



INTERNATIONAL JOURNAL OF ADVANCE RESEARCH, IDEAS AND INNOVATIONS IN TECHNOLOGY

ISSN: 2454-132X

Impact Factor: 6.078

(Volume 7, Issue 4 - V7I4-1146)

Available online at: <https://www.ijariit.com>

Case study on measurement of productivity of WFH IT professionals

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ABSTRACT

The Covid-19 crisis has opened senior leaders' minds to the idea of adopting WFH for all or part of their workforces. In addition to TCS, companies including Twitter, Facebook, Shopify, Siemens, and State Bank of India have announced that they will make remote work permanent even after a vaccine is available. A large-scale transition from traditional, colocated work to remote work arguably began with the adoption of work-from-home (WFH) policies in the 1970s, Thanks to the advent of personal computers, the internet, email, broadband connectivity, laptops, cell phones, cloud computing, and videotelephony, the adoption of WFH increased in the 2000s. This paper attempts to Highlights to understand. To understand the condition of work from home. To measure the effectiveness of work from home. To study impact of work from home on work life balance. 52% of the employees prefer custom environment so that can they work effectively in the good environment, 48% of the respondents get satisfied by taking initiatives while they are working from home, 45% of the respondents have a great response about their work from home as they are able to spend time with their family members, 40% of the company is providing the employees their own separate work life balance policy which has been the highest satisfactory for the employees.

Keywords— Work From Home, Productivity, Effectiveness

1. INTRODUCTION

Indian IT Companies have asked their clients for waivers to let employees on projects work from home and are testing their systems, a key requirement before they can implement any widespread measure to allow their lakhs of employees to stay home. Business continuity plans typically allow a subset of employees to work from home, with work also getting distributed to other cities as employees travel between them.

We need the waivers because some service agreements stipulate a high level of security in the development center. Some employees have WFH (work-from-home) authorizations, but we have not prepared country-wide work-from-home requirements," a senior IT services executive said. He said clients were open to issuing the waivers but there were some projects that were governed by stricter privacy and data security laws that were harder to transition.

Analysts said most work, though, was easy to move to a work-from-home model and that contracts had 'force majeure' clauses that would allow for it. "There may be some instances where the client would feel that they could not be protected and, in this case, work would not be done.

1.1 Purpose

To understand the condition of work from home. To measure the effectiveness of work from home. To study impact of work from home on work life balance

2. METHODOLOGY

2.1 Profile of the study area

In this study the target population is employees of IT professionals in Bangalore.

2.2 Sampling procedure

In this study Convenience and Snow Ball sampling strategy is used. we have approached some IT employees who further helped us by referring to other employees who are also working in the same field.

2.3 Nature and sources of data

Primary data: The data is collected through Questionnaire and Semi structured interview method

Secondary data: The secondary data is collected by referring Books, Journals, Articles and websites.

Sample size: The sample collected for the research comprises of 50 respondents who are working in IT Sector in Bangalore. The respondents also comprise of both male and female who are IT Professionals in Bangalore.

2.4 Limitations

The Study was limited to only in Bangalore, There may be bias in information provided by respondents. Sincere efforts have been made to elicit accurate and reliable information as far as possible by cross-questioning. However, the degree of discrepancy if any would be negligible as the estimates presented are in averages

3. RESULTS AND INTERPRETATION

Table 1: Showing the impact of work from home of work life balance

Options	No. of Respondents	Percentage (%)
Yes	38	76%
No	12	24%
Total	50	100%

It is observed from the table 1 that 76% of the respondents can balance their work from home work life and 24% of respondents cannot balance their work from home work life.

Table 1 (a): Showing the impact of work from home of work life balance if yes

Options	No. of Respondents	Percentage (%)
Flexible schedule	10	24%
Custom environment	26	52%
Forget crowds and traffics	08	20%
No office distraction	06	4%
Total	50	100%

It is observed that 20% of the respondents prefer forget crowds and traffics by work from home work life, 4% of the respondents prefer no office distractions to do their work within period of time, 24% of the respondents prefer flexible schedule so that they can work at any time anyplace and 52% of respondents prefer custom environment they can work effectively in the good environment.

