

A STUDY ON THE PERCEPTION OF EMPLOYEES ON WORK FROM HOME

Submitted in partial fulfillment of the requirements for the award of

Master of Business Administration

by

MOHAN K

39410123



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 – 2021



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SCHOOL OF BUSINESS ADMINISTRATION

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **MOHAN K (39410123)** who have done the Project work entitled **“A STUDY ON THE PERSPECTIVE OF EMPLOYEES ON WORK FROM HOME”** under my supervision from January 2021 to April 2021.

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Submitted for Viva voce Examination held on _____.

Internal Examiner

External Examiner

DECLARATION

I **MOHAN K 39410123** hereby declare that the Project Report entitled “**A STUDY ON THE PERSPECTIVE OF EMPLOYEES ON WORK FROM HOME**” done by me under the guidance of **Dr. TR. KALAI LAKSHMI, M.A., M.B.A., M.Phil., Ph.D.**, is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

DATE:

PLACE:

MOHAN K

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TABLE OF CONTENTS

CHAPTER	TITLE	PAGE NO
	ABSTRACT	i
	LIST OF TABLES	ii
	LIST OF CHARTS	iii
1	INTRODUCTION	1
	1.1 Introduction	1
	1.2 Industry Profile	2
	1.3 Statement of Problem	2
	1.4 Need for the Study	3
	1.5 Scope and Significance of Study	4
	1.6 Objectives of the Study	4
	1.7 Limitations of the Study	5
2	REVIEW OF LITERATURE	6
3	RESEARCH METHODOLOGY	12
	3.1 Research Design	12
	3.2 Sampling Technique	12
	3.3 Sources of Data	13
	3.4 Sample Size	13
	3.5 Period of Study	13
	3.6 Analytical Tools	13
4	DATA ANALYSIS AND INTERPRETATION	14
	4.1 Percentage Analysis	14
	4.2 Chi-Square Analysis	34
	4.3 ANOVA Analysis	35
5	FINDINGS, SUGGESTIONS AND CONCLUSION	36
	5.1 Findings of the Study	36
	5.2 Suggestions	37
	5.3 Conclusion	38
	REFERENCES	39
	APPENDIX – I (Questionnaire)	42
	APPENDIX – II (Article)	47

ABSTRACT

The pandemic, COVID-19 has made a large part of the workforce unable to go to office, as to stop the spread of virus. This resulted in both employees and employers looking for alternate working ways. Due to the situation, many employees are forced to work from home. Not everyone is experience with the concept of working from home. Hence WFH has become a policy priority for most governments. In doing so, the policies must be made keeping in mind the practicality for both employers and employees. 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 on 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 120, 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 2021. Percentage analysis, ANOVA and Chi-Square were used for analytical purposes.

LIST OF TABLES

TABLE NO	PARTICULARS	PAGE NO
4.1	Age of the respondents	14
4.2	Gender of the respondents	15
4.3	Education of the respondents	16
4.4	Designation of the Respondents	17
4.5	Experience of the respondents	18
4.6	Annual Income of the respondents	19
4.7	Shift timing of the respondents	20
4.8	Employee's feeling about work from home	21
4.9	Preference to work from home	22
4.10	Hours of work	23
4.11	Breaks in between work	24
4.12	Maintaining regular sleep schedule	25
4.13	Worrying about work	26
4.14	Missing out quality time with family and friends	27
4.15	Productivity of respondents while work from home	28
4.16	Respondent's workspace in home	29
4.17	Contact with team Manager	30
4.18	Organization's support	31
4.19	Assembling needs for work from home	32
4.20	Recommending work from home	33
4.21	Chi-Square Analysis	34
4.22	ANOVA Analysis	35

LIST OF CHARTS

TABLE NO	PARTICULARS	PAGE NO
4.1	Age of the respondents	14
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4.12	Maintaining regular sleep schedule	25
4.13	Worrying about work	26
4.14	Missing out quality time with family and friends	27
4.15	Productivity of respondents while work from home	28
4.16	Respondent's workspace in home	29
4.17	Contact with team Manager	30
4.18	Organization's support	31
4.19	Assembling needs for work from home	32
4.20	Recommending work from home	33

CHAPTER-1

INTRODUCTION

1.1 INTRODUCTION:

The idea of workplace is moving from thought of the physical location to a perspective. Physical area of a working spot has been generally losing its significance because of rapid extension of information technology. Current working life adapted the arrangement of work from home. It is also known as remote work and telecommuting. Work from home is described as a demonstration of completing work undertakings essentially at home. With the absence of physically monitoring, employees have more cautious in how, and what situations and when they complete an assigned work. This additionally builds flexibility among the employees over execution of task. Work from home empower more self-rule in work, which is likely associated with more efficiency and productivity. A significant drawback of work from home is that diminished control by colleagues or the subordinates. The work avoidance is the outcome when somebody's work inadequately monitored. Work from home will be useful when there is an issue to go to office and work should proceed. Covid-19 changed each and everything overnight. 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. 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 & Information Technology Enabled Services (IT-ITeS) 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 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 SCIKKEY 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 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.

1.5 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.

1.6 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.

1.6.1 Primary Objective:

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

1.6.2 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 make sure employee's work life balance is in a healthy way
- To make sure happiness of employees are in a satisfactory level.

1.7 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.

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 Delanoetje** 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.
- **Prithviraj 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 Non-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.

3.2.1.1 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.

3.3.2 Secondary data:

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

3.4 SAMPLE SIZE:

The respondents of this study considered were the employees of different companies in Chennai. The sample size chosen for the study is 120.

3.5 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 2021 to April 2021.

3.6 ANALYTICAL TOOLS:

Statistical tools are involved in carrying out a study include planning, designing, collecting data, analysing, 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: Age of the respondents

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

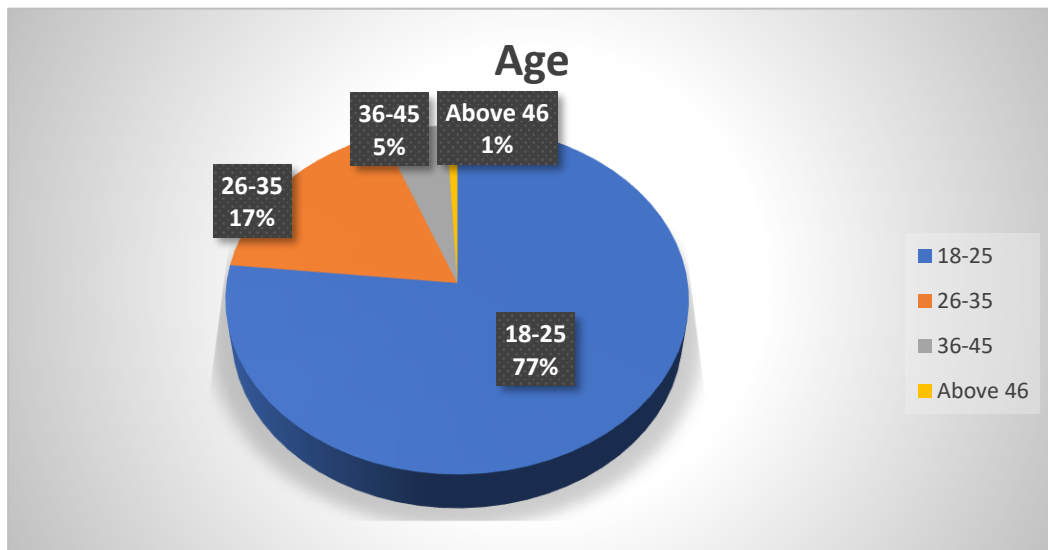


Chart 4.1: Age of the respondents

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.

Table 4.2: Gender of the respondents:

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

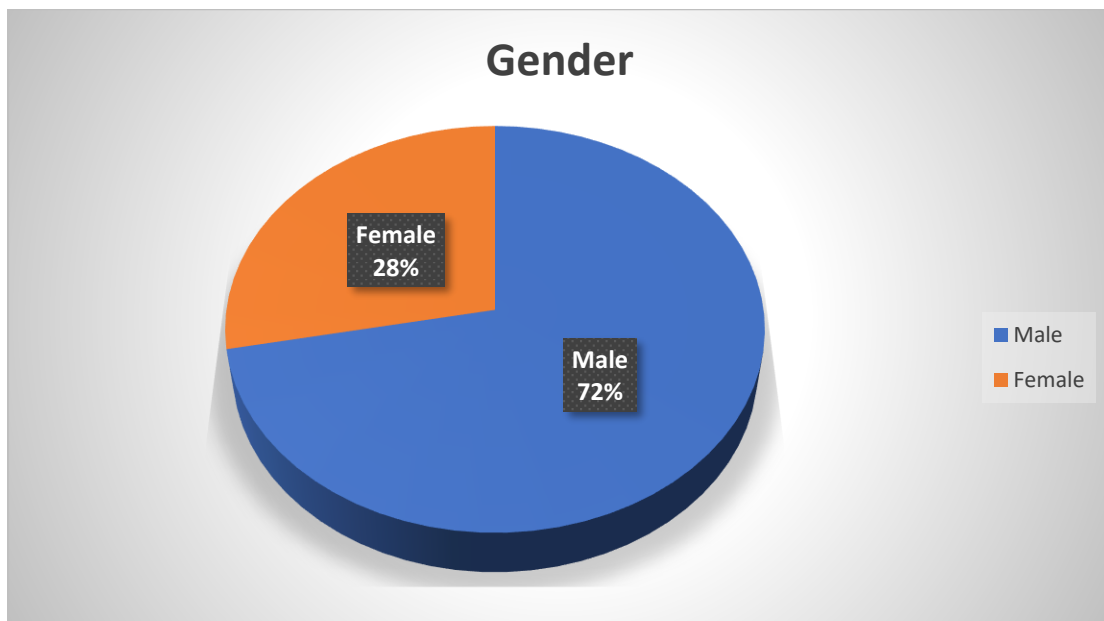


Fig 4.2: Gender of the respondents

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.

Table 4.3: Education of the respondents

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

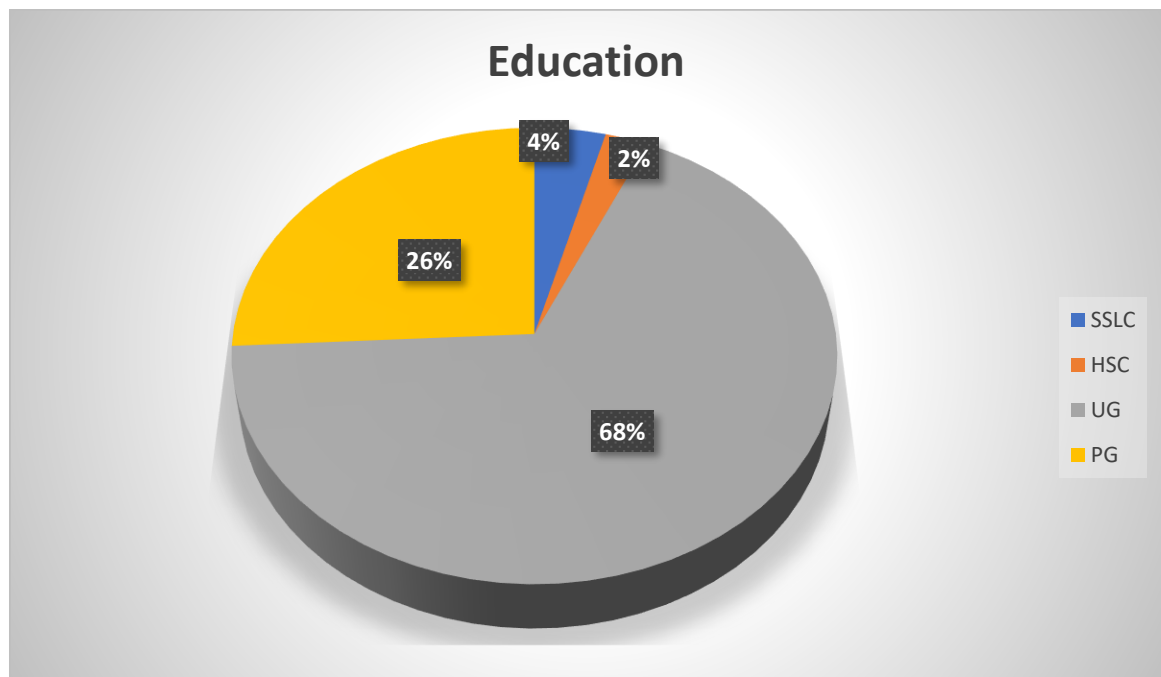


Fig 4.3: Education of the respondents

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.

Table 4.4: Designation of the respondents

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

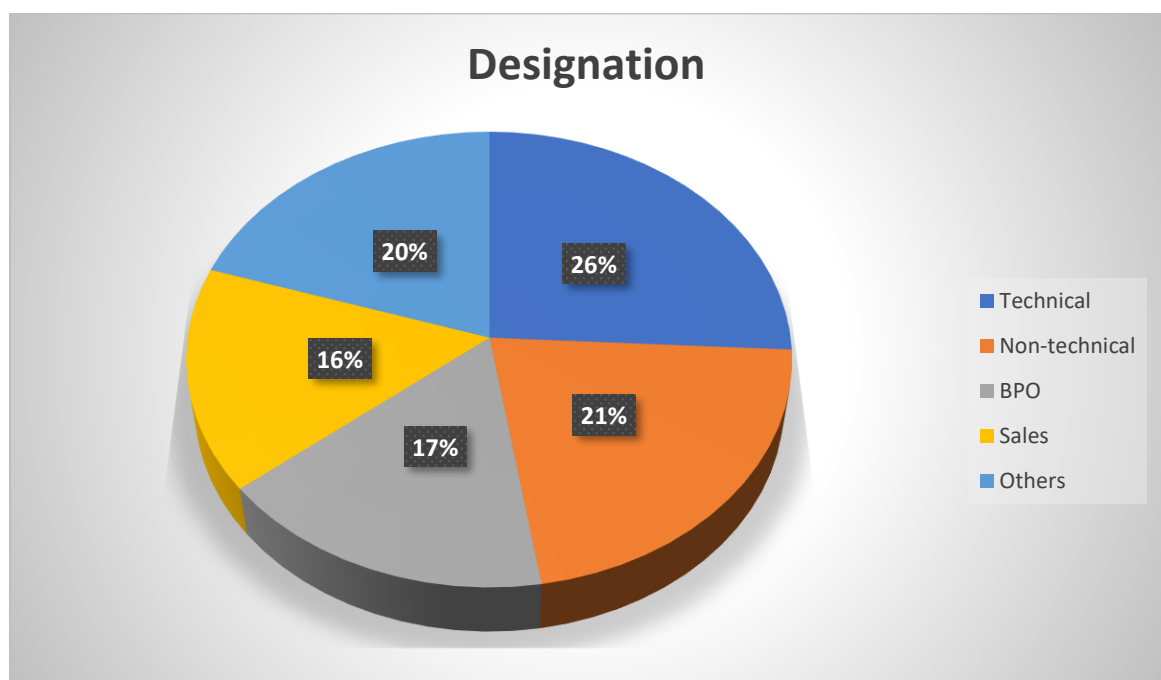


Chart 4.4: Designation of the respondents

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.

Table 4.5: Experience of the respondents

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		100	100

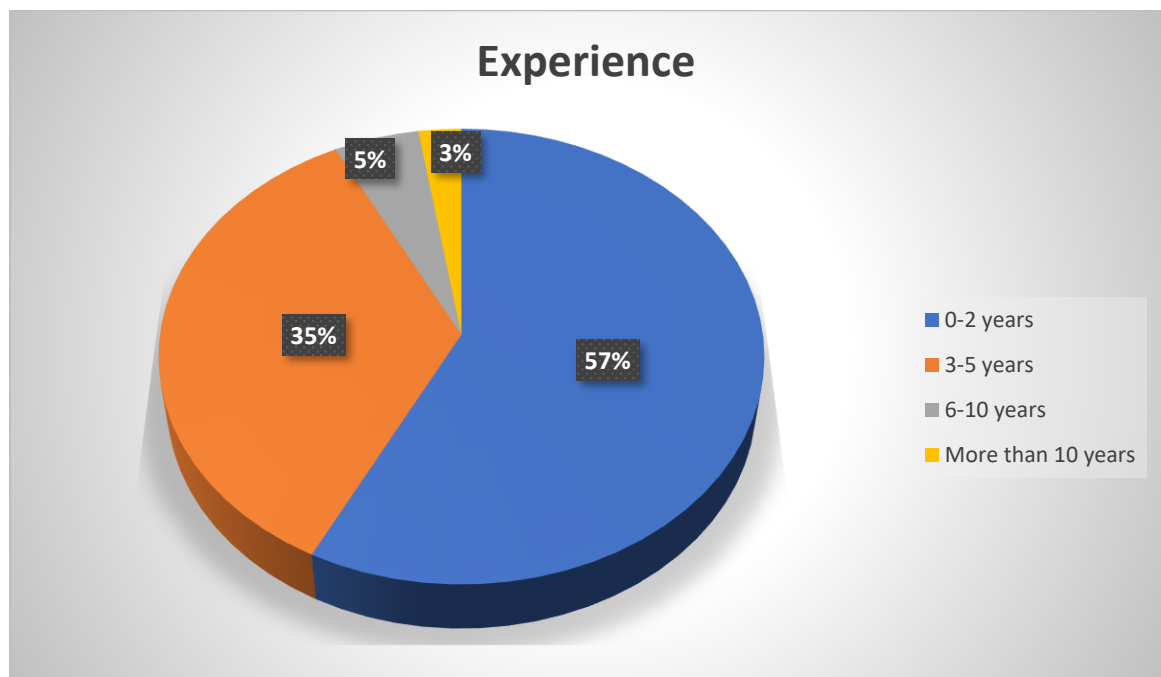


Chart 4.5: Experience of the respondents

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.

Table 4.6: Annual Salary of the respondents

S.NO	Particulars	No of Respondents	Percentage
1	0-2,00,000	28	25.3
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

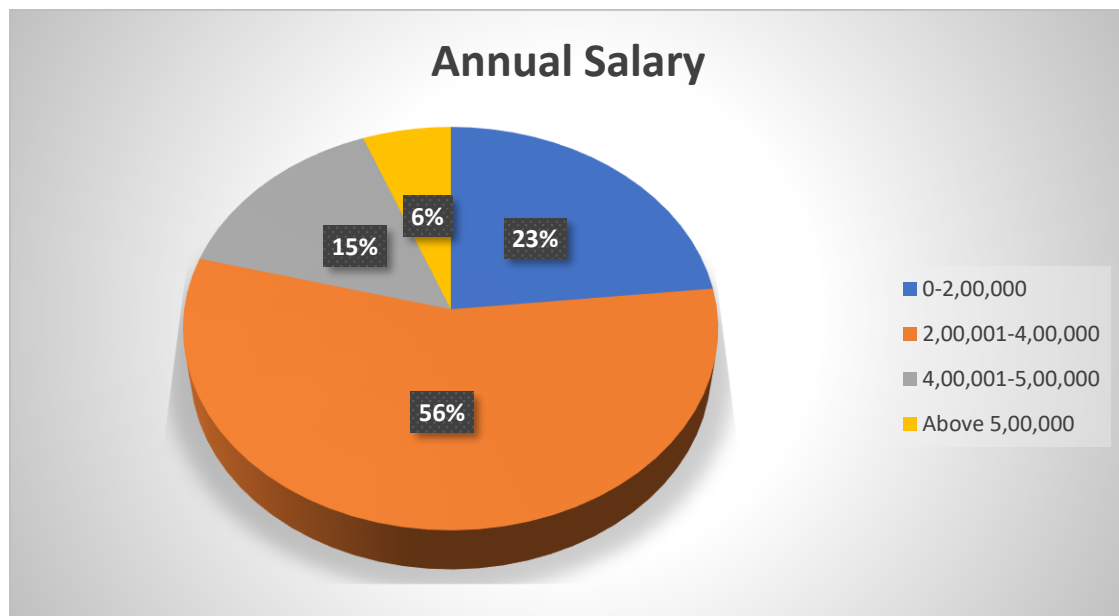


Chart 4.6: Annual salary of the respondents

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.

Table 4.7: Shift timing of the respondents

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

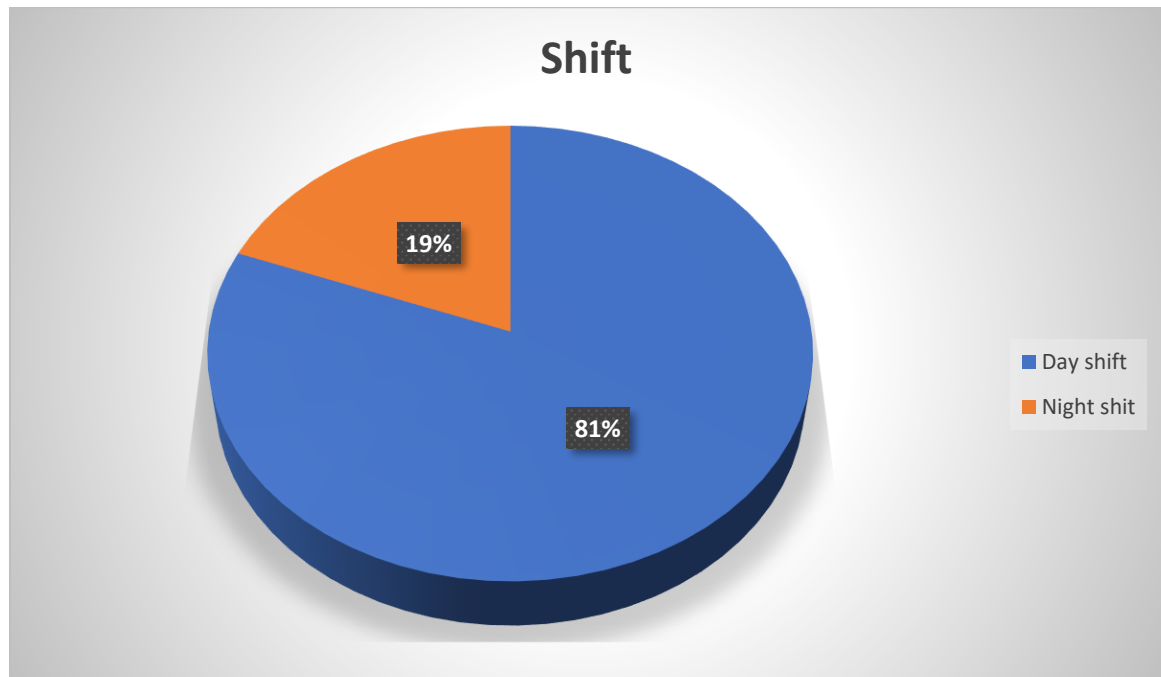


Chart 4.7: Shift timing of the respondents

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.

