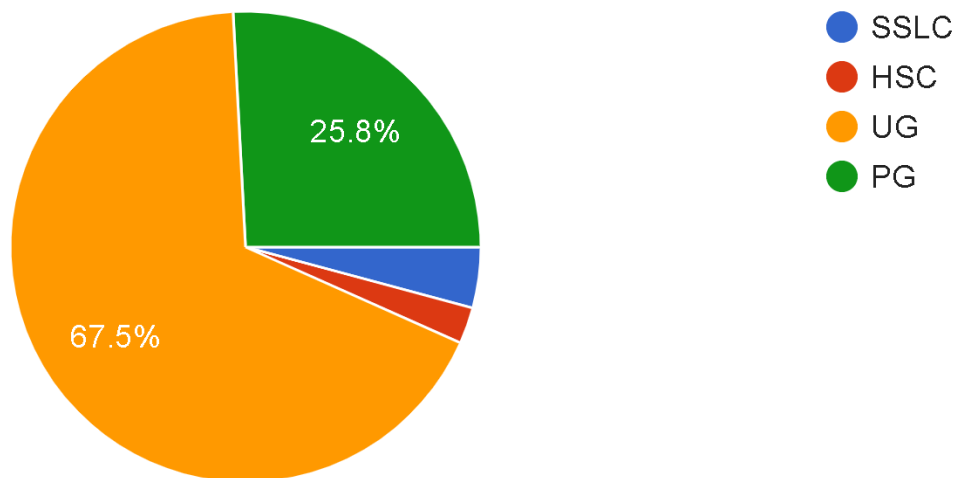
From the above table it is interpreted that 76.5% of the respondents are male and 23.5% of them are female.

INFERENCE:

Majority (76.5%) of respondents are male.

Education:

120 responses



S.No	Particulars	No of Respondents	Percentage
1	SSLC	5	4.2
2	HSC	3	2.5
3	UG	81	67.5
4	PG	31	25.8
Total		120	100

INTERPRETATION:

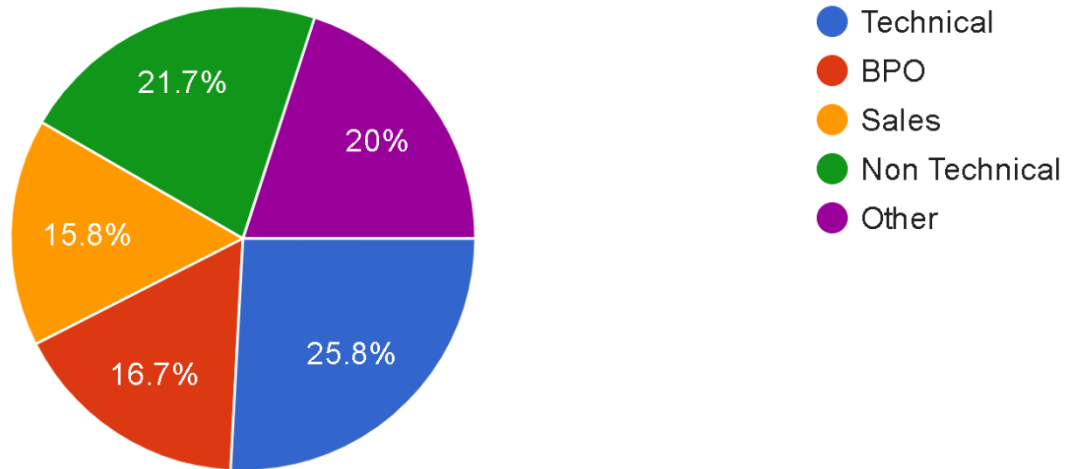
From the above table it is interpreted that 4.2% of the respondents have finished SSLC , 2.5% of them have finished HSC, 67.5% of them have done UG and rest 25.8% are having PG degrees.

INFERENCE:

Majority (67.5%) of respondents are Under Graduates.

Designation:

120 responses



S.No	Particulars	No of Respondents	Percentage
1	Technical	31	25.8
2	Non technical	26	21.7
3	BPO	20	16.7
4	Sales	19	15.8
5	Others	24	20
Total		120	100

INTERPRETATION:

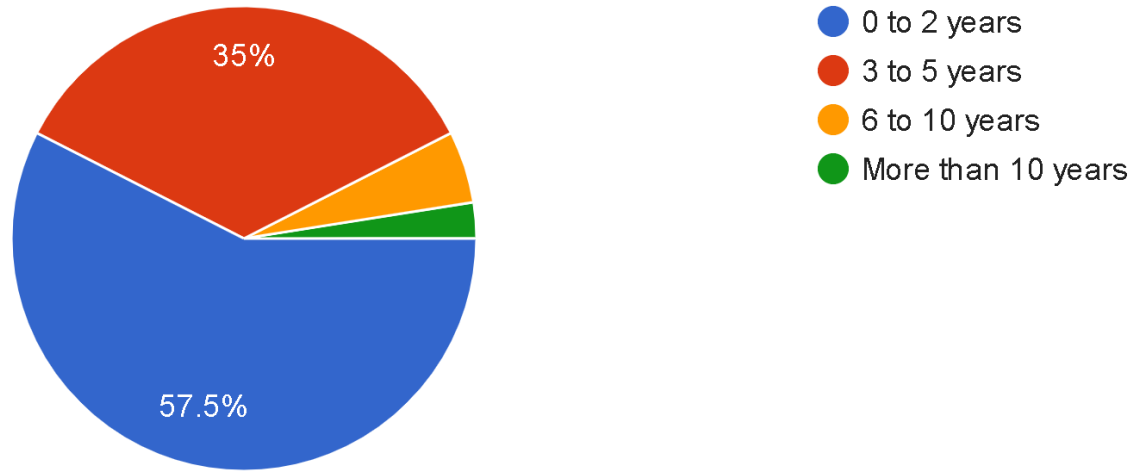
From the above table it is interpreted that 25.8% of the respondents are working on Technical, 21.8% on Non Technical, 16.7% on BPO, 15.8% on Sales and rest 20% are working on other designations.

