A STUDY ON IMPACT OF WORK FROM HOME ON IT EMPLOYEES

Dissertation

Submitted by

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Under the guidance of

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In partial fulfillment of the requirement for the Degree of

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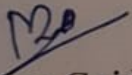**Affiliated to**

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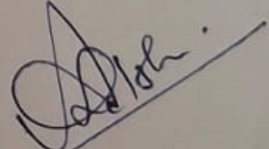
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CERTIFICATE

This is to certify that the project titled " **A STUDY ON IMPACT OF WORK** **HOME ON IT EMPLOYEES"** submitted to Mahatma Gandhi University i fulfillment of the requirement for the award of Degree of Masterof Commerce is a the original work done by **Ms.Aiswarya Devi M.S,** under my supervision and during the academic year 2024-25.

Project Guide

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Assistant Professor

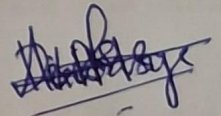Department of Commerce (SF)

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DECLARATION

I,Ms.Aiswarya Devi M.S final year M.Com student, Department of Commerce (S Teresa's College (Autonomous) do hereby declare that the project report entit **STUDY ON IMPACT OF WORK FROM HOME ON IT EMPLOYEES"** subm Mahatma Gandhi University is a Bonafide record of the work done under the supe and guidance of Ms. Midhula Sekhar, Assistant Professor of Department of Commer St. Teresa's College (Autonomous) and this work has not previously formed the basis award of any academic qualification, fellowship, or other similar title of any other ur or board.

PLACE: ERNAKULAM

DATE: 25-04-2025

AISWARYA DE

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First of all, I'm grateful to God Almighty for his blessings showered upon me successful completion of the project.

It is my privilege to place a word of gratitude to all persons who have helped successful completion of the project.

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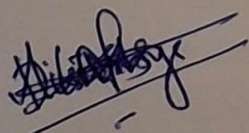
AISWARYA DEVI

CONTENTS

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CHAPTER-1

INTRODUCTION

1.1 INTRODUCTION

The COVID-19 pandemic saw drastic changes in conducting work, mainly from the employer's perspective, adopting WFH policies, especially in IT organizations. This new workplace brought about freedom and flexibility but presented challenges to IT employees. Although there is rich research associated with WFH, this study focuses on various impacts related to working remotely on IT professionals, including productivity, job satisfaction, work-life balance and mental health.With these digital communication tools and collaboration platforms now deemed essential, the IT workforce had to quickly adapt to new modes of operation. Still, many employees feel that this change has presented benefits, such as saving much commuting time and autonomy at work. Others face different barriers - for instance, they can end up feeling isolated, of blurred personal and work boundaries, or hampered team cohesion. From an exhaustive analysis of experiences in the workplace by IT work-from-home employees, this study is tailored to understanding long-term implications of remote work practice outcomes. In general terms, conclusions should lead to more effective organizational policies and strategies for employee health and performance, especially in the context of increased remote work.

1.2 Statement of the study

The transition to remote work, particularly post-COVID-19, has transformed the way IT employees work. While working from home provides flexibility and can enhance work-life balance, it is not without its challenges that could impact productivity, job satisfaction, performance, and general well-being.

This research examines the effects of remote work on IT professionals based on individual characteristics, organizational policies, and working environments that influence their experiences. There is still much we don't know about how these elements interact, particularly across various positions and levels in the sector.

Though numerous studies present the advantages of remote work, it's equally significant to identify the disadvantages, i.e., feeling alone, experiencing increased stress levels, or having difficulty collaborating efficiently. Through an investigation of both the advantages and disadvantages, this study is intended to present practical findings and suggestions for employers and IT employees. The

aim is to enhance remote work arrangements, address issues, and establish a work environment that is not only productive but also conducive to employees' well-being and job satisfaction.

1.3 Scope of the study

This scope of the study determines the explicit limits and limitations surrounding the research work of the impacts of working from home among IT employees. The key parameters are as follows:

Target Group: This research focuses on current IT employees who are working from home, thus excluding people outside this industry or people who have changed to home-based operations for other reasons.

Areas of Emphasis: The study will focus on the impacts on IT employees in terms of productivity, performance, satisfaction with job, and overall well-being due to remote work. It will not include broader themes such as career development, organizational culture, or social responsibility. Method of Research: The study will combine the elements of a mixed approach whereby quantitative data is gathered and analyzed using surveys and interviews besides other instruments such as focus groups, and case studies. This is aimed to gain depth in the understanding of the IT employee experiences.

Time and Resource Constraints: The study will be conducted with timelines and budgetary constraints. This may mean that it will depend on the availability of participants and willing persons for data collection and analysis, hence limiting the scope of data collection and analysis. With this in mind, this paper will set parameters to provide focused insights into specific work experiences among IT workers who work remotely-from-home-that may eventually be enhanced with a better understanding of the dynamics of working remotely in the IT sector.

1.4 Objectives of the study

- o To examine the factors that influences the impacts of work from home on IT employees such as individual characteristics, organizational policies, and environmental conditions

- o To identify positive and negative impacts of work from home on IT employees in terms of productivity, performance, satisfaction, and well-being.

- o To compare the impacts of work from home on IT employees across different levels, roles, and functions in the IT sector.

- To suggest strategies and recommendations for IT employees and employers to optimize outcome of work from home and minimize or mitigate the challenges.

1.5 Research Methodology

1.5.1 Research Design

A research design ensures that your methods align with your research goals and that you apply the appropriate analysis to your data. For exploring the impact of remote work among IT employees, a descriptive research design could be particularly effective. This design centers on capturing current conditions, behaviors, or attributes through systematic data collection, without altering any variables. Essentially, data would be gathered from IT professionals working remotely, with no modifications to their work setting or routines.

1.5.2 Sample design and Size

The population for this study includes IT employees from various organizations who are engaged in remote or hybrid work arrangements. A sample of 100 IT employees will be selected, using either simple random sampling or convenience sampling based on the accessibility of the population.

1.5.3 Collection of Data

Primary data collection includes an online survey conducted through platform such as Google Form to maximize ease and accessibility. Data collection will span 2-3 weeks to achieve a strong response rate. For the data analysis, descriptive statistics—such as mean, median, and mode—will be used to summarize responses. Cross-tabulation will be applied to analyze responses according to demographic factors like age and role. Additionally, correlation analysis will examine relationships between productivity, job satisfaction, and work-life balance variables.

1.5.4 Research instruments for Data collection and analysis

The research will employ a guided questionnaire to collect data, which will span four major areas: demographic data, productivity, job satisfaction, work-life balance, and communication. The demographic area will gather basic information such as age, gender, job position, years of experience, and the nature of the organization. The productivity area will address how workers perceive their own productivity, how they organize their time, and how effectively they get work done. Job satisfaction questions will delve into how happy employees are with working remotely, while the work-life balance section will evaluate how well they juggle both personal and professional

commitments. Finally, the communication section will determine how frequently and how well employees communicate with their peers and superiors. Answers will be captured using a 5-point response scale consisting of Strongly Disagree, Somewhat Disagree, Neutral, Somewhat Agree, and Strongly Agree.

The data collection procedure will involve an online survey conducted via platforms such as Google Forms. For ease and accessibility, with data collection scheduled to last 2-3 weeks to ensure a strong response rate. For data analysis, descriptive statistics—such as mean, median, and mode—will be used to summarize responses. Cross-tabulation will help analyze data according to demographic variables like age and role, and correlation analysis will be employed to explore relationships between productivity, job satisfaction, and work-life balance.

1.5 Limitations of study

In performing research on the impact of working from home among IT employees, it may face the following   limitations:
Sampling Bias. This may not be well representative of the population of IT workers operating home due to some biases, non-response, or convenience sampling. This may limit the generalization of the findings   to   other   groups   of   IT   employees   or   sectors.
Measurement Error: The methods of collecting data can be very prone to inaccuracies in the analysis if the questions in a survey are formulated poorly, or suffering from response bias, social desirability, or technical problems. Such errors may result in data, and consequently analyses, which are unreliable   and   inappropriate.
Other confounding variables that would arise and influence the impacts of remote working for IT employees are the individuals' differences, organizational culture, different leadership styles, and external circumstances. Such confounding variables will blur the effect on the dependent variables like productivity, satisfaction, and well-being and therefore be challenging to make causality.

1.6 CHAPTER OUTLINE

This research has been presented in five chapters. Each part of the study has a significant role in the completion study. Here is the chapter segregation followed for the study.

1.6.1 Introduction

1.6.2 Review of Literature

1.6.3 Theoretical Framework

1.6.4 Data Analysis and Interpretation

1.6.5 Findings, Recommendations and Conclusion

CHAPTER -2

REVIEW OF LITERATURE

REVIEW OF LITERATURE

Remote work is an adaptable setup that allows workers to work away from the employer's main office, commonly known as work from home (WFH), telework, telecommuting, or work from anywhere. This setup can enhance workers' work-life balance, increase career prospects, and minimize transport expenses. Remote work lies outside the standard office hours and does not necessitate a fixed workplace. Organizations where all employees work remotely are known as distributed companies. This literature review aims to summarize and analyze the findings of the five most recent studies examining the impact of remote work, particularly on IT employees. Gaining insights into how remote work affects IT professionals is crucial for organizations and policymakers as they adapt to changing work models.

1.Fadzilah, N., Hanafi, M., Fatimah, S., Rahmat, N., Kadar, A., Athirah, A., Azram, R., Bahasa, A., Teknologi, U., Johor, M. and Segamat, K. conducted research to understand work from home motivation and starategy– (2021),
A study of work from home motivation among employees:
Fadzilah, N., Hanafi, M., Fatimah, S., Rahmat, N., Kadar, A., Athirah, A., Azram, R., Bahasa, A., Teknologi, U., Johor, M., and Segamat, K., examined motivational factors for working from home, focusing on areas such as work-life balance, productivity, job satisfaction, and social interaction. Published in the International Journal of Asian Social Science, 11(8), pp.388-398, the study found that remote work provided flexibility and reduced commuting-related stress but also introduced challenges in balancing work-life boundaries and maintaining social connections.

2.Sahni, J conducted research to understand work from home theory and behaviour., 2020.
Stress and coping mechanism during WFH (Work From Home) among service industry employees
Sahni, J., in a study on employee behavior influenced by COVID-19, examined the stress and coping strategies under work-from-home scenarios among service industry workers. The research, published in the International Journal of Operations Management, 1(1), pp.35-48, investigated the correlation between remote work and job performance among IT workers. The study established that remote work enhanced job performance through increased autonomy and less distraction. But the research also reported communication and collaboration issues, highlighting the need for efficient remote work practices and technology to maintain productivity.

3. Haridas, Poornasree, P. R. Rahul, and K. Subha conducted research to understand the work from home theory and analyse. „ (2021).

Impact of the work from home model on the productivity of employees in the IT industry

The 2021 research of Haridas, Poornasree, P.R. Rahul, and K. Subha, in the International Journal of Innovative Research in Technology, 8(2), pp. 662-670, analyzed how the work-from-home model influenced IT professionals' job satisfaction and overall well-being. The results showed that telework had both positive and negative impacts on job satisfaction: autonomy factors decreased commuting, and flexibility improved satisfaction, whereas work-life balance problems, loneliness, and blurred work-life boundaries created challenges to well-being.

4.Michinov, Estelle, et al.. (2022) conducted research to understand work from home interfaces and analysis.

Work-From-Home Amidst COVID-19 Lockdown: When the Well-Being and Creativity of Employees Are Dependent on Their Psychological Profiles.

Michinov, Estelle, et al.'s research in 2022, as seen in Frontiers in Psychology, 13, article 862987, discussed the advantages and disadvantages of teleworking among IT professionals during the COVID-19 lockdown. The study found that there were challenges such as difficulty in communication, teamwork, and work-life boundaries but also some benefits such as increased concentration, less time spent commuting, and increased job satisfaction. The research highlighted the importance of organizational support, good technology infrastructure, and effective communication to maximize the benefits of telecommuting.

5. Abiddin, N. Z., Ibrahim, I., & Abdul Aziz, S. A. (2022) conducted research to understand work from home phenomenon & performance.

A literature review of work from home phenomenon during COVID-19 toward employees'

Abiddin, N.Z., Ibrahim, I., and Abdul Aziz, S.A.'s 2022 research, Frontiers in Psychology, 13, article 819860, investigated the effects of remote work on career development for IT staff in Malaysia and Indonesia. The study concluded that remote work provided IT professionals with more opportunities for independent learning, skill development, and more control over task management. But it also pointed to challenges in accessing training and mentorship and to possible weaknesses in collaboration and knowledge sharing between remote teams.

6. Patanjali, Systla, and N. M. K. Bhatta. (2022) conducted research to understand the work from home during the pandemic impacts of employee productivity.

Title: Work from home during the pandemic: The impact of organizational factors on the productivity of employees in the IT industry.

Patanjali, Systla, and N.M.K. Bhatta's 2022 Vision article 09722629221074137 discusses the special challenges confronted by women in the UAE while working remotely during the COVID-19 pandemic. The study is centered on gender-specific effects of remote working, illustrating how the change has impacted women professionals' work and private lives. The research probably employs a qualitative method, perhaps by means of surveys, interviews, or case studies, to collect firsthand information from women who are experiencing this transition.

Key areas of focus include:

Work-Life Balance: The research probably explores how telecommuting influences women's capacity to balance professional responsibilities with household work and family care, determining if it improves or tightens work-life integration.

Technology and Infrastructure: It can explore technology issues, including access to necessary equipment, reliable internet connectivity, and the technical skills required for remote work.

Gendered Norms and Expectations: The research probably examines the impact of traditional gender roles in UAE society on the remote working experiences of women, with discussion on whether such norms pose further challenges.Isolation and Social Interaction: The study may address how reduced face-to-face interactions impact women's social connections and mental well-being, considering the value of social support networks in the UAE's cultural context.

Career Progression and Recognition: The study could explore the effect of remote work on women's career advancement and recognition, considering barriers such as reduced visibility and limited communication.

Organizational Support: Finally, the paper likely evaluates the level of support provided by employers to help women navigate the specific challenges of remote work.

7. Smite, D., Moe, N. B., Hildrum, J., Gonzalez-Huerta, J., & Mendez, D. (2023) conducted research to understand, the work from home is here to stay.

Work-from-home is here to stay: Call for flexibility in post-pandemic work-policies.

Smite, D., Moe, N.B., Hildrum, J., Gonzalez-Huerta, J., and Mendez, D. (2023) in their article, Work-from-home is here to stay: Call for flexibility in post-pandemic work-policies, in the Journal of Systems and Software, 195, article 111552 discuss the distinctive experiences and challenges that women professionals in the UAE underwent while moving to remote working during the pandemic.

This research most likely uses qualitative techniques—like interviews, questionnaires, or case studies—to elicit in-depth information about these women's experiences with remote work.

Key areas of investigation in the paper may include:

Work-Life Balance: Analyzing the effect of home-based work on women's potential to balance professional duties with personal and family life with an emphasis on whether home-based work enhanced or made work-life integration more challenging.

Technology Challenges: Overcoming challenges faced by women in gaining access to basic technology, securing stable internet connectivity, and having the digital literacy necessary to perform remote work effectively.

Gendered Impact: Examining how cultural and traditional gender expectations in the UAE influence women's remote work experience and whether such social norms produce additional challenges.

Social Isolation: Investigating the effect of decreased face-to-face interaction on women's social lives and psychological well-being, taking into account the UAE's specific cultural setting.

Career Advancement: Examining the way remote work affects women's career progression and recognition opportunities in their firms, with a special emphasis on how less visibility and communication can affect career development.

Employer Support: Examining the levels of employer support for women who face the unique challenges of remote working.

8. Davidescu, A. A., Apostu, S. A., Paul, A., &Casuneanu, I. (2020) conducted research to understand, the work flexibility, job satisfaction, and job performance.

