

A STUDY OF PSYCHOLOGICAL IMPACTS OF IT EMPLOYEES WORK AT HOME DURING PANDEMIC (COVID-19)

Submitted in partial fulfillment of the requirements for the award 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 - 2021



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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of CHARUMATHI M A (39410041) who have done the Project work entitled “**A STUDY OF PSYCHOLOGICAL IMPACT ON IT EMPLOYEES WORK AT HOME DURING PANDEMIC (COVID-19)**” under my supervision from December 2020 to February 2021.

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Submitted for Viva voce Examination held on _____.

Internal Examiner

External Examiner

DECLARATION

I **Charumathi M A (39410041)** hereby declare that the Project Report entitled '**A study of psychological impact on IT employees work at home during pandemic (COVID-19)**' done by me under the guidance of Dr. J. Rani. at Sathyabama institute of science and technology, Chennai is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

DATE:

PLACE:

CHARUMATHI M A

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(CHARUMATHI M A)

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ABSTRACT

(COVID-19) pandemic resulted in lockdown affecting all businesses globally. Employees of multi-national companies were forced to work from home leading to challenges in productivity and motivation. 613 working professionals from multi-national organizations who worked from home participated in the online survey with semi-structured questionnaire using non-probability snowball sampling technique. Descriptive statistics was used to analyze the findings.to collect data method.

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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 development in information and communication technologies has made it very easier to complete the tasks outside of the workplace because of good internet connectivity as well as reasonable price, more user-friendly computers laptops and other similar gadgets.

This made working from home easier as well as feasible to perform tasks and likely reduced the employer costs of providing such arrangements. In this 21 century the only flexible work arrangement in organization is working from home. The outcomes of these arrangements consist of both positive and negative. The working from home provides to employees more opportunity to focus on their work tasks.

The Corona virus (COVID-19) pandemic has led to biggest number of employees globally bound to work remotely. The citizens in many countries including India are urged to stay at home and to reduce social contacts to a minimum in the wake of the outbreak of the pandemic COVID-19. This pandemic affected each and every sections of economy. The concept work from home got more popularity at this point. This pandemic also affected educational institution, which lead to online classes, webinars etc. in order to continue academic activities. This shows that one IT sector was following work from home. Now all the sectors started following the same especially educational institutions.

1.2 STATEMENT OF THE PROBLEM:

With the wave of work from the home structure, the companies are now dealing with a new pandemic “work from productivity challenges.” The businesses might have made a road map to work from home for the entire 2020, but they are still scrambling to overcome working from home challenges and benefits their organizations.

- Striving Work from Home Challenges and Solutions
- Time Management Challenges
- Distraction Challenges
- Supervision Challenges
- Communication Challenges
- Performance Metrics Challenges
- Motivation Challenges

1.3 OBJECTIVE OF THE STUDY:

1.3.1 PRIMARY OBJECTIVE:

The main objective of this study is to analyse the psychological impact on IT employees work at home during pandemic covid-19.

1.3.2 SECONDARY OBJECTIVE:

-  To know the willingness of respondents to work from home
-  To know the opinion of respondents towards work from home
-  To examine the psychological stress of the IT employees.
-  To analyse the performance of IT employees both from office and work from home.
-  To examine the workers performance under superior work from home.

CHAPTER-2

REVIEW OF LITERATURE

2.1 REVIEW OF LITERATURE

- **Al Najjar, N. S., Attar, L. M., Farahat, F. M., and Al Thaqafi, A. (2016).** Psychobehavioural responses to the 2014 Middle East respiratory syndrome-novel corona virus [MERS CoV] among adults in two shopping malls in Jeddah, western Saudi Arabia. *East. Mediterr. Health J.* 22, 817–823.
- **Brooks, S. K., Webster, R. K., Smith, L. E., Woodland, L., Wessely, S., Greenberg, N., et al. (2020).** The psychological impact of quarantine and how to reduce it: rapid review of the evidence. *The Lancet* 395, 912–920. doi: 10.1016/S0140-6736(20)30460-8.
- **Bados, A., Solanas, A., and Andrés, R. (2005).** Psychometric properties of the Spanish version of depression, anxiety and stress scales. *Psicothema* 17, 679–683.
- **Burgard SA, Brand JE, House JS. (2009)** Perceived job insecurity and worker health in the United States. *Soc Sci Med.*;69(5):777–785.
- **Brand JE, Levy BR, Gallo WT. (2008)** Effects of layoffs and plant closings on subsequent depression among older workers. *Res Aging.*;30(6):701–721.
- **De Cuyper N, De Witte H (2007).** Job insecurity in temporary versus permanent workers: Associations with attitudes, well-being, and behavior. *Work Stress.*;21(1):65–84.
- **Duan, L., and Zhu, G. (2020).** Psychological interventions for people affected by the COVID-19 epidemic. *Lancet Psychiatry* 7, 300–302.
- **DURING CORONAVIRUS (COVID 19) PANDEMIC: Issue 2020 A CASE STUDY,** CnR's International Journal of Social & Scientific Research, India CnR's IJSSR Vol.06 ISSN: 2454-3187 PIF: 6.11.
- **Manoj Bhattarai, Published on 2020.** Working from home and job satisfaction during the pandemic times. INDEPENDENT PUBLICATION

- **M.Frese,” 1985** stress at work and psychosomatic complaints: A Causal interpretation “, journal of applied psychology,70(2),
- **MORIKAWA, Masayuki, Published 2020.** Productivity of Working from Home during the COVID-19Pandemic: Evidence from an Employee Survey, RIETI Discussion Paper Series 20-E-073,
- **Prettysha Curtis, published on 2020.**A Study on Work from Home, Motivation &Productivity of Employees in Indian Population duringCOVID-19 Pandemic, Research gate
- **Pravinah Mari Muthu, Dr. Hemaloshinee Vasudevan, THE PSYCHOLOGICAL IMPACT OF WORKING FROM HOME**
- **Shareena, Mahammad shahid, May-2020** Work from home during covid-19: employees' perception and experiences. Global Journal for research analysis, volume -9, Issue-5, PRINT ISSN No. 2277 – 8160, DOI: 10.36106.
- **Weise K. Ahead of the Pack, Published March 15, 2020.** How Microsoft Told Workers to Stay Home. New York Times.

Virtual work or working from home was not predominantly an option for all industries before COVID-19, but somehow now it has become a new normal and unprecedented. It has always been an area of exploration, whether there is an association between working from home and employee job satisfaction. Job satisfaction is a relative psychological feeling and understanding of an individual, which could change over the period of times based on different influencing or contributing factors like physical, financial, technological, social, and psychological. In this study, I have tried to explore how these factors are shaping employee job satisfaction and how a supervised classification algorithm could be used to predict an employee as satisfied nor not.

CHAPTER-3

RESEARCH METHODOLOGY

3.1 RESEARCH METHODOLOGY:

Research methodology is the specific procedures or techniques used to identify, select, process, and analyze information about a topic. In a research paper, the methodology section allows the reader to critically evaluate a study's overall validity and reliability.

3.2 RESEARCH DESIGN:

Research design is the framework of research methods and techniques chosen by a researcher. The type of research problem an organization is facing will determine the research design and not vice-versa. The design phase of a study determines which tools to use and how they are used.

3.2.1 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.

This project is based on DESCRIPTIVE research design to obtain the opinion of the respondents.

3.3 SAMPLE DESIGN:

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

3.3.1 NON-PROBABILITY SAMPLING:

Non-probability sampling is a sampling method in which not all members of the population have an equal chance of participating in the study, unlike probability sampling. Researchers use this method in studies where it is impossible to draw random probability sampling due to time or cost considerations.

3.3.1.1 CONVENIENCE SAMPLING:

convenience sampling is a type of nonprobability sampling in which people are sampled simply because they are "convenient" sources of data for researchers. In probability sampling, each element in the population has a known non zero chance of being selected through the use of a random selection procedure

3.4 SOURCES OF DATA:

3.4.1 PRIMARY DATA:

Primary data for this study will be collecting through questionnaire.

3.4.2 SECONDARY DATA:

Secondary data is collecting from external sources like Websites, journals etc.

3.5 AREA OF THE STUDY:

The IT employees from Chennai location are considered for my research study.

3.6 POPULATIONS:

The respondents of the study consider of IT employees around 40 companies, from that I have selected a small group of IT employees from south Chennai around Adyar and OMR for my research work.

3.7 SAMPLE SIZE:

The sample size chosen for the study is around 124.

3.8 STRUCTURE OF QUESTIONNAIRE:

Questionnaire can be classified as both, quantitative and qualitative method depending on the nature of questions specially, answers obtained through closed-ended questions with multiple choice answer options are analyzed using quantitative methods.

3.8.1 LIKERT SCALE QUESTION:

Likert scale questions are the “do you agree or disagree “questions you often see in surveys, and are used to gauge respondents’ opinions and feelings.

3.8.2 MULTIPLE CHOICE QUESTIONS:

A multiple-choice question is a question type where the respondent is asked to choose one or more items from a limited list of choices.

3.9 STATISTICAL TOOLS:

Statistics is the collection and analysis of helpful data. So, in any economic activity, statistics will play a very important role. Especially when planning a project, statistical tools are indispensable.

