

## **A STUDY ON WORK FROM HOME - PERCEPTION AND JOB SATISFACTION AMONG IT EMPLOYEES IN BANGALORE**

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### **ABSTRACT**

Coronavirus (COVID-19), which hit in early 2020, impacted all the walks of life, and also largely affected the working of industries and organizations. When WHO Declared the outbreak of corona virus, to stop the further spread and to flatten the curve lockdown was imposed worldwide limiting the unnecessary travels, temporary closure of organizations except essential services, this made organization to think about to move for virtual work from home as a new normal this immediate shift was not an easy task for both employers and employees. Thanks to evolving technologies like skype, facetime, googlemeet, Zoom which made the work from home possible during tough times. Experts are expecting the third wave in the end of the august, still there is no clarity on how it will impact, and how soon the restrictions will be lifted. post pandemic work will probably never be the same again. This paper is descriptive in nature, investigates the perception of employees on Work from home (WFH), how well the working from home works and its impact on job satisfaction which is crucial factor. For the purpose of the study primary data is collected with well-structured questionnaire and secondary data from reputed journals, magazines, articles.

**Keywords—Pandemic, covid-19, work from home, virtual work**

### **INTRODUCTION:**

The Novel Corona virus (Covid 19) which hit in early 2019 has challenged society in many ways of all sectors. In order to flatten the curve government of India announced lockdown, restricting all the activities except essential services which made organization forcefully to take the decision to make employees to work from home as this was sudden shift from physical work to virtual work which was once fantasy for many. Thanks to advanced technologies which made this paradigm shift possible, After working for an year and plus now the organizations are planning to resume the work after vaccinations, even now the future is at uncertain, resuming to physical work is till not clear, experts are speculating

the 3<sup>rd</sup> wave, the effect that it cause is still on the discussion in the same time many countries are facing 4<sup>th</sup> wave, so the future looks uncertain. When our societies will return to normal, what are the scars the pandemic leave. Experts says companies use the work from home model permanently as it offers notable benefit to companies and their employees, however the concern persist regarding the effectiveness of work from home. What is the perception of employees on WFH model, and its impact on job satisfaction, can organizations use it as future model, what are the factors can be considered for WFH policies to make more effective and productive, to answer this question this study is taken

## REVIEW OF LITREATURE

**Michael Gibbs, Friederike Mengel, and Christoph Siemroth (2021):** In their working paper titled “Work from Home & Productivity: Evidence from Personnel & Analytics Data on IT Professionals, from their study on productivity of employees during pandemic opine that there is increase in workload of an employees with long work hours due to no new hires and also stated there is an increase in the cost of communication and coordination which constituted as an major source to decrease the productivity.

**Dr. Shareena P, Mahammad Shahid(2020):** In their study titled “work from home during covid 19: employees perception and experiences” they opine that work from home is a dependent concept on children’s in the family, quietness, availability of space, good network connectivity. Employees like to work from from home when they have good and supporting environment at home.

**Tracey Crosbie and Jeanne Moore (2004)** in their study titled “Work–life Balance and Working from Home opines that working from home is given as a option given to employees to have work. current emphasis on work–life balance should be welcomed, afor those companies which take it seriously, it offers the potential for greater flexibility and choice for a broad range of workerslife balance and concluded that homeworking is not the panacea for modern working life.

## OBJECTIVES OF STUDY

1. To analyze the job satisfaction among employees regarding work from home,
2. To know the perception among employees from work from home

## SIGNIFICANCE OF THE STUDY

The third wave is expected by the experts at the end of the august and there is no clarity on how the work will be resumed in future, still the question mark exist. On this outset the study on the perception of employees and the job satisfaction during work from home provides the unique insight on the effectiveness of work, how the employees feel to work

from home, to assess the possibility of having work from home as one of the future working models and what are the changes to be concentrated on future policies.

## SCOPE OF THE STUDY

The study is limited to know the perception and job satisfaction of IT employees in Bangalore. 25 companies in Bangalore were taken up for the study. The population is divided into South Bangalore, North Bangalore, East Bangalore, West Bangalore. Samples are drawn using convenience sampling method.