Work flexibility, job satisfaction, and job performance among Romanian employees

9.Smite, Moe, Hildrum, Gonzalez-Huerta, and Mendez. (2023) conducted research to understand the work flexibility, the concept of remote work in the context of the post-pandemic work environment.

Written by Smite, Moe, Hildrum, Gonzalez-Huerta, and Mendez and released in the Journal of Systems and Software on January 1, 2023, this article analyzes the role of remote work in the post-pandemic workplace and suggests that flexibility be included in work policies as companies continue forward. The authors stress that working from home has transformed from a short-term pandemic adjustment into a long-term aspect of the contemporary workplace, and they advocate for policy reforms to enable its ongoing use, acknowledging both its advantages and its viability.

Key points likely covered in the paper include:

Lasting Effects of Remote Work: A look into how remote work throughout the pandemic reformed thinking and office culture, leading to widespread acknowledgment of the staying power of remote work.

• Flexible Work Policies: A debate regarding the necessity for organizations to adopt flexible work policies, enabling employees to have some level of remote work. The advantages, including improved job satisfaction, better retention rates, and organizational agility, are emphasized.

• Benefits and Challenges: Discussion of the strengths that remote work can bring, like decreased commutes, better work-life balance, and ability to reach a greater pool of workers, alongside its weaknesses, including ensuring communications are kept open and working effectively in dispersed teams.

• Technological Infrastructure: Examinations of the tech equipment and setup that will support remote work, highlighting the necessity to spend on well-working equipment and infrastructure that ensures remote working can work successfully.

• Leadership and Management Practices: Lessons on the leadership changes required to lead remote teams, such as trust building, setting clear expectations, and employing effective communication channels.

• Cultural Shift: A look at how companies need to shift their cultures to accept remote work, with a focus on performance-driven outcomes instead of the usual focus on physical office presence.

10. AnakpoGodfred, Zanele Nqwayibana, and SydenMishi. (2023) carried out research to comprehend the effects of work from home policies on the performance and productivity of employees.

The effect of work-from-home (WFH) policies on employee performance and productivity.

Written by AnakpoGodfred, Zanele Nqwayibana, and SydenMishi and published in Sustainability in 2023, carries out a systematic review to explore the effect of work-from-home (WFH) on employees' performance and productivity. Systematic review research entails critically evaluating and summarizing current studies on the subject in order to derive meaningful conclusions.

11. Dania M. Kurdy, Husam-Aldin Nizar Al-Malkawi, Shahid Rizwan Journal of Business and Socio-economic Development (2023)

The effect of telecommuting on worker productivity during COVID-19 in the UAE: the moderating role of job level

Remote work, which is also called distancework, isa form of working that involves workers executing their work from outside the workplace, either at home or some other place. Elshaiekhet al.(2018) consider that people working remotely are typiclly self-disciplined and self-motivated. They do this type of work so they can remain nearer to family members or so that they may stay away from

complications related to social distancing.Yet,working remotely may have its own set of issues, including ineffective time management, social isolation from colleagues, and interference with daily routines.Furthermore,workhour management at home can be challenging, which can negatively affect family relationships(Elshaiekh et al.2018).The concept of remote work is not a recent development; it has been utilized for decades. One of the earliest mentions of remote work occurred in 1970 during the oil crisis when Jack Nilles and his colleagues published a report estimating potential savings from reduced commuting (Golden et al., 2008). Remote workers often experience different supervisory and assessment methods compared to their in-office counterparts, as they are typically less subject to institutional controls (Elshaiekh et al., 2018).A recent study by Patanjali and Bhatta (2022), which surveyed 526 IT employees in India, found that nearly two-thirds of respondents reported higher productivity while working from home. The authors attributed this finding to several factors, including the Hawthorne effect, increased working hours, and a more conducive work environment characterized by fewer meetings, greater flexibility, and improved work-life balance (WLB). The following subsections will explore the various variables included in this study and formulate the research hypotheses

12.CG Aksoy, JM Barrero, N Bloom, SJ Davis, M Dolls, P Zarate,Time savings when working from home(2023)

Time savings when working from home

We measure the commute time savings linked to working from home, utilizing data from 27 countries. On average, employees save 72 minutes daily when working remotely in our sample. We estimate that work from home resulted in approximately two hours of time savings per week for each worker in 2021 and 2022, and that it will likely save around one hour per week per worker once the pandemic is over. Workers dedicate about 40 percent of this saved time to their jobs and approximately 11 percent to caregiving activities. Notably, individuals with children tend to allocate a larger portion of their time savings to caregiving tasks.

13. Poornasree Haridas, Rahul P R, Dr. K. Subha,Impact of Work from Home Model on the Productivity of Employees in the IT Industry(2021)

Impact of Work from Home Model on the Productivity of Employees in the IT Industry.

Remote work didn't emerge with the advent of the internet in the 1980s; rather, it has historical roots that date back to a time when working from home was the norm, particularly before the Industrial

Revolution. Businesses have long been familiar with the concept of remote working. However, existing studies do not provide a comprehensive overview of how working from home specifically affects IT workers.

In this research study, data was collected from 115 IT employees in India regarding their experiences while working from home, utilizing a structured questionnaire. The findings revealed that among the four independent variables examined, communication and collaboration had the most significant impact on employee productivity in a remote work setting. The authors emphasize the need for employers and managers to enhance communication with their employees and foster collaboration both among employees and within teams to boost productivity. Furthermore, it is essential to offer employees job flexibility and ensure they maintain a healthy work environment.

14.Maral Darouei,HelenPluut,Work from home today for a better tomorrow! How working from home influences work-family conflict and employees' start of the next workday (2021)

Work from home today for a better tomorrow! How working from home influences work-family conflict and employees' start of the next workday

Utilizing the resource (drain) perspective within work-family spillover theory and conservation of resources theory, this paper examines the daily effects of working from home on employees' work-home interface and overall well-being. We developed an intraindividual model to explore how remote work impacts experiences of time pressure, work-family conflict, and work-related well-being on a daily basis. A total of 34 professionals participated in our study, completing 10 daily surveys each during the morning, afternoon, and evening over two consecutive workweeks.

Consistent with our hypotheses, the results showed that on days when employees worked from home, they experienced reduced time pressure, which subsequently led to lower levels of work-family conflict for those days. Additionally, we found that instances of work-family conflict predicted employees' levels of engagement and exhaustion the following morning, as well as their affective states toward their organization. Based on these findings, we recommend that organizations promote a work-from-home protocol designed to safeguard employee well-being.

15.Ambikapathy, Manimegalai; Ali, Asiah. Impact And Challenges Towards Employees Work From Home During Covid-19 (Mco) Period. International Journal of Social Science Research, [S.l.], v. 2, n. 4, p. 97-107, dec. 2020. ISSN 2710-6276(2020)

Impact and challenges on the Employees work from home during Covid-19(Mvo) Period

Malaysian nationals were widely panicked by the outbreak of COVID-19 from the begining of December 2019.In Connection with this health crisis, in March 18,2020 Malaysian Prime Minister directed a movement control order(MCO) with aim to curb community spreading and avoid burdening the medical system. Due to the directive of MCO,all Malaysians with the exception of essential workers and few emergency cases were forced to stay inside and reduce trips outside. A number of sectors, such as telecommunications human resources,academia,insurance,and marketing, were instructed to implement work-from-hom(WFH)options. Remote work has both merits and demerits for employees, especially in a pandemic scenario.The Malaysian public has gone through mixed emotions and sentiments as a rsult of COVID-19,combined with the need to meet job demands from home.This research seeks to explore the impact of working remotely and establish the challenges that employees experience in such a scenario.The findings showed that remote work has a positive effect on cost and time savings,Productivity,on-time task completion, and work-life balance.

16.Kira Rupietta,MichaelBeckman,Working from HomeWhat is the Effect on Employees' Effort?(2017)

Working from HomeWhat is the Effect on Employees' Effort?

This research examines the effect of working at home on the work effort of employees.Employees who are allowed to work from home generally hve more freedom in comtrolling their time and arrangimg their tasks,which is expected to heighten their intrinsic motivation.Thus,we expect that working at home has a positive effect on employees work effort.

To analayze this relationship,we propose a theoretical model that investigates whether intrinsic motivation mediates the impact of remote work on work effort of employees.To handle probable self-selection bias for work locations,we use an instrumental variable(IV) estimation framework.We find evidence in our empirical analysis that working from home has a positive impact on work effort.Moreover,our results also show that it matters how often employees work from home; the more regularly they do do,the higher their work effort will be.

17.Authors:Nurul Nadia Nordin, Maizatul Fateha Mohd Baidzowi& Ruzanna Ab Razak,Understanding The Work At Home Concept, Its Benefits Andchallenges Towards Employees(2016)

Nurul Nadia Nordin, Maizatul Fateha Mohd Baidzowi& Ruzanna Ab Razak

The proportion of remote working employees or taking up flexible working arrangements has been on the increase with increases in information and communications techonology(ICT) development.The

trends is not confined to the ICT industry but more and more is being taken up by employees in many other sectors.Past research has shown that telecommuting improves employees work-life balance,allow them to fullfill family responsibilities while effectively completing work assignments.Nevertheless,inMalaysia,theadopion of flexible working arrangemnets is still low despite their benefits.Most employees experience work and family demands that cause them to leave the labor force,a trend observed in the increasing percentage of people outside the labor force, a trend observed in the increasing percentage of people outside the labor market.This paper discusses the remote work concept at both global and national levels,summarizing the advantages of telecommuting from employees point of view.The study also discusses possible issues that mlysianworkersa might face with this flexible in-depth research on remote work,with more specific areas of the subject.

18. Bloom, N., Liang, J., Roberts, J., & Ying, Z. J. (2015). Does working from home work? Evidence from a Chinese experiment. Quarterly Journal of Economics, 130(1), 165-218.

A growing body of literature points to IT employees being more productive when working remotely.Bloom et al. (2015) and Gallup (2020) in their studies propose that remote working results in fewer distractions for employees,hence greater focus and productivity.Otherstudies,such as those conducted by Vaziri et al (2021), propose that while there are employees who perform well remotely,others do not because of poor home office setup or lack of oversight.

19. Allen, T. D., Golden, T. D., & Shockley, K. M. (2013). How effective is telecommuting? Assessing the status of the literature.
Psychological Science in the Public Interest, 16(2), 40-68.

WFH arrangements haave a positive impact on employees work life balance.In a research carried out by Allen et al (2013),telecommuting allows employees to manage personal and work related responsibilities more effectively.IT professionals frequently report shorter commuting times and increased flexibility,which permits more family time and leisure activities (Mann & Holdsworth,2020).On the other hand,some research suggests that the erosion of boundaries between work and personal life results in overwork and burnout (Kober et al,2021).

20.Margrethe H.Olson Work at home for computer professionals: current attitudes and future prospects

Work at home for computer professionals: current attitudes and future prospects

This article centers on telecommuting work done at home utilizing computer and communication techonology.The article reports results from two studies of working from home:a quasi experimentalfield study of organizational telecommuting pilot programs and an attitude survey

comparing computer professionals telecommuting with those telecommuting not in the computer profession.

The study finding ere that telecommuting had little effect on employee performance but supervisors were not comfortable with remote employees and wanted their employees to be in the office.The survey findings were that telecommuting was linked with lower job satisfction,lowerorganiztionalcommitment,and higher role conflict.Inassition,the survey covered computer professionals working from home outside their normal working hours.The author preumes the trend of performing unpaid work from home outside of normal hours is interesting and merits investigation. In total,the research depicts that computer and communication techonology can possibly mitigate spatial and temporal limitations on information work.However,the established corporate culture and managemnet methods of established work environments prohibit the adoption of telecommuting as an alterntive to office work.

CHAPTER-3

THEORETICAL FRAMEWORK

INTRODUCTION

The shift to Work from Home (WFH) in the IT industry has completely changed how people work, how productive they are, and how businesses operate. It started as a necessity during the COVID-19 pandemic, but now, for many IT companies, WFH has become the new normal.There are plenty of benefits to this change. Employees enjoy more flexibility, save time and money by avoiding commutes, and often experience less stress, leading to a better work-life balance. Companies also gain from this setup by having access to a wider talent pool, cutting down on office expenses, and sometimes even seeing higher productivity, as employees face fewer workplace distractions.

However, WFH isn't perfect. The line between work and personal life can blur, leading to burnout and exhaustion. Without regular face-to-face interactions, teams may struggle to bond, and maintaining a strong company culture becomes harder. Technical issues, such as unreliable internet or cybersecurity risks, also pose challenges. Additionally, many companies use digital tools to monitor employee performance, which has raised concerns about privacy and trust. Various theories help us understand the impact of remote work. The Job Demands-Resources (JD-R) Model looks at how remote work influences stress and motivation. The Social Exchange Theory highlights the importance of trust and support in virtual workplaces. Meanwhile, Self-Determination Theory (SDT) explores how autonomy, competence, and connection with colleagues affect job satisfaction.

Looking ahead, businesses must create long-term remote work strategies that boost productivity while ensuring employees' well-being. Hybrid work models, which mix remote and office work, are emerging as a potential solution to offer both flexibility and social interaction in a post-pandemic world.

History Of Work From Home

The way people have worked from home has changed a lot over time, shaped by new technology, economic shifts, and social progress. In the past, many people worked from home as artisans or farmers. Then, factories took over, and most jobs moved to a central workplace.As technology improved, remote work became possible again. The invention of phones, computers, and the internet made it easier to work from home. By the 1970s, the term "telecommuting" was born, and by the 1990s, email and the internet allowed businesses to explore remote work options. In the 2000s and 2010s, faster internet, freelancing platforms, and co-working spaces made working remotely more

common. The COVID-19 pandemic pushed companies to fully embrace remote work, using video calls and online collaboration tools.

Now, most businesses have settled into hybrid work models, balancing remote and in-office work. Advances in AI and virtual reality continue to shape the future of remote work, making online collaboration even easier. People choose remote work for many reasons, like better work-life balance, saving money, and the flexibility to work across time zones. But challenges remain, such as feeling isolated, struggling to separate work from personal life, and the fact that not all jobs can be done remotely.

Features of Work From Home

- Make Your Own Schedule: Many people who work remotely can pick their work hours, allowing them to work when they feel most focused.
- Improved Work-Life Balance: Home-based work allows you to balance your personal and work responsibilities more efficiently, reducing stress and making you more satisfied in your job.
- No Commuting Expenses: Employees spend less money on gas, bus tickets, and vehicle maintenance.
- Cut Down Business Expenses: Businesses reduce office space, power, and materials.
- Fewer office distractions: Without chit-chat or lengthy meetings in the office, most employees feel they can focus more.
- Personalized Workspaces: Workers can set up their own comfort and productive workspace at home.
- No Geographic Constraints: Firms can employ the best candidates from anywhere across the globe, not just individuals who reside nearby.
- More Diversity: A greater variety of talent can introduce new ideas and alternative perspectives.
- Stay Connected: Applications like Zoom, Slack, and Google Workspace make remote work a breeze.
- Remaining Organized: Apps such as Trello and Asana enable teams to view how they are performing and maintain their work.
- Less Pollution: Less traveling to work translates into less pollution and a reduced carbon footprint.
- Less Paper Wastes: Digital documents reduce the use of paper, thus making work eco-friendly.

- **Fewer Germs:** Remote work reduces exposure to germs, as seen during the COVID-19 pandemic.
- **Ergonomic Workstations:** The desks and chairs can be arranged by the workers in any way they prefer, reducing strain and discomfort.

