



THE PERCEPTION OF IT COMPANY EMPLOYEES TOWARDS WORK FROM HOME CULTURE

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Abstract: The sudden outbreak of Covid-19 had affected the normal functioning of every industry. The restrictions imposed by the Government and other regulatory bodies to prevent its spreading for the purpose of protecting our society and individuals has an impact on the normal or regular operations of the IT companies. Here, in this study, an attempt is made to know the “Perception of IT Employees towards Work From Home (WFH) culture”. Sample of 50 was taken for the purpose of conducting this study. The data collected from the primary and secondary resources has been detailly evaluated to have a better understanding of the employees working in IT companies and their attitude towards the WFH culture.

Keywords: Work From Home (WFH) Culture, IT Company, Covid-19, Perception of employees

Introduction

The world was thrust into an unprecedented working culture in response to the COVID-19 pandemic. Many organizations transitioned their employees from the office to a Work From Home (WFH) model during the Covid-19 global pandemic. Many companies like Google, Microsoft, JPMorgan, Zillow, Slack, Amazon, PayPal, Salesforce and other major companies have introduced Work-From-Home model. The WFH model has got world-wide acceptance due to its benefit in business as well as to the employees. This study focuses on the perception of employees towards the Work From Home model and its impact on their work-life balance. The potential challenges faced by the employees of IT companies during the pandemic time is also being analysed or evaluated in this study.

Review of Literature

1. **(Srivastava et al., 2015)** studied the perspectives of IT employees on the Work from Home concept. The majority of the employees claimed that there were flexible working hours and they were able to maintain work life balance. The major disadvantage pointed out was lack of communication with their colleagues.
2. **(Bloom et al., 2015)** investigated whether the work from home model works using an experimental study on the employees of a travel agency in China. They found several striking results. First, a 13% increase in the productivity among the workers. Second, attrition fell sharply among the home workers, dropping by 50%. Thirdly, it pointed out a downside of WFH that it reduced the rate of promotion by nearly 50%.
3. **(Troup & Rose, 2012)** investigated the impact of formal and informal telework arrangements on work-family outcomes such as job satisfaction, time spent on childcare and satisfaction with the distribution of childcare tasks in Queensland, Australia. They found that formal telework arrangement had greater positive effect on women's job satisfaction. The flexibility of working time (informal telework arrangement) for women provides optimum satisfaction towards child care distribution with their spouse. It also allows them to act on family needs and responsibilities.
4. **(Jang, 2009)** conducted a study to examine the relationship between work-schedule flexibility and employees' perception of workplace support, supervisory support, work-life balance and well-being. The results were employees who had flexible work schedule reported higher levels of work-life balance, which in turn positively affects their wellbeing. In addition, perceived flexible works schedule was found a mediator of perceived supervisory and workplace support, thus fitting a theory that a good organizational culture helps creates a more positive perception of workplace flexibility.
5. **(Halpern, 2005)** studied how time-flexible work policies can improve health, reduce stress and save money. The results showed that employees had greater loyalty to their employers and reported fewer symptoms of stress when the number of flexible work policies was widely available.

Objectives of the study

- To know the satisfaction level of employees working in IT sector towards Work From Home.
- To study the employee related factors having positive and negative influence on productivity.
- To analyse the challenges faced by the employees in Work From Home model.
- To suggest ways and measures to make WFH more effective and efficient.

