

## WORK FROM HOME A BOON OR BANE: A COMPARITIVE RESEARCH ANALYSIS

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### Abstract

The Covid-Pandemic creates chaos in the everyones' life worldover. Social distancing, self-isolation and work form home are emerged as common terms during the pandemic. In the present research the main stress is given on the aspect of work from home, whether it is advantageous or disadvantageous for people. For the purpose of the research a sample of 100 employees working with IKS Care Health and PNB Metlife has been taken as a sample and convenient sampling technique was used to select the sample. A structured schedule of Adult Well-being has been used to collect the data from the sample selected. The t-test has been used to analyse the collected data. After analysis, it has been revealed that impact of work form home is significant on general well-being of employees working with IKS Care Health and PNB Metlife.

**Key words:** Covid-Pandemic, Work From Home (WFH), IKS Care Health, PNB Metlife,  
General Well-Being.

### INTRODUCTION

With COVID- Pandemic, social distancing is the new norm. A third of population around the globe is under lockdown, those with symptoms are self-isolated and others maintaining social distance. Work from home (WFH) is our new reality. Every crisis serves as a learning opportunity for organizations, and this pandemic is proving to be quite the lesson. Today large and small organizations are being forced to ask its employees to work from home but many of them are not technologically and mentally geared up for it.

However, *Prof. Nicholas Bloom* of Stanford University in his study at Ctrip found that for WFH employees the productivity increased by 13.5% apart from savings in terms of travel costs and workspace cost. Even attrition was low with WFH employees. For IT companies, WFH had been an established practice, but for others it is a bridge to be crossed. A huge reason behind the resistance is the lack of right technology and infrastructure to support WFH. For instance, employees might not have laptops, or connectivity issues at their homes and access to other resources, they might need. Also, there is an issue of data security as well as monitoring of employees for productivity.

For many employers it is an unfamiliar experience, and there are psychological barriers around WFH. They are used to seeing their employee around where they can

summon them. There is also an issue of trust, employers are resistant in handing over assets and data to the employees to take home.

A major reason for non-adoption is also a perception that WFH employees don't work as hard as people in the office. *Marissa Mayer* had once banned working from home at *Yahoo*. Many of these fears and perception are in fact not wrong, but as *Richie Norton* said

“Nothing new or innovative is created without a stretch of the imagination.”

COVID-19 is a disruptor which is going to change the way organizations work. It requires only imagination to make WFH possible and is likely to become normal. Managements need to become aware that there is now a slew of applications available, right from project management, time management, time tracking, and employee monitoring, remote meeting to an entire suite of collaboration software.

Some structural changes can also be adopted in terms of business models to cater to WFH needs. Management can't determine what individuals are doing, but giving those defined tasks and objectives is the solution. Reviewing the outcomes is the only way to be assured of the expected deliverables in this new mode of work. Above all trust is the biggest motivator.

## **PROS OF WORK FROM HOME**

**Zero travel:** No more hours wasted in travel and congested traffic snarls.

**Saving on time and money:** The time wasted on commute and fuel cost is saved.

**Flexibility, not only in terms of time also workspace:** Employees can get creative with their 8 hours as well as create workspace ambience of their preference

**More time with family:** Employees can have more involvement with family

## **CONS OF WORK FROM HOME**

**Work seems unending:** It is much more difficult to set boundaries and relax when the place where you work is also a place of rest and relaxation. WFH distorts the line between work and break, resulting in a loss of creativity and focus.

## **OBJECTIVES OF THE STUDY**

The objectives of the present study are as follows:

- To gaze the effect of work from home on well-being of employee.

- To compare the production rate of employee working from home and from office.

## HYPOTHESES

The following hypotheses were formulated for the present study.

H<sub>1</sub>: There will be significant effect of work from home on the general well-being of employee.

H<sub>2</sub>: There is higher production rate of employee working from home then in comparison to employee working from office.

## METHODS AND MATERIALS

A follow up interview of employee were undertaken. The protocol was reviewed and approved by the company. All subjects received and signed informed consent. In executing this descriptive observational study, we kept in mind the importance of not interrupting the privacy of the employee. In this way, naturalistic data were captured and the privacy concerns of the employees were protected. At the time of study 100 employees were undertaken. The whole premise was set in the IKS Care health and PNB Met Life.