Table 4.8: Employee's feeling about work from home

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
		120	100

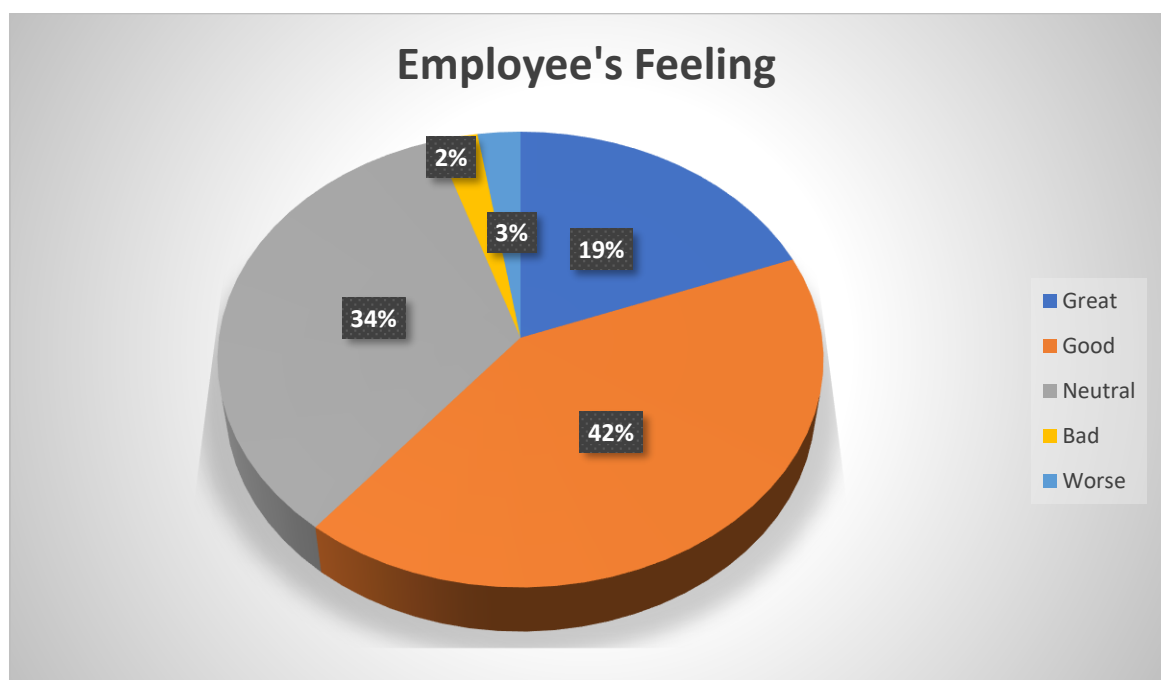


Chart 4.8: Employee's feeling about work from home

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.

Table 4.9: Preference to work from home

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

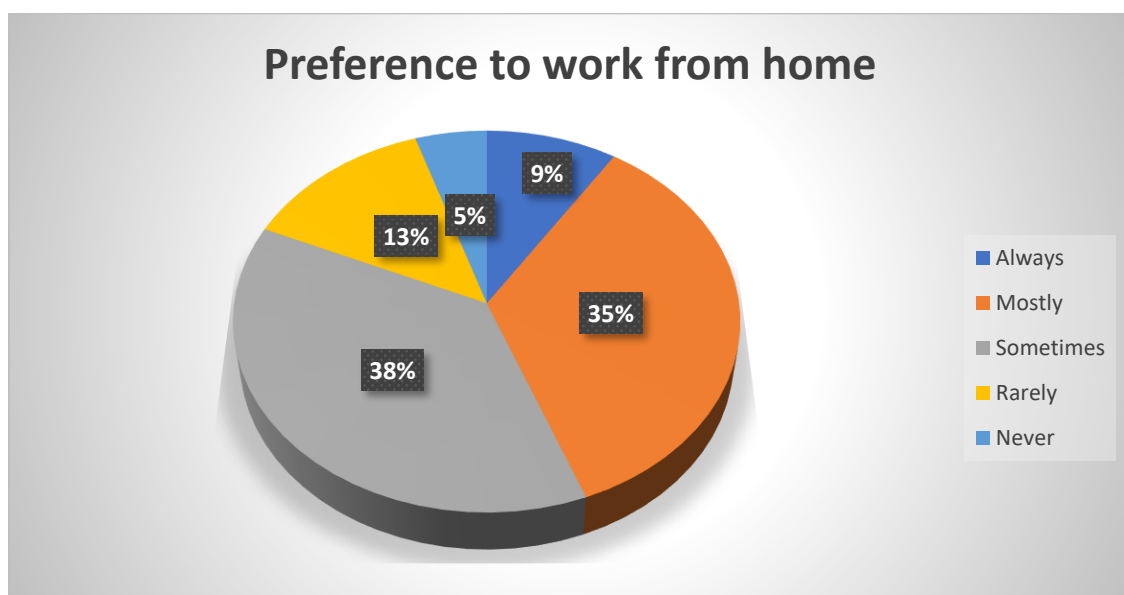


Chart 4.9: Preference to work from home

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 the 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.

Table 4.10: Hours of work

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

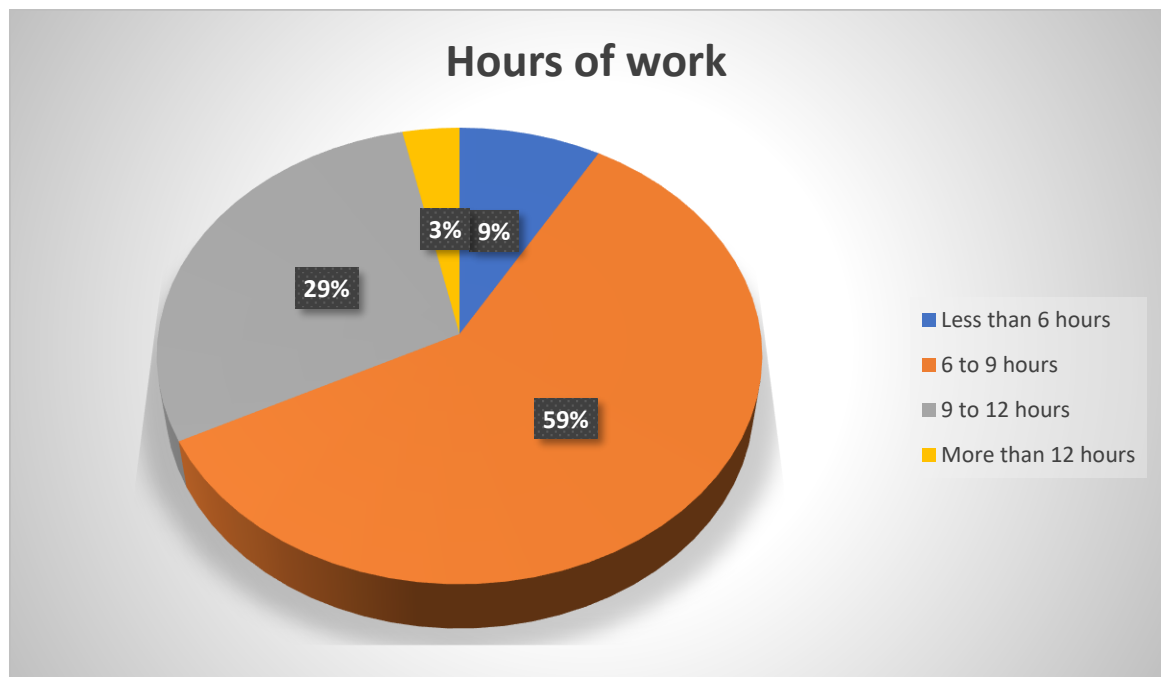


Chart 4.10: Hours of work

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.

Table 4.11: Breaks in between work

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	1.1
Total		120	100

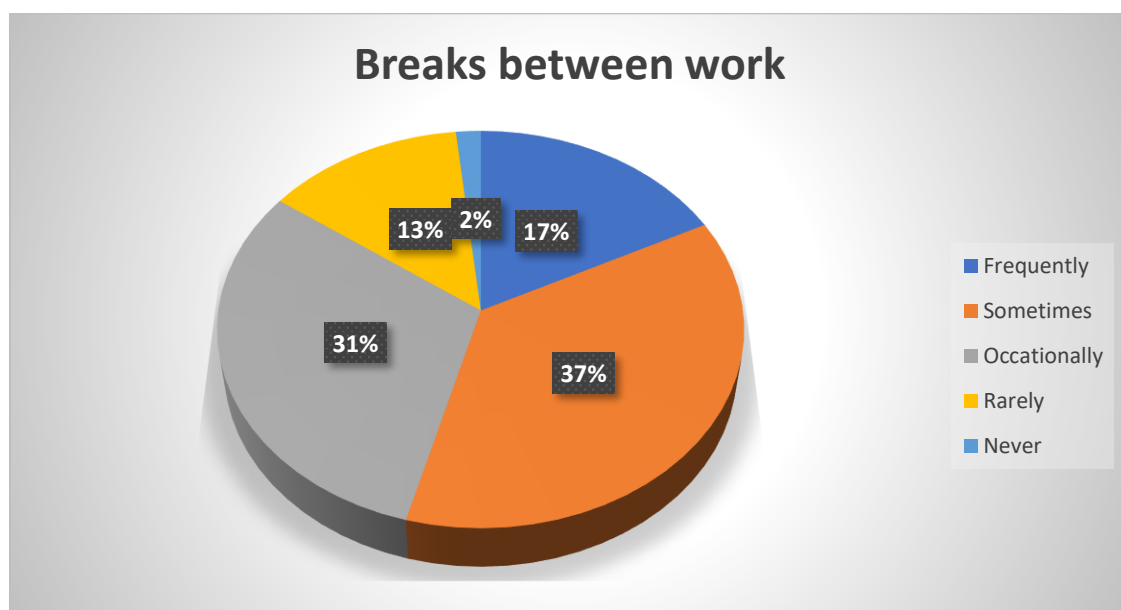


Chart 4.11: Breaks in between work

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.

Table 4.12: Maintaining regular sleep schedule

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

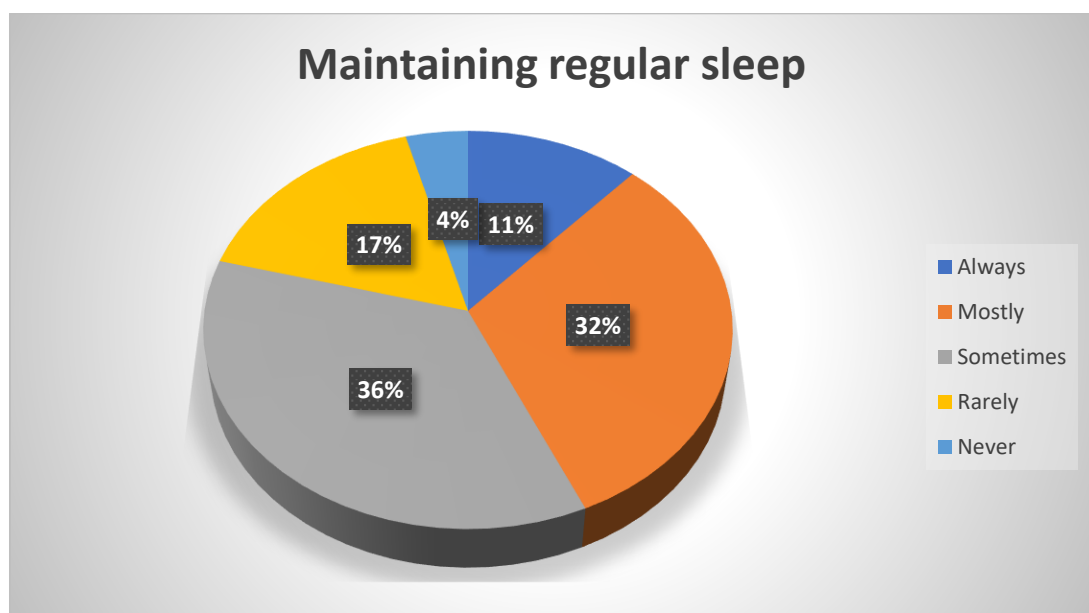


Chart 4.12: Maintaining regular sleep schedule

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.

Table 4.13: Worrying about work

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
		120	100



Chart 4.13: Worrying about work

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.

Table 4.14: Missing out quality time with family and friends

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

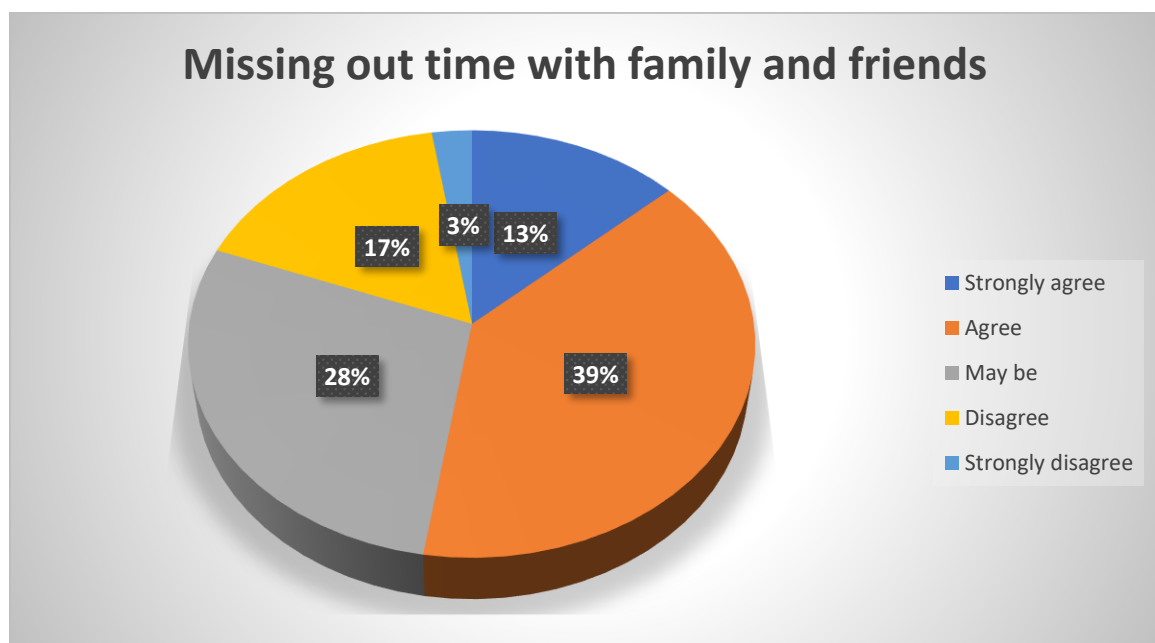


Chart 4.14: Missing out quality time with family and friends

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.

Table 4.15: Productivity of respondents while working from home

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

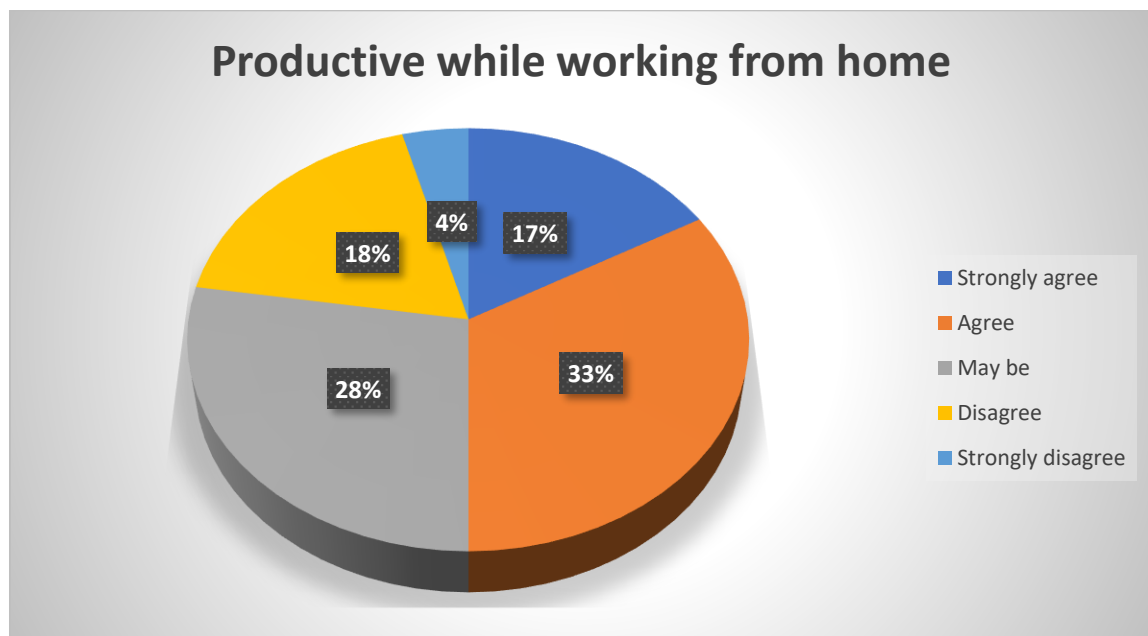


Chart 4.15: Productivity of respondents while working from home

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.

Table 4.16: Respondent's workspace in home

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

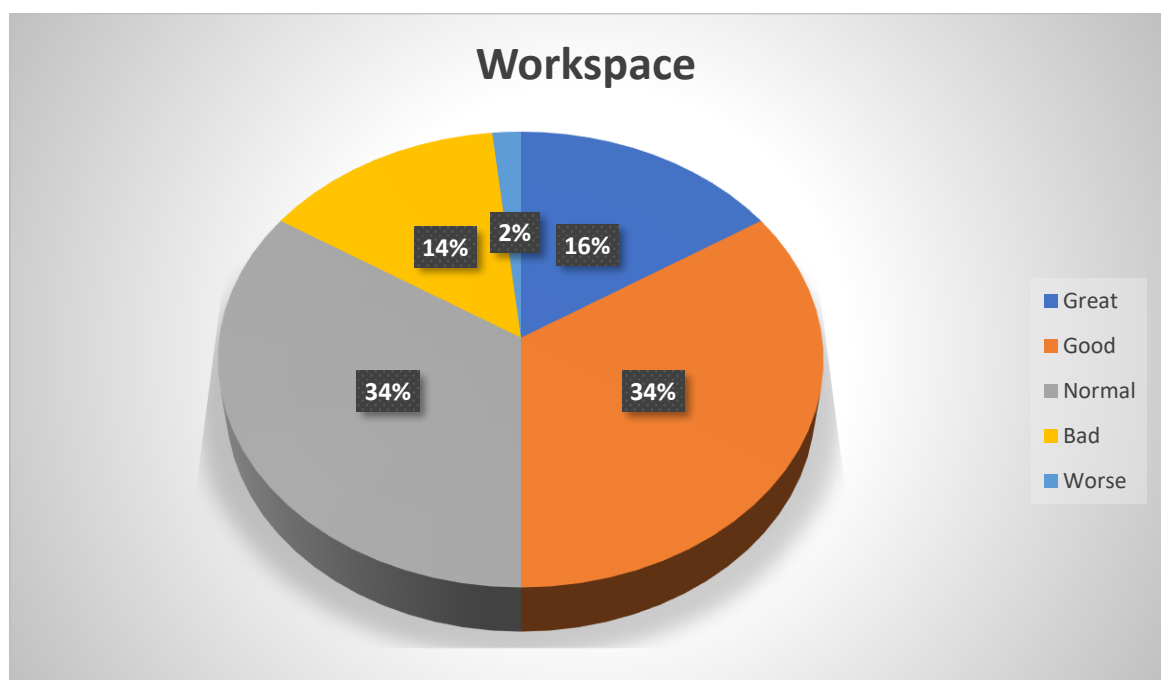


Table 4.16: Respondent's workspace in home

INTERPRETATION:

From the above table it is interpreted that 15.8% of the respondents rated 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 rated their workspace in home as good and the same number of people rates it as normal.

Table 4.17: Contact with Team Manager

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



Chart 4.17: Contact with Team Manager

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.

Table 4.18: Organization's support

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

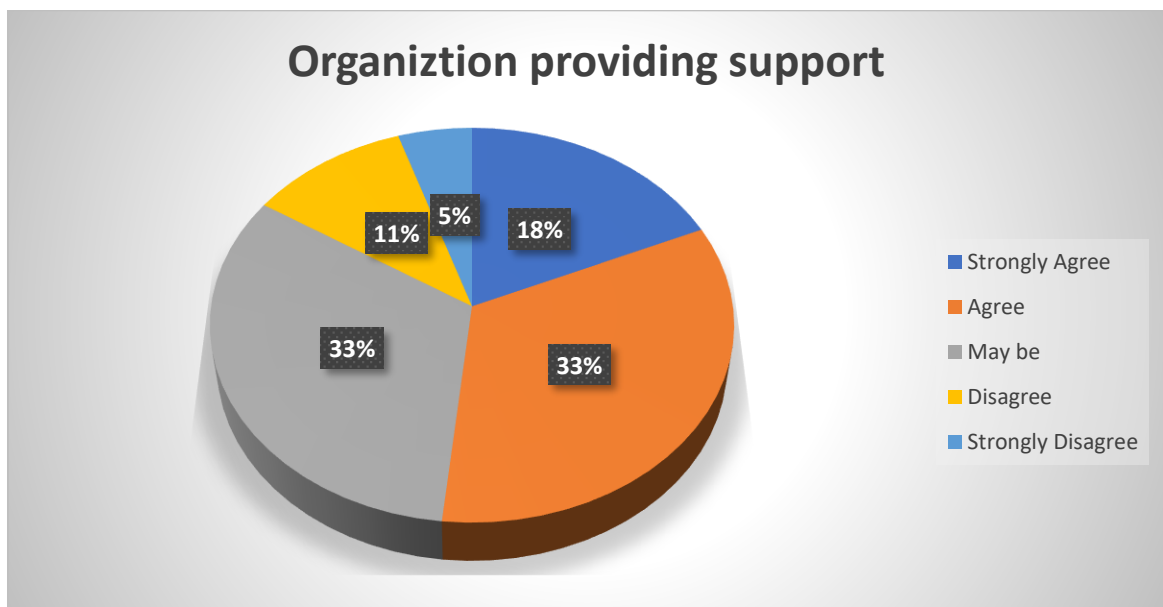


Chart 4.18: Organization's support

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.

Table 4.19: Assembling needs for work from home

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

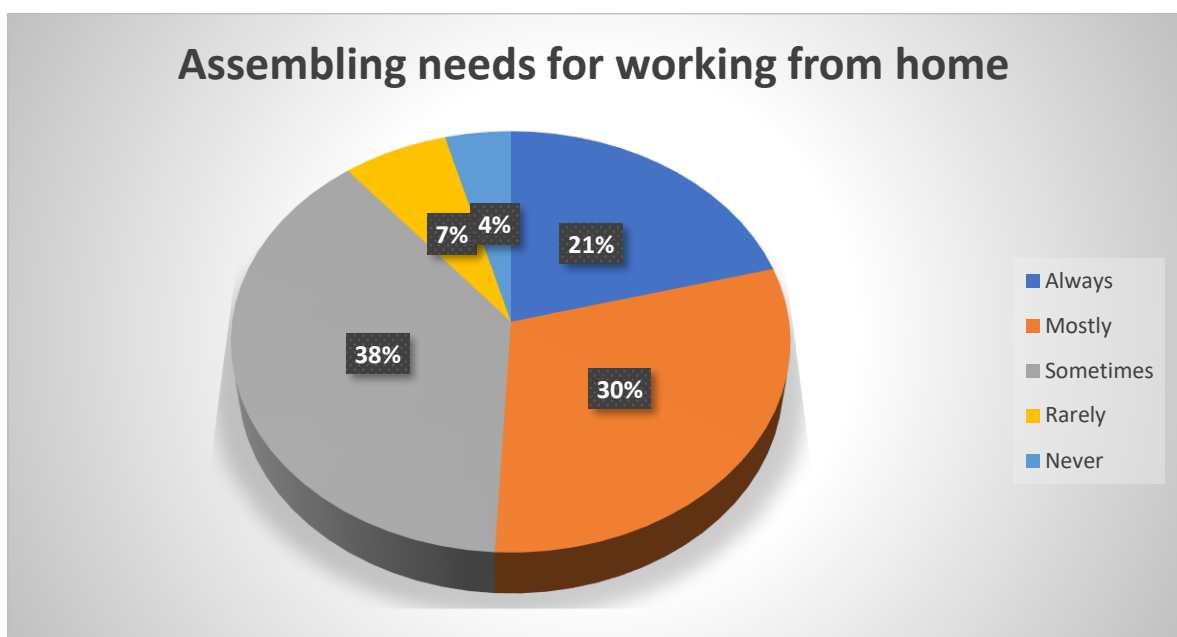


Chart 4.19: Assembling needs for work from home

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.