Table 1 (b): Showing the impact work from home of work life balance if no

Options	No. of Respondents	Percentage (%)
Sticking to routine	10	24%
Working slowly	26	52%
Boredom	08	20%
Interest issue	06	4%
Total	50	100%

It is observed that 24% of the respondents prefer boredom employees are bored to work from home, 52% of the respondents prefer interest issue employees doesn't have interest to work from home, 20% of the respondents prefer sticking to a routine at the time of pandemic COVID19 people are facing this problem and 4% of respondents prefer working slowly employees become lazy because of work from home.

Table 2: Showing whether the organization is providing counselling service to employees

Options	No. of Respondents	Percentage (%)
Yes	33	66%
No	17	34%
Total	50	100%

It is observed that from the table 2 that 66% of respondents say that company doesn't provide any kind of counselling service and 34% of respondents tell that they are getting counselling service to improve their work in future.

Table 3: Showing how to manage stress factor at the time of work from home

Options	No. of Respondents	Percentage (%)
Yoga	14	31.90%
Reading books	05	9.00%
Entertainment	11	19.44%
Quality time with family members	12	30.56%
Pursuing hobbies	08	9.10%
Total	50	100%

It is observed that from the table 3 that 31.90% of the respondents prefer yoga to decrease their stress, 9% of the respondents read books to divert their mind, 19.44% of the respondents prefer entertainment like movie, 30.56% of the respondents prefer quality time with family members at the time of work from home if the employees is facing stress factor means they like to spend some time with their family to get relief from stress and 9.10% of respondents pursuing hobbies to fresh their mind.

Table 4: Showing whether company is providing parenting and family support programs

Options	No. of Respondents	Percentage (%)
Yes	25	50%
No	25	50%
Total	50	100%

It is observed that from the table 4 that 50% of the respondents feel that they are getting parenting and family support program and 50% of respondents feel that company doesn't provide any family support programs..

Table 5 (a): Showing whether company is providing parenting and family support programs if yes

Options	No. of Respondents	Percentage (%)
Children education facility	8	20%
Reference in employment for family members	7	4%
Insurance cover for family	10	24%
Family get together	25	52%
Total	50	100%

It is observed that from the table that 20% of respondents say that they are getting children education facility for employees,4% of respondents say that their company will provide employment opportunity to their family members, 24% of respondents say that their company is providing insurance cover for their family, 52% of respondents say that their company provide family trip facility to their employees.

Table 6: Showing since how many hours respondents are working from home

Options	No. of Respondents	Percentage (%)
Very unhappy	10	18.52%
Unhappy	08	14.81%
Indifferent	09	16.67%
Happy	20	44.44%
Very happy	03	5.56%
Total	50	100%

It is observed from the table 6 that 18.52% of respondents are very unhappy while working from home, 14.81% of respondents are unhappy at the time of work from home, 16.67% of respondents are neutral, 44.44% of respondents are happy to work from home, 5.56% of respondents are very happy to work in home.

Table 7: Showing whether the company is providing relocation facility

Options	No. of Respondents	Percentage (%)
Yes	28	56%
No	22	44%
Total	50	100%

It is observed that from the table 7 that 56% of the respondents say that company is providing relocation facility to the employees, 44% of the respondents says that company doesn't provide any kind of relocation facilities.

Table 8: Showing whether the company is providing relocation facility if yes

Options	No. of Respondents	Percentage (%)
Increased cost savings	08	20%
Ease of technology	07	4%
More time to focus on impact	09	24%
Vast network of suppliers	26	52%
Total	50	100%

It is observed that from the table 8 that 20% of respondents feel that relocation increase cost saving, 4% of respondents feel that relocation helps in ease to use technology, 24% of respondents feel that relocation helps in more time to focus on impact, 52% of respondents feel that relocation helps to find vast network of supplier

Table 9: Showing whether work from home help in the time of emergency

Options	No. of Respondents	Percentage (%)
Completely agree	26	52%
Somewhat agree	10	20%
Neither agree nor disagree	12	24%
Completely disagree	02	4%
Total	50	100%

It is observed that from the table 9 that 52% of the respondents agree that work from home helps in the time of emergency need, 20% of the respondents somewhat agree that work from home helps in the time of urgency, 24% of the respondents neither agree nor disagree that the work from home helps in the time of urgency and 4% of the respondents completely disagree.