## SOURCES OF DATA COLLECTION

For the purpose of this research, both primary and secondary information is used. Primary data is collected through well-structured questionnaire and telephonic interview through convenience method of sampling method. Data is collected through google forms due to pandemic restriction. Secondary data was collected through working papers, periodicals and newspaper articles, research papers, case studies,

## SAMPLE FRAMEWORK OF THE STUDY

The sample size of 350 responses were collected via online surveys after data cleaning only 320 was considered as a quality response. It accounts to 91% collected determine the reliability of survey. The responses is taken from IT employees from Bangalore of different age group and income levels

## LIMITATIONS OF THE STUDY

- 1) The study is restricted to IT employees from Bangalore city
- 2) The study is confined only to analyze the productivity and job satisfaction level among IT employees.

## RESULTS AND DISCUSSION

**TABLE 1:** Demographic representation of sample

| <b>GENDER</b>     | <b>Nos</b> | <b>%</b>   |
|-------------------|------------|------------|
| Male              | 170        | 53         |
| Female            | 150        | 47         |
| Prefer Not To Say | 0          | 0          |
| <b>Total</b>      | <b>320</b> | <b>100</b> |

Gender

### Age classification

| Age        | Nos | %   |
|------------|-----|-----|
| 25- 35     | 109 | 34  |
| 35-45      | 189 | 59  |
| 45-55      | 19  | 6   |
| 55 & ABOVE | 3   | 1   |
| Total      | 320 | 100 |

**Interpretation:** Table 1 represents the demographic representation of the sample respondents out of 320 respondents 47% are female and 53% are male respondents. And majority of the sample respondents are from the age category of 35-45 years of age.

**TABLE 2** Respondents Functional status

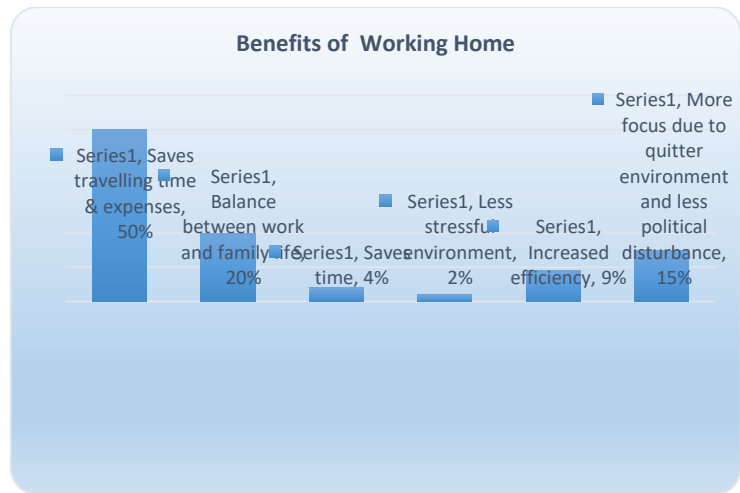
| Levels                  | Nos | %   |
|-------------------------|-----|-----|
| Top management          | 3   | 1   |
| Senior leaders          | 64  | 20  |
| Middle managers         | 77  | 24  |
| Supervisors             | 144 | 45  |
| Individual contributors | 32  | 10  |
| Total                   | 320 | 100 |

(Primary source)

**Interpretation:** The sample respondents are from different functional levels, 1% from top management, 20% from senior leaders, 24% contributes from middle level managers, 45% are supervisors, 10% are individual contributors.

**TABLE 3:** Benefits of work from home

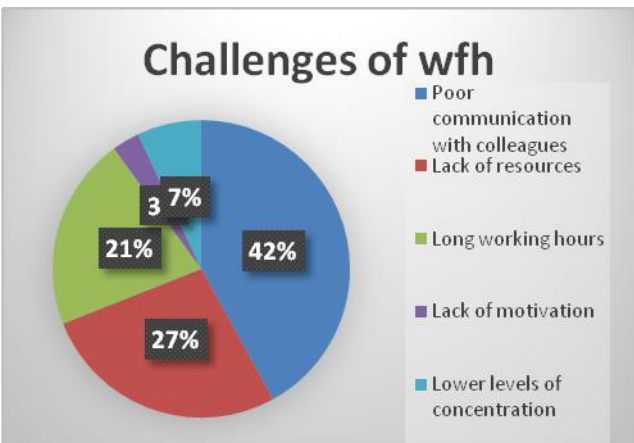
| Statements   | No  | %   |
|--|-----|-----|
| Saves travelling time & expenses                                     | 160 | 50  |
| Balance between work and family life                                 | 64  | 20  |
| Saves time   | 12  | 4   |
| Less stressful environment   | 7   | 2   |
| Increased efficiency   | 30  | 9   |
| More focus due to quitter environment and less political disturbance | 47  | 15  |
| Total  | 320 | 100 |