Table 4.20: Recommending work from home

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

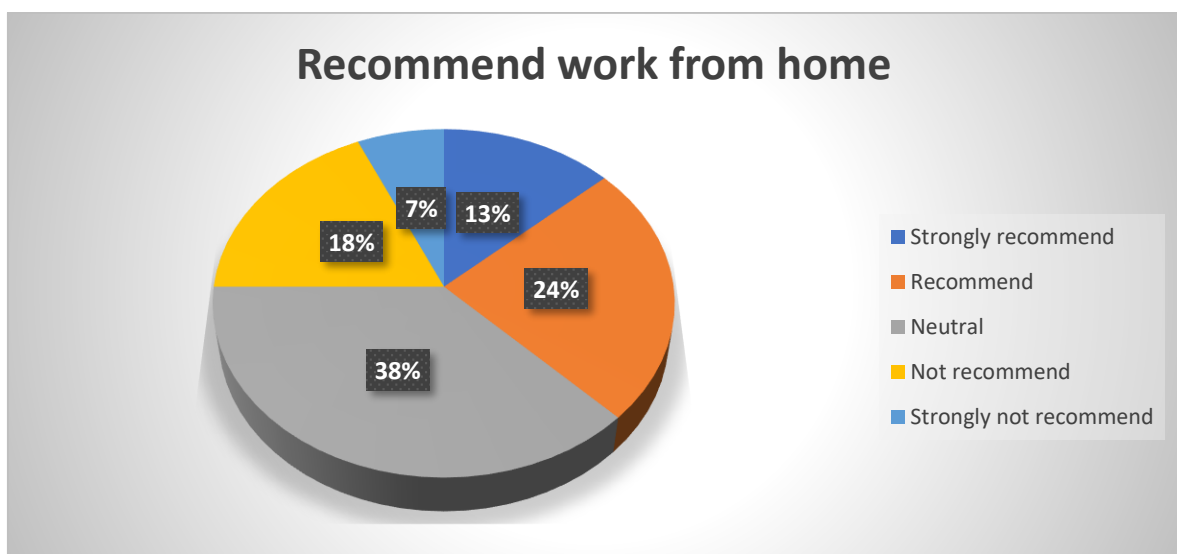


Table 4.20: Recommending work from home

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.

4.2 CHI-SQUARE:

Table 4.21: Table showing the association between employees missing out time with family and friends and their age

Null Hypothesis (H_0) – There is no association between employees age and their perception towards missing time with family and friends due to work from home.

Alternate Hypothesis (H_1) – There is significant association between employees age and their perception towards missing time with family and friends due to work from home.

Age: * Do you agree that you miss out quality time with your family and friends because of work from home? Crosstabulation								
			Do you agree that you miss out quality time with your family and friends because of work from home?					Total
			Agree	Disagree	May be	Strongly agree	Strongly disagree	
Age:	1.0	Count	35	13	29	13	2	92
		Expected Count	36.0	15.3	26.1	12.3	2.3	92.0
	2.0	Count	10	4	4	2	1	21
		Expected Count	8.2	3.5	5.9	2.8	.5	21.0
	3.0	Count	2	2	1	1	0	6
		Expected Count	2.4	1.0	1.7	.8	.2	6.0
	4.0	Count	0	1	0	0	0	1
		Expected Count	.4	.2	.3	.1	.0	1.0
Total		Count	47	20	34	16	3	120
		Expected Count	47.0	20.0	34.0	16.0	3.0	120.0

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	9.090 ^a	12	.043
Likelihood Ratio	7.645	12	.812
Linear-by-Linear Association	.485	1	.486
N of Valid Cases	120		
a. 14 cells (70.0%) have expected count less than 5. The minimum expected count is .03.			

Interpretation:

P value is 0.043. Since p value is lesser than 0.05, we accept alternate hypothesis and reject null hypothesis. Therefore, there is significant association between employees age and their perception towards missing time with family and friends due to work from home.

4.3 ANOVA:

Table 4.22: Table showing association between designation of employees and organization's support

Null Hypothesis (H0) – There is no association between designation of employees and organization's support.

Alternate Hypothesis (H1) – There is association between designation of employees and organization's support.

ANOVA					
Designation:					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	3.589	4	.897	.424	.013
Within Groups	243.536	115	2.118		
Total	247.125	119			

Interpretation:

P value is 0.013. Since p value is lesser than 0.5, we accept alternate hypothesis and reject null hypothesis. Therefore, there is significant association between employee's designation and organization's support.

CHAPTER-5

FINDINGS, SUGGESTIONS AND CONCLUSION

5.1 FINDINGS:

- Most of the respondents are between 18-25 years old.
- Most of the respondents are male.
- Most of the respondents are under graduates.
- Most of the respondents are working on technical field.
- Most of the respondents have an experience of 0-2 years.
- Most of the respondent's annual salary is in between Rs 2,00,001 and Rs 4,00,000.
- Most of the respondents work on day shift.
- Most of the respondents feel good about work from home.
- Most of the respondents prefer working from home on a normal basis.
- Most of the respondents work 6 to 9 hours a day.
- Most of the respondents take breaks sometimes in between work.
- Most of the respondents can maintain a regular sleep schedule on a normal level.
- Most of the respondents worry about work sometimes.
- Most of the respondents agree that they miss out quality time with their friends and family.
- Most of the respondents agree that they are productive enough even in work from home.
- Most of the respondents rate their workspace in home as good.
- Most of the respondents are sometimes in regular contact with their team manager.
- Most of the respondents agree that their organization provides proper support while working from home.
- Most of the respondents can sometimes able to assemble all the equipment and electrical needs for their work from home.
- Most of the respondents are neutral about recommending work from home as an ideal way of working.