Work-Home in the IT Industry: Productivity Benefits versus Well-being Trade-offs

The transformation to Work from Home (WFH) has profoundly rearranged the work lives of IT workers, having both advantages and disadvantages across key sectors. As several employees have experienced enhanced productivity with flexible hours, reduced office distraction, and zero commuting time, this advantage is typically outweighed by disrupted work-life balance, household disruption, and substandard home working conditions. Mentally, while some appreciate reduced commute stress and greater autonomy, others feel isolated, stressed, and burned out from fuzzy work-life separation and diminished social interactions. Physically, WFH allows for healthier habits like home-cooked food and regular breaks, but prolonged sitting, poor posture, and prolonged screen time cause musculoskeletal disorders and eye strain. Professionally, WFH offers visibility to worldwide projects and professional upskilling but limited face-to-face networking and proximity bias may negate awareness and promotion opportunities. To harness benefits and avoid risks, companies should implement clearly defined WFH policies, promote employees' well-being, and test hybrid work arrangements to find the optimal balance between flexibility and office attendance.

Challenges to Consider

- **Feeling Alone:** Without the exchange of face-to-face interactions, others feel alone or disconnected.
- **Work-Life Blur:** It is hard to distinguish work time from personal time, which can lead to burnout.
- **Communication Problems:** Without a face-to-face dialogue, it's easier to misunderstand each other.
- **Emphasizing Outcomes:** Employers usually are more interested in the quality of work done than in hours worked.
- **Regular Check-Ins:** Regular online meetings enable teams to work together and stay accountable.

- Security and Privacy Securing Company Data: Companies need to ensure the remote employees use secure settings to prevent data leakage.
- Home Privacy: Staff working in shared spaces might have to deal with privacy issues. Learning and growth.
- Online Training: The majority of remote jobs provide online courses to help build skills.
- Distance Networking: Websites such as LinkedIn and online conferences enableindividuals to network and build their careers.
- Legal and Tax Issues Labor Laws: Businesses have to comply with various labour laws depending on where their workers are.
- Tax Issues: Remote work may lead to tax problems for employees and businesses.

Difference Between Work From Office And Work From Home

Basis	Work From Office	Work from Home
1.Work Environment	Structured, professional atmosphere. Assigned work station with office machinery. Being close to colleagues and superiors.	Adaptable, individualized environment. A home office or any cozy place. It takes self-discipline to create a productive area.
2. Commute	Daily travel to and from work. Time-consuming and can be stressful. Transportation expenses (gas, public transport, etc.).	No commute, saving time and money. Fewer stressors and environmental impact. Additional time for work or personal activities.
3. Work Hours and Work Flexibility	Normal working hours, usually 9-to-5. Less flexibility in scheduling. Organized breaks and lunchtimes.	Flexible working hours, usually self-scheduled. Ability to work at times of peak productivity. Blurred lines between professional and personal life.

4. Communication and Collaboration	Personal interactions. Impromptu reactions and rapid-fire dialogues. It is simpler to build company camaraderie and teamwork.	Through electronic communication media such as email, chat, and video calls. Possible communication and feedback delays. Needs more effort in sustaining team culture and solidarity.
5. Productivity	Structured environment tends to improve attention. There could be further interruptions from coworkers. Keep work and home life separate.	Less office distractions. Home distractions (family, household tasks). Requires high self-discipline and time management.
6. Costs	Transportation expenses. Professional dress and lunch. Employers pay for office space and utilities.	Commuting and work clothes savings. Possible expenses of having a home office. They can reduce office expenses.
7. Health and Well-being	Working and living space separation can help minimize burnout. Chances to meet people and develop connections. Potential for ergonomic office configurations.	Risk of loneliness and isolation. When work and personal life intersect, it may lead to burnout. Requirement for self-care and ergonomic home office configuration.

|		
8. Technology and Tools	Access to office IT infrastructure and support. Utilization of company-supplied facilities. On-site IT support.	Dependence on person- or organization-furnished technology. We need stable internet and technical support. Utilization of cloud-based collaboration tools and software.
9. Monitoring Performance	Direct supervision and monitoring. Easier to monitor hours and attendance. Prompt response and assistance.	Outcome-based performance measurement. Trust management. Regular online meetings and reports.
10. Security & Privacy	More controlled access to company data and better physical security.	Requires secure remote access, increasing risks of cyber threats and data breaches.

CHAPTER-4

DATA ANALYSIS AND INTERPRETATION

AGE OF THE RESPONDENTS

Table 4.1: Age wise classification

Age	Number of Responses	Percentage
20-30	67	67%
30-40	31	31%
40-50	2	2%
Total	100	100

Figure 4.1.Age wise classification

Age
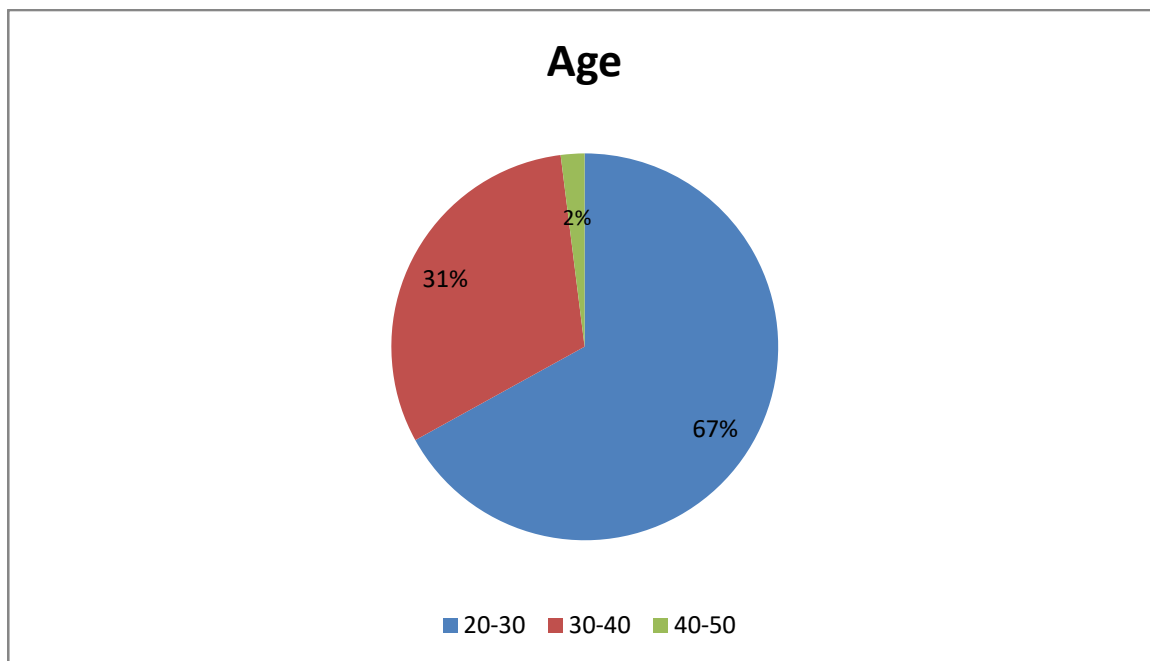
INTERPRETATION: From this table it is clear that, 67% of the respondents belongs to the age group of 20-30. Out of which 31% of the respondents are in the age group of 30-40.2%of the respondents belong to an age group of 40-50 range.

GENDER OF THE RESPONDENTS:

Table 4.2 Classification on the basis of gender

| Gender	Number of Responses	Percentage
Male	36	36%
Female	64	64%
Total	100	100

Figure 4.2 Classification on the basis of gender
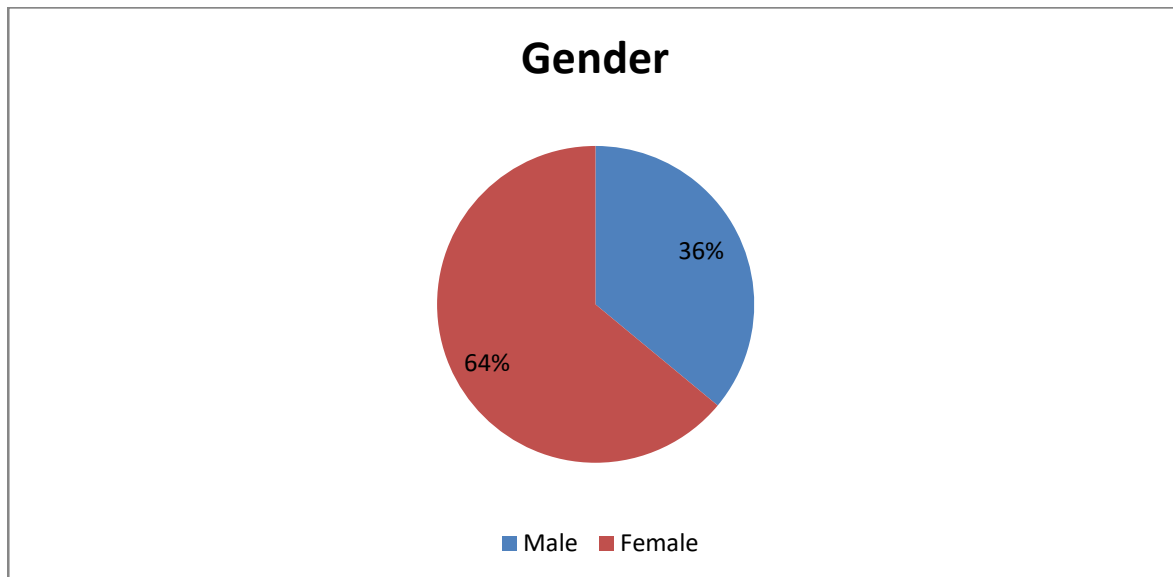
INTERPRETATION: The above table shows the gender of the respondents. From the above table, it is clear that 64% are female and the remaining 36% are male. The number of female respondents is more than male respondents.

JOB ROLE OF THE RESPONDENTS

Table 4.3 classification of respondent's job role in IT sector

Job role	Number of Responses	Percentage
Software Developer	34	34%
Data Analyst	30	30%
IT Manager	21	21%
Others	15	15%
Total	100	100

Figure 4.3 classification of respondent's job role in IT sector
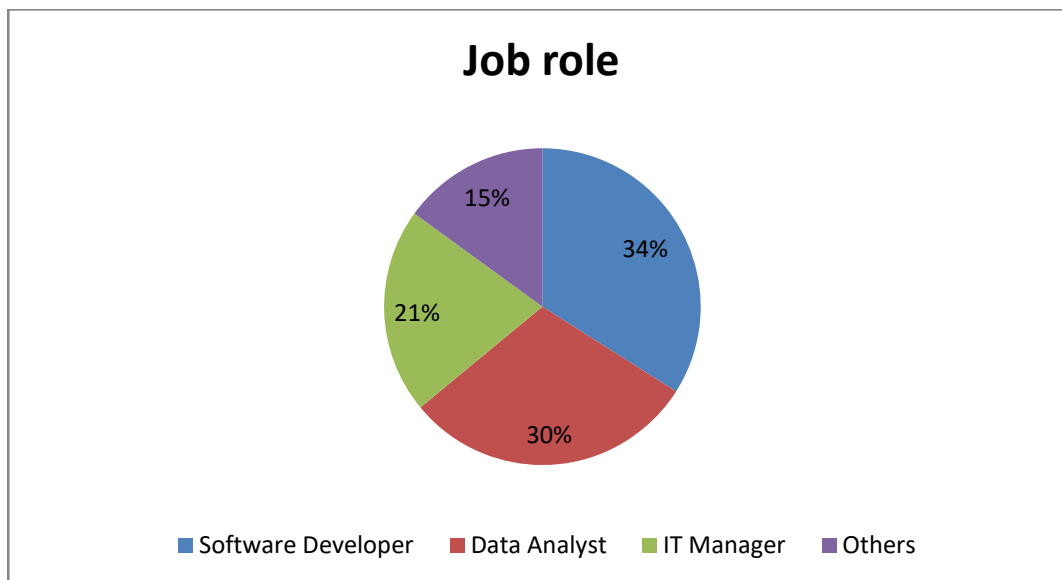
INTERPRETATION: The respondents are from different job roles.34% of the respondents are Software Developers, 30% and 21% of respondents are Data Analyst and IT managers respectively. Rests of respondents are other IT sector employees, who work in an different job roles.

YEARS OF EXPERIENCE IN IT SECTOR

Table 4.4 Classification on the basis of experience in IT sector

Year of Experience	Number of Responses	Percentage
Less than 1 year	32	32%
1-3 years	38	38%
4-6 years	28	28%
More than 6 years	2	2%
Total	100	100

Figure4.4 Classification on the basis of experience in IT sector
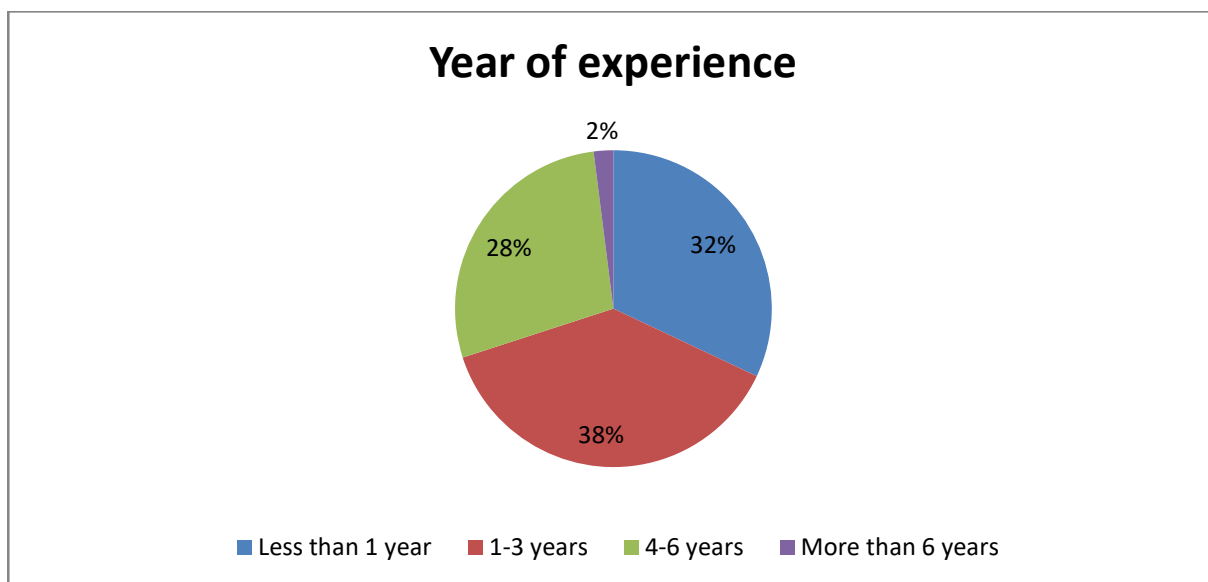
INTERPRETATION: Out of 100 respondents, 32% of the population are having less than 1 year of experience.38% of respondents are whom, having 1-3 years of experience. Almost 28% and 2% are having 4-6 years or more than 6 years of experience in the IT sector.