3.9.1 PERCENTAGE ANALYSIS:

Percentage analysis refer to a special kind of ratio. It is used in making comparison between two or more series of data. Percentage analysis are used to describe relationships, it is expressed as.

Percentage= (no of respondents/total no of respondents) *100

3.9.2 ANOVA:

Analysis of variance (abbreviated as ANOVA) It is the essentially a procedure for testing the deference among different groups of data for homogeneity. the essence of an ANOVA is that the total amount of variation in a set of data is broken down into two types, that amount which can be attributed to chance and that amount which can be attributed to chance and that amount which can be attributed to specific causes. ANOVA consists in splitting the variance for analytical process.

3.9.3 CHI-SQUARE:

A chi-squared test, also referred to as chi-square test or χ^2 test, is any statistical hypothesis test in which the sampling distribution of the test statistic is a chi-squared distribution when the null hypothesis is true, or any in which this is asymptotically true, meaning that the sampling distribution (if the null hypothesis is true) can be made to approximate a chi- squared distribution as closely as desired by making the sample size large enough.

The χ^2 test was first used by Karl Pearson in the year 1980. The quantity χ^2 describes the magnitude of the discrepancy between theory and observation.

It is calculated using:

$\chi^2 = \sum [(O_i - E_i)^2 / E_i]$ with **(n - 1) degrees of freedom**. Where, o_i refers to the observed frequency & E_i to the expected frequencies. χ^2 was used as a test of independence and goodness of fit.

3.9.4 CORRELATION:

Correlation analysis is the statistical tool used to measure the degree to which two variables are linearly related to each other Correlation measures the degree of association between two variables. The Pearson product-moment correlation coefficient is a measure of the strength and direction of association that exists between two variables measured on at least an interval scale. It is denoted by the symbol r.

$$r = \frac{N\sum XY - \sum X \sum Y}{\sqrt{N\sum X^2 - (\sum X)^2} \sqrt{N\sum Y^2 - (\sum Y)^2}}$$

CHAPTER-4

DATA ANALYSIS AND INTERPRETATIONS

4.1 PERCENTAGE ANALYSIS

TABLE NO 4.1.1

TABLE SHOWING AGE GROUP OF RESPONDENTS.

AGE	NO OF RESPONDENTS	PERCENTAGE
BELOW -25	31	25
25 to 30	49	39.5
30 to 35	17	13.7
35 to 40 above	27	21.8
TOTAL	124	100

Source: primary data

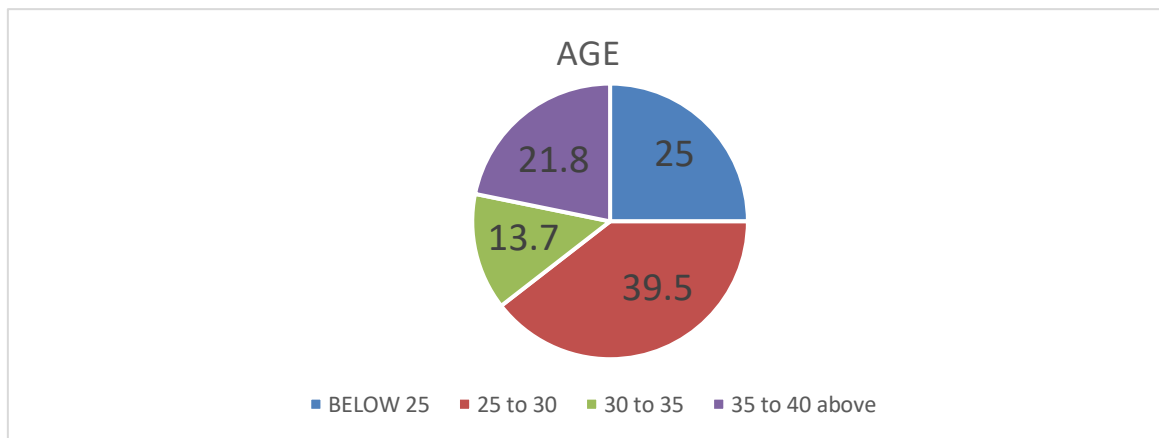


FIG 4.1.1

FIGURE SHOWING RESPONDENTS OF AGE

INTERPRETATION:

From the above table, out of 124 respondents, 39.5% respondents of the IT employees are the age of 25 to 30, 25% respondents of the IT employees are below the age of 25, 21.8% respondents of the IT employees are the age of 35 to 40 above. 13.7% respondents of the IT employees are the age of 30 to 35.

TABLE NO 4.1.2
TABLE SHOWING GENDER OF THE RESPONDENTS

GENDER	NO OF RESPONDENTS	PERCENTAGE
MALE	63	50.8
FEMALE	61	49.2
TOTAL	124	100

Source: primary data

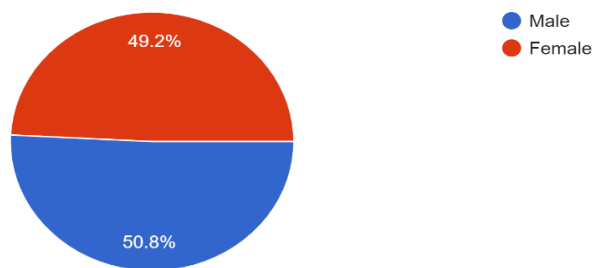


FIG 4.1.2
FIGURE SHOWING GENDER OF THE RESPONDENTS

INTERPRETATION:

From the above table out of 124 respondents, 50.8% of the respondents are male employees and 49.2% of the respondents are female employees.

TABLE NO 4.1.3

TABLE SHOWING EDUCATION QUALIFICATION OF RESPONDENTS

EDUCATION QUALIFICATION	NO OF RESPONDENTS	PERCENTAGE
Post graduate	39	31.5
Under graduate	60	48.4
Equivalent graduation	8	6.5
graduate	17	13.6
TOTAL	124	100

Source: primary data

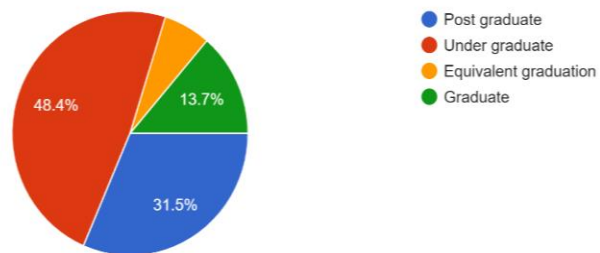


FIG 4.1.3

FIGURE SHOWING EDUCATION QUALIFICATION OH THE RESPONDENTS

INTERPRETATION:

From the above table out of 124 respondents, 48.4% of the respondents are under graduate, 31.5% of the respondents are post graduate, 13.6% of the respondents are graduate and 6.5% of the respondents are equivalent graduations of the employees.

TABLE NO 4.1.4

TABLE SHOWING MARITAL STATUS OF THE RESPONDENTS

MARITAL STATUS	NO OF RESPONDENTS	PERCENTAGE
Married	61	49.2
single	63	50.8
TOTAL	124	100

Source: primary data

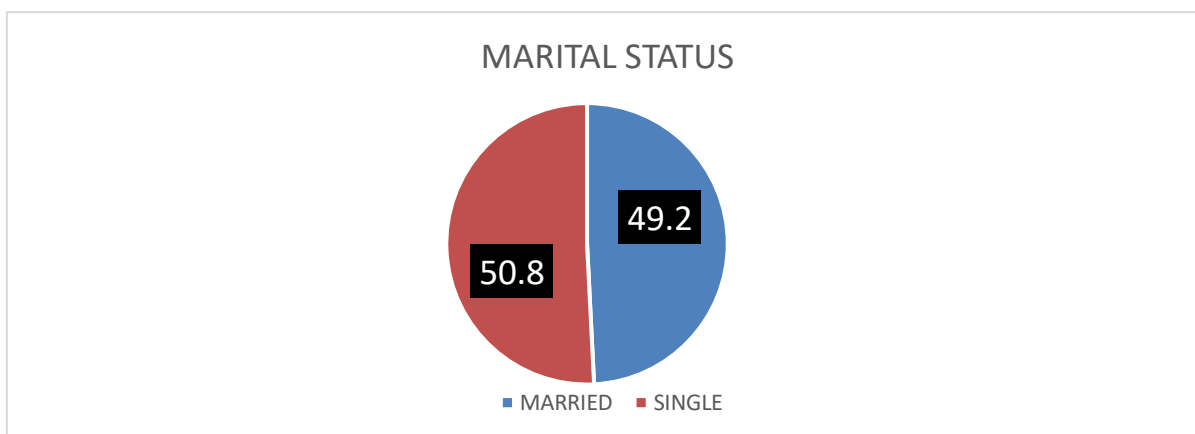


FIG 4.1.4

FIGURE SHOWING MARITAL STATUS OF THE RESPONDENTS

INTERPRETATION:

From the above table out of 124 respondents, 50.8% of the respondents are married and 49.2 % of the respondents are single.