INFERENCE:

Majority (25.8%) of respondents are working on technical field.

Experience in present company:

120 responses



S.No	Particulars	No of Respondents	Percentage
1	0-2 years	69	57.5
2	3-5 years	42	35
3	6-10 years	6	5
4	More than 10 years	3	2.5
Total		120	100

INTERPRETATION:

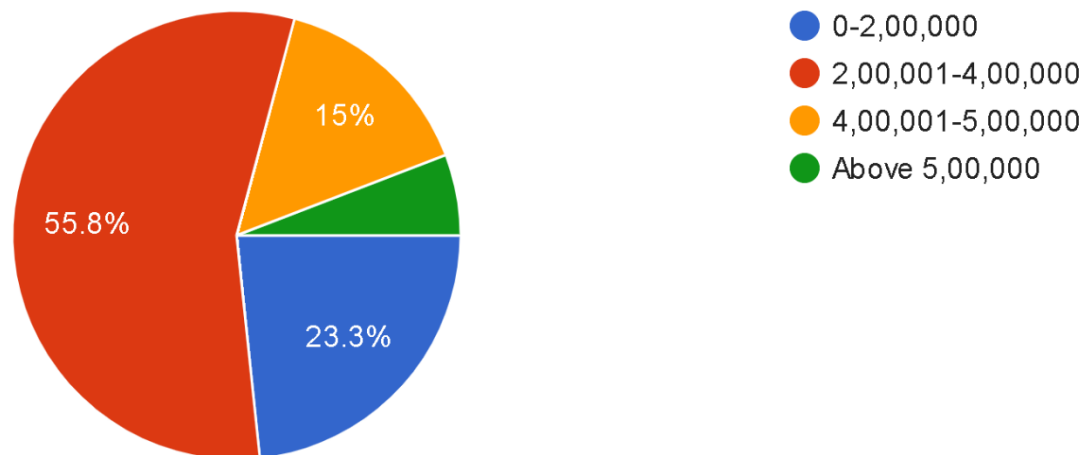
From the above table it is interpreted that 57.5% of the respondents have experience of 0 to 2 years, 35% of them have experience of 3 to 5 years, 5% of them have 6 to 10 years and rest 2.5% have more than 10 years.

INFERENCE:

Majority (57.5%) of respondents have an experience of 0 to 2 years

Annual Salary:

120 responses



S.No	Particulars	No of Respondents	Percentage
1	0-2,00,000	28	23.3
2	2,00,001-4,00,000	67	55.8
3	4,00,001-5,00,000	18	15
4	Above 5,00,000	7	5.8
Total		120	100

INTERPRETATION:

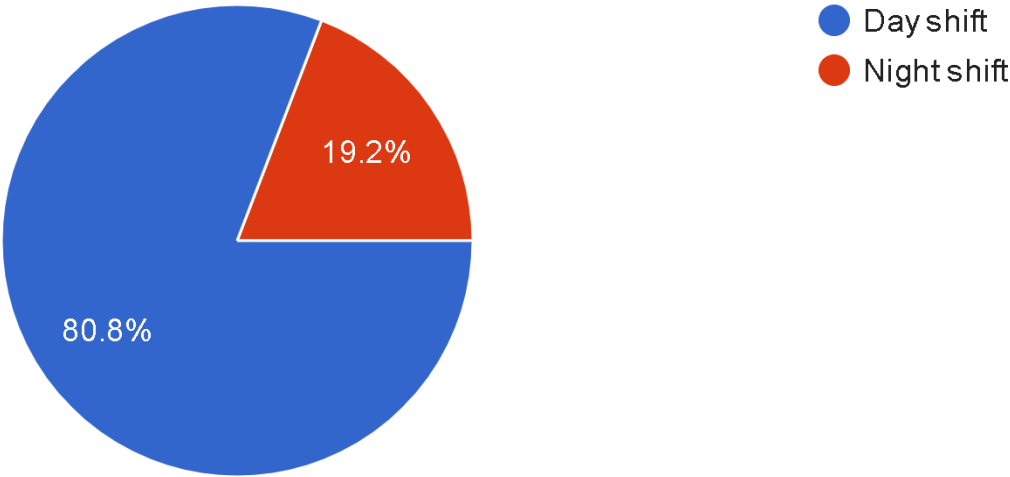
From the above table it is interpreted that 23.3% of the respondents have an annual income between 0-2,00,000, 55.8% of them have in between 2,00,001-4,00,000, 15% of them have in between 4,00,001-5,00,000 and rest 5.8% have above 5,00,000.

INFERENCE:

Majority (55.8%) of respondents have annual income in between 2,00,001-4,00,000.