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 CONCLUSION:

The present situation created by Covid-19 has shaken up the socio-cultural framework of the society and work culture. The health and safety measures have overshadowed the norms of any local culture. 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 organisations 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 organisations 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 ON WORK FROM HOME

QUESTIONNAIRE:

1. Name: _____

2. Age:

1. 18-25
2. 26-35
3. 36-45
4. Above 46

3. Gender:

1. Male
2. Female

4. Education:

1. SSLC
2. HSC
3. UG
4. PG

5. Designation:

1. Technical
2. BPO
3. Sales
4. Non-Technical
5. Other

6. Experience in present company

1. 0 to 2 years
2. to 5 years
3. 6 to 10 years
4. More than 10 years

7. Annual Salary;

1. 0-2,00,000
2. 2,00,001-4,00,000
3. 4,00,001-5,00,000
4. Above 5,00,000

8. What shift are you currently working on?

1. Day shift
2. Night shift

9. How do you feel about working from home?

1. Great
2. Good
3. Neutral
4. Bad
5. Worse

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

1. Always
2. Mostly
3. Sometimes
4. Rarely
5. Never

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

1. Less than 6 hours
2. 6 to 9 hours
3. 9 to 12 hours
4. More than 12 hours

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

1. Occasionally
2. Frequently
3. Sometimes
4. Rarely
5. Never

13 Can you maintain a fairly regular sleep schedule?

1. Always
2. Mostly
3. Sometimes
4. Rarely
5. Never

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

1. Always
2. Mostly
3. Sometimes
4. Rarely
5. Never

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

1. Strongly Agree
2. Agree
3. May be
4. Disagree
5. Strongly Disagree

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

1. Strongly Agree
2. Agree
3. May be
4. Disagree
5. Strongly Disagree

17. Rate the workspace you have in your home.

1. Great
2. Good
3. Neutral
4. Bad
5. Worse

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

1. Frequently
2. Sometimes
3. Occasionally
4. Rarely
5. Never

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

1. Strongly agree
2. Agree
3. Neutral
4. Disagree
5. Strongly Disagree

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

1. Always
2. Mostly
3. Sometimes
4. Rarely
5. Never

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

1. Strongly Recommend
2. Recommend
3. Neutral
4. Not Recommend
5. Strongly Not Recommend

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

A STUDY ON THE PERCEPTION OF EMPLOYEES ON WORK FROM HOME

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ABSTRACT:

The pandemic, COVID-19 has made a large part of the workforce unable to go to office, as to stop the spread of virus. This resulted in both employees and employers looking for alternate working ways. Due to the situation, many employees are forced to work from home. Not everyone is experience with the concept of working from home. Hence WFH has become a policy priority for most governments. In doing so, the policies must be made keeping in mind the practicality for both employers and employees. 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 on 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 120, 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 2021. Percentage analysis, ANOVA and Chi-Square were used for analytical purposes

KEYWORDS: COVID, Alternative way, Work from home, Experience.

INTRODUCTION:

The idea of workplace is moving from thought of the physical location to a perspective. Physical area of a working spot has been generally losing its significance because of rapid extension of information technology. Current working life adapted the arrangement of work from home. It is also known as remote work and telecommuting. Work from home is described as a demonstration of completing work undertakings essentially at home. With the absence of physically monitoring, employees have more cautious in how, and what situations and when they complete an assigned work. 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. 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.

OBJECTIVES OF 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.

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 make sure employee's work life balance is in a healthy way
- To make sure happiness of employees are in a satisfactory level.

REVIEW OF LITERATURE:

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 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.

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.

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.

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.

RESEARCH METHODOLOGY

Based on my study, the sample size of 120 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. This article is prepared by analyzing the research paper. The structure of the question was designed with the demographic factor questions, multiple choice question for analyze respondent saving behavior.

ANALYTICAL TOOLS:

The present study uses the following statistical tools for analyzing the collected data. Percentage, ANOVA analysis, Chi-square analysis are used for this research.

PERCENTAGE ANALYSIS:

Table showing employees missing out quality time with family and friends

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

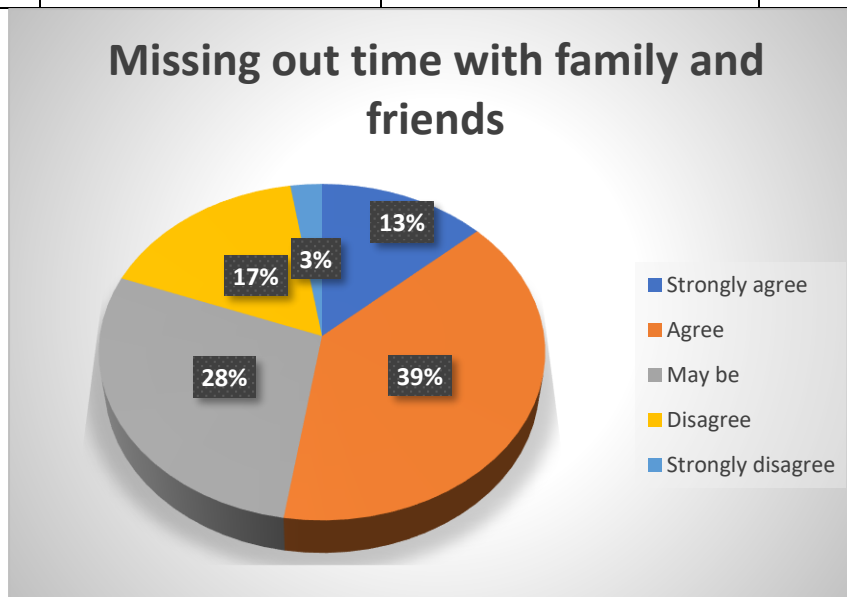


Chart showing employees missing out quality time with family and friends

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.

Table showing organization's support

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

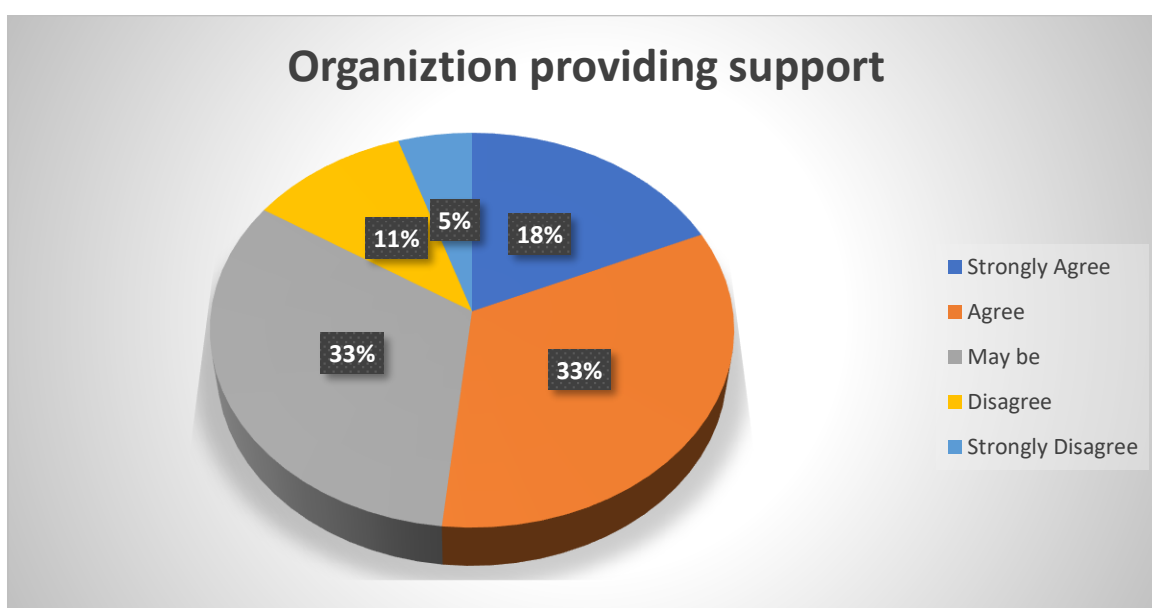


Chart showing organization's support

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.

ANOVA ANALYSIS:

Table showing association between designation of employees and organization's support

Null Hypothesis (H0) – There is no association between designation of employees and organization's support.

Alternate Hypothesis (H1) – There is association between designation of employees and organization's support.

ANOVA					
Designation:					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	3.589	4	.897	.424	.013
Within Groups	243.536	115	2.118		
Total	247.125	119			

Interpretation:

P value is 0.013. Since p value is lesser than 0.5, we accept alternate hypothesis and reject null hypothesis. Therefore, there is significant association between employee's designation and organization's support.

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. 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.

CONCLUSION:

The present situation created by Covid-19 has shaken up the socio-cultural framework of the society and work culture. The health and safety measures have overshadowed the norms of any local culture. 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 organisations 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 organisations need to adapt themselves for enhanced uses on cutting-edge technology and invest efforts in enhancing employee's experience.

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