TABLE NO:4.1.5

TABLE SHOWING ANNUAL INCOME OF THE RESPONDENTS

ANNUAL INCOME	NO OF RESPONDENTS	PERCENTAGE
Less than 3 lakhs	37	30.1
3 to 4 lakhs	44	35.8
4 to 5 lakhs	23	18.7
Above 5 lakhs	20	15.4
TOTAL	124	100

Source: primary data

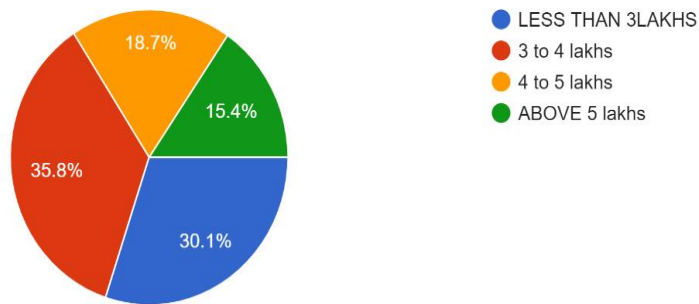


FIG 4.1.5

FIGURE SHOWING ANNUAL INCOME OF THE RESPONDENTS

INTERPRETATIONS:

From the above table out of 124 respondents ,35.8% of the respondents are getting 3 to 4 lakhs of income per annum, 30.1% of the respondents are getting below 3 lakhs of income per annum ,18.7% of respondents are getting 4 to 5 lakhs of income per annum and 15.4% of respondents are getting above 5 lakhs per annum.

TABLE NO :4.1.6

TABLE SHOWING THE RESPONDENTS OF DAY-TO-DAY ACTIVITIES CHANGED

DAY TO DAY ACTIVITY CHANGED	NO OF RESPONDENTS	PERCENTAGE
Yes	62	50
No	62	50
TOTAL	124	100

Source: primary data

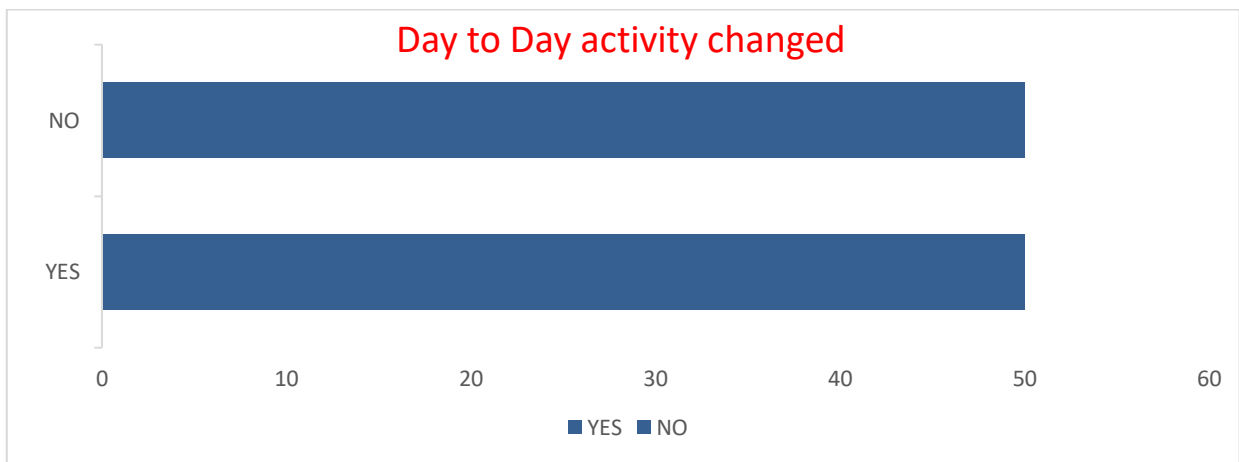


FIG 4.1.6

FIGURE SHOWING THE RESPONDENTS OF DAY-TO-DAY ACTIVITIES CHANGED

INTERPRETATIONS:

From the above table out of 124 respondents, 50% respondents of the IT employees had said YES, and 50% respondents of the IT employees said NO.

TABLE NO :4.1.7

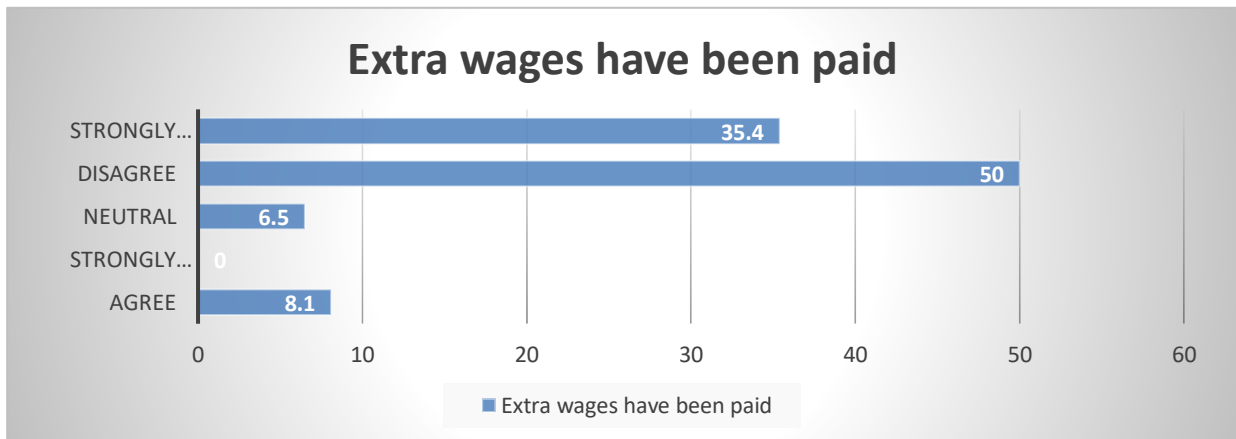
TABLE SHOWING THE RESPONDENTS OF EXTRA WAGES BEING PAID

EXTRA WAGES BEING PAID	NO OF RESPONDENTS	PERCENTAGE
Agree	10	8.1
Strongly agree	-	-
Neutral	8	6.5
Disagree	62	50
Strongly disagree	44	35.4
TOTAL	124	100

Source: primary data

FIG 4.1.7

FIGURE SHOWING THE RESPONDENTS OF EXTRA WAGES BEING PAID



INTERPRETATIONS:

From the above table out of 124 respondents, 50% respondents of IT employees Disagree, 35.4% respondents of IT employees strongly disagree, 8.1% of the respondents of IT employees agree, 6.5% respondents of IT employees are neutral.

TABLE NO :4.1.8

**TABLE SHOWING THE RESPONDENTS OF OFTEN CONNECT WITH THERE
TEAM**

OFTEN CONNECT WITH THERE TEAM	NO OF RESPONDENTS	PERCENTAGE
ONCE IN A DAY	57	46
EVERY 2 DAY	57	46
NA	10	8.0
TOTAL	124	100

Source: primary data

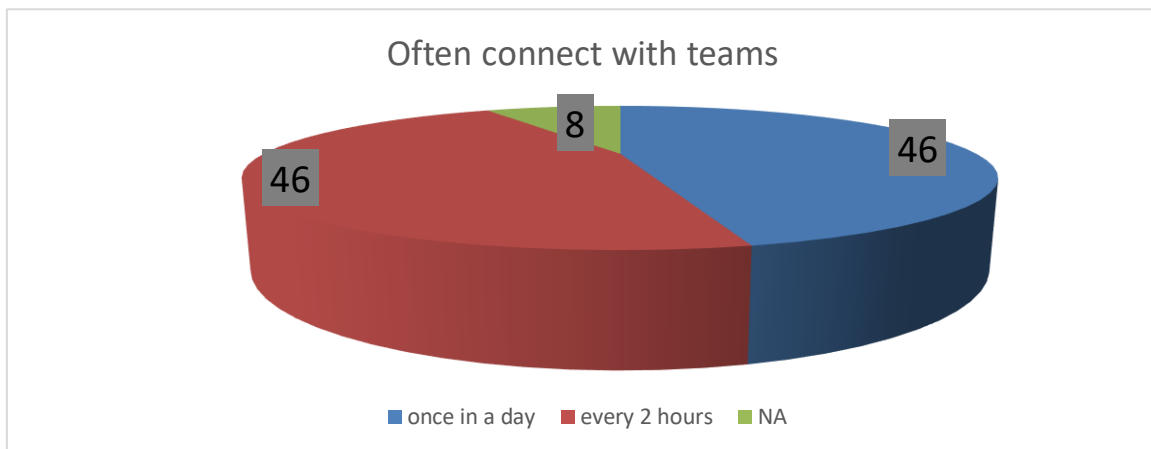


FIG 4.1.8

**FIGURE SHOWING THE RESPONDENTS OF OFTEN CONNECT WITH THERE
TEAM**

INTERPRETATIONS:

From the above table out of 124 respondents, 46% respondents of IT employees connect once in a day, 46% of respondents of IT employees connect every 2 hours, 8.0% of respondents of IT employees do not connect with the team.