What shift are you currently working on?

120 responses



S.No	Particulars	No of Respondents	Percentage
1	Day shift	97	80.8
2	Night shift	23	19.2
Total		120	100

INTERPRETATION:

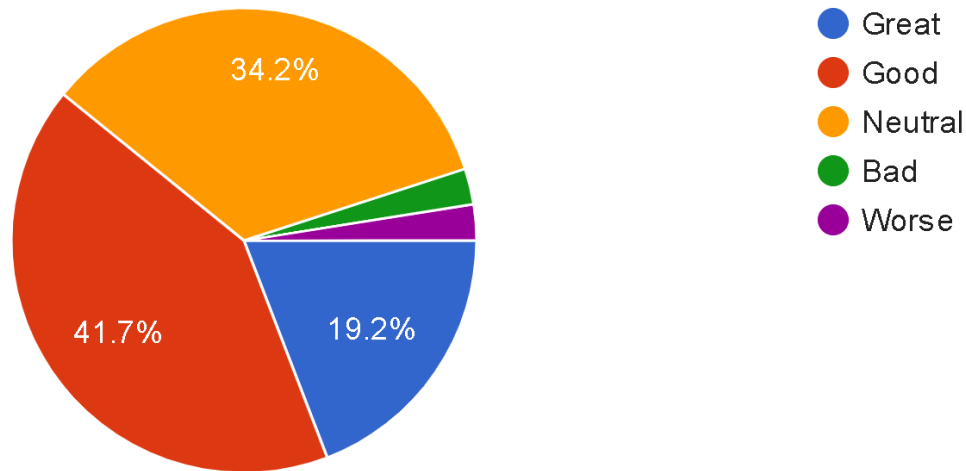
From the above table it is interpreted that 80.8% of the respondents work on day shift, and the rest 19.2% work on night shift.

INFERENCE:

Majority (80.8%) of respondents works on day shift.

How do you feel about working from home?

120 responses



S.No	Particulars	No of Respondents	Percentage
1	Great	23	19.2
2	Good	50	41.7
3	Neutral	41	34.2
4	Bad	3	2.5
5	Worse	3	2.5
Total		120	100

INTERPRETATION:

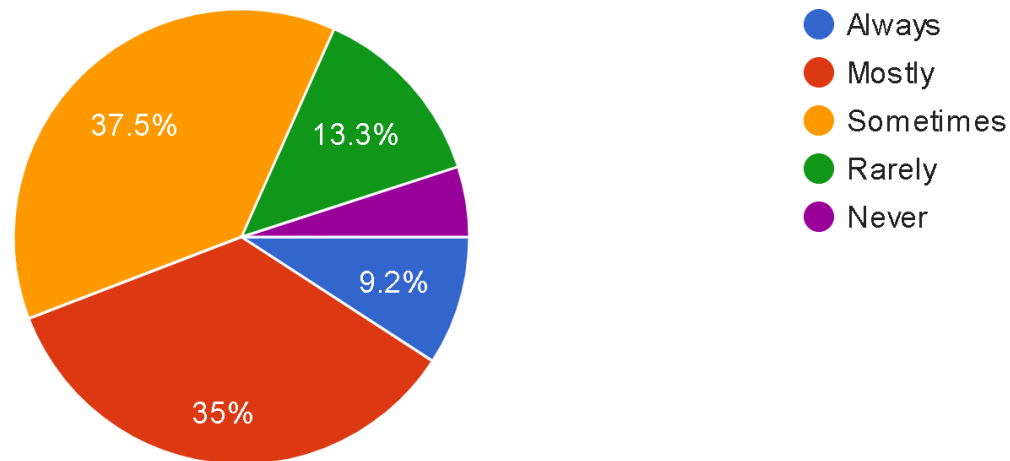
From the above table it is interpreted that 19.2% of the respondents feels great, 41.7% of them feels good, 34.2% of them feels neutral, 2.5% of them feels bad and the rest 2.5% feels worse about working from home.

INFERENCE:

Majority (41.7%) of respondents feels good about working from home.

How often do prefer to work from home before Covid-19?

120 responses



S.No	Particulars	No of Respondents	Percentage
1	Always	11	9.2
2	Mostly	42	35
3	Sometimes	45	37.5
4	Rarely	16	13.3
5	Never	6	5
Total		120	100

INTERPRETATION:

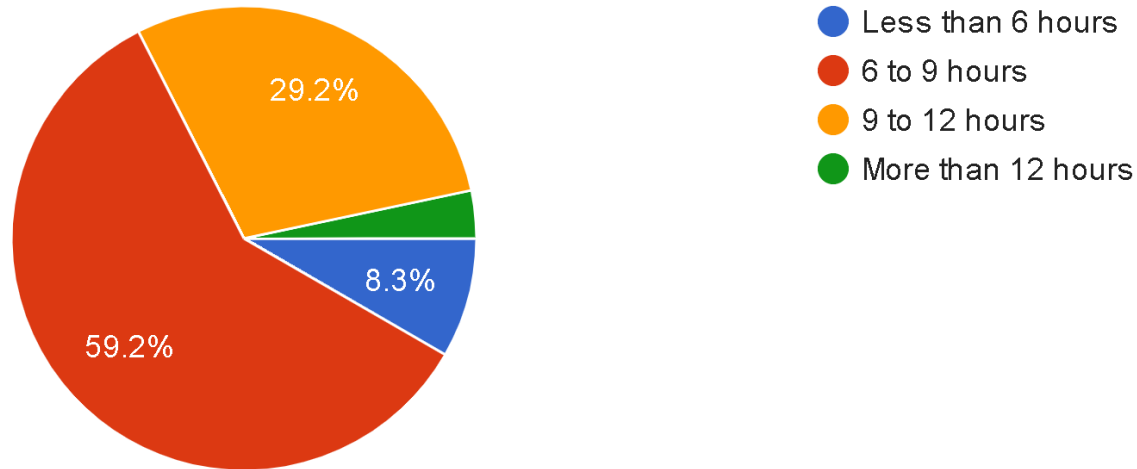
From the above table it is interpreted that 9.2% of the respondents always prefer to work from home even before Covid-19, 35% of them mostly do, 37.5% of them sometimes do, 13.5% of them rarely do and the rest 5% never prefer work from home before Covid -19.