Table 10: Showing at the time of problem to whom work from home employees will contact

Options	No. of Respondents	Percentage (%)
Immediate boss	12	24%
Colleague	21	42%
Friend	10	20%
Family members	07	14%
Total	50	100%

It is observed that from the table 10 that 24% of the respondents says that they will contact immediate to their boss, 42% of respondents says that they will contact colleague, 20% of respondents says that they will contact friends, 14% of respondents say that they will contact their family member.

Table 11: Showing the initiative of employees at work from home

Options	No. of Respondents	Percentage (%)
All the time	14	28%
Often	15	30%
Sometimes	17	34%
Rarely	03	6%
Never	01	2%
Total	50	100%

It is observed that from the table 11 that 28% of respondents says that they take initiative all the time, 30% of respondents says that they take initiative often, 34% of respondents says that they take initiative sometimes, 6% of respondents says that they take initiative rarely and 2% of respondents says that they will never take initiative when they are working from home.

Table 12: Showing whether the company have their separate policy for work life Balance

Options	No. of Respondents	Percentage (%)
Yes	20	40%
No	18	36%
Not aware	12	24%
Total	50	100%

It is observed that from the table 12 that 40% of respondent prefer yes because their company have separate policy for work life balance, 36% of respondents prefer no because they don't have any kind of work life balance policy, 24% of respondents are not aware about that policy

Table 13: Showing whether the organization is providing health program to manage stress

Options	No. of Respondents	Percentage (%)
Yes	31	62%
No	19	38%
Total	50	100%

It is observed that from the table 13 that 62% of respondents says yes for conducting health program for stress, 38% of respondents says no.

Table 14: Showing reimbursement of company for work from home employees

Options	No. of Respondents	Percentage (%)
Yes	33	66%
No	17	34%
Total	50	100%

It is observed that from the table 14 that 66% of respondents prefer yes and 34% of respondents says no to the reimbursement

4. FINDINGS

- It was found that 76% of the respondents can balance their work life and home work life so that they don't mix up their professional life with personal things.
- It was found that 52% of the employees prefer custom environment so that can they work effectively in the good environment at any time any place.
- It was found that 52% of the employees are willing to work 7 to 8 hours in a day so that they can also manage others work at home by allocating proper time to work and their personal life.
- 48% of the respondents get satisfied by taking initiatives while they are working from home.
- It was found that 66% of the respondents are satisfied with contacting colleagues if they face any problem at the time of work from home.
- It was found that 32% of employees prefer yoga to reduce their stress while work from home.
- It was found that 50% of the respondent's state that they do get parenting and family support programs from the company.
- It was found that 52% of the employees are happy that they get additional benefit such as companies provide family trip service to their employees.
- It was found that 45% of the respondents have a great response about their work from home as they are able to spend time with their family members along with working at home, which enables them to work peacefully.
- 56% of the company is able to provide the employees with the relocation facilities at the time if network issues.
- It was found that 66% of the telephone service, data reimbursement or Wi-Fi for the network from home are being highly given importance at the time of pandemic situation as the employees are given work from home.
- It was found that 62% of the company is conducting health program to reduce stress level of employees.

5. CONCLUSION

I can conclude that majority of the respondents are having a satisfactory level for working from home as they can balance their work life and their personal life by allocating proper time for work. The company is also providing with the counselling services in understanding their issues and help resolve their problems with better solution. It is also found that the employees are able to work flexibly as it is work from home and are also able to spend time with their family members which helps in reducing their stress. The employees are satisfied with the wide network of relocation facilities provided to the employees. This brings a positive impact on the company service where they have more value and increases the company and employee's value and its goodwill. And finally, when it comes to service, the rate is preferable where all the employees are satisfied and with a great response of having been taken the feedback from the employees can see the changes in the future performance.

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