TABLE NO: 4.1.9
TABLE SHOWING THE RESPONDENTS OF WORK FROM HOME
ARRANGEMENTS

WORK FROM HOME ARRANGEMENTS	NO OF RESPONDENTS	PERCENTAGE
VERY DISSATISFIED	10	8.1
NOT SATISFIED	28	22.6
NEUTRAL	10	8.0
SATISFIED	67	54.0
VERY SATISFIED	9	7.3
TOTAL	124	100

Source: primary data

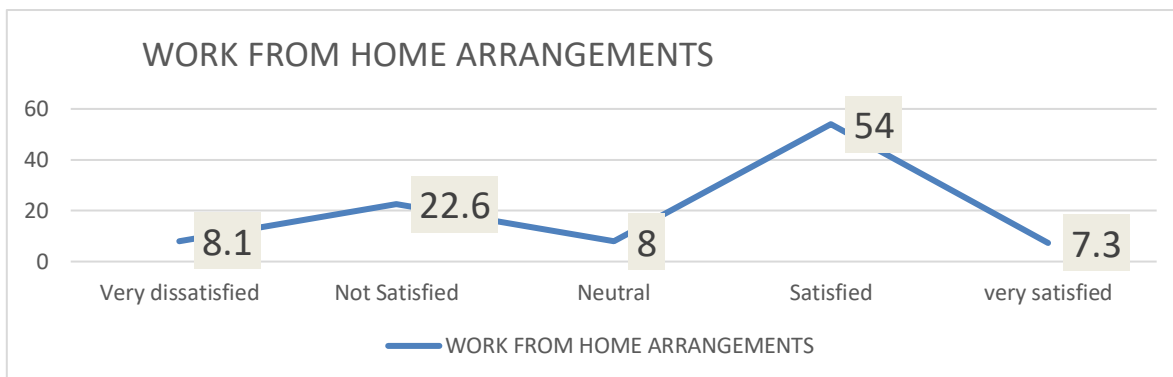


FIG 4.1.9
FIGURE SHOWING THE RESPONDENTS OF WORK FROM HOME
ARRANGEMENTS

INTERPRETATIONS:

From the above table out of 124 respondents, 54% respondents of IT employees are satisfied, 22.6% respondents of IT employees are not satisfied, 8.1% respondents of IT employees are very dissatisfied, 8.0% respondents of IT employees are neutral, 7.3% respondents of IT employees are very dissatisfied.

TABLE NO:4.1.10
TABLE SHOWING THE RESPONDENTS OF HAVING EQUIPMENTS
NEEDED FOR WORK FROM HOME

EQUIPMENTS NEEDED FOR WORK FROM HOME	NO OF RESPONDENTS	PERCENTAGE
Agree	53	42.8
Strongly agree	21	17.7
Neutral	16	12.9
Disagree	29	23.4
Strongly disagree	4	3.2
TOTAL	124	100

Source: primary data

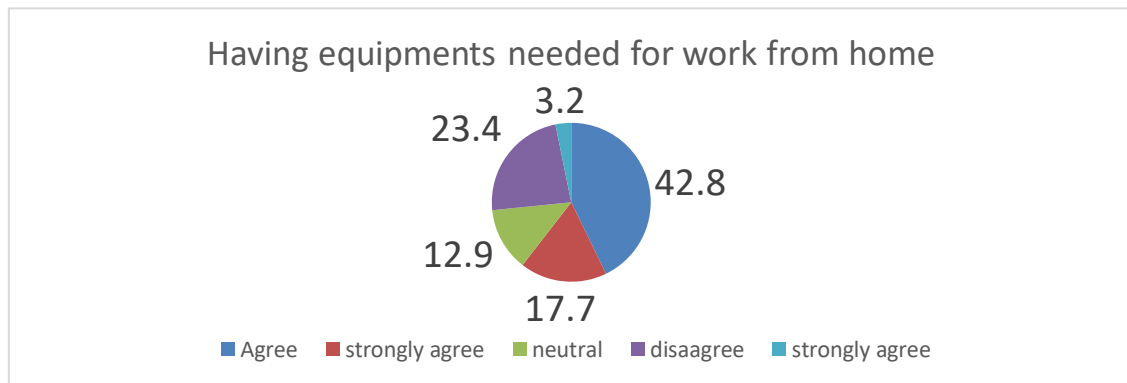


FIG 4.1.10

**FIGURE SHOWING THE RESPONDENTS OF HAVING EQUIPMENTS NEEDED
FOR WORK FROM HOME**

INTERPRETATIONS:

From the above table out of 124 respondents, 42.8% respondents of IT employees Agree, 23.4% respondents of IT employees disagree, 17.7% respondents of IT employees strongly agree, 12.9% respondents of IT employees are neutral, 3.2% respondents of IT employees strongly disagree.

TABLE NO:4.1.11

TABLE SHOWING THE RESPONDENTS OF MODE OF CONNECT WITH TEAMS

MODE OF CONNECT WITH TEAMS	NO OF RESPONDENTS	PERCENTAGE
Email	35	28.2
Call	56	44.4
Chat	29	23.4
zoom	4	4.0
TOTAL	124	100

Source: primary data

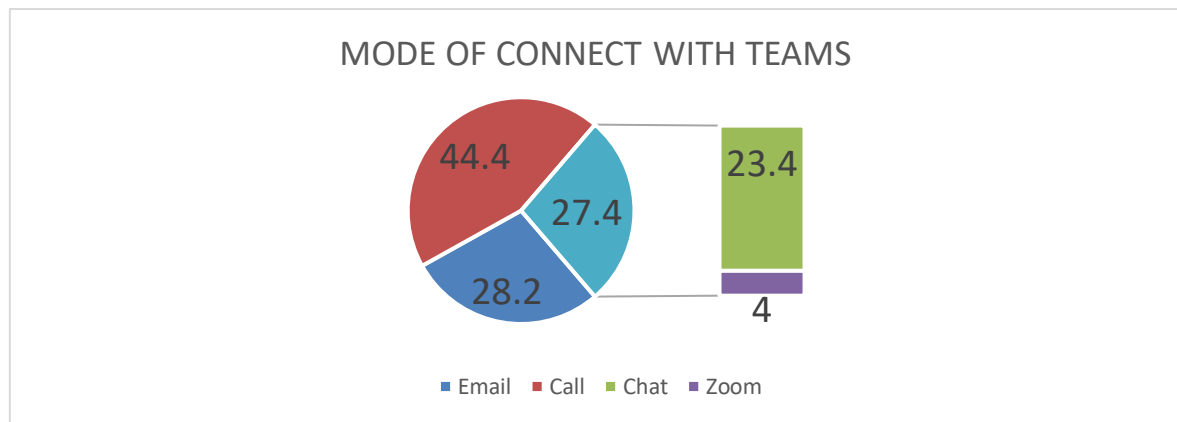


FIG 4.1.11

FIGURE SHOWING THE RESPONDENTS OF MODE OF CONNECT WITH TEAMS

INTERPRETATIONS:

From the above table out of 124 respondents, 44.4% respondents of IT employees connect through call, 28.2% respondents of IT employees connect through Email, 23.4% respondents of IT employees connect through chat, 4.0% respondents of IT employees connect through zoom

TABLE NO :4.1.12

**TABLE SHOWING THE RESPONDENTS OF MORE WORK THAN GOING TO
OFFICE**

MORE WORK THAN GOING TO OFFICE	NO OF RESPONDENTS	PERCENTAGE
Agree	58	46.8
Strongly agree	13	10.5
Neutral	14	11.3
Disagree	32	25.8
Strongly disagree	7	5.6
TOTAL	124	100

Source: primary data

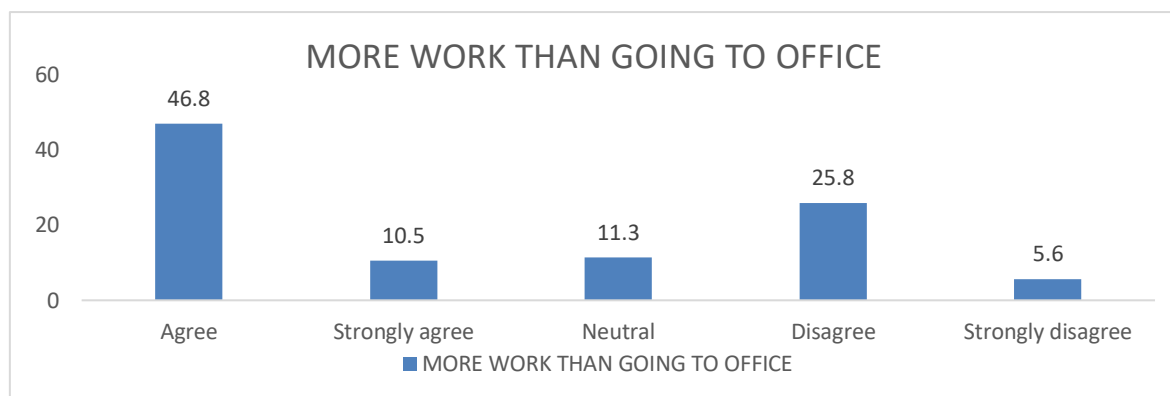


FIG 4.1.12

**FIGURE SHOWING THE RESPONDENTS OF MORE WORK THAN GOING TO
OFFICE**

INTERPRETATIONS:

From the above table out of 124 respondents, 46.8% respondents of IT employees Agree, 25.8% respondents of IT employees disagree, 11.3% respondents of IT employees are neutral, 10.5% respondents of IT employees Strongly disagree, 5.6% respondents of IT employees Strongly disagree.