INFERENCE:

Majority (37.5%) of respondents sometimes prefer to work from home before Covid-19.

How many hours do you work in a day?

120 responses



S.No	Particulars	No of Respondents	Percentage
1	Less than 6 hours	10	8.3
2	6 to 9 hours	71	59.2
3	9 to 12 hours	35	29.2
4	More than 12 hours	4	3.3
Total		120	100

INTERPRETATION:

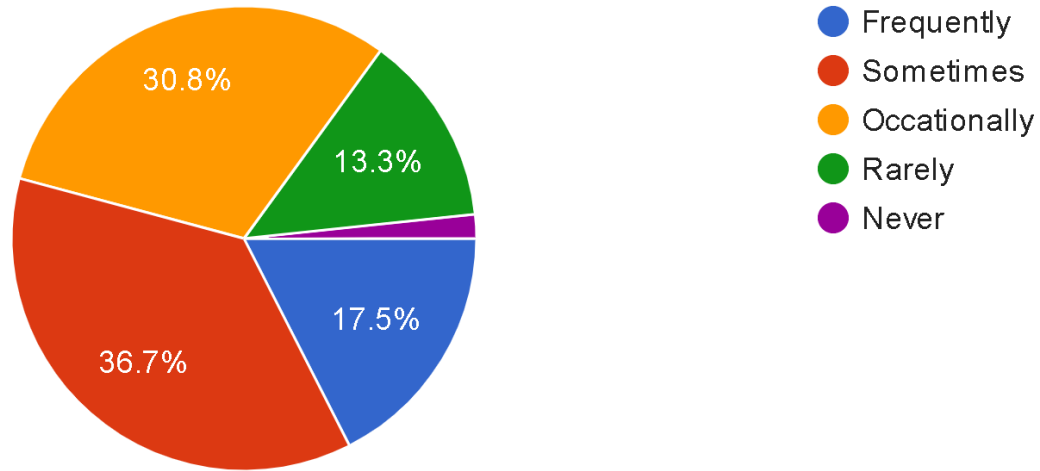
From the above table it is interpreted that 8.3% of the respondents work less than 6 hour a day, 59.2% of them work 6 to 9 hours, 29.2% of them work 9 to 12 hours and rest 3.3% work more than 12 hours a day.

INFERENCE:

Majority (59.2%) of respondents work 6 to 9 hours a day.

How often do you take breaks in between work?

120 responses



S.No	Particulars	No of Respondents	Percentage
1	Frequently	21	17.5
2	Sometimes	44	36.7
3	Occasionally	37	30.8
4	Rarely	16	13.3
5	Never	2	1.7
Total		120	100

INTERPRETATION:

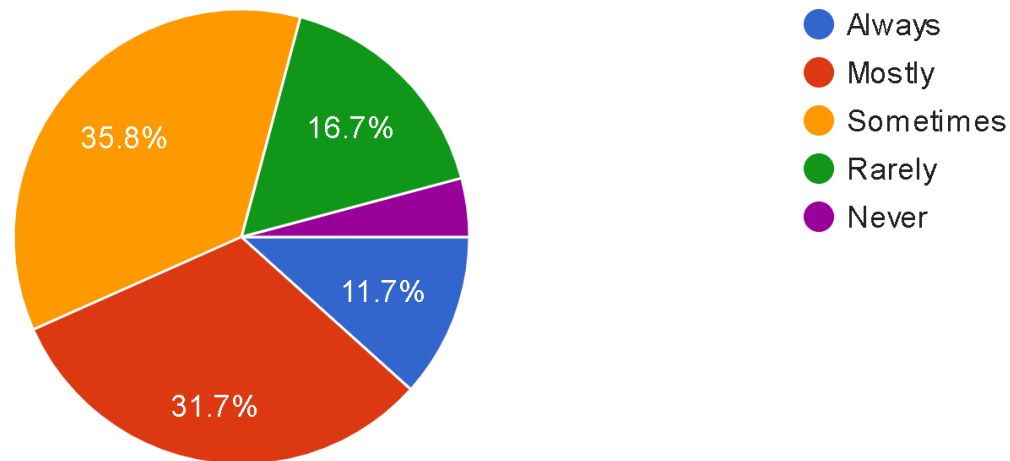
From the above table it is interpreted that 17.5% of the respondents frequently take breaks in between work, 36.7% of them sometimes take breaks, 30.8% of them occasionally take breaks, 13.3% of them rarely take breaks and rest 1.7% never takes breaks in between work.