QUALIFICATION OF THE RESPONDENTS

Table 4.5 Classification on the basis of Qualification

Qualification	Number of Responses	Percentage
Bachelor's degree	56	56%
Master's degree	42	42%
Doctoral degree	2	2%
Total	100	100

Figure 4.5 Classification on the basis of Qualification
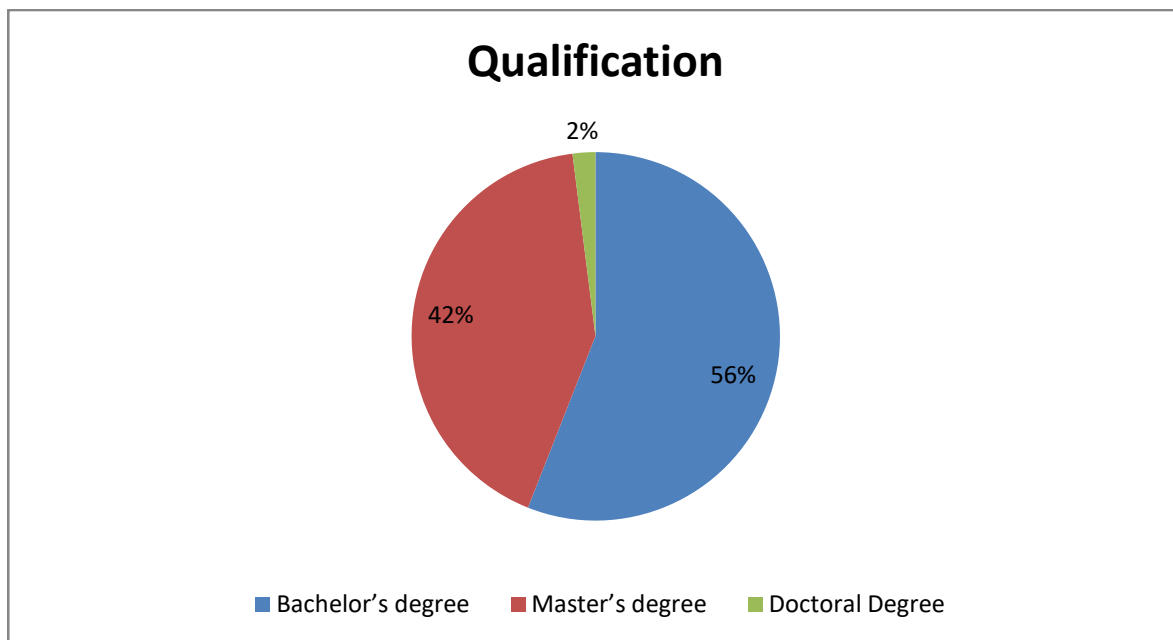
INTERPRETATION: From the above diagram it is clear that, 56% of respondents are having Bachelor's degree.42% of employees' posses' Master's degree and only 2% of IT employees are having Doctoral degree.

HOW OFTEN DO YOU WORK FROM HOME

Table 4.6 Number of times respondents take work from home

Options	Number of Responses	Percentage
Rarely	26	26%
1-2 times	28	28%
2-3 times	35	35%
Daily	11	11%
Total	100	100

Figure 4.6 Number of times respondents take work from home
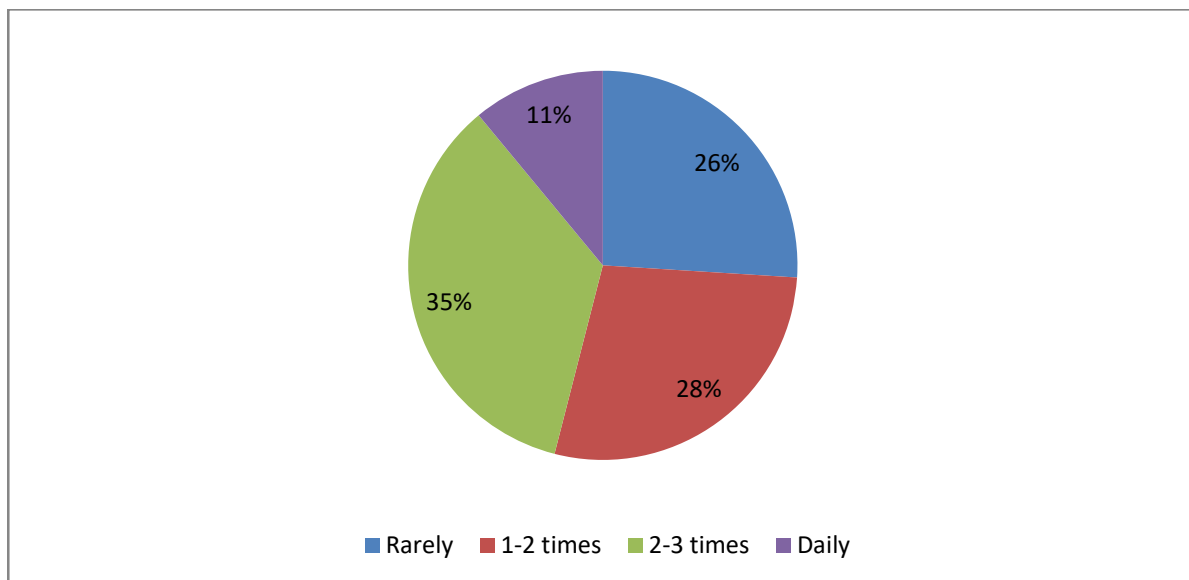
INTERPRETATION: In the above diagram it is understood that, 26% of IT sector employees only takes work from home rarely.28% of them takes 1-2 times and 35% of employees takes 2-3 times a month.11% of respondents are daily work from home employees.

WHAT MOTIVATES YOU TO WORK FROM HOME

Table 4.7 Classification on the basis of Motivation

| Options	Number of Responses	Percentage
Flexibility	40	40%
Reduced commuting	32	32%
Improved work-life balance	45	45%
Increased productivity	27	27%
Total	100	100

Figure 4.7 Classification on the basis of Motivation
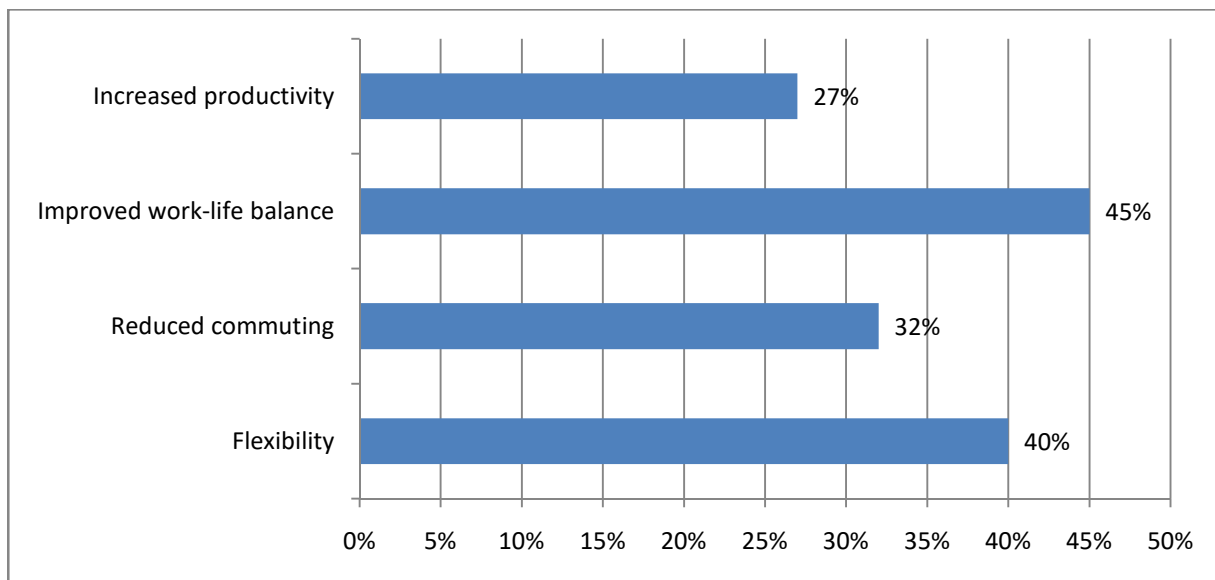
INTERPRETATION: Out of 100 respondents,40% of employees chooses work from home fro flexibility.32% are chose because of the reduced commuting.45% of the population states that work from home improves work-life balance and 27% specifies that it increased their productivity.

WHAT ARE THE BIGGEST CHALLENGES YOU FACE WHILE WORK FROM HOME

Table 4.8 Biggest challenges faced while work from home

Challenges Faced	Number of Responses	Percentage
Distractions at home	29	29%
Lack of face-to-face interactions	35	35%
Difficulty in separating work and personal life balance	34	34%
Technical issues	46	46%
Others	1	1%
Total	100	100

Figure 4.8 Biggest challenges faced while work from home
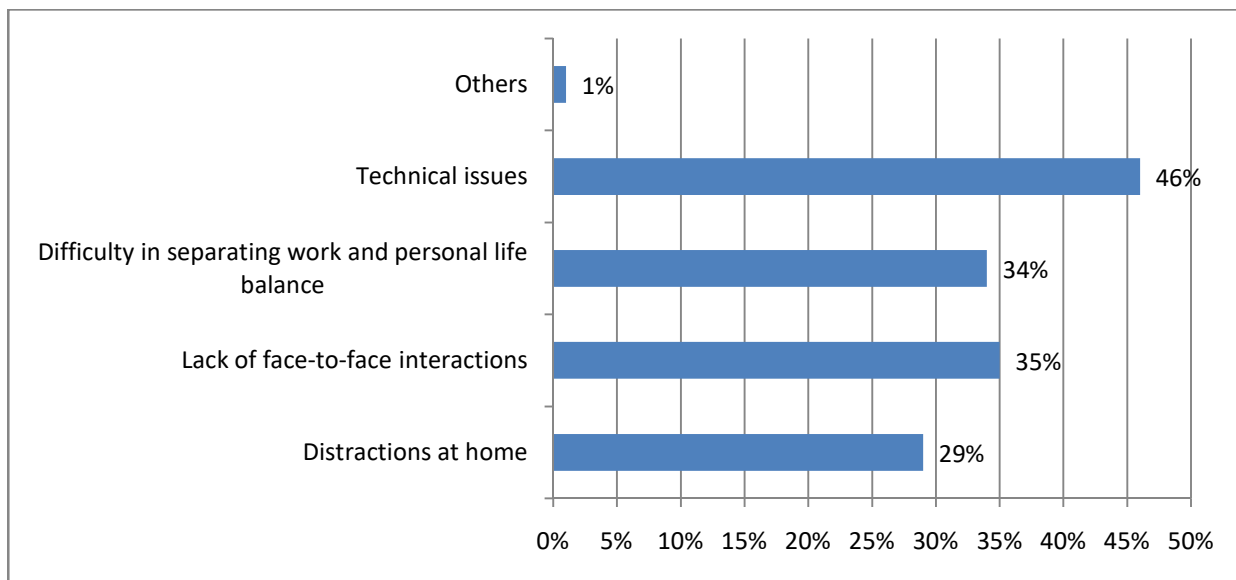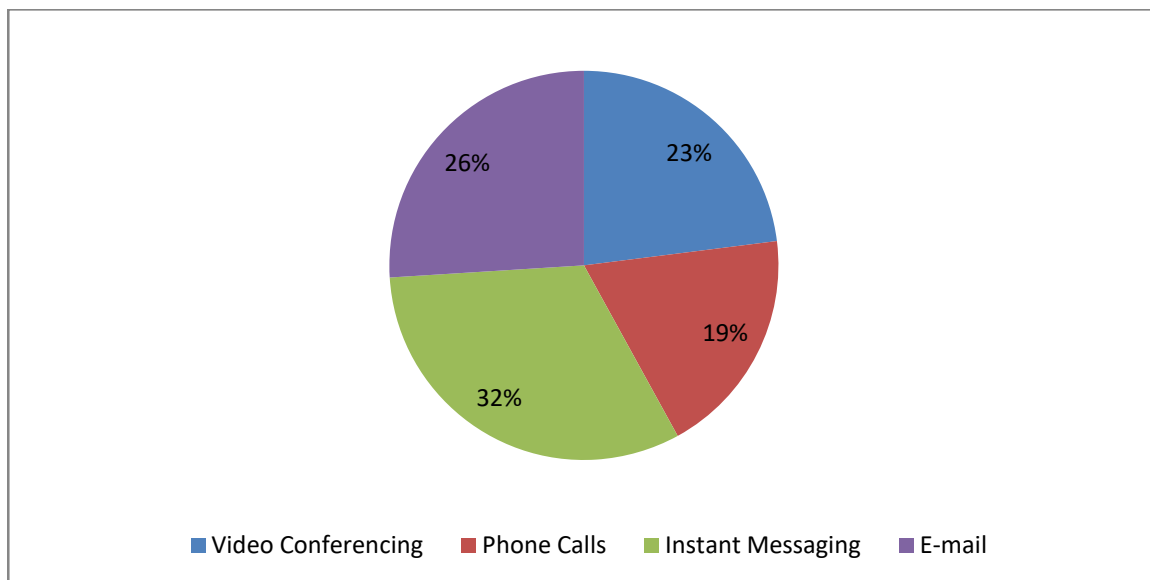

INTERPRETATION: From the above diagram we can understand that,29% of respondents faces distractions at home.35% states the biggest challenge faced by them are lack of face-to-face interactions while working.34% faces difficulty in separating work and personal life balance and 46% of respondents face technical issues. Rest of 1% states they face other challenges.

HOW DO YOU STAY CONNECTED WITH YOUR TEAM WHILE WFH

Table 4.9 Tools used by the respondents for staying connected with their team

Options	Number of Responses	Percentage
Video Conferencing	23	23%
Phone Calls	19	19%
Instant Messaging	32	32%
E-mail	26	26%
Total	100	100

Figure 4.9 Tools used by the respondents for staying connected with their team

INTERPRETATION:As per the above diagram,23% are using video conferencing as a method to stay connected with their team.19% are opting phone calls and 32% uses instant messaging and.26% are using E-mail as an option to stay connected.

DO YOU FEEL THAT WORK FROM HOME AFFECTS YOUR CAREER ADVANCEMENT OPPORTUNITIES

Table 4.10 Possibility of Career Advancement

| Options	Number of Responses	Percentage
Yes	39	39%
No	49	49%
Unsure	12	12%
Total	100	100

Figure 4.10 Possibility of Career Advancement
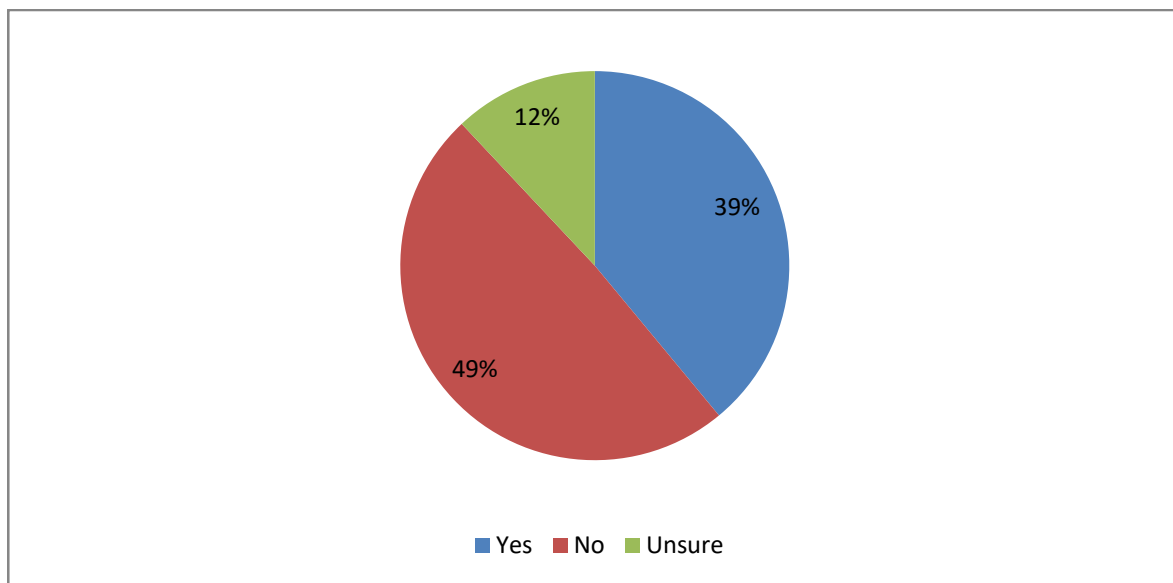
INTERPRETATION: Out of 100, almost 39% states that, work from home affects the career advancement opportunity.While,49% are stating no as they believe that it won't affect their career advancement opportunity and 12% are unsure about the same.