TABLE NO: 4.1.13
TABLE SHOWING RESPONDENTS OF UNWANTED FIGHTS DUE TO WORK AT HOME

UNWANTED FIGHTS DUE TO WORK AT HOME	NO OF RESPONDENTS	PERCENTAGE
Agree	39	31.5
Strongly agree	9	7.3
Neutral	23	18.5
Disagree	41	33.1
Strongly disagree	12	9.6
TOTAL	124	100

Source: primary data

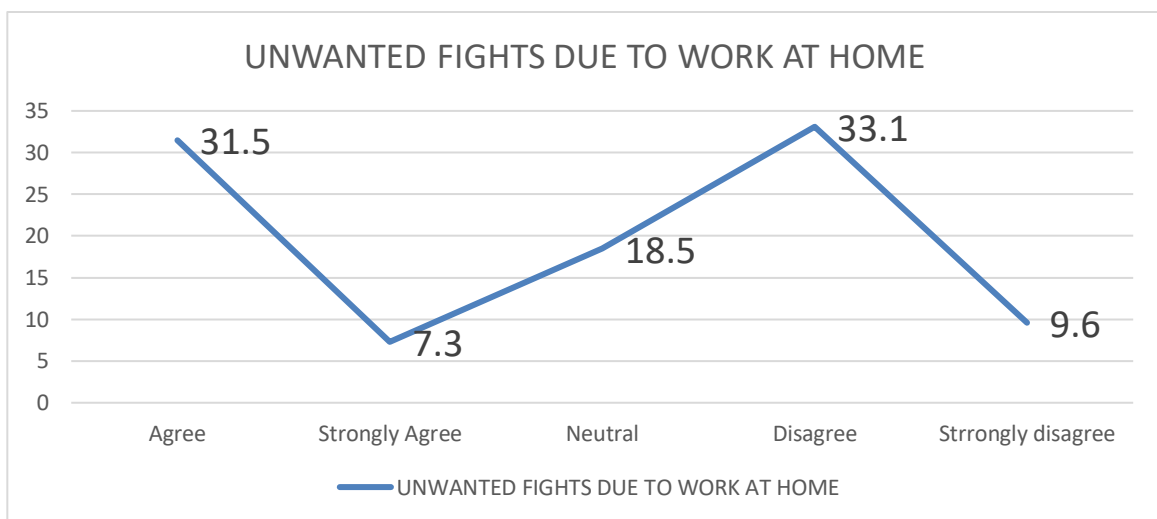


FIG 4.1.13
FIGURE SHOWING RESPONDENTS OF UNWANTED FIGHTS DUE TO WORK AT HOME

INTERPRETATIONS:

From the above table out of 124 respondents, 33.1% respondents of IT employees disagree, 31.5 % respondents of IT employees Agree, 18.5% respondents of IT employees are neutral, 9.6% respondents of IT employees strongly disagree , 7.3% respondents of IT employees strongly Agree.

TABLE NO:4.1.14
TABLE SHOWING RESPONDENTS OF CHALLENGES FACED DURING WORK AT HOME

CHALLENGES FACED DURING WORK AT HOME	NO OF RESPONDENTS	PERCENTAGE
Network issue	46	37.1
Family interruptions	48	38.7
Reduce supervision and guidance	22	17.7
Communications	3	2.4
Environment and surroundings	5	4.1
TOTAL	124	100

Source: primary data

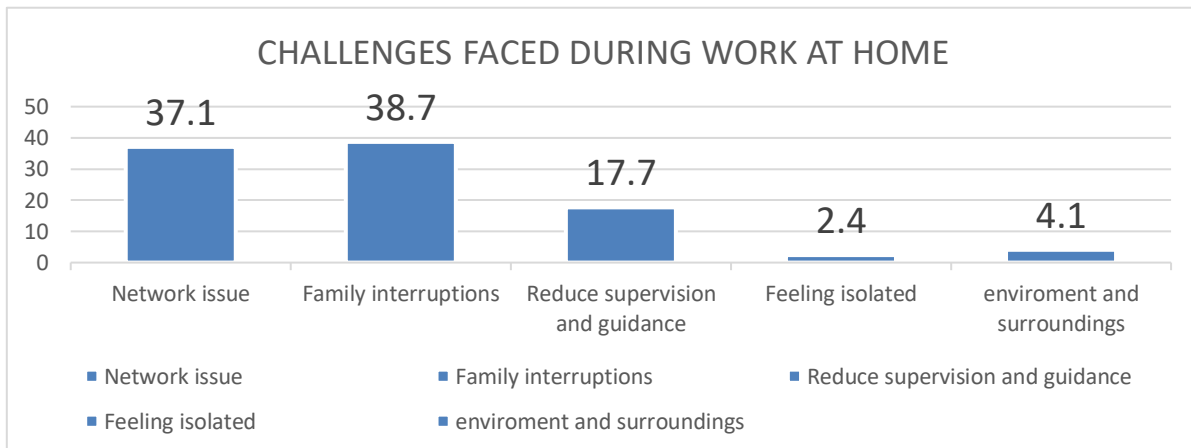


FIG 4.1.14
FIGURE SHOWING RESPONDENTS OF CHALLENGES FACED DURING WORK AT HOME

INTERPRETATIONS:

From the above table out of 124 respondents, 38.7% respondents of IT employees said Family interruptions, 37.1% respondents of IT employees said Network issue, 17.7% respondents of IT employees said Reduce supervision and guidance, 4.1% respondents of IT employees said Environment and surroundings, 2.4% respondents of IT employees said Communications.

TABLE NO:4.1.15
TABLE SHOWING RESPONDENTS OF EMPLOYEES ABLE TO COMPLETE THE
WORK ON TIME

ABLE TO COMPLETE THE WORK ON TIME	NO OF RESPONDENTS	PERCENTAGE
Agree	44	35.5
Strongly Agree	12	9.7
Neutral	20	16.1
Disagree	39	31.5
Strongly disagree	9	7.2
Total	124	100

Source: primary data

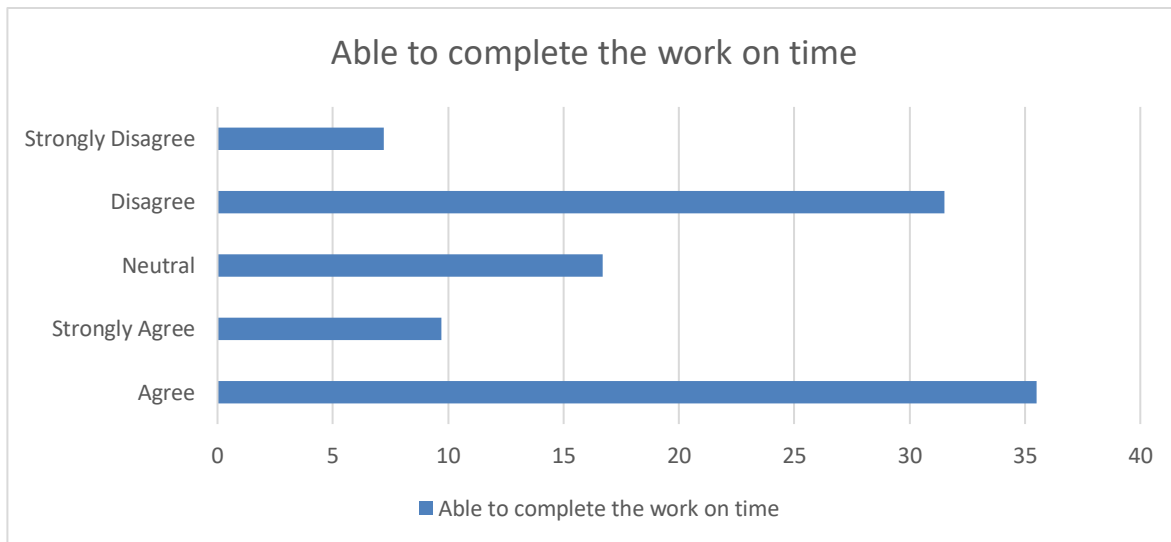


FIG 4.1.15
FIGURE SHOWING RESPONDENTS OF EMPLOYEES ABLE TO COMPLETE THE
WORK ON TIME

INTERPRETATIONS:

From the above table out of 124 respondents, 35.5% respondents of IT employees Agree, 31.5% respondents of IT employees disagree, 16.1% respondents of IT employees are Neutral, 9.7% respondents of IT employees Strongly disagree. 7.2% respondents of IT employees Strongly disagree.