INFERENCE:

Majority (36.7%) of respondents sometimes take breaks in between work.

Can you maintain a fairly regular sleep schedule?

120 responses



S.No	Particulars	No of Respondents	Percentage
1	Always	14	11.7
2	Mostly	38	31.7
3	Sometimes	43	35.8
4	Rarely	20	16.7
5	Never	5	4.2
Total		120	100

INTERPRETATION:

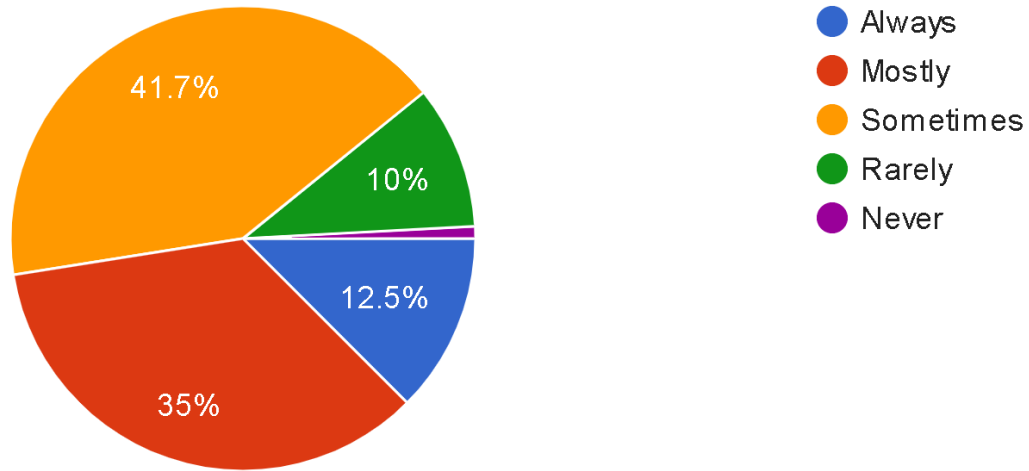
From the above table it is interpreted that 11.7% of the respondents always maintain a fairly regular sleep schedule, 31.7% of them mostly do, 35.8% of them sometimes do, 16.7% of them rarely do and rest 4.2% can never maintain a fairly regular sleep schedule.

INFERENCE:

Majority (35.8%) of respondents sometimes can maintain a fairly regular sleep schedule.

How often do you think or worry about work (when you are not actually at work)?

120 responses



S.No	Particulars	No of Respondents	Percentage
1	Always	15	12.5
2	Mostly	42	35
3	Sometimes	50	41.7
4	Rarely	12	10
5	Never	1	0.8
Total		120	100

INTERPRETATION:

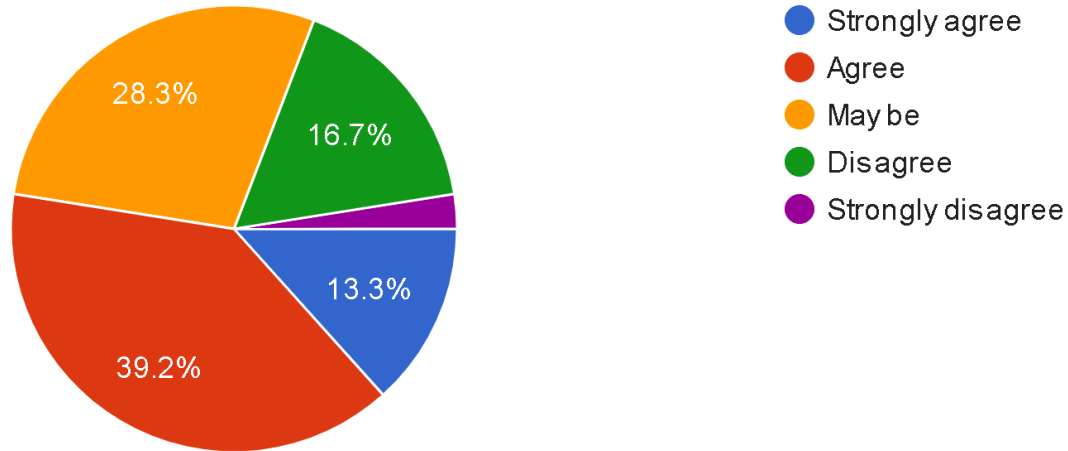
From the above table it is interpreted that 12.5% of the respondents always worry about work, 35% of them mostly worry, 41.7% of them sometimes worry, 10% of them rarely worry and rest 0.8% never worry about work, while not being in work.

INFERENCE:

Majority (47.7%) of respondents sometimes worry about work even when they are not at work.

Do you agree that you miss out quality time with your family and friends because of work from home?