Research methodology

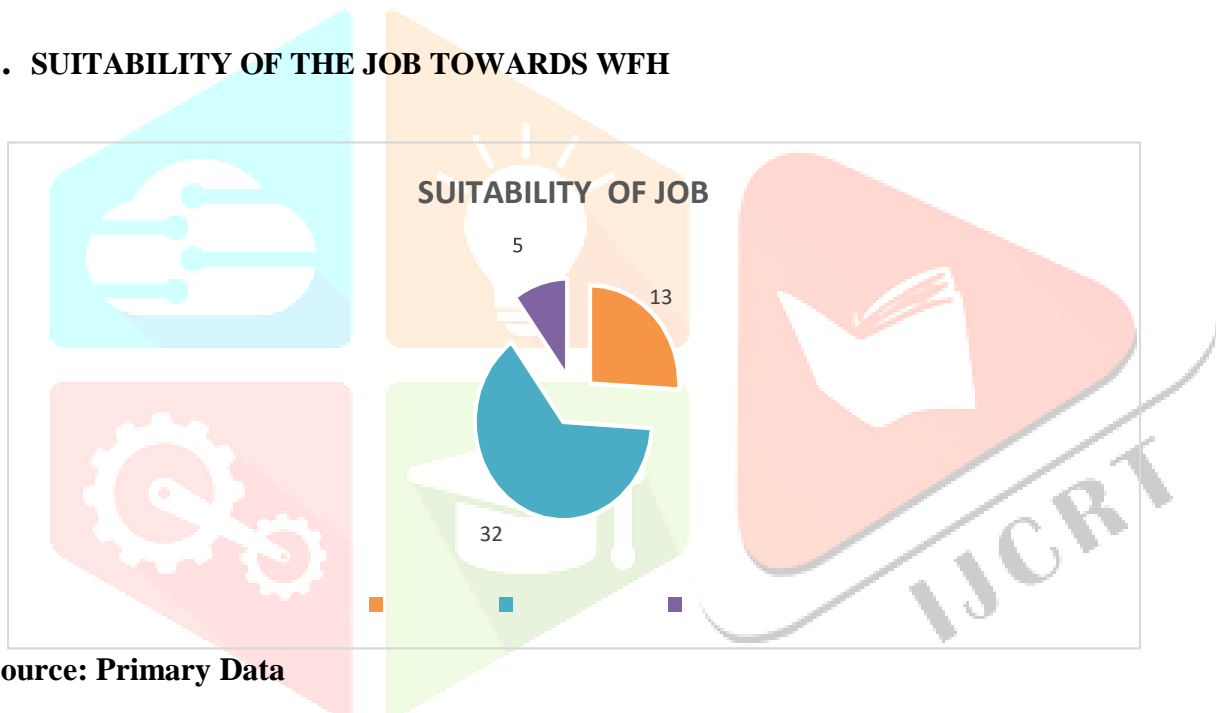
Data: The required data for this proposed study has been collected from both the primary and secondary resources. The primary data has been collected from the sample group by circulating a questionnaire consisting 30 relevant questions. The secondary data were collected from various websites, books, journals and published documents. Discussions were also made with the employees working in IT company sector.

Sample size and technique: A sample of 50 was taken by using snowball sampling method to collect the relevant information that is required to conduct this study as it is not feasible to secure data from each and every unit of the entire population.

Tools of Analysis: The tools used for the purpose of data analysis includes percentage analysis, percentage score and tables.

Data Analysis and Interpretations

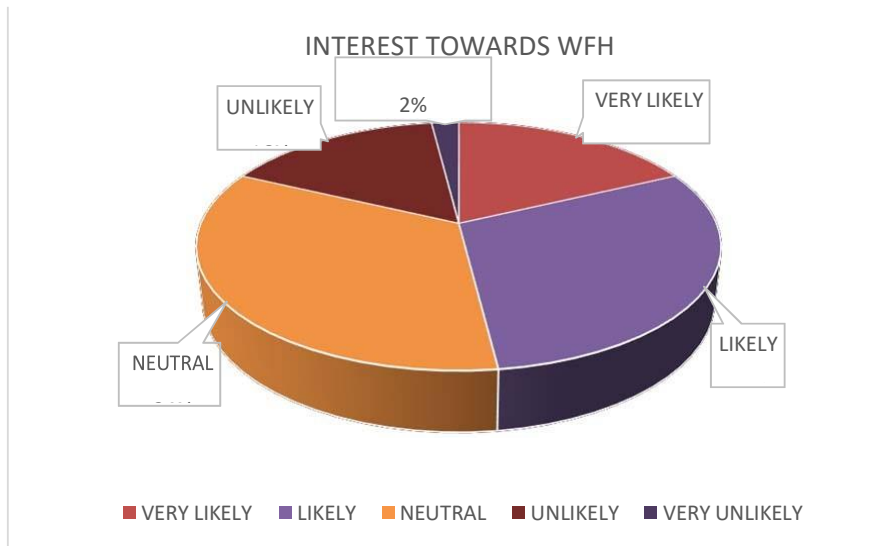
1. SUITABILITY OF THE JOB TOWARDS WFH



Source: Primary Data

INTERPRETATION: 26% of the respondents opined that their job is suitable for Work from Home. 64% of them responded that their job nature suits WFH model sometimes only and 10% of them were not sure about the suitability. This indicates that WFH model can be adopted by most of the companies on a long-term basis.