TABLE NO:4.1.16
TABLE SHOWING RESPONDENTS FOR PREFERING WORK FROM HOME

PREFERING WORK FROM HOME	NO OF RESPONDENTS	PERCENTAGE
Enjoy more flexibility	39	31.5
It helps for optional leave	21	16.9
Schedule can be our own	34	27.4
Not prefer to say	30	24.2
TOTAL	124	100

Source: primary data

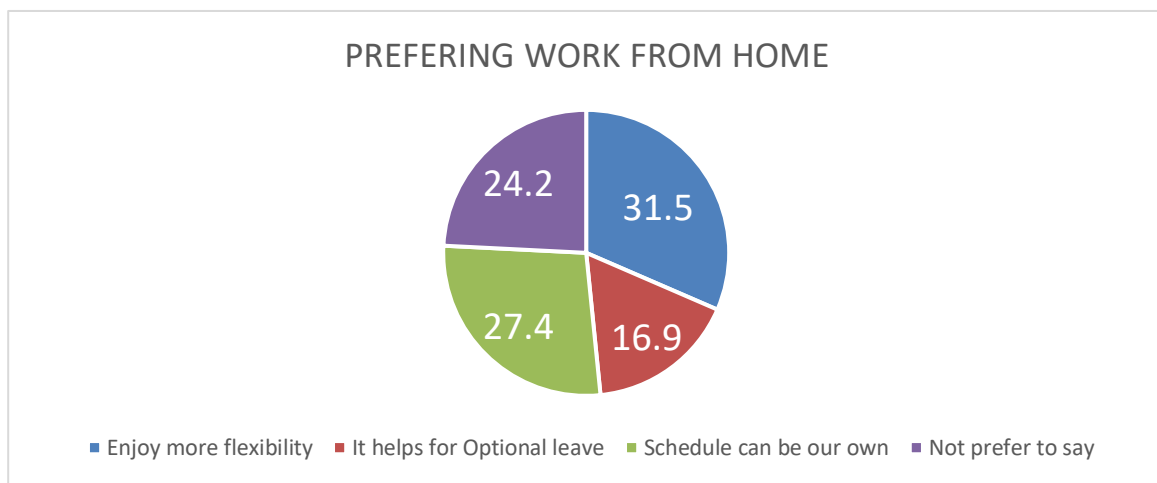


FIG 4.1.16
FIGURE SHOWING RESPONDENTS FOR PREFERING WORK FROM HOME

INTERPRETATIONS:

From the above table out of 124 respondents, 31.5% respondents of IT employees enjoy more flexibility, 27.4% respondents of IT employees are Schedule can be our own, 24.2% respondents of IT employees are Not preferred to say, 16.9% respondents of IT employees is It helps for optional leave.

TABLE NO :4.1.17
TABLE SHOWING RESPONDENTS OF EMPLOYEES WORKING HOURS AT HOME

EMPLOYEES WORKING HOURS AT HOME	NO OF RESPONDENTS	PERCENTAGE
5 to 10 hrs	89	71.8
10 to 20 hrs	35	28.2
More than 20 hrs	-	-
TOTAL	124	100

Source: primary data

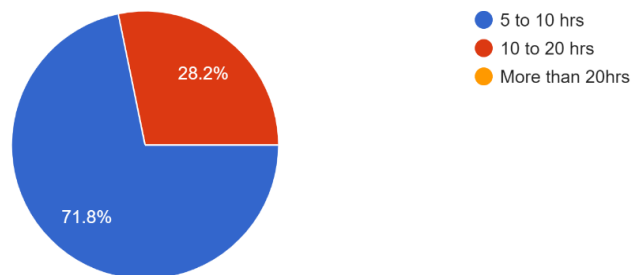


FIG 4.1.17
FIGURE SHOWING RESPONDENTS OF EMPLOYEES WORKING HOURS AT HOME

INTERPRETATIONS:

From the above table out of 124 respondents, 71.8% respondents of IT employees work 5 to 10 hours, 28.2% respondents of IT employees work 10 to 20 hours.

TABLE NO :4.1.18

TABLE SHOWING RESPONDENTS OF CHOICE OF WORKING

CHOICE OF WORKING	NO OF RESPONDENTS	PERCENTAGE
WORK FROM HOME	65	47.6
GO TO OFFICE	59	52.4
TOTAL	124	100

Source: primary data

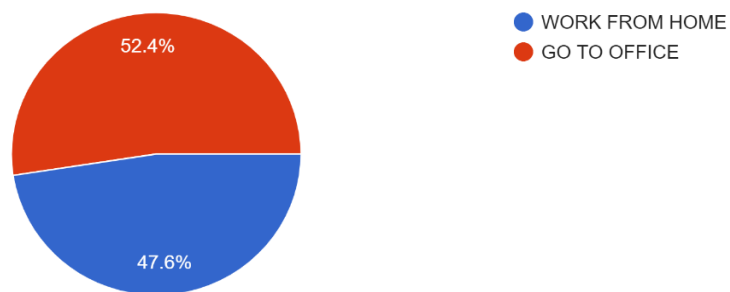


FIG 4.1.18

FIGURE SHOWING RESPONDENTS OF CHOICE OF WORKING

INTERPRETATIONS:

From the above table out of 124 respondents, 52.4% respondents of IT employees choose work from, and 47.6% respondents of IT employees Choose go to office.

TABLE NO: 4.1.19

TABLE SHOWING RESPONDENTS OF GETTING ADEQUATE BREAK

GETTING ADEQUATE BREAK	NO OF RESPONDENTS	PERCENTAGE
Yes	78	62.9
No	16	12.9
Sometimes	30	24.2
TOTAL	124	100

Source: primary data

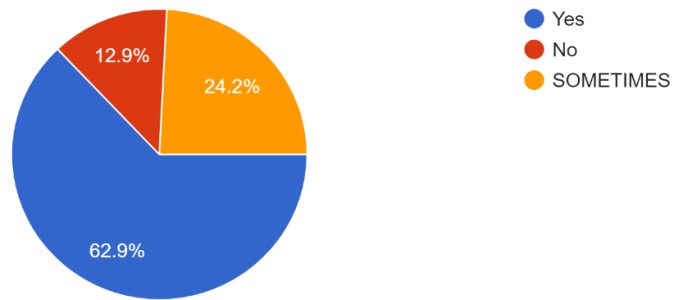


FIG 4.1.19

FIGURE SHOWING RESPONDENTS OF GETTING ADEQUATE BREAK

INTERPRETATIONS:

From the above table out of 124 respondents, 62.9% respondents of IT employees Say “yes”, 24.2% respondents of IT employees say “sometimes” ,12.9% respondents of IT employees say “No”

TABLE NO :4.1.20
TABLE SHOWING RESPONDENTS OF EMPLOYEES FAMILY SUPPORTING
THEIR WORK

FAMILY SUPPORTING THEIR WORK	NO OF RESPONDENTS	PERCENTAGE
Agree	46	37.1
Strongly agree	14	11.3
Neutral	20	16.1
Disagree	31	25.0
Strongly Disagree	13	10.5
TOTAL	124	100

Source: primary data

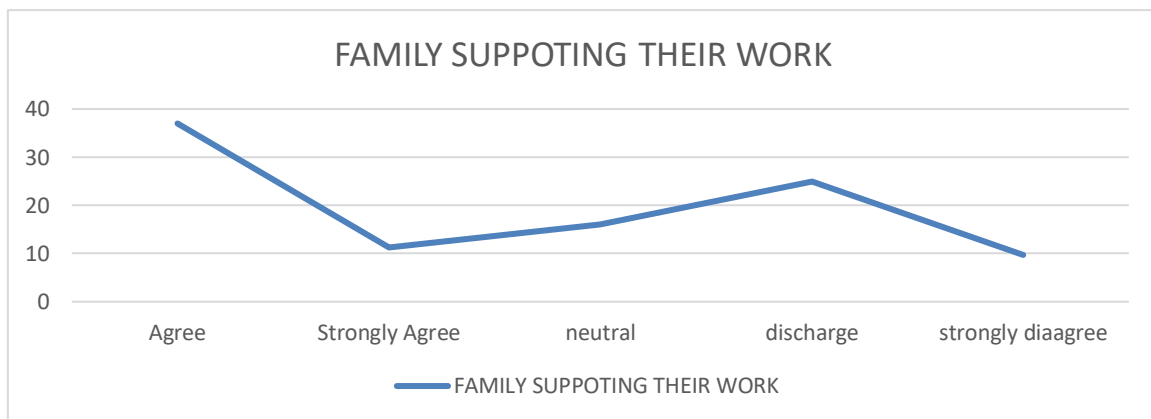


FIG 4.1.20
FIGURE SHOWING RESPONDENTS OF EMPLOYEES FAMILY SUPPORTING
THEIR WORK

INTERPRETATIONS:

From the above table out of 124 respondents, 37.1% respondents of IT employees Agree, 25.0% respondents of IT employees disagree, 16.1% respondents of IT employees are Neutral, 11.3% respondents of IT employees Strongly agree, 10.5% respondents of IT employees strongly disagree.

TABLE NO:4.1.21
TABLE SHOWING RESPONDENTS OF BALANCE OF WORK

BALANCE OF WORK	NO OF RESPONDENTS	PERCENTAGE
Agree	49	39.5
Strongly agree	14	11.3
Neutral	20	16.1
Disagree	28	22.6
Strongly disagree	13	10.5
TOTAL	124	100

Source: primary data

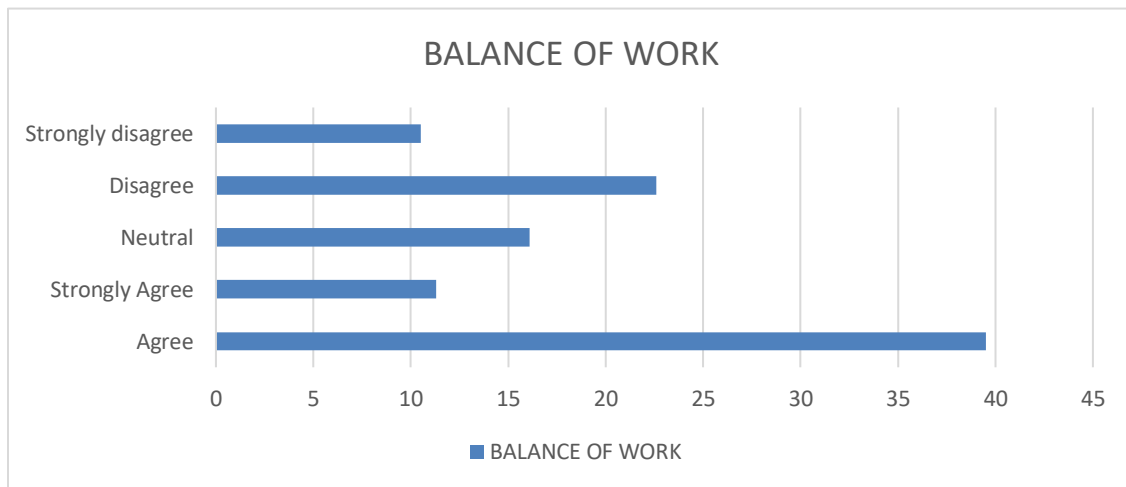


FIG 4.1.21
FIGURE SHOWING RESPONDENTS OF BALANCE OF WORK

INTERPRETATIONS:

From the above table out of 124 respondents, 39.5% respondents of IT employees agree, 22.6% respondents of IT employees disagree, 16.1% respondents of IT employees are Neutral, 11.3% respondents of IT employees Strongly agree, 10.5% respondents of IT employees are strongly disagreed.

TABLE NO:4.1.22
TABLE SHOWING RESPONDENTS OF EMPLOYEES DAY TO DAY BUDGET GOT INCREASED

DAY TO DAY BUDGET GOT INCREASED	NO OF RESPONDENTS	PERCENTAGE
Agree	38	30.6
Strongly agree	15	12.1
Neutral	18	14.5
Disagree	42	33.9
Strongly disagree	11	8.9
TOTAL	124	100

Source: primary data

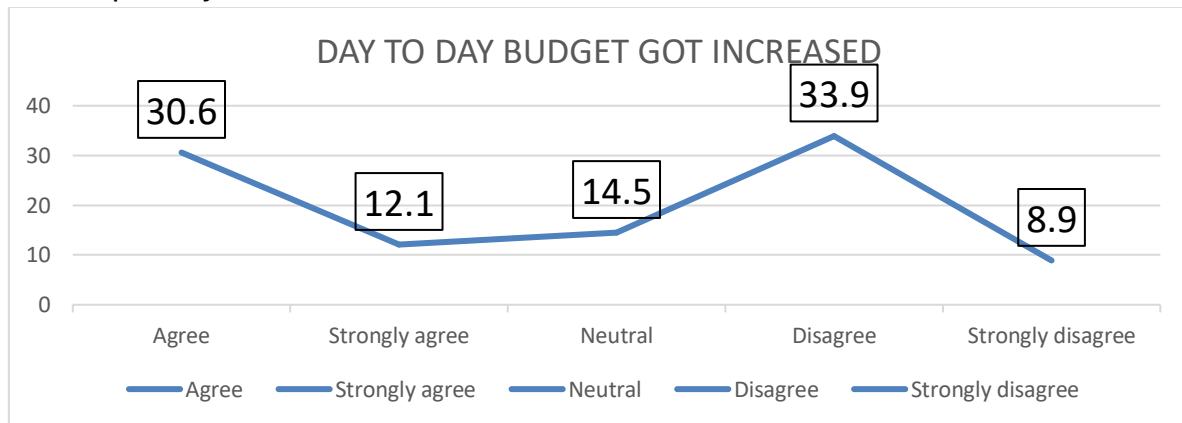


FIG 4.1.22
FIGURE SHOWING RESPONDENTS OF EMPLOYEES DAY TO DAY BUDGET GOT INCREASED

INTERPRETATIONS:

From the above table out of 124 respondents, 33.9% respondents of IT employees Disagree, 30.6% respondents of IT employees Agree, 14.5% respondents of IT employees are Neutral, 12.1% respondents of IT employees Strongly agree, 8.9% respondents of IT employees Strongly Disagree.

4.2 ONE WAY ANOVA

HYPOTHESIS:

Null Hypothesis (Ho): There is no significant difference between Age and Do you feel like doing more work.

Alternative Hypothesis(H1): There is significant difference between Age and Do you feel like doing more work.

TABLE NO 4.2.1
TABLE SHOWING AGE OF RESPONDENTS AND THEIR OPINION ON DO YOU
FEEL LIKE DOING MORE WORK IN HOME

Descriptive								
AGE								
	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Agree	58	2.93	1.918	.252	2.43	3.44	1	6
Strongly Agree	13	3.00	1.826	.506	1.90	4.10	1	6
Neutral	14	2.36	1.692	.452	1.38	3.33	1	6
Disagree	32	2.25	1.270	.225	1.79	2.71	1	6
Strongly Disagree	7	3.00	2.082	.787	1.07	4.93	1	6
Total	124	2.70	1.748	.157	2.39	3.01	1	6

ANOVA					
AGE					
	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	13.021	4	3.255	1.067	.376
Within Groups	362.938	119	3.050		
Total	375.960	123			

INTERPRETATION:

From the result it is interpreted that significant (2- tailed) value is .376 which is greater than 0.05. so HO is accepted and H1 is rejected. There is no positive difference between Age and Do you feel like doing more work.

4.3 CHI-SQUARE

HYPOTHESIS

Null Hypothesis (Ho): There is no significant difference between Gender and opinion of what challenges do you face while working at home

Alternative Hypothesis(H1): There is significant difference between Gender and opinion of what challenges do you face while working at home

TABLE NO 4.3.1

TABLE SHOWING GENDER OF RESPONDENTS AND THEIR OPINION ON WHAT CHALLENGES DO THEY FACE WHILE WORKING AT HOME

GENDER * WHAT CHALLENGES DO YOU FACE WHILE WORKING AT HOME								
Crosstabulation								
			WHAT CHALLENGES DO YOU FACE WHILE WORKING AT HOME					Total
			Network issue	family interruption	Reduce supervision and guidance	Feel isolated	Environment and surroundings	
GENDER	Male	Count	23	21	15	1	3	63
		Expected Count	23.4	24.4	11.2	1.5	2.5	63.0
	female	Count	23	27	7	2	2	61
		Expected Count	22.6	23.6	10.8	1.5	2.5	61.0
Total		Count	46	48	22	3	5	124
		Expected Count	46.0	48.0	22.0	3.0	5.0	124.0

Symmetric Measures			
		Value	Approximate Significance
Nominal by Nominal	Phi	.183	.385
	Cramer's V	.183	.385
N of Valid Cases		124	

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	4.161 ^a	4	.385
Likelihood Ratio	4.238	4	.375
Linear-by-Linear Association	.650	1	.420
N of Valid Cases	124		
a. 4 cells (40.0%) have expected count less than 5. The minimum expected count is 1.48.			

INTERPRETATIONS:

From the result it is interpreted that significant (2- tailed) value is .385 which is greater than 0.05. so HO is accepted and H1 is rejected. There is no positive difference between Gender and what challenges do they face while working at home

4.4 CORRELATIONS

HYPOTHESIS

Null Hypothesis (Ho): There is positive relationship between how your family supports your day-to-day work at home and Are you able to balance both house work and office work at same time.

Alternative Hypothesis(H1): There is negative relationship between how your family supports your day-to-day work at home and Are you able to balance both house work and office work at same time.

TABLE NO 4.4.1

TABLE SHOWING HOW YOUR FAMILY SUPPORTS YOUR DAY-TO-DAY WORK AT HOME AND ARE YOU ABLE TO BALANCE BOTH HOUSE WORK AND OFFICE WORK AT SAME TIME.

Correlations			
		DOYOURFAMILY SUPPORTS YOUR DAY-TO- DAY WORK AT HOME	AREYOUABLE TO BALANCE BOTH HOUSE WORK AND OFFICE WORK AT SAME TIME
DOYOURFAMILY SUPPORTS YOUR DAY-TO- DAY WORK AT HOME	Pearson Correlation	1	-.450**
	Sig. (2-tailed)		.001
	N	124	124
AREYOUABLE TO BALANCE BOTH HOUSE WORK AND OFFICE WORK AT SAME TIME	Pearson Correlation	-.450**	1
	Sig. (2-tailed)	.000	
	N	124	124
**. Correlation is significant at the 0.01 level (2-tailed).			