HOW DO YOU PRIORITIZE YOUR TASKS WHILE WORK FROM HOME

Table 4.11 Options used to prioritize while work from home

Options	Number of Responses	Percentage
Create a to-do-list	47	47%
Set deadlines	23	23%
Use project management tools	29	29%
Others	1	1%
Total	100	100

Figure 4.11 Options used to prioritize while work from home
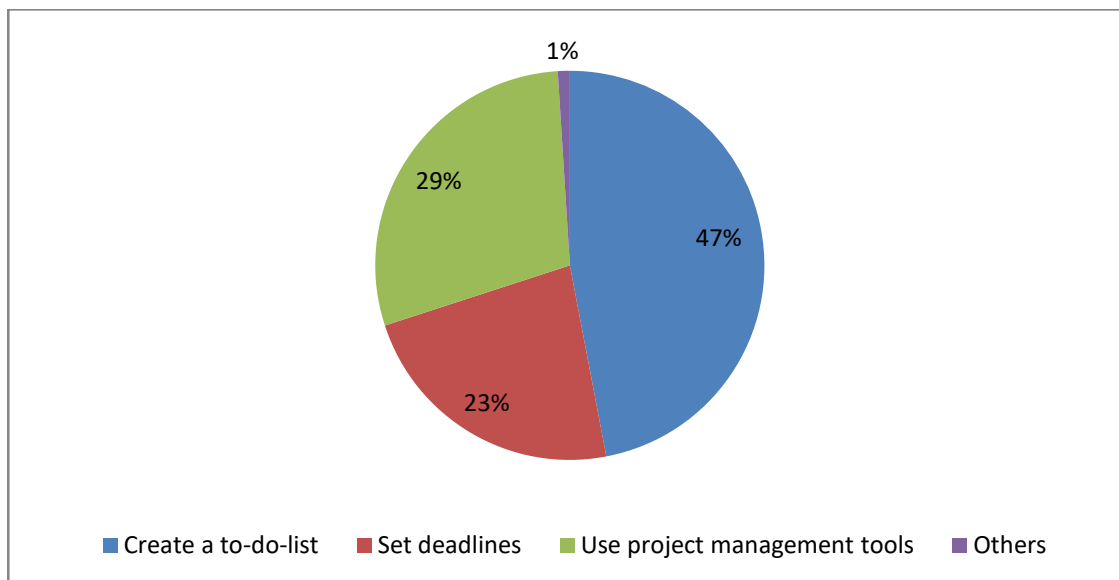
INTERPRETATION: From the above diagram 47% of employees create an to-do-list to prioritize their work.23% sets deadlines for finishing their tasks. Almost 29%,uses project management tools and left 1% chooses other options for prioritizing and completing their tasks.

DO YOU FEEL THAT WORK FROM HOME IMPROVES YOUR WORK-LIFE BALANCE

Table 4.12 Improvement of Work-life balance

| Options	Number of Responses	Percentage
Yes	54	54%
No	33	33%
Unsure	13	13%
Total	100	100

Figure4.12 Improvement of Work-life balance
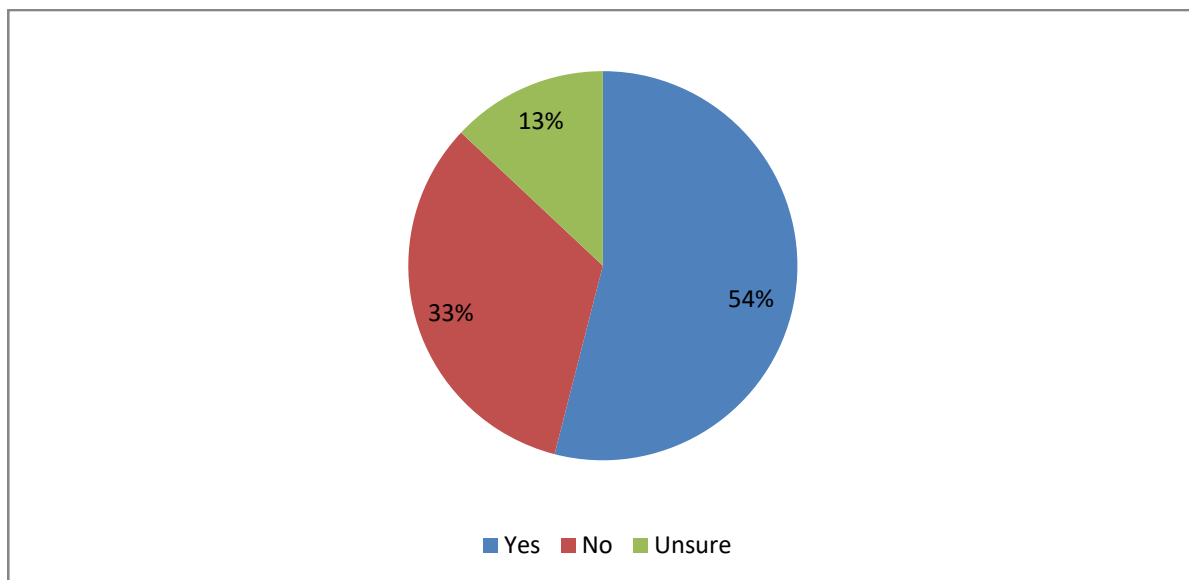
INTERPRETATION: As per the data, almost 54% states yes as an answer.33% chooses no, as they doesn't felt in improving their work -life balance.13% are unsure about the improvement of their work-life balance.

HOW DO YOU HANDLE CONFLICTS OR ISSUES WITH COLLEAGUES WHILE WORK FROM HOME

Table 4.13 Handling of issues and conflicts with colleagues

Options	Number of Responses	Percentage
Phone call	43	43%
Video Conferencing	28	28%
E-mail	18	18%
Instant Messaging	11	11%
Total	100	100

Figure 4.13 Handling of issues and conflicts with colleagues
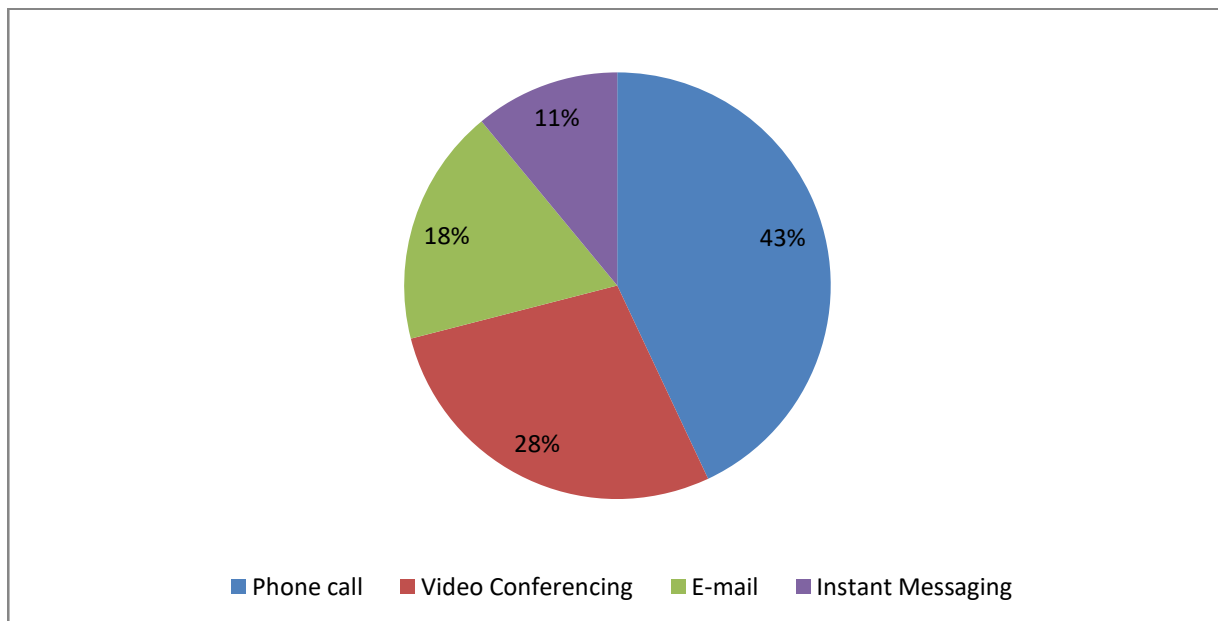
INTERPRETATION: Out of 100 respondents, almost 43% of employees opt phone calling as a medium to handle conflicts or issues with their colleagues while work from home.28% of chooses video conferencing as an option.18% and 11% of respondents are choosing email and instant messaging as an option for solving issues with their fellow colleagues.

HOW DOES WORK FROM HOME AFFECT YOUR MENTAL HEALTH

Table 4.14 Influence of work from home in mental health

Options	Number of Responses	Percentage
Reduced Stress	30	30%
Improved mood	32	32%
Increased Anxiety	35	35%
Decreased Motivation	3	3%
Total	100	100

Figure 4.14 Influence of work from home in mental health
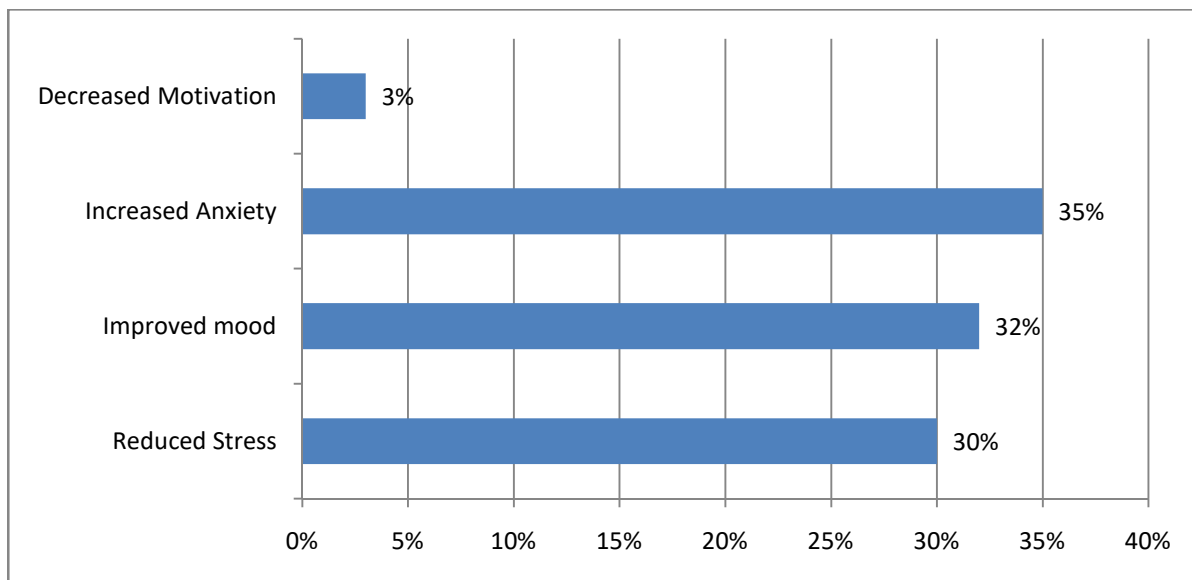
INTERPRETATION: From the above diagram it is clear that, 30% of respondents states that work from home has reduced their stress.32% states that it has improved their mood. Almost 35% states that work from has increased their anxiety and 3% states that it has decreased their motivation.

HOW DOES WORK FROM HOME AFFECT YOUR WORK-LIFE BALANCE

Table 4.15 Influence of Work from home on work-life balance

Options	Number of Responses	Percentage
Improved	33	33%
No change	51	51%
Worsened	16	16%
Others	100	100

Figure 4.15 Influence of Work from home on work-life balance
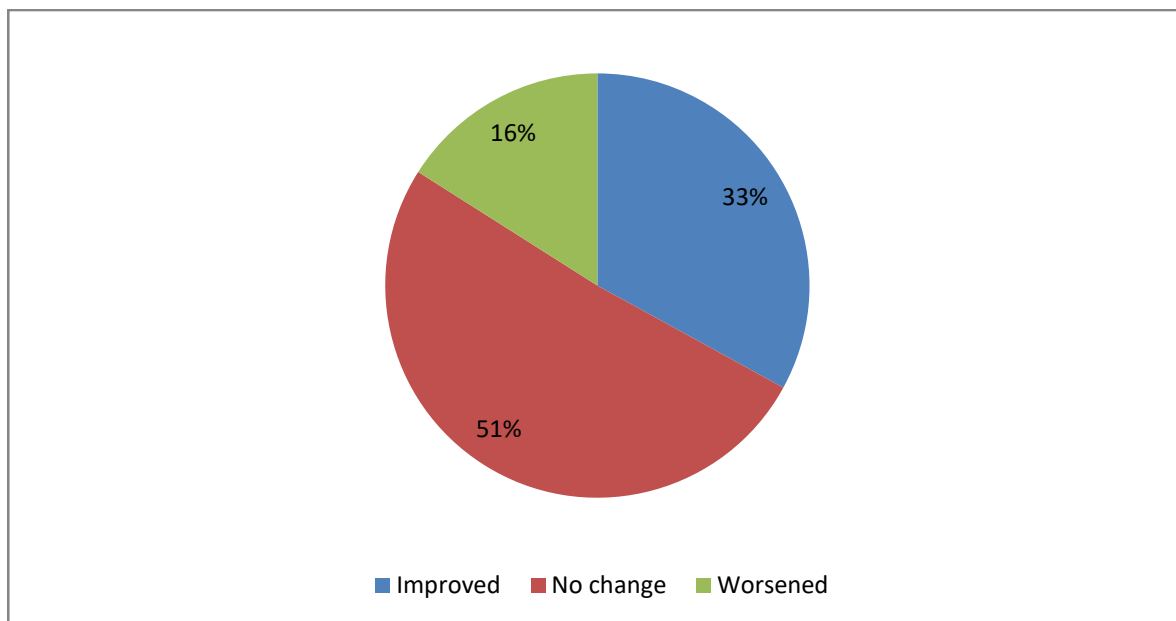
INTERPRETATION: The data shows that for most people (51%), working from home did not change their work-life balance. However, 33% felt it improved due to flexible schedules and reduced commuting, while 16% found it worsened, possibly because of blurred boundaries between work and personal life. This suggests that while many adapted well, some faced challenges in maintaining a proper balance. Effective time management and clear boundaries can help address these issues.