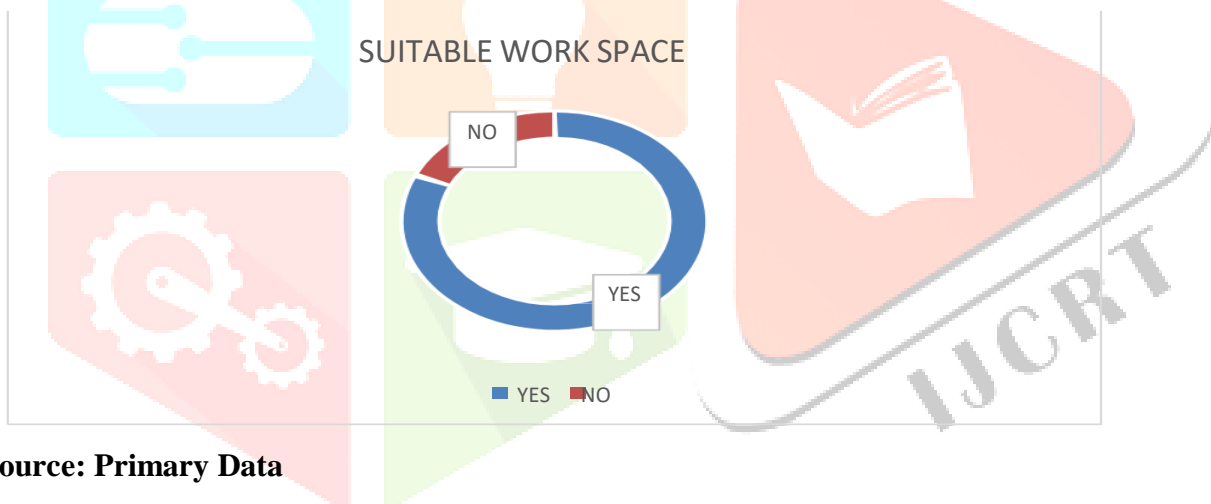
2. INTEREST IN WFH MODEL



Source: Primary Data

INTERPRETATION: About 48% of the respondents are interested in WFH model and about 18% of them are not much interested in this new model.

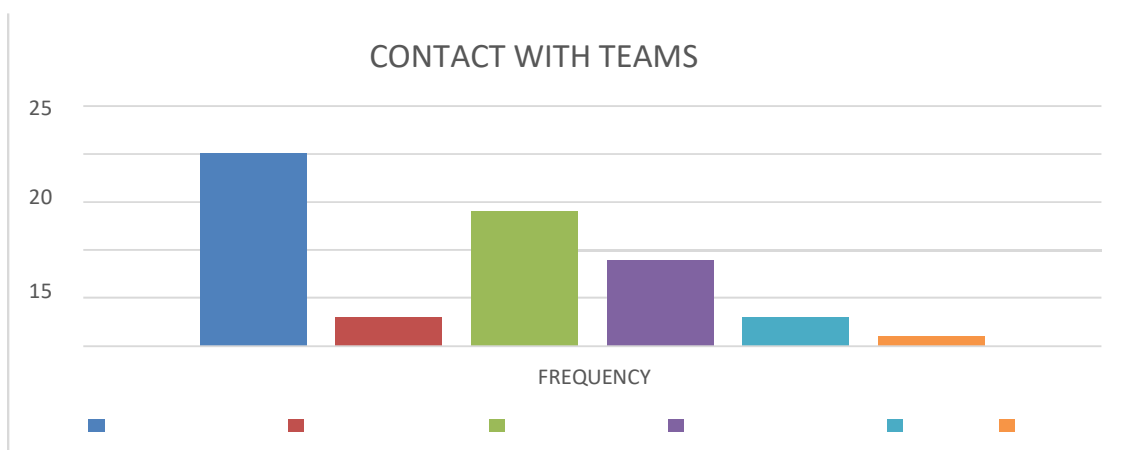
3. SUITABLE WORK SPACE



Source: Primary Data

INTERPRETATION: According to the study, 82% have suitable work space at home. On the contrary, 8% of the respondents lack a suitable work space at home. This may lead to poor performance of the employees.