120 responses



S.No	Particulars	No of Respondents	Percentage
1	Strongly Agree	16	13.3
2	Agree	47	39.2
3	May be	34	28.3
4	Disagree	20	16.7
5	Strongly Disagree	3	2.5
Total		120	100

INTERPRETATION:

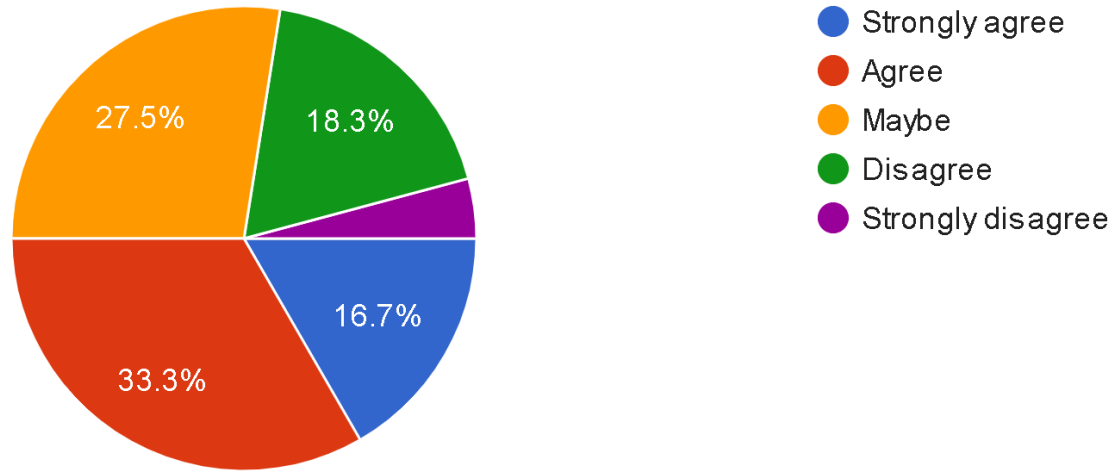
From the above table it is interpreted that 13.3% of the respondents strongly agree, 39.2% of them agree, 28.3% of them says may be, 16.7% disagree and rest 2.5% strongly disagree that they miss out quality time with their family and friends because of work from home.

INFERENCE:

Majority (39.2%) of respondents agree that they miss out quality time with friends and family because of work from home.

Are you productive enough while working from home as compared to going to office?

120 responses



S.No	Particulars	No of Respondents	Percentage
1	Strongly Agree	20	16.7
2	Agree	40	33.3
3	May be	33	27.5
4	Disagree	22	18.3
5	Strongly Disagree	5	4.2
Total		120	100

INTERPRETATION:

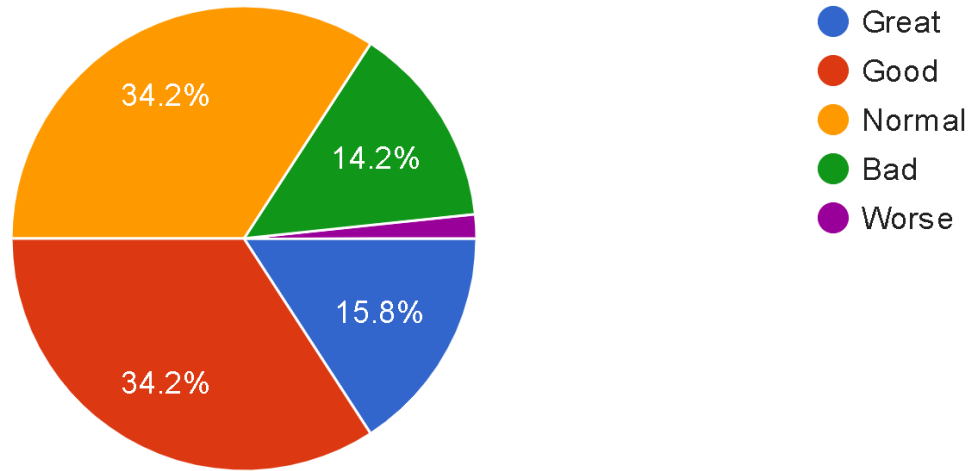
From the above table it is interpreted that 16.7% of the respondents strongly agree, 33.3% of them agree, 27.5% of them says may be, 18.3% of them disagree and rest 4.2% of them strongly disagree that they are productive enough while working from home as compared to going to office.

INFERENCE:

Majority (33.3%) of respondents agree that they are as productive as when they go to office, even when they work from home.

Rate the workspace you have in your home.

120 responses



S.No	Particulars	No of Respondents	Percentage
1	Great	19	15.8
2	Good	41	34.2
3	Normal	41	34.2
4	Bad	17	14.2
5	Worse	2	1.7
Total		120	100

INTERPRETATION:

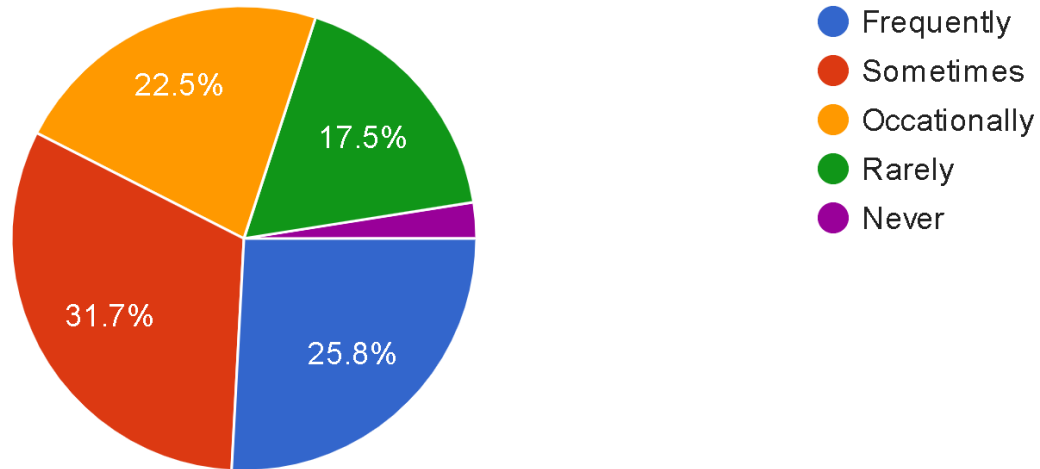
From the above table it is interpreted that 15.8% of the respondents rates their workspace in home as great, 34.2% of them says good, 34.2% says normal, 14.2% says bad and rest 1.7% rates it as worse.