**Interpretation :** when respondents were asked about the benefits of work from home 50% of the sample respondents opine that it saves their travelling time due to traffic and its expenses. 20% agree its helps them to have balance of work and family, 4% says it saves time by avoiding long breaks, 2% opines it's a less stressful environment and only 15% helps them to be more focus, so we can conclude that employees will be more focused in office with less distractions which helps them to be more efficient.

**TABLE 4:** Challenges of working from home

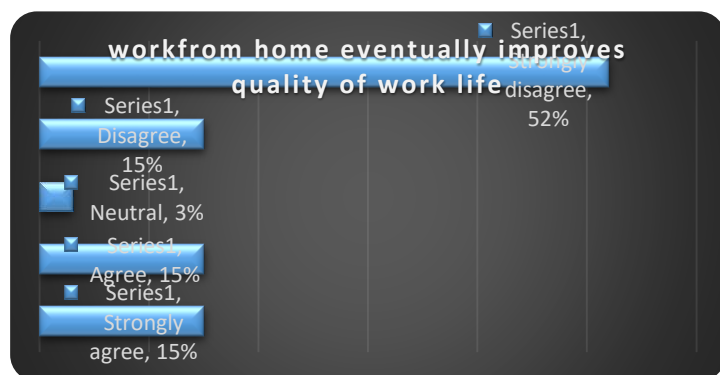
| Statements                         | No  | %   |
|------------------------------------|-----|-----|
| Poor communication with colleagues | 134 | 42  |
| Lack of resources                  | 86  | 27  |
| Long working hours                 | 67  | 21  |
| Lack of motivation                 | 10  | 3   |
| Lower levels of concentration      | 22  | 7   |
| Total                              | 320 | 100 |



**Interpretation:** Respondents were asked on the challenges they faced during Work from home, majority (42%) Poor communication was with teams was the biggest challenge which in turn decrease an element of team work, miss out of daily updates, feeling of isolation as business culture slips. 27% respondents say that there is no adequate resources to work remotely, 21% fell they receive more work even after the business hours than before, 3% opines lack of motivation, 7% of respondents feel they are not able to concentrate on work with more distractions of family and other household noises.

**TABLE 5:** Work from home will eventually improve one’s quality of working life

| Statements        | Nos | %   |
|-------------------|-----|-----|
| Strongly agree    | 48  | 15  |
| Agree             | 48  | 15  |
| Neutral           | 10  | 3   |
| Disagree          | 47  | 15  |
| Strongly disagree | 167 | 52  |
| Total             | 320 | 100 |

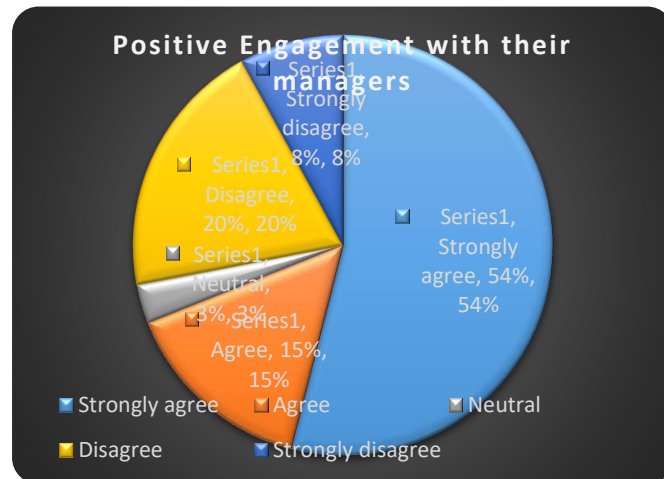


**Interpretation:** Majority of the respondents i.e. 73 % of the employees feels that work from home will not improve the quality of working life and 24% agrees with the statement. Employees feel in the initial days the productivity is higher, due to “panic productivity”.