Setting	Sample	Sample Size	Sample Technique
⇓	⇓	⇓	⇓
IKS Care Health PNB Met Life	100 employees	100 Subjects	Convenient sampling with Pre and post test marks for evaluation of effect

**INSTRUMENT:** Structured questionnaire on Adult Well being.

## ADULT WELL-BEING SCALE

- The scale is the irritability, Depression, Anxiety (IDA) Scale developed by Snaith et al (1978)
- This scale allows respondents four possible responses to each item.
- Four aspects of well-being are covered; Depression, Anxiety and Inwardly and Outwardly directed irritability.

It is an 18 item scale with 4 response categories summed to provide a single score ranging from 14-54. This item is all worded positively and covers both feeling and functioning aspects of well being.

## **SCORING THE ADULT WELL-BEING**

**Depression:** A score 4-6 is border-line in the scale and score above this may indicate a problem.

**Anxiety:** A score 6-8 is border-line in the scale and score above this may indicate a problem.

**Outward directed Irritability:** A score 5-7 is border-line in the scale and score above this may indicate a problem.

**Inward directed irritability:** A score 4-6 is border-line in the scale and score above this may indicate a problem.

**Research Design:** Test for evaluation of employees.

**Setting of Study:** The present study was conducted in IKS Health which is work from home and PNB Met life work from office.

**Population:** In present study population consisted of 100 employees.

**Sample Technique:** Convenient sampling and t-test was used to see the significant difference between the two groups.

**INCLUSION CRITERIA:** 50 employees from IKS health work from home and 50 from PNB Met life work from office. Male age -35-55 years and Female age -30-55 years

**EXCLUSION CRITERIA:** Employees working for less than one year.

## **PROCEDURE**

The data were collected from August, 2021 to October, 2021. Patients were approached for their approval and cooperation to collect data. After obtaining permission with ensured cooperation of the administration; the researchers took the data from IKS health and PNB Met life and made all the necessary arrangements for the administration of the test on the subject selected for study. Test was administered on the employee. The sample was purposive in nature. Researcher met the subject online. The nature of study and the research objective were explained to them. Clear instruction was given before the administration of each questionnaire to the subject. Ambiguities arising during and after the administration of the questionnaires were clarified by the researcher.

## DATA ANALYSIS

The research analysis was carried out by percentage evaluation method and t-test was used to see the significant difference between the groups.

**TABLE 1**

Sr. No.	Mean	SD	t-test value
PNB Met Life	79.8	15.69	5.38
IKS Health	37.67		

**TABLE 2**

	Score	
	Work from office	Work from home
Depression	11.65	9.74
Anxiety	11.86	7.49
Outward Directed Irritability	13.20	8.27
Inward Directed Irritability	12.71	9.84

From the above table it is observed that the obtained t-value (3.38) is significant. Therefore, we know that there is higher mental well being in the employees working from home in comparison to the employees working from office. Hence both the hypothesis is accepted as there is significant production rate of employee working from home.

## RESULTS AND DISCUSSION

In the study 100 employees were being examined. The result revealed that impact of work from home is significant on general well-being of employees.

Reports from surveys taken in the past couple of months show working from home is producing a better turn around on projects, and increasing productivity. Great Place to Work compared employee productivity from March to August of 2020, the first six months of stay-at-home orders, to the same six-month stretch in 2019. Remote work productivity was stable or increased when working remotely from home, according to a 2-year study of 800,000 employees.

Prodoscore reports an increase in productivity by 47% since March of 2020 (compared to March and April 2019), and have deciphered when people are the most productive. The report states workers are the most productive on Tuesday, Wednesday, and Thursday; and between 10:30am and 3:00pm. The average workday

still reflects an 8:30am to 5:30pm schedule, and more workers are using emailing and Customer Relationship Management software to stay in contact with co-workers.

A survey by Stanford found that only 65% of Americans had internet fast enough to handle video calls with 42% of Americans working from home and 26% working at their employer's physical location. A survey from March this 2020 by Airtasker shows work from home employees spent less time avoiding work (15% difference), spent 1.4 more days working each month, and took more breaks.

Workers in a home environment report they are less distracted by co-workers, spending 30 minutes less talking about non-work topics, and spend 7% less time talking to management. The New York Time interviewed Nathan Schultz, a senior executive at Chegg, about productivity within the company now that the workforce is sheltered at home. His first impulse was to constantly check in on employees, but once he backed off, the productivity went up, and employees started completing projects ahead of schedule.

Just because productivity is up, for now, doesn't mean it will stay this way. The same NYT article reports some companies are seeing employees struggle with the lack of social interaction. The mental health of employees will start to hinder productivity over time decreasing employee satisfaction. Companies like Splunk, Affirm, and Microsoft saw a large spike in productivity in the first couple of months of quarantine, but over time, the loneliness of working at a home office affects productivity and job satisfaction.

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