INFERENCE:

Majority (34.2%) of respondents rates their workspace in home as good and the same number of people rates it as normal.

Are you in regular contact with your team manager?

120 responses



S.No	Particulars	No of Respondents	Percentage
1	Frequently	31	25.8
2	Sometimes	38	31.7
3	Occasionally	27	22.5
4	Rarely	21	17.5
5	Never	3	2.5
Total		120	100

INTERPRETATION:

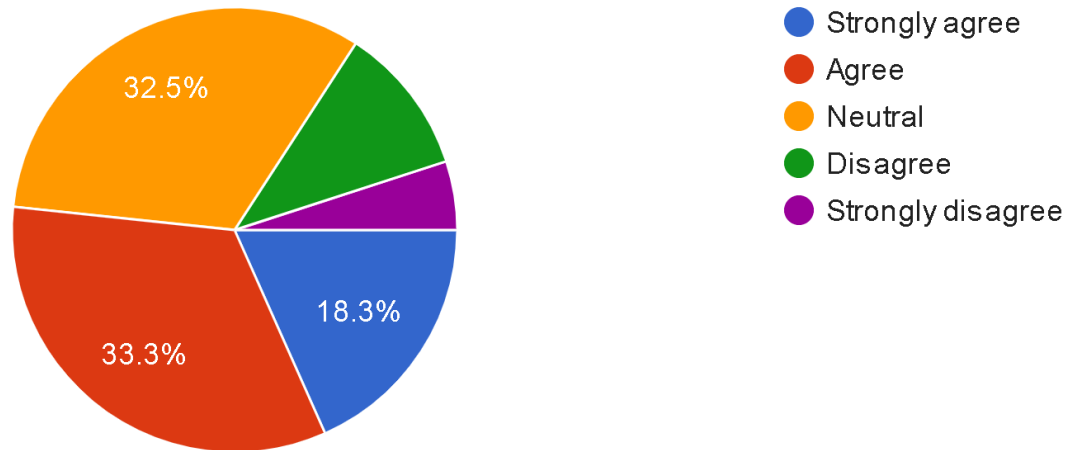
From the above table it is interpreted that 25.8% of the respondents are frequently in regular contact with their team manager, 31.7% of them are sometimes in contact, 22.5% of them are occasionally in contact, 17.5% of them are rarely in contact and rest 2.5% are never in regular contact with their team manager.

INFERENCE:

Majority (31.7%) of respondents are sometimes in regular contact with their team manager.

Does your organization provides proper work support to you while working from home (Electricity charges, Wi-Fi charges etc) ?

120 responses



S.No	Particulars	No of Respondents	Percentage
1	Strongly Agree	22	18.3
2	Agree	40	33.3
3	May be	39	32.5
4	Disagree	13	10.8
5	Strongly Disagree	6	5
Total		120	100

INTERPRETATION:

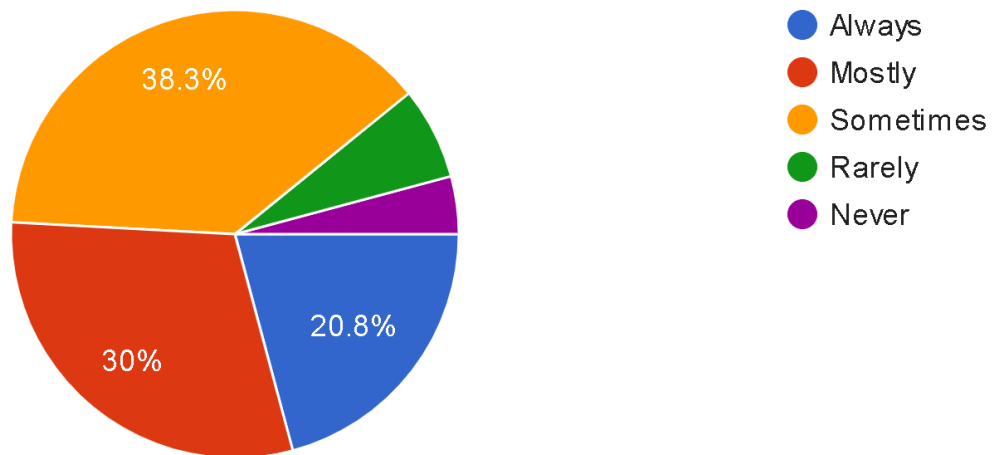
From the above table it is interpreted that 18.3% of the respondents strongly agree, 33.3% of them agree, 32.5% of them says may be, 10.8% of them disagree and rest 5% of them strongly disagree that their organization provides proper support to them when work from home.

INFERENCE:

Majority (33.3%) of respondents agree that their organization provides proper support while working from home.

