

An Empirical study on “Experience and the Perception of the employees based on Work from Home” with respect to the region of Udupi District.

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I. Introduction:

Human Resource Management is the effective and efficient management of people in an organization through strategic approach. It is designed and organized in such a manner to optimise employee performance in order to achieve the organizational objectives. Outbreak of pandemic COVID-19 has led to sea changes in Human Resource Management, which led to the shift of working environment from workplace to remote working.

In the current scenario remote working has gained its advantage by enabling employees to easily adjunct to their work from where ever they are. A work from policy is nothing but an agreement between the employer and employees who prefer to have the work from home privileges. The policy defines the expectations, responsibilities, the eligibility and the other work from home guidelines (Chethana Sunil and Ramdas Naik, 2021). In short, it ensures that all employees understand what is required of them when they choose to work from home. Remote working has ensured that disruptions, in the in the operations of the organizations ranging from small and mid-sized firms to huge organizations, has not been occurred to the greater extent.

II. Literature Review

1. Iza Gigauri. (2020) in this article “Effects of Covid-19 on Human Resource Management from the Perspective of Digitalization and Work-life-balance”, focus was on the influence of COVID-19 crisis on Human Resource Management, digitalization and its accompanying work-life-balance issues in Georgia. As per this paper employees faced stress, fear and anxiety during the outbreak of pandemic. Along with it, reduction in salary and unemployment due to recession. Few of the challenges faced by Human Resource Managers were lack of knowledge in new technologies and crisis management, managing people online while monitoring employees job performance, dismissals and turnovers. It was also observed that concentration of employees towards work at the workplace lasted for 7 to 8 hours, whereas, while working from home they faced major distractions like child care, household chores etc.

2. Monali Neve, Sanjivani Lokhande (March 2021) in this article “The Expert Study on Pandemic Outbreak and its Influence on Human Resource Management: Companies Perspective”, it was found that companies should develop disaster management plans and introduce new policies for remote as well as hybrid working system as a reaction to the current crisis. The International Labour Organisation (ILO) (2020) estimates that 195 million full-time workers will lose their jobs worldwide this year (ILO, 2020). Therefore, employees got to learn new skills that increase their employability within the digital space (Sheppard, 2020). Study was made regarding employee’s employability within digispace, work characteristic, satisfaction and commitment under remote working. Less socialization adversely impacted on employee’s mental health. Further some companies were closed, dismissed all employees. Other companies have retained employees by sending them to unpaid leaves. Failure in internal corporate communication was also observed.

3. Gopali Dayal, Divya Jyoti Thakur and William Asamoah-Appiah (2021) in this paper titled “The challenges of human resource management and opportunities for organization during (COVID-19) pandemic situation”, it was observed that in the initial days of pandemic, every organization faced lots of difficulties to do their work at home. Few of them were even affected from the virus, so HR manager had the responsibility of

their safety and to create healthy relationship between employees and organization (Carnevale and Hatak, 2020). It was also observed that employees felt more stress as the time duration of their work sometimes were not limited.

Objectives of the study:

1. To assess the willingness of an employees to work from home.
2. To determine the rapport built with the team members when worked from home.
3. To ascertain the challenges faced by employees when worked from home.
4. To assess the productiveness of an employees.

III. Research Methodology:

The study is purely based on the responses of 54 respondents working from home belonging to different sectors during COVID 19 lockdown period during August 2021, the time frame when all the employees are compelled to work from home. Majority of the respondents of this study are from all the sectors. All the respondents of this study are working from home since one month continuously.

The secondary records and information’s have been analysed for formulating the document comprehensively. The secondary information has been collected from the different scholars and researchers published papers, article available in various journals, periodicals, seminar paper, effective paper and websites.

IV. Data Analysis And Interpretations:

Table No.1: Table showing gender information of the respondents.

Gender	Number of Respondents	Percentage of Respondents
Male	54	68%
Female	26	33%
Total	80	100%

This table shows that out of total respondents, 68% of them are male and 33% of them are female. It means that there are a greater number of males who are working in various sectors.

Table No 2: Table showing different age groups of respondents.

Age	Number of Respondents	Percentage of Respondents
15 - 25	33	41.25%
25 - 35	17	21.25%
35 - 45	12	15.00%
45 and more	18	22.50%
Total	80	100.00%

As per this table 62.5% of the respondents are under the age group of 15 to 35, which shows that maximum number of people belonging to working class are youth.

Table No. 3: Table showing educational qualification of the respondents.

Educational Qualification	Number of Respondents	Percentage of Respondents
Below 10th	0	0%
SSLC	0	0%
PUC	4	5%

U.G./Diploma/Certification	42	53%
P.G.	34	43%
Total	80	100%

This table shows that out of total respondents majority of them (53%) are graduates or of equivalent course. Rest 43% people are Post graduates. This shows that graduation or equivalent is the minimum requirement to be employable.

Table No 4: Table showing job experience of respondents.

Job Experience	Number of Respondents	Percentage of Respondents
1 - 5	43	54%
5 - 10	6	8%
10 - 15	9	11%
15 - 20	6	8%
More than 20 years	16	20%
Total	80	100%

As per this table, 54% of the respondents are persons having job experience of 1 to 5 years.

Table No 5: Table showing respondents who have worked from home.

Worked from Home	Number of Respondents	Percentage of Respondents
Yes	54	68%
No	26	33%
Total	80	100.00%

This table shows that 68% of the respondents have worked from home. Which says that majority of them have experienced work from home.