Employees have worked for longer hours due to fear of job loss and with the hopes of staying visible and relevant in the later stage burn outs were experienced.

**TABLE 6:** Positive Engagement with their managers

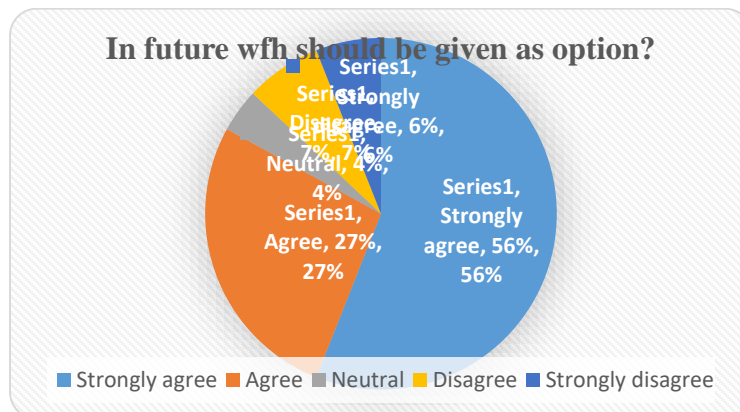
| Statement         | Nos        | %          |
|-------------------|------------|------------|
| Strongly agree    | 173        | 54         |
| Agree             | 48         | 15         |
| Neutral           | 10         | 3          |
| Disagree          | 63         | 20         |
| Strongly disagree | 26         | 8          |
| <b>Total</b>      | <b>320</b> | <b>100</b> |



**Interpretation:** The one of the important factor that impacts on both satisfaction and engagement, is the extent of which the employees feel secured with positive connection with their managers/ higher authorities. 69% of respondents agree that they had a positive engagement with their higher authorities which helped them to do their work smoothly, 28% of respondents didn't have the positive engagement.

**Table 8:** In future the work from home should be given as an option to the employees.

| Statements        | Nos        | %          |
|-------------------|------------|------------|
| Strongly agree    | 178        | 56         |
| Agree             | 86         | 27         |
| Neutral           | 13         | 4          |
| Disagree          | 23         | 7          |
| Strongly disagree | 20         | 6          |
| <b>Total</b>      | <b>320</b> | <b>100</b> |



**Interpretation:** 83% of the employees feel that work from home option should be given to employees as it offers some benefits to employees like immigration issues, geographic



flexibility, helpful for new parents, travel time will be saved due to avoidance of traffic majorly in urban hubs like Bangalore.

### **Findings of the study:**

- Majority of the respondents belongs to 35-45 years of age group
- Employees opines that work from home will help them in saving travelling time (50%), and to have work life balance(20%)
- Poor communication among colleagues is the biggest challenge employees faced during pandemic followed by lack of resource and long working hours.
- Employees disagree that work from home will not improve their quality of work life due to long working hours, lack of facilities available.
- 69% of employees had positive engagement with their managers or higher authorities which is the key for job satisfaction and engagement.
- 83% agree to give work from home option have in the future because of benefits it offers like geographic flexibility, flexible working hours, avoiding traffic time.

### **Suggestions**

- Organization should encourage the employees to stay healthy measures like providing insurance policies, maintaining standard hours, encouraging healthy habits, protocols on “shutting down” at certain times will drive more self-satisfaction and productivity.
- From the study we have observed employees feel lack of resources to work if companies can offer set up cost it optimizes individual productivity or by making some discounting arrangements
- Applying ROWE mindset helps the employees in increasing the morale. ROWE stands for results- only work environment. Employers don't track hours or care about how work is done as long as the employee is showing the results.
- Employees should select and set up tech strategically. So it helps them to be flexible .
- Organizations should streamline the communication channels for effective communication.

### **Conclusion:**

The employees and employers has to adopt for the changing employment. Work from home is a good option for new parents, disabilities and others who can perform really well without coming to the physical working place, but few work will not permit the employees to choose wfh. Organization can capture the upside of work from home, it worth trying it out, but with few adjustments for overcoming its challenges.



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