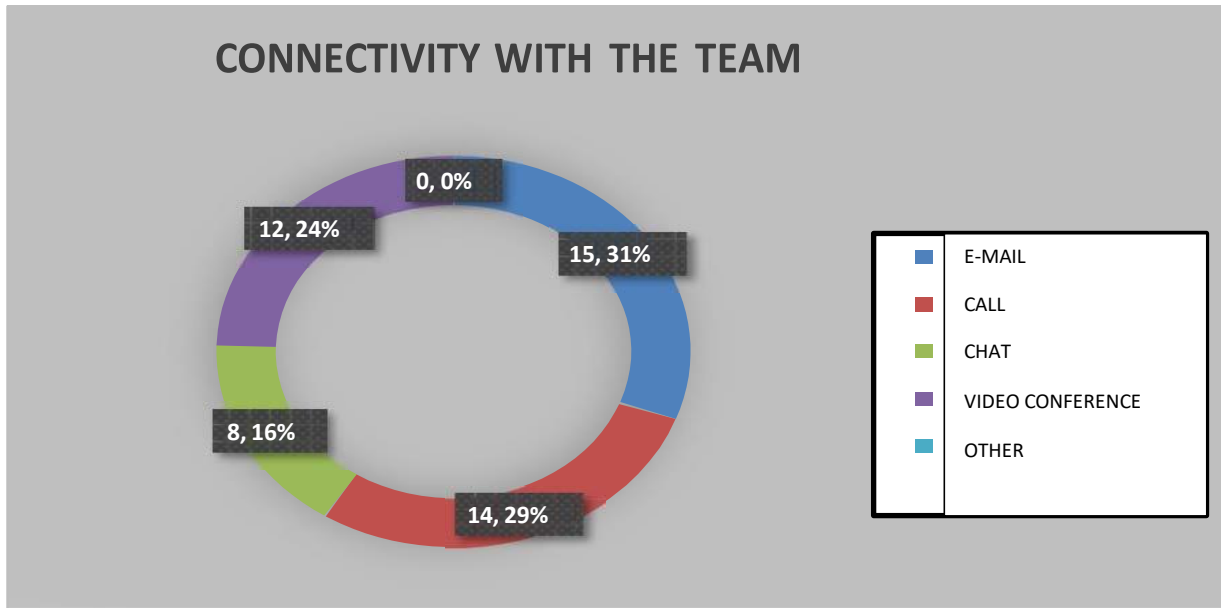
4. CONTACT WITH TEAMS



Source: Primary Data

INTERPRETATION: From the graph we get a clear picture that among the 50 respondent, an overall 40% of people contact with the teams on every day basis. Others connect with the team at least twice a day.