HOW SATISFIED ARE YOU WITH YOUR JOB WHILE WORK FROM HOME

Table4.16 Classification on basis of job satisfaction

Options	Number of Responses	Percentage
Very Satisfied	22	22%
Somewhat satisfied	22	22%
Neutral	31	31%
Somewhat dissatisfied	22	22%
Very dissatisfied	3	3%
Total	100	100

Figure4.16 Classification on basis of job satisfaction
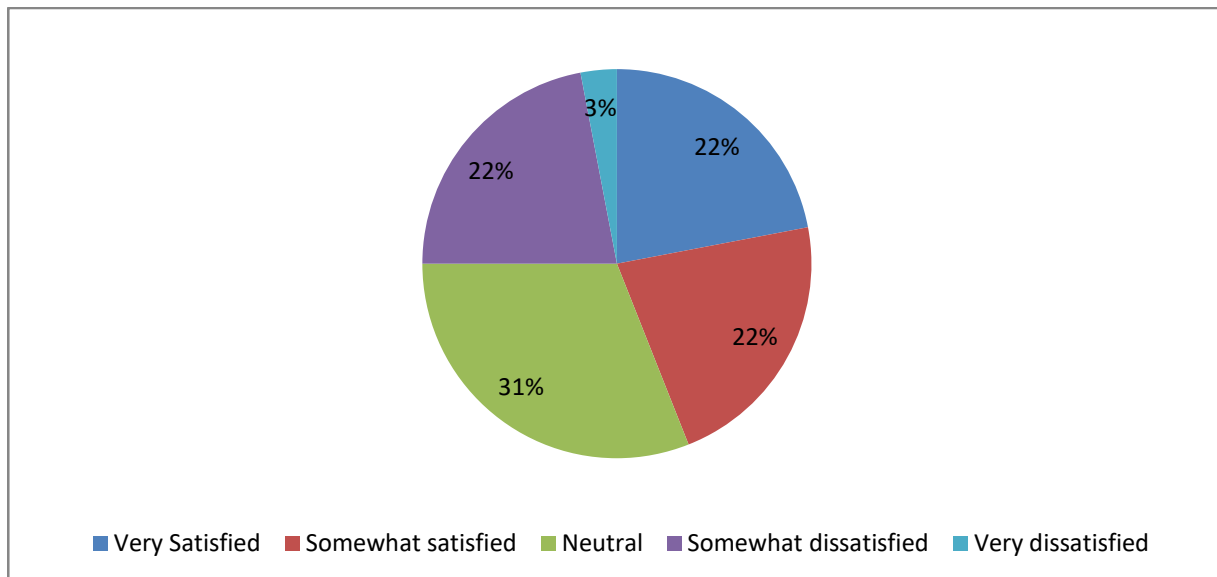
INTERPRETATION: The table illustrates employees' job satisfaction levels while working from home. Out of 100 responses, 22% reported being "Very Satisfied," and another 22% said they are "Somewhat Satisfied." A significant portion, 31%, remained "Neutral," indicating neither satisfaction nor dissatisfaction. Meanwhile, 22% expressed being "Somewhat Dissatisfied," and 3% said they are "Very Dissatisfied." This indicates a mixed sentiment among employees, with a notable number feeling neutral or somewhat dissatisfied with their job while working remotely.

DO YOU FEEL ISOLATED WHILE WORK FROM HOME

Table 4.17 Isolation while work from home

Options	Number of Responses	Percentage
Yes	39	39%
No	38	38%
Unsure	23	23%
Total	100	100

Figure 4.17 Isolation while work from home
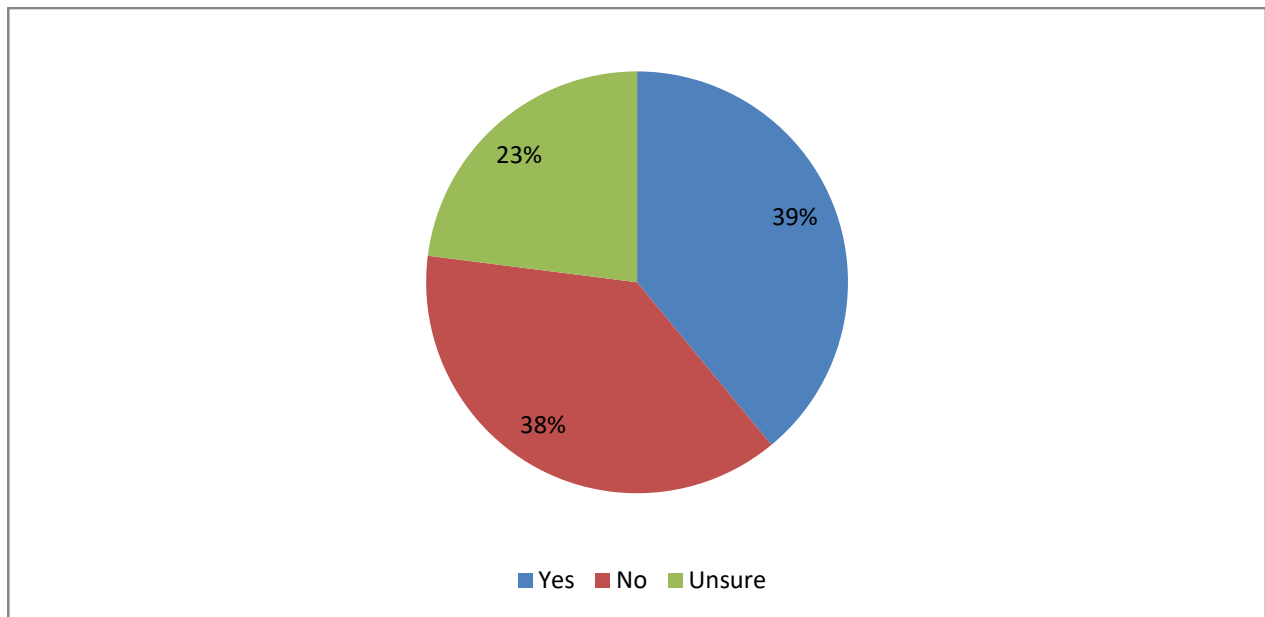
INTERPRETATION: The data in the table and pie chart represents responses to whether individuals feel isolated while working from home. Out of 100 respondents, 39% answered "Yes," indicating they feel isolated, while 38% said "No," showing that they do not experience isolation. Additionally, 23% of the respondents were "Unsure" about their feelings on the matter. The results suggest that opinions on isolation while working from home are nearly balanced, with a slightly higher percentage feeling isolated.

HOW DOES WORK FROM HOME AFFECT YOUR PHYSICAL HEALTH

Table 4.18 Affect of Work from Home on Physical Health

Options	Number of Responses	Percentage
Improved	20	20%
No change	25	25%
Worsened	44	44%
Increased Sedentary Behavior	17	17%
Total	100	100

Figure4.18 Affect of Work from Home on Physical Health
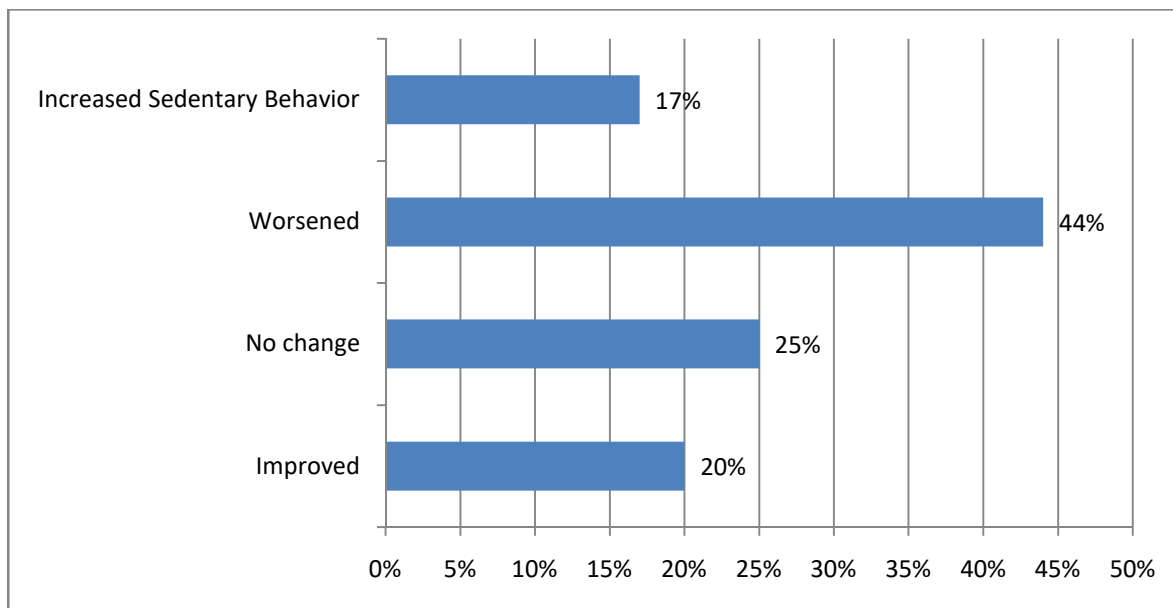
INTERPRETATION: The data shows how working from home has affected people's physical health. Out of 100 respondents, 44% reported that their health worsened, while 25% noticed no change. About 20% experienced an improvement in their physical health, and 17% mentioned increased sedentary behavior. These results indicate that a significant number of people feel that remote work negatively impacts their physical well-being, with fewer experiencing positive changes.

DO YOU FEEL THAT WORK FROM HOME AFFECTS YOUR RELATIONSHIPS WITH FAMILY AND FRIENDS

Table 4.19 Influence of Work from Home in Relationships

Options	Number of Responses	Percentage
Yes	28	28%
No	53	53%
Unsure	19	19%
Total	100	100

Figure 4.19 Influence of Work from Home in Relationships
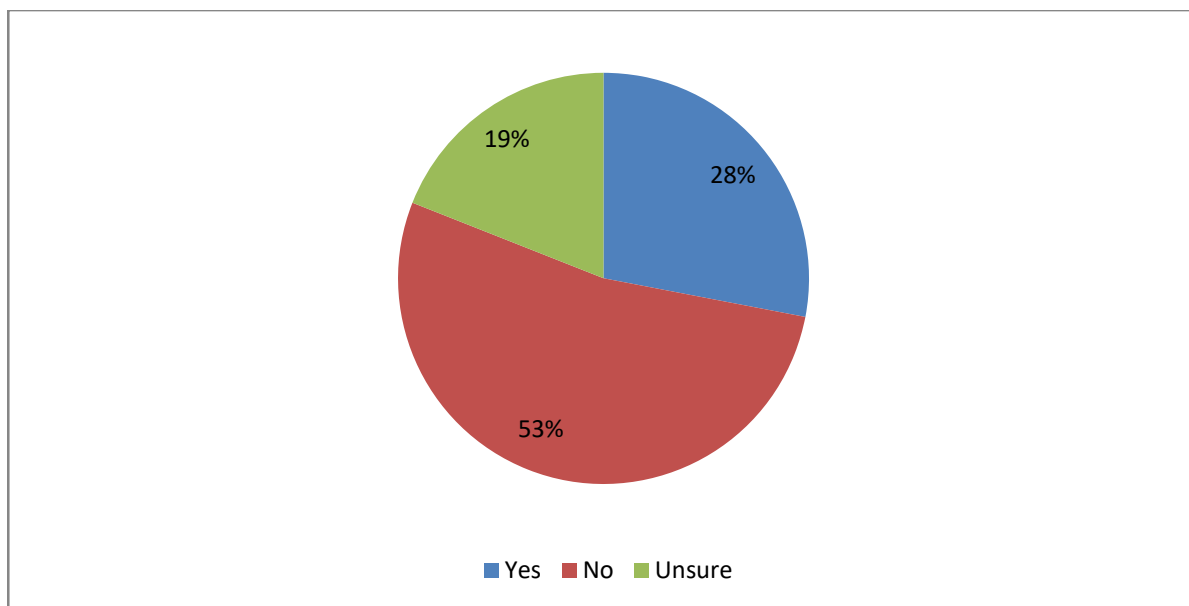
INTERPRETATION: The data illustrates the impact of working from home on relationships with family and friends. Among 100 respondents, 53% believe that remote work has not affected their relationships, while 28% feel that it has made an impact. Additionally, 19% are unsure about its effect. These findings suggest that most people do not see a significant change in their relationships due to working from home, though some feel otherwise.

HOW DOES WORK FROM HOME AFFECT YOUR OVERALL WELL-BEING

Table 4.20 Influence of work from home in overall wellbeing of respondents

Option	Number of Responses	Percentage
Improve	40	40%
No change	46	46%
Worse	14	14%
Total	100	100

Figure 4.20 Influence of work from home in overall wellbeing of respondents
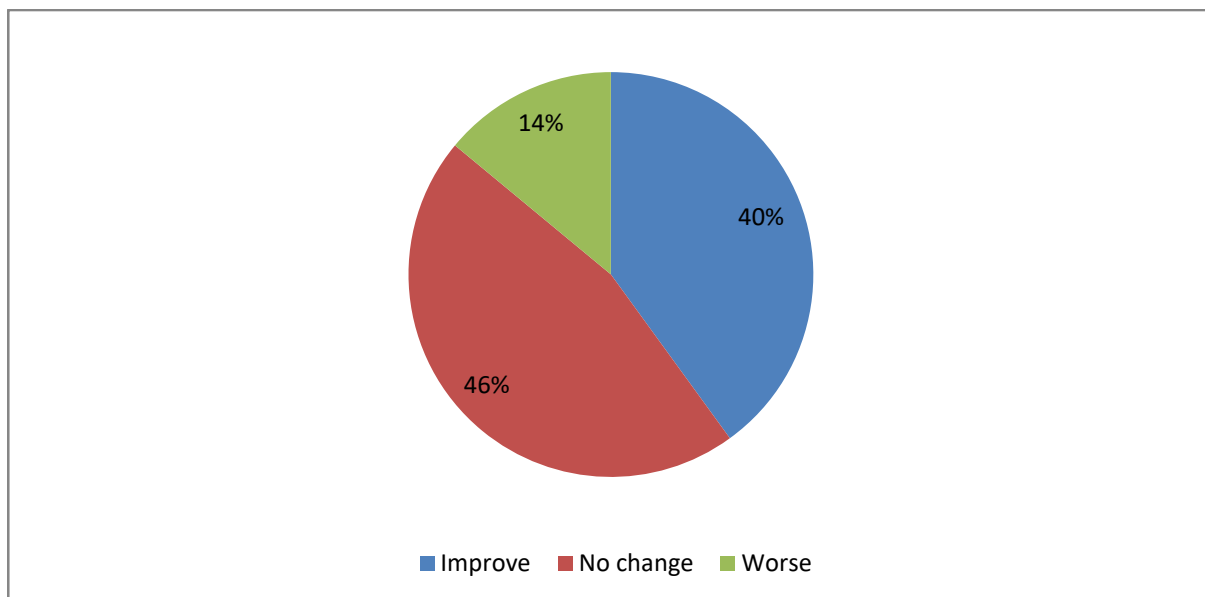
INTERPRETATION: The data highlights the impact of working from home on overall well-being. Among 100 respondents, 46% stated that there was no change, while 40% felt that their well-being improved. However, 14% reported a decline in their well-being. These results indicate that while a majority experienced either positive or no significant impact, a small percentage felt that remote work negatively affected their overall well-being.

DO YOU FEEL THAT YOUR ORGANIZATION SUPPORTS YOUR MENTAL HEALTH WHILE WORK FROM HOME

Table 4.21 Response towards mental health support received while work from home

Options	Number of responses	Percentage
Yes	42	42%
No	33	33%
Unsure	25	25%
Total	100	100

Figure4.21 Response towards mental health support received while work from home
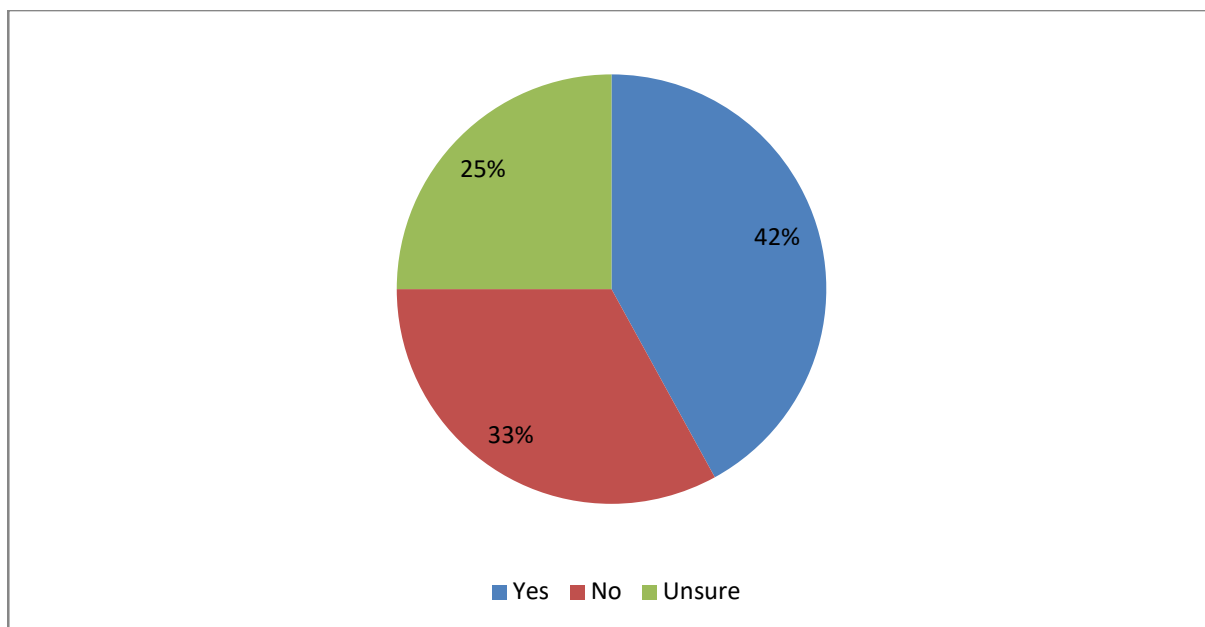
INTERPRETATION: The results mirror the views of employees regarding mental health support within their workplace when working remotely.Within the 100 employees surveyed, 42% confirmed that their organization offers them support,while 33% indicated that it does not.Another 25% werte not sure of amount of support they have.This suggests that although most employees report receiving support from their organization,a considerable percentage do not receive support or are unsure of the support.