Are you able to assemble all the equipment and electricity needed for your work to work peacefully at home?

120 responses



S.No	Particulars	No of Respondents	Percentage
1	Always	25	20.8
2	Mostly	36	30
3	Sometimes	46	38.3
4	Rarely	8	6.7
5	Never	5	4.2
Total		120	100

INTERPRETATION:

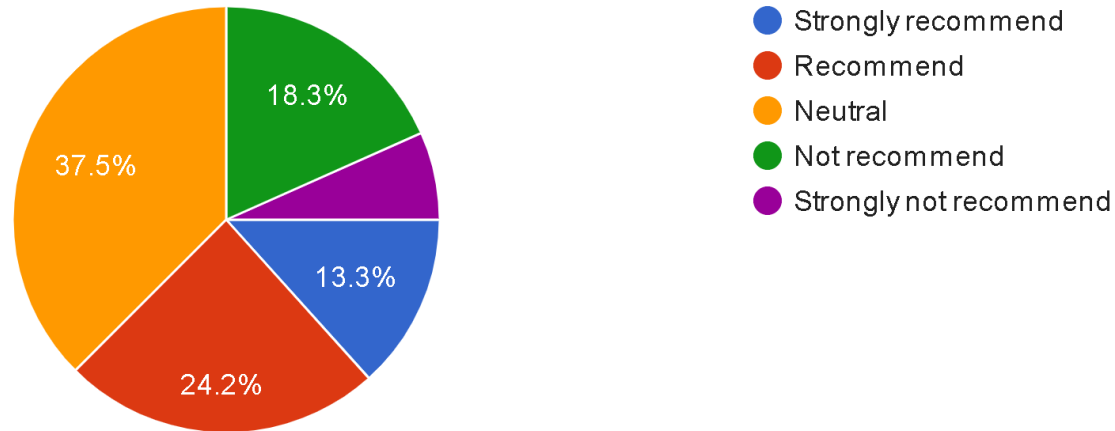
From the above table it is interpreted that 20.8% of the respondents can always, 30% of them mostly can, 38.3% of them sometimes can, 6.7% of them rarely can and rest 4.2% can never able to assemble all the equipment and electricity needed for their work from home.

INFERENCE:

Majority (38.3%) of respondents can sometimes able to assemble all the equipment and electricity needed for their work from home.

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

120 responses



S.No	Particulars	No of Respondents	Percentage
1	Strongly Recommend	16	13.3
2	Recommend	29	24.2
3	Neutral	45	37.5
4	Not Recommend	22	18.3
5	Strongly Not Recommend	8	6.7
Total		120	100

INTERPRETATION:

From the above table it is interpreted that 13.3% of the respondents strongly recommend, 24.2% of them recommend, 37.5% are neutral about recommending, 18.3% of them not recommend and rest 6.7% strongly not recommend work from home as an ideal way of working.

INFERENCE:

Majority (37.5%) of respondents are neutral about recommending work from home as an ideal way of working.

Questionnaire:

A study on the perception of employees on work from home:

1. Name:

2. Age:

- 18-25
- 26-35
- 36-45
- Above 46

3. Gender:

- Male
- Female

4. Education:

- SSLC
- HSC
- UG
- PG

5. Designation:

- Technical
- BPO
- Sales
- Non Technical
- Other

6. Experience in present company

- 0 to 2 years
- 3 to 5 years
- 6 to 10 years
- More than 10 years

7. Annual Salary;

- 0-2,00,000
- 2,00,001-4,00,000
- 4,00,001-5,00,000
- Above 5,00,000

8. What shift are you currently working on?

- Day shift
- Night shift

9. How do you feel about working from home?

- Great
- Good
- Neutral
- Bad
- Worse

10. How often do you work from home before Covid-19?

- Always
- Mostly
- Sometimes
- Rarely
- Never

11. How many hours do you work in a day?

- Less than 6 hours
- 6 to 9 hours
- 9 to 12 hours
- More than 12 hours

12. How often do you take breaks in between work?

- Frequently
- Sometimes
- Occasionally
- Rarely
- Never

13 Can you maintain a fairly regular sleep schedule?

- Always
- Mostly
- Sometimes
- Rarely
- Never

14 How often do you think or worry about work (when you are not actually at work)?

- Always
- Mostly
- Sometimes
- Rarely
- Never

15. Do you agree that you miss out quality time with your family and friends because of work from home?

- Strongly Agree
- Agree
- May be
- Disagree
- Strongly Disagree

16 Are you productive enough while working from home as compared to going to office?

- Strongly Agree
- Agree
- May be
- Disagree
- Strongly Disagree

17. Rate the workspace you have in your home.

- Great
- Good
- Neutral
- Bad
- Worse

18. Are you in regular contact with your team manager?

- Frequently
- Sometimes
- Occasionally
- Rarely
- Never

19. Does your organization provides proper work support to you while working from home (Electricity charges, Wi-Fi charges etc)?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

20. Are you able to assemble all the equipment and electricity needs for your work to work peacefully at home?

- Always
- Mostly
- Sometimes
- Rarely
- Never

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

- Strongly Recommend
- Recommend
- Neutral
- Not Recommend
- Strongly Not Recommend

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

Excel sheet data link:

https://docs.google.com/spreadsheets/d/18CgM9NUOBtzMFvgipX50nUWgPz21tVevDoSEzuicu_0/edit?usp=sharing