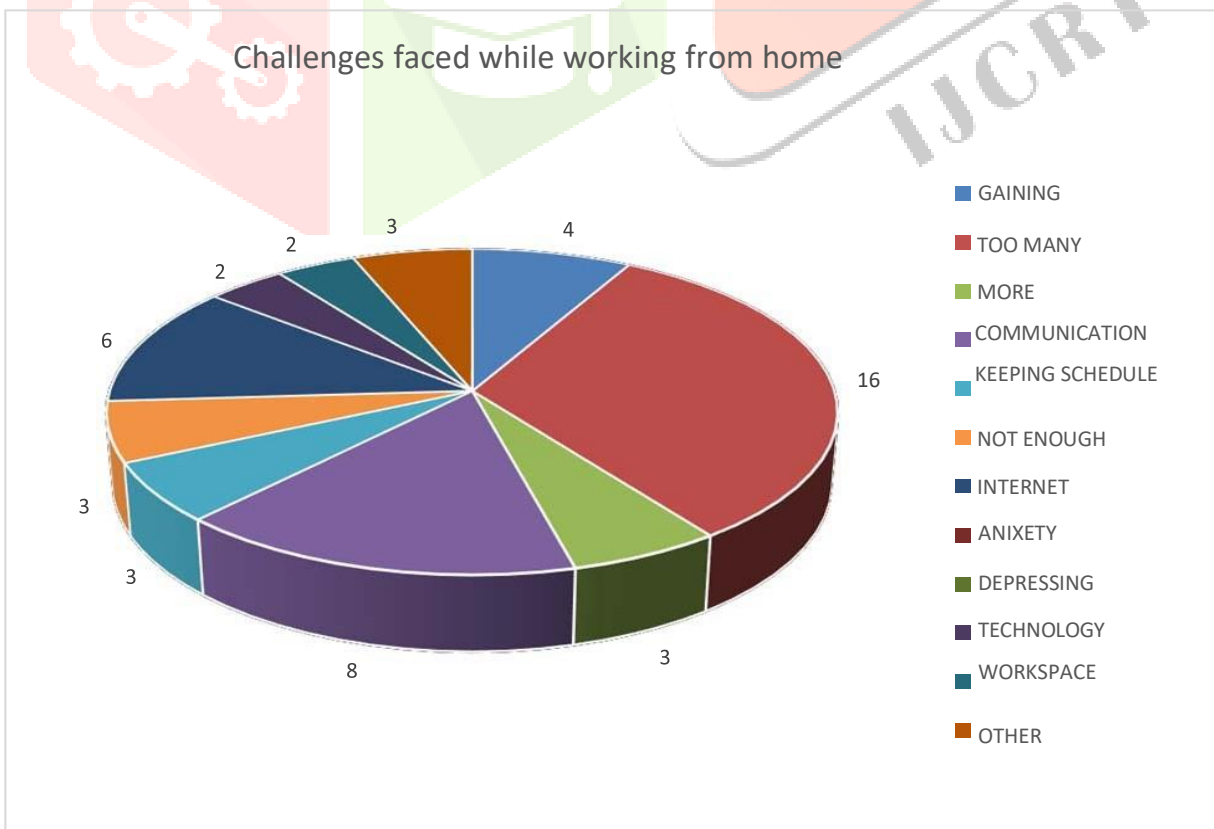
5. MEDIUM OF CONNECTIVITY WITH THE TEAM



Source: Primary Data

INTERPRETATION: According to the data, nearly 32% of the respondents use E-Mail facility to get connect with team followed by call and video conference.

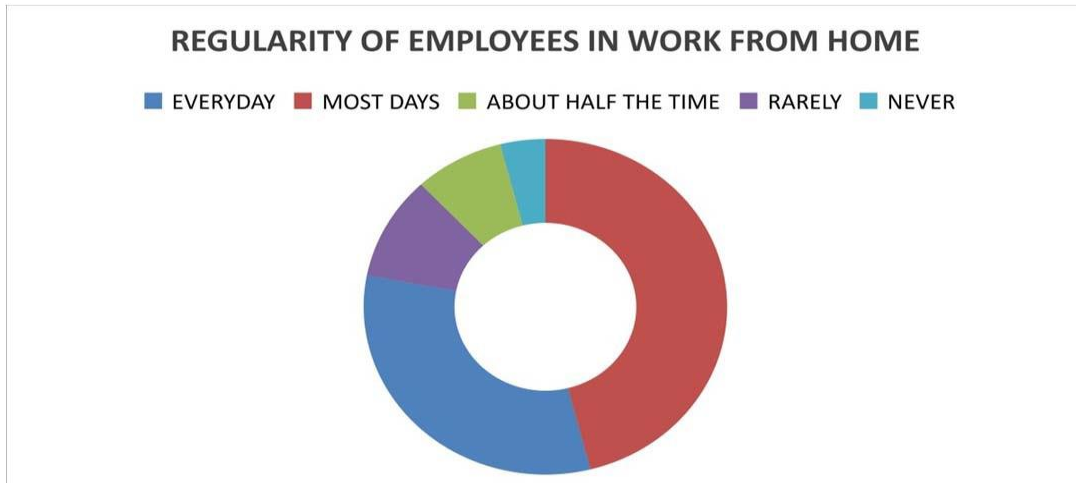
6. CHALLENGES FACED BY EMPLOYEES DUE TO WORK FROM HOME



Source: Primary data

INTERPRETATION: About 32% of the respondents opined that too much distractions at home is the major challenge faced by them due to WFH. 16% reported that poor connectivity with the team members as the challenge and poor internet connectivity posed a hurdle for easy working at home.