HOW LIKELY YOU ARE TO CONTINUE WORKING FOR YOUR CURRENT ORGANIZATION, WHILE WORK FROM HOME

Table 4.22 classification on basis of employee retention and loyalty

Options	Number of Responses	Percentage
Very Likely	22	22%
Somewhat Likely	23	23%
Neutral	29	29%
Somewhat Unlikely	22	22%
Very Unlikely	4	4%
Total	100	100

Figure 4.22 classification on basis of employee retention and loyalty
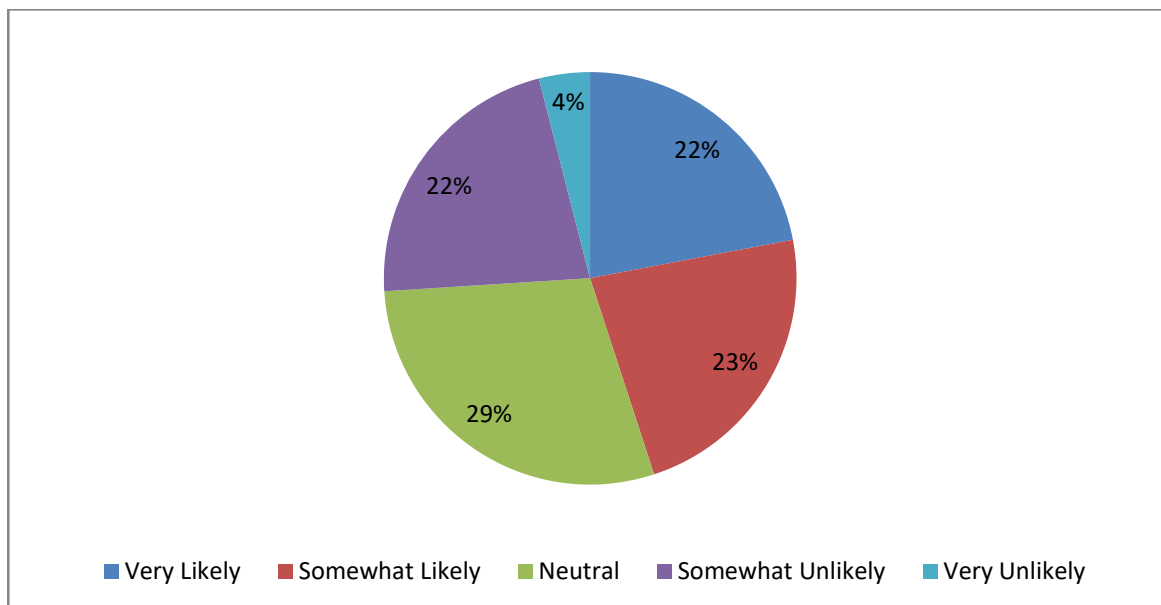
INTERPRETATIONThe information shows workers attitude toward their chances of remaining with their existing company and working from home.Out of 100 paticipants,22% of them are very likely to remain, and 23% are somewhat likely.More,29% is undecided about the choice.However,22% of them consider themselevs somewhat unlikely to remain, and 4% are very unlikely to remain.This signifies a split decision, with most employees unsure or learning moderately toward staying with their company.

DO YOU FEEL THAT WORK FROM HOME AFFECTS YOUR JOB SECURITY

Table 4.23 Influence of work from home in job security

Options	Number of Responses	Percentage
Yes	27	27%
No	50	50%
Unsure	23	23%
Total	100	100

Figure 4.23 Influence of work from home in job security
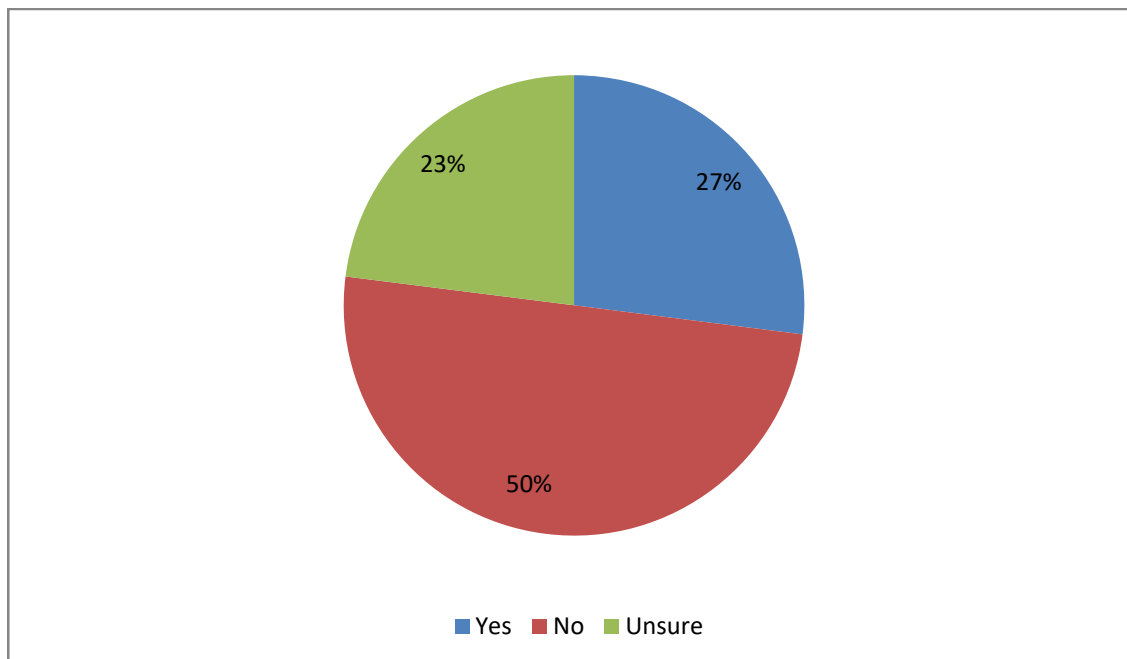
INTERPRETATION: The data reflects employees' views on whether working from home affects their job security. Among 100 respondents, 27% believe it does, while 50% feel it has no impact. Meanwhile, 23% are unsure about its effect. This indicates that while half of the employees feel secure in their jobs despite remote work, a significant portion still has concerns or uncertainty about its impact.

DO YOU THINK WORK FROM HOME WILL BECOME A PERMANENT ARRANGEMENT FOR IT EMPLOYEES

Table 4.24 Classification on basis of Permanence of Work from Home in IT sector

Options	Number of Reponses	Percentage
Yes	31	31%
No	42	42%
Uncertain	27	27%
Total	100	100

Figure 4.24 Classification on basis of Permanence of Work from Home in IT sector
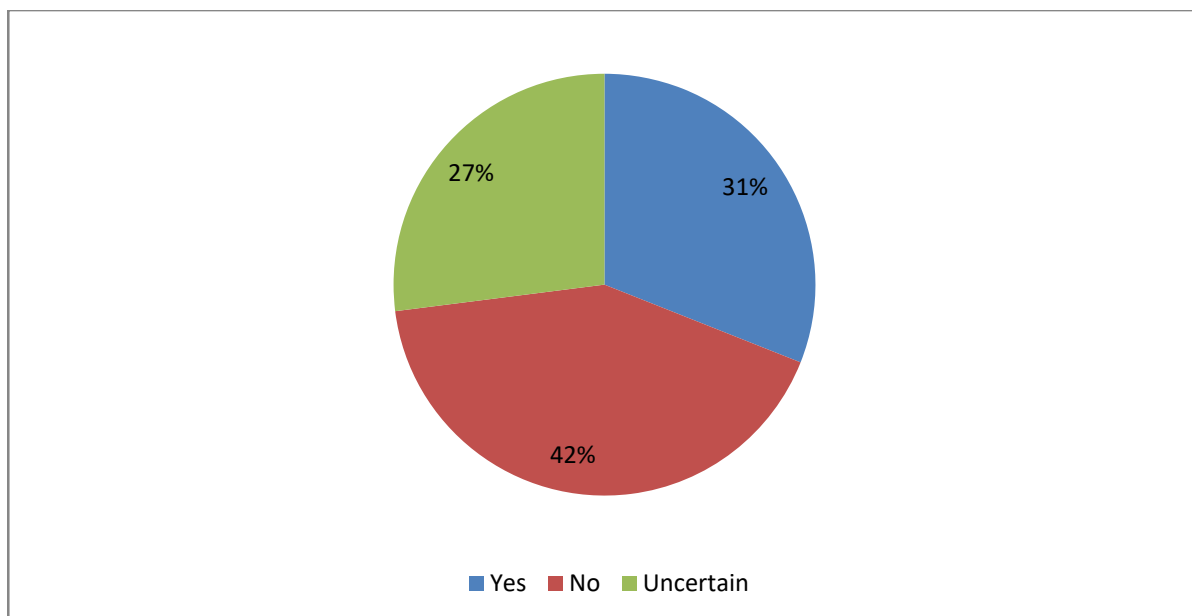
INTERPRETATION: The information indicates the views of employees on whether work from home will be a long-term setup in the IT industry.A total of 31% out of 100 people think that it will be,while 42% feel that it won't.The remaining 27% are undecided about the long-term setup of work home.This implies that although the majority of the employees are not convinced about the long-term nature of work from home,there is still a high degree of uncertainity about its long-term implementation.

HOW DOES WORK FROM HOME AFFECT YOUR LOYALTY TO YOUR ORGANIZATION

Table 4.25 Influence of Work from Home in loyalty of employees towards organization

Options	Number of Responses	Percentage
Increased	28	28%
No change	56	56%
Decreased	16	16%
Total	100	100

Figure 4.25 Influence of Work from Home in loyalty of employees towards organization
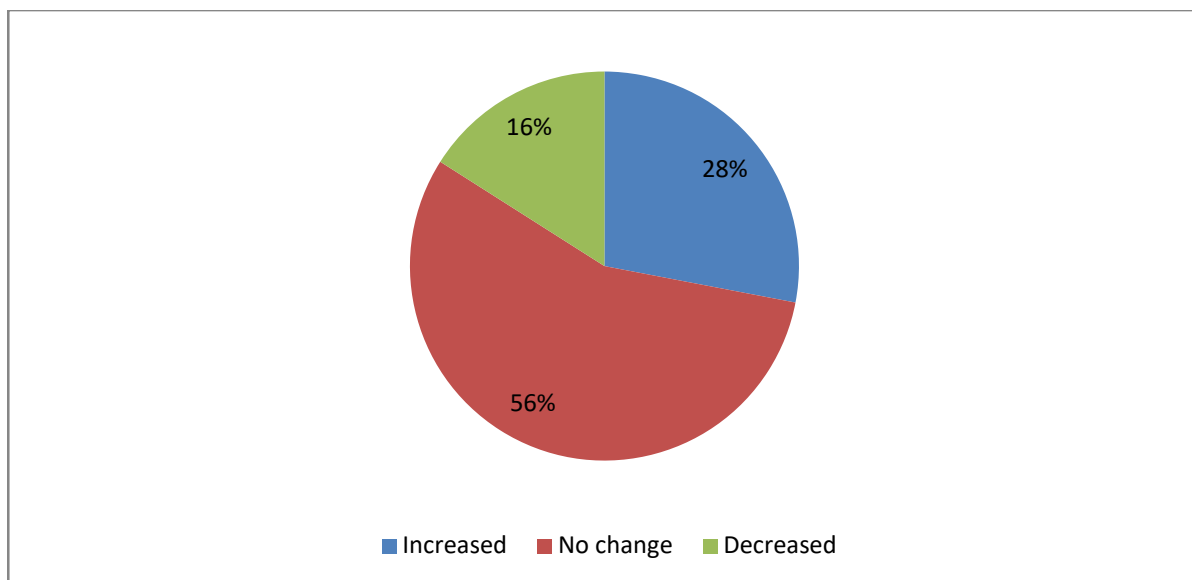
INTERPRETATION: The statistics reveal the extent to which working from home has affected employees organizational loyalty.Out of the 100 respondents,28%reported their loyalty had improved, and 16% said it had not changed.This indicate that although remote work has had varying impacts,ithasnot had a profound effect on the loyalty of the majority of employees.

DO YOU FEEL THAT YOUR ORGANIZATION RECOGNIZES AND REWARDS YOUR CONTRIBUTIONS WHILE WORK FROM HOME

Table4.26 Responses on organizational rewards and contributions for work from home employees

Options	Number of Responses	Percentage
Yes	36	36%
No	37	37%
Unsure	27	27%
Total	100	100

Figure4.26 Responses on organizational rewards and contributions for work from home employees
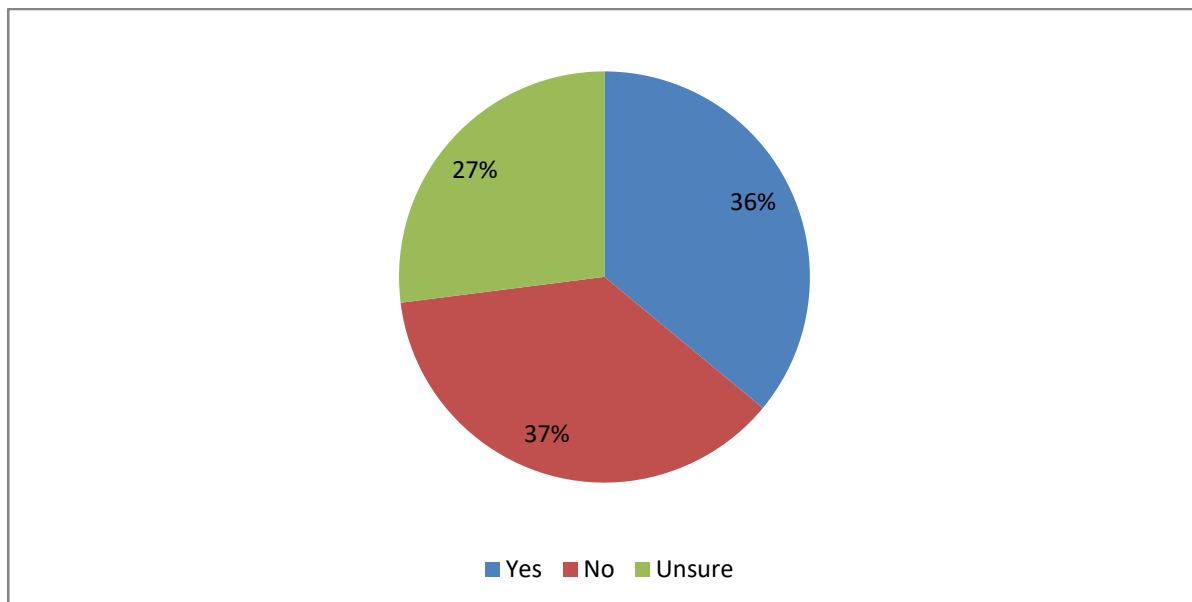
INTERPRETATION: The above table indicates the sentiment of employees whether their organization recognizes and rewards their efforts working remotely.36% out of 100 employees said'Yes',reflecting that they believe their efforts are recognized and rewarded.37% also said 'no'reflecting that they dont feel their efforts are beign properly recognized.27% were also "unsure"if their efforts are recognized or not. The overall feedback is fairly polarized, with a slight majority reflecting their efforts are not being fully rewarded.