INTERPRETATIONS:

Since r is positive There is positive relationship between how your family supports your day-to-day work at home and Are you able to balance both house work and office work at same time

CHAPTER 5

5.1 FINDINGS:

- ✚ Most of the respondents age is between 25 to 30
- ✚ Most of the respondent's gender is male
- ✚ Most of the respondent's education qualification is under graduate
- ✚ Most of the respondent's marital status is single
- ✚ Most of the respondent's Annual income is 3 to 4 lakhs
- ✚ The majority of the respondents say that day to day routine has changed
- ✚ Most of the respondent's strongly disagree that extra wages being paid
- ✚ Most of the respondent's connect with the team once in a day
- ✚ Most of the respondents satisfied with the work from home arrangements.
- ✚ Most of the respondents Agree that having equipment's needed for work from home.
- ✚ Most of the respondents call mode to connect with their team members
- ✚ Most of the respondents Agree that having more work compared to going to office
- ✚ Most of the respondents disagree that unwanted fights due to work at home
- ✚ Most of the respondents said network issue is the challenge faced by them
- ✚ Most of the respondents Agree that can complete the work on time.
- ✚ Most of the respondents enjoy more flexibility for preferring work at home
- ✚ Most of the respondents working hours is 5 to 10 hrs
- ✚ Most of the respondents choose working at office is best
- ✚ Most of the respondents said yes for having adequate break
- ✚ Most of the respondents agree that their family supports the work
- ✚ Most of the respondents agree that they can balance both the work
- ✚ Most of the respondents disagree that day to day budget got increases.

5.2 SUGGESTIONS:

In order to suggest While working from home, you have enough flexibility to do your job. But this luxury can often turn into a missed opportunity, if not planned accordingly. Keeping that in mind, we bring you some basic work from home tips which you can easily follow at home.

They say work from home can be your litmus paper to your productivity. Also, many would argue over the fact that it needs intrinsic motivation to perform your tasks efficiently and deliver at the right time when you are working from home.

But this is not necessarily true. You do not lose productivity because of that, but not getting your basics right.

When you work from home, you are less likely to step out of your home and go through a typical adult routine. Furthermore, distractions are present in every step. You must get your basics right in order to follow a well-organized routine and avoid compulsions.

5.3 CONCLUSION

The study concludes the time management as a source of self-motivation for increasing productivity during work from home and reinforces leadership skills in the form of setting an example, and knowledge sharing as a motivating factor for others in increasing productivity while working from home. The present study reveals a high regard to nature and relationships during pandemic times rather than a negative approach towards it the present study brought to surface addiction to screen time as a major challenge being faced in working from home followed by keeping children engaged in activities as children too were under locked down at home during the pandemic. Chores like cleaning and cooking also affected productivity during work from home.

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APPENDIX- I (QUESTIONNAIRE)

1) NAME _____

2)Age

- ☐ below 25
- ☐ 25 to 30
- ☐ 30 to 35
- ☐ 35 Above

3)Gender

- ☐ Male
- ☐ Female

4)Education qualification

- ☐ Post graduate
- ☐ Under graduate
- ☐ Equivalent graduation
- ☐ Graduate

5)Marital status

- ☐ Married
- ☐ Unmarried

6)Annual Income:

- ☐ Less than 3lakhs
- ☐ 3 to 4 lakhs
- ☐ 4 to 5 lakhs
- ☐ Above 5 lakhs

7) Do you feel like your day-to-day activities got changed due to work at home?

- ☐ yes
- ☐ No

8) Extra wages have been paid to the workers who are doing work at home?

- ☐ Agree
- ☐ Strongly agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

9) How often do you connect with your team for any kind of clarification?

- ☐ Once in a day
- ☐ Every 2 hrs
- ☐ NA

10) Are you satisfied with your current work from home arrangements?

- ☐ Satisfied
- ☐ Very satisfied
- ☐ Neutral
- ☐ Not satisfied
- ☐ Very dissatisfied

11) Do you have all equipment you need in order to do your work from home?

- ☐ Agree
- ☐ Strongly agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

12) By what mode do you connect with your team?

- E-mail
- Call
- Chat
- Zoom

13) Do feel like doing more work than going to office?

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

14) Do feel like there are unwanted fights in family due to work at home?

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

15) What challenges do you face while working at home?

- Network issue
- Family interruption
- Reduce supervision guidance
- Communication
- Environment and surroundings

16) Are you able to complete your work within stipulated time given to you while work from home?

- ☐ Agree
- ☐ Strongly agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

17) why do you prefer to work from home?

- ☐ Enjoy more flexibility
- ☐ It helps for optional leave
- ☐ Schedule can be our own
- ☐ Not prefer to say

18) How many hours do you work at home?

- ☐ 5 to 10 hrs
- ☐ 10 to 20 hrs
- ☐ More than 20 hrs

19) In both the given options what would be your choice of working?

- ☐ Work from home
- ☐ Go to office

20) Do you get adequate break compared to working at office?

- ☐ Yes
- ☐ No
- ☐ Sometimes

21) Do your family and surroundings support your work, physically and mentally?

- ☐ Agree
- ☐ Strongly agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

22) Are you able to balance the both house work and office work at same time?

- ☐ Agree
- ☐ Strongly agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

23) while work at home do you feel like you day to day budget got increased as compared going to office?

- ☐ Agree
- ☐ Strongly agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

APPENDIX- II (ARTICLE)

A STUDY OF PSYCHOLOGICAL IMPACT ON IT EMPLOYEES WORK AT HOME DURING PANDEMIC (COVID 19)

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ABSTRACT

(COVID-19) pandemic resulted in lockdown affecting all businesses globally. Employees of multi-national companies were forced to work from home leading to challenges in productivity and motivation. 613 working professionals from multi-national organizations who worked from home participated in the online survey with semi-structured questionnaire using non-probability snowball sampling technique. Descriptive statistics was used to analyze the findings. to collect data method

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 development in information and communication technologies has made it very easier to complete the tasks outside of the workplace because of good internet connectivity as well as reasonable price, more user-friendly computers laptops and other similar gadgets.

REVIEW OF LITERATURE

Shareena, Mahammad shahid, 5, May-2020, Work from home during covid-19: employees' perception and experiences. Global Journal for research analysis, volume -9, Issue-PRINT ISSN No. 2277 – 8160, DOI: 10.36106.

M.Frese,1985.” stress at work and psychosomatic complaints: A Causal interpretation
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Manoj Bhattarai, Published on 2020. Working from home and job satisfaction during the pandemic times. INDEPENDENT PUBLICATION,

Prettysha Curtis, published on 2020. A Study on Work from Home, Motivation &Productivity of Employees in Indian Population duringCOVID-19 Pandemic, Research gate

RESEARCH METHODOLOGY:

Research methodology is the specific procedures or techniques used to identify, select, process, and analyze information about a topic. In a research paper, the methodology section allows the reader to critically evaluate a study's overall validity and reliability. This project is based on DESCRIPTIVE research design to obtain the opinion of the respondents. Primary data for this study will be collecting through questionnaire. Secondary data is collecting from external sources like Websites, journals etc. Statistics is the collection and analysis of helpful data. So, in any economic activity, statistics will play a very important role. Especially when planning a project, statistical tools are indispensable. In order to analyze descriptive data analysis and statistical tools used such as percentage method, chi-square and ANOVA.

OBJECTIVES

- To know the opinion of respondents towards work from home
- To examine the psychological stress of the IT employees.

DATA ANALYSIS AND INTERPRETATIONS

ANOVA:

HYPOTHESIS

Null Hypothesis (Ho): There is no significant difference between Age and Do you feel like doing more work.

Alternative Hypothesis(H1): There is significant difference between Age and Do you feel like doing more work.

ANOVA					
AGE					
	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	13.021	4	3.255	1.067	.376
Within Groups	362.938	119	3.050		
Total	375.960	123			

INTERPRETATION:

From the result it is interpreted that significant (2- tailed) value is .376 which is greater than 0.05. so HO is accepted and H1 is rejected. There is no positive difference between Age and Do you feel like doing more work.

CHI-SQUARE

HYPOTHESIS

Null Hypothesis (Ho): There is no significant difference between Gender and opinion of what challenges do you face while working at home

Alternative Hypothesis(H1): There is significant difference between Gender and opinion of what challenges do you face while working at home

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	4.161 ^a	4	.385
Likelihood Ratio	4.238	4	.375
Linear-by-Linear Association	.650	1	.420
N of Valid Cases	124		
a. 4 cells (40.0%) have expected count less than 5. The minimum expected count is 1.48.			

INTERPRETATIONS:

From the result it is interpreted that significant (2- tailed) value is .385 which is greater than 0.05. so HO is accepted and H1 is rejected. There is no positive difference between Gender and what challenges do they face while working at home

FINDINGS:

- There is no positive difference between Age and Do you feel like doing more work.
- There is no positive difference between Gender and what challenges do they face while working at home.

CONCLUSION

The study reveals that there is no positive difference between age and the Do you feel like doing more work at home. And there is no positive difference between Gender and what challenges do they face while working at home.

REFERENCE

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