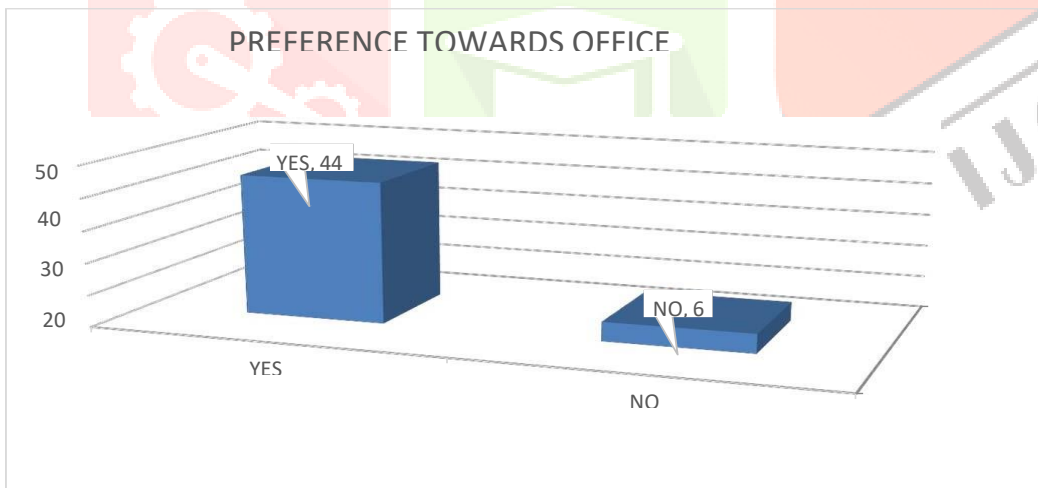
7. REGULARITY OF EMPLOYEES IN WORK FROM HOME



Source: primary data

INTERPRETATION: The above graph indicates that nearly 78% of the respondents are regular even though they are working from home. Others are quite irregular in attending their works.

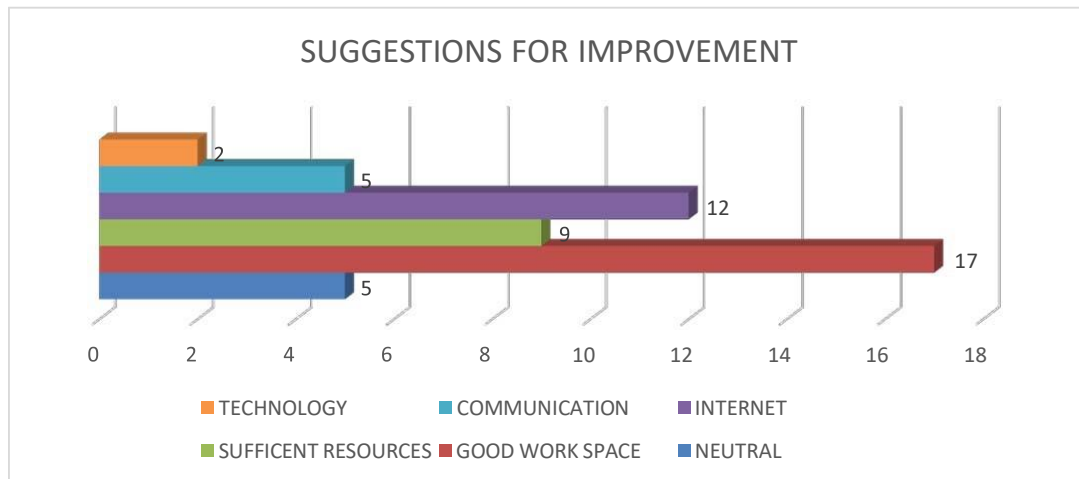
8. PREFERENCE TOWARDS OFFICE ENVIRONMENT



Source: primary data

INTERPRETATION: Above data shows that 88% of the respondents prefers to go back to office environment and 12% of them wants to continue with the WFH model.