HOW LIKELY ARE YOU TO RECOMMEND YOUR ORGANIZATION TO OTHERS WHILE WORK FROM HOME

Table 4.27 Preference towards recommending organization to others

Options	Number of Responses	Percentage
Very Likely	22	22%
Somewhat Likely	20	20%
Neutral	25	25%
Somewhat Unlikely	24	24%
Very Unlikely	9	9%
Total	100	100

Figure 4.27 Preference towards recommending organization to others
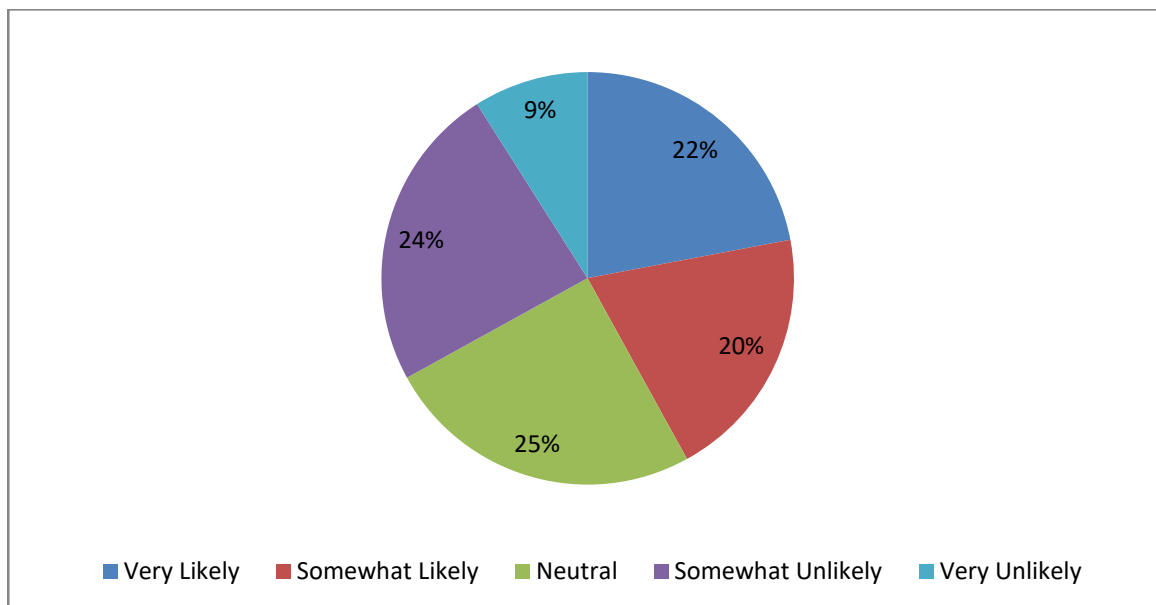
INTERPRETATION:The table indicates what employees think about recommending their organization when working at home.22% of 100 individuals are 'very likely'torecommend,and 20% are 'somewhat likely.Yet 25% are 'neutral'indicating they dont feel very positive or negative altrnatively.24% are 'somewhat unlikely'and 9% are 'very unlikely'to recommend their place of work. This indicates a mixed response,with most workers unsure or not willing to recommend their organization.

HOW WILL YOU RATE YOUR ORGANIZATION ON A 1-5 SCALE

Table 4.28 Rating of organization on a 1-5 scale

Rating Scale	Number of Responses	Percentage
1	15	15%
2	14	14%
3	29	29%
4	38	38%
5	4	4%
Total	100	100

Figure 4.28 Rating of organization on a 1-5 scale
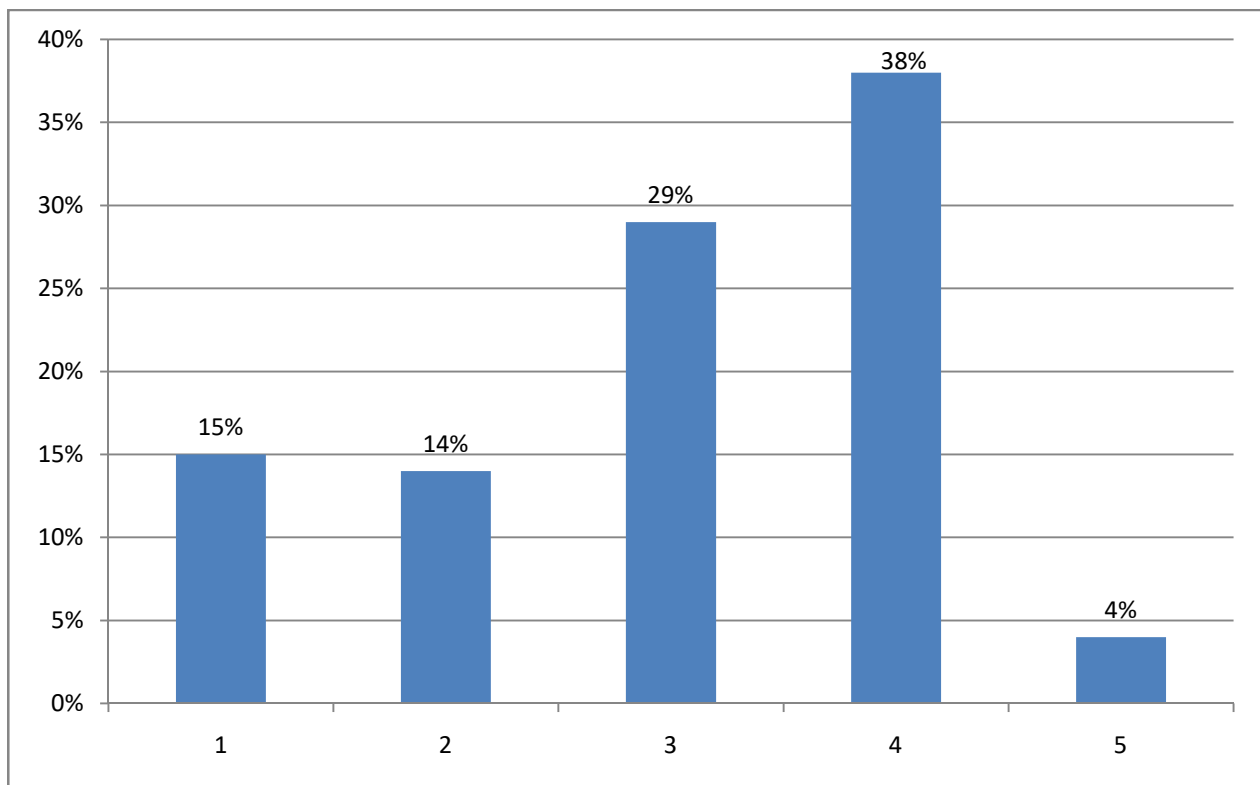
INTERPRETATION: The above table illustrates how employees rate their organization on a scale of 1 to 5 of 100 responses,15% rated 1 and 14% rated 2 reflecting their disatisfaction.Most 29% rated their organization as 3 reflecting a neutral or moderate level of satisfaction.Greater percentage ,38% rated their organiztion as 4,depicting positive satisfaction. But only 4% answered with top rating of

5.Although a majority of employees are fairly to moderately satisfied,very few are highly satisfied with their firm.

CHAPTER-5

FINDINGS AND RECOMMENDATIONS

FINDINGS

- ➤ Factors Influencing the effects of work from home on IT employees
- • Those employees who possess high self discipline and time management are more likely to be productive.
- • The organizations that provide mental health facilities enhance job satisfaction and overall health of employees.
- • Those employees who have a dedicated area for work in their homes have less distraction and work more effectively.
- • Smooth home working largely hinges on the network stability and company provided facility access.
- ➤ Positive and Negative work from home impacts
  - • Positive Impacts:

Many employees experienced better work-life balance while working from home,as they had more flexibility and control over their tasks.The absence of commuting helped them save time, reduce stress and improve their energy levels.Some employees found themselves more productive since they could focus better without office distractions.

  - • Negative Impacts:

Alternatively,technical challenges hindered the work of most employees.Isolation was experienced by some as a result of insufficient face to face communication,while others had problems with their physical well being as a result of working in a sedentary environment.More anxiety and stress were also experienced as boundaries between work and personal life became blurred.Distractions at home also affected efficiency and some employees had the perception that working from home restrticted their chance for career progression.

- ➤ Effect on career growth:
- • Most employees believe that WFH impacts career growth because of reduced visibility,less networking oppurtunity, and bias in promotions.
- • The majority of the employees have the view that WFH doe not adversely impact career growth Some employees are having ambivalence,recommending that they should be provided with more guidelines for careeer growth in work from home environments.
- • Firms must provide remote workers with equal oppurtunity,open promotion and increased participation.

- ➢ Comparison of WFH impact by different roles and function
  - • By role:

Software developers and Data Analysts preferred working remotely because it enabled them to focus more on coding and data analysis.IT managers,however,had a hard time coordinating with their teams and had problems with effective leadership communication.

  - • By Function:

Technical teams such as developers,engineers,and data scientists did well in a remote environment since their work necessitated intense concentration.Support and HR teams.however struggled to deal with employee issue and handle on boarding remotely.Sale and struggled to deal with employee issue and handle on boarding remotely.Sales and customer facing teams also felt constrained to develop relationships and close busienss while remote.

RECOMMENDATIONS

- For IT employees:
  - Managing time and work-life balance
  - Maintain structured work schedule to prevent exhaustion.
  - Take short breaks and engage in physical activities to stay healthy.
  - Boosting Productivity
  - Set up a dedicated workspace to minimize distractions and stay focused.
  - Improving skills and career growth.
  - Take up online courses and certifications to expand career oppurtunities.
  - Maintaining mental and physical health
  - Participate in company wellness programs and virtual social events to stay engaged.
- For Employers:
  - Strengthening work from home policies
  - Set clear work guidelines on expectations,performance review, and communication procedures.
  - IT and Technical support provisions.
  - Provide employees with stable internet connectivity and required software tools.
  - Provide home office equipments reimbursement such as laptops,ergonomc chairs and internet fees.
  - Promoting team interaction and communication
  - Create an open door environmmentwhee employees can speak to their remote work challenges.
  - Recognizing and facilitating career development
  - Use reward schemes based on employee performance under a remote environment,
  - Employee well-being focus:
  - Introduce wellness programs like counselling,stressmamagementworkshops,and online fitness sessions.
  - Provide flexible work schedules to avoid stress and boost job satisfaction.

CONCLUSION

The shift to work -from home has impacted IT workers in general, with both pros and cons.Our evidence establishes that employees with high self-control, good orking conditions and good technical assistance are more productive. WFH offers benefits like improved work life balance, reduced commuting anxiety and better concentration for some categories of job.It also poses problems like technical issues,lonliness,breakdown of work life boundaries and limited career progression opportunities'.

Different IT functions have experienced diverse kinds of results regarding work from home.Software professionals and data analysts adapt easily in an offsite setuup due to the need for rigorous concentration,but IT managers,HR employees and sale persons do poorly on communication, collaboration between workers and rapport generation.The above differences confirm that individualized policies are a necessity for work from home.To counteract these problems,IT personnel can adopt practices such as adhering to diciplinedworkschedules,designing working spaces and spending money on professional education.Employers must enhance work from home policies,provide better technical support,aid in communication and prioritize the well beign of employees through wellness programs and flexible working hours.

Remote work success relies upon a balanced startergy in which employers and employees actively implement measures to optimize productivity and well being.By addressing the significant variables impacting work from home,companies can create an enduring remote work culture that optimize business objectives and worker satisfaction

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ANNEXURE

QUESTIONAIRE

1. What is your name?

Ans:

2. What is your age?

- 20-30
- 30-40
- 40-50

3. What is your gender?

- Male
- Female

4. What is your job role in the IT sector?

- Software Developer
- Data Analyst
- IT Manager
- Others

5. How long have you been working in the IT sector?

- Less than 1 year
- 1-3 years
- 4-6 years
- More than 6 years

6. What is your highest level of education?

- Bachelor's degree
- Master's degree
- Doctoral degree
- Others

7. How often do you work from home (WFH)?

- Rarely
- 1-2 times
- 2-3times
- Daily

8. What motivates you to WFH? (Select all that apply)*

- o Flexibility
- o Reduced commuting
- o Improved work-life balance
- o Increased productivity
- o Others

9. What are the biggest challenges you face while WFH? (Select all that apply)*

- o Distractions at home
- o Lack of face-to-face interaction
- o Difficulty in separating work and personal life
- o Technical issues
- o Others

10. How do you stay connected with your team while WFH?*

- o Video conferencing
- o Phone calls
- o Instant messaging
- o Email
- o Others

11.Do you feel that WFH affects your career advancement opportunities?*

- o Yes
- o No
- o Unsure

12. How do you prioritize your tasks while WFH?

- o Create a to-do list
- o Set deadlines
- o Use project management tools
- o Others

13. Do you feel that WFH improves your work-life balance?*

- o Yes
- o No
- o Unsure

14. How do you handle conflicts or issues with colleagues while WFH?*

- o Phone call
- o Video conferencing
- o E-mail
- o Instant messaging

15. How does WFH affect your mental health? (Select all that apply)*

- o Reduced stress
- o Improved mood
- o Increased anxiety
- o Decreased motivation
- o Others

16. How does WFH affect your work-life balance?

- o Improved
- o No change
- o Worsened

17. How satisfied are you with your job while WFH ?*

- o Very satisfied
- o Somewhat satisfied
- o Neutral
- o Somewhat dissatisfied
- o Very dissatisfied

18. Do you feel isolated while WFH*

- o Yes
- o No
- o Unsure

19. How does WFH affect your physical health? *

- o Improved
- o No change
- o Worsened
- o Increased sedentary behaviour
- o Others

20. Do you feel that WFH affects your relationships with family and friends?*

- o Yes
- o No
- o Unsure

21. How does WFH affect your overall well-being?

- o Improved
- o No change
- o Worse

22. Do you feel that your organization supports your mental health while WFH?*

- o Yes
- o No
- o Unsure

23. How likely are you to continue working for your current organization while WFH?

- o Very likely
- o Somewhat likely
- o Neutral
- o Somewhat unlikely
- o Very unlikely

24. Do you feel that WFH affects your job security?

- o Yes
- o No
- o Unsure

25. Do you think WFH will become a permanent arrangement for IT employees?

- o Yes
- o No
- o Uncertain

26. How likely are you to continue working from home in next 2 years?

- o Very Likely
- o Likely
- o Neutral
- o Unlikely
- o Very Unlikely

27. How does WFH affect your loyalty to your organization?

- o Increased
- o No change
- o Decreased

28. Do you feel that your organization recognizes and rewards your contributions while WFH?

- o Yes
- o No
- o Unsure

29. How likely are you to recommend your organization to others while WFH?

- o Very likely
- o Somewhat likely
- o Neutral
- o Somewhat unlikely
- o Very unlikely

30. How will you rate your organization on a 1-5 scale?

- o 1
- o 2
- o 3
- o 4
- o 5