Table No 6: Table showing satisfaction level of respondents towards remote working.

Feel about work from home	Number of Respondents	Percentage of Respondents
Fully Satisfied	13	24%
Satisfied	30	56%
Unsatisfied	11	20%
Total	54	100.00%

As per the table majority of the respondents are neither full satisfied nor they are unsatisfied with remote working. That is 56% of them are satisfied with remote working.

Table No.7: Table showing number of hours worked by the employees.

Hours Worked	Number of Respondents	Percentage of Respondents
Less 6 hr	9	17%
6 - 8 hr	16	30%
8 - 10 hr	20	37%
More 10 hr	9	17%
Total	54	100.00%

As per this table 37% of them work for 8 to 10 hours, and 30% of them work for 6 to 8 hours. Under the normal working conditions people work on an average of 6 to 8 hours. But under remote working, people are working for 8 to 10 hours.

Table No. 8: Table showing satisfaction level of respondents.

Satisfied with work from home	Number of Respondents	Percentage of Respondents
Yes	30	56%
No	24	44%
Total	54	100%

This table says that 56% of the respondents are satisfied with remote working whereas 44% of them are not satisfied.

Table No. 9: Table showing comfort of the respondents regarding remote working.

Comfortable	Number of Respondents	Percentage of Respondents
Work from home	10	19%
Work from office	30	56%
Both	14	26%
Total	54	100%

According to this table 19% of the respondents feel remote working comfortable, that is, 19% of them like to work from home and they are very comfortable with technology. On the other hand, 56% of them are of the opinion that work from office is more comfortable. It says that these members are not so comfortable with technology.

Table No. 10: Table showing employers support to remote working.

Employer Support	Number of Respondents	Percentage of respondents
Yes	33	61%
No	10	19%
Maybe	11	20%
Total	54	100%

As per this table employers of 61% of the respondents support them to work from home. On the other hand, employers of 19% of them insist them to work from home.

Table No. 11: Table showing contact method of employer.

Employer Connect	Number of Respondents	Percentage of Respondents
Personal	43	80%
Impersonal	11	20%
Total	54	100%

As per this table employers, of 80% of the respondents, contact personally. Which shows that even in remote working conditions, employers are personally contacting and trying to keep in touch with the employees to make them feel comfortable.

Table No. 12: Table showing communication between employees.

Connect with the team	Number of Respondents	Percentage of Respondents
Every 2hrs	15	28%
Twice in a day	19	35%
Once in a day	17	31%
Once in 2 days	3	6%
Do Not Connect	0	0%
Total	54	100%

In this table we can see that in case of 35% of the respondents they contact with their team twice a day. It says that even under remote condition, employees are contacting with their team quite often.

Table No. 13: Table showing mode of communication.

Mode of connect with the team	Number of Respondents	Percentage of Respondents
Video Call	21	39%
Voice Call	25	46%
Chat	6	11%
All the above	2	4%
Total	54	100%

As per this table 46% of the respondents communicate through voice call and 39% of them connect through video call. This shows that maximum communication takes place through voice call.

Table No. 15: Table showing productivity of remote working.

Work from Home productivity	Number of Respondents	Percentage of Respondents
Yes	25	46%

No	20	37%
Maybe	9	17%
Total	54	100%

As per this table 46% of the respondents believe that remote working is productive than work from office.

Table No. 16: Table showing network connectivity.

Disturbance of Network Connectivity	Number of Respondents	Percentage of Respondents
Yes	33	61%
No	21	39%
Total	54	100%

According to this table 61% of respondents are facing network connectivity issues (disturbance).

V. Findings, Future area of research and Conclusions.

Findings: -

1. Due to the necessity on the time major portion of the people in the survey made themselves comfortable with Work from Home.
2. In the village areas, where the fluctuations related to network and electricity take place, they find it uncomfortable at the work.
3. Due to work from home the regular working hours is being divided into various shifts.
4. Work from Home and Work from Office a new hybrid model is being coming to the market in future days.
5. The speedy completion of work is also taken place and this helps in creation of income at higher pace to the employer and employee.
6. Flexibility in choosing their shifts were also being noticed.
7. Digital Connect was given more importance and meetings, Conference etc were done at their home itself.
8. Privacy of the company were also being taken care and employees had to give importance to keep the information confidential.
9. From the survey many employees who were seniors not able to shift themselves to work from home but the young generation were flexible in working from home.
10. As per the survey the usage of technologies were more adoptable by the youths than seniors.

Future area of Research

1. The survey was limited to few regions of Udupi and Mangalore it can be even extended to many numbers of areas.
2. The broader area of research can be made from the point of employers

Conclusion.

Due to COVID 19, employees of all the sectors are introduced to the concept of work from home for the first time hence comparative study of reality check of work from home of different sectors are studied. The present study addressed a need in the current literature to understand the experience of employees working from home for the first time and to know their willingness to work from home and how the home environment affects their work. Given the results of the current study, respondents working from home will be willing to work if they are having good and supportive environment to work from home. Understanding the needs of employees, employers provide with an opportunity to help their employees set up a supportive and controlled work environment, which may result in a greater number of workers showing increased willingness to work from home and thereby having higher job satisfaction and efficiency. The results of the present study provide a number of potential avenues of future research. It includes the differences in opinion of employees towards work from home across the states.

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