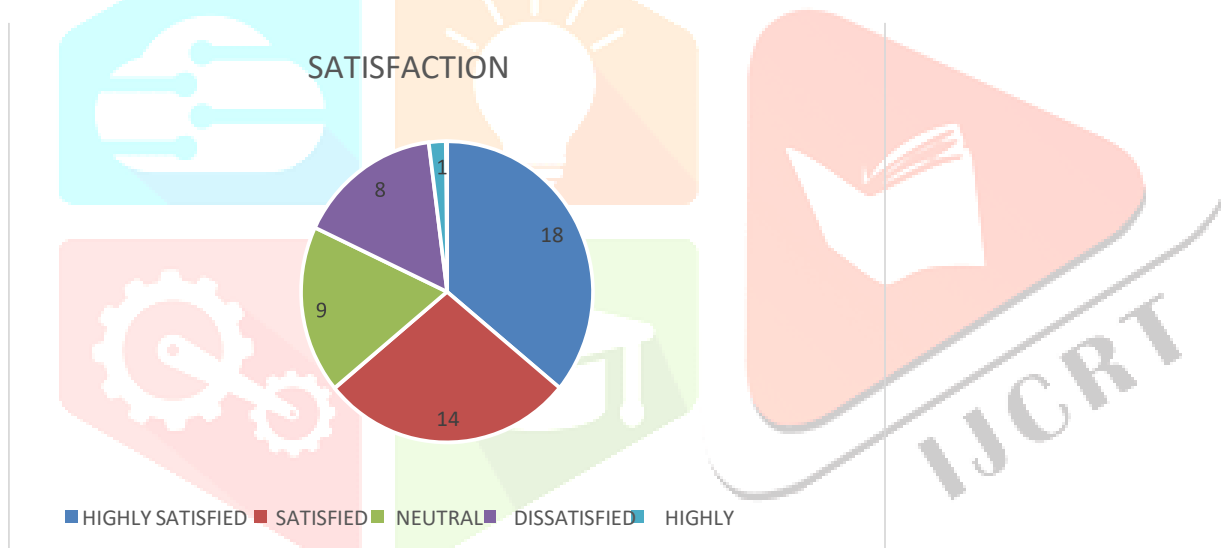
9. SUGGESTIONS FOR IMPROVEMENT



Source: primary data

INTERPRETATION: Good work space and better speedy network were the biggest rated suggestions that given for improvements in home based working platform.

10. SATISFACTION LEVEL WITH REGARD TO WFH



Source: primary data

INTERPRETATION: About 64% of the respondents are satisfied with the WFH model. 18% of the respondents are dissatisfied with this model mainly due to the challenges faced by them during WFH.

Findings

- Majority of the employees responded that their jobs are suitable for adopting Work from Home model. This indicates that WFH model can be adopted by most of the companies on a long-term basis.
- Majority of the respondents are interested in Work from Home model because of the flexibility in the work schedule. According to the study, 82% have suitable work space at home. On the contrary, 8% of the respondents lack a suitable work space at home. This may lead to poor performance of the employees.
- An overall 40% of people contact with the teams on every day basis. Others connect with the team at least twice a day. Nearly 32% of the respondents use E-Mail facility to get connect with team

followed by call and video conference.

- About 32% of the respondents opined that too much distractions at home is the major challenge faced by them due to WFH. 16% reported that poor connectivity with the team members as the challenge and it posed a hurdle for easy working at home.
- Nearly 78% of the respondents are regular even though they are working from home. Others are quite irregular in attending their works. And 88% of the respondents prefers to go back to office environment and 12% of them wants to continue with the WFH model.
- Good work space and better speedy network were the biggest rated suggestions that given for improvements in home based working platform.
- About 64% of the respondents are satisfied with the WFH model. 18% of the respondents are dissatisfied with this model mainly due to the challenges faced by them during WFH.

Suggestions

From the analysis or evaluation of data it is suggested to the Government and IT companies to consider the following:

- Re-examining the possibility of remote working to become the new normal;
- Reviewing the current labour legislation and to ensure the labour insurance policies are extended to home working;
- To encourage small and medium enterprises to adopt WFH measures by providing subsidy and other incentives;
- Strengthening the ongoing Distance Business Program; and
- To further promote family-friendly employment practices.

Conclusion

The study is conducted for the purpose of knowing the perception and preference of IT sector employees towards WFH. From the analysis of data, it is found out that WFH provides expectations for employees and helps them set their own working hours and establish a viable home work space, as well as communicate and collaborate with their teams. Technology is essential and that means more than just a laptop. Collaboration, project management and file sharing application are critical work from home software. Providing employees with these tools will help them to be more productivity, regardless of their location. Flexible work arrangements not only benefit the employee but the employer as well. Remote work, work from home, and telecommuting can truly enhance productivity, happiness, reduce employee attrition, and decrease the businesses' overall operating costs. Therefore, it can be concluded that initiatives like WFH can be adopted and offices would no longer need to provide a space for all activities that they previously conducted.

References

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