A STUDY OF WORK FROM HOME ON EMPLOYEE PERFORMANCE   AND PRODUCTIVITY IN IT SECTOR IN INDIA

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Abstract:

The purpose of research is to identify the impact of work from home on employee's performance and productivity with reference to IT sector in India. Qualitative and quantitative approaches are the two basic research approaches. The qualitative approach involves the subjective assessment of perception, attitude, opinions and behavior of the respondents, whereas in the quantitative approach the data is obtained through various approaches. In the research both qualitative and quantitative approach will used and the data will gather by using questionnaire. The main purpose of research design is to provide for the collection of relevant evidence with minimal expenditure of effort, time and money. Once the research problem is formulated, it is required to prepare a research design. A good research design ensures the relevancy of information gathered and helps the research work go efficiently.

Keywords: IT, employee, online, works from home, remote workers, performance etc.

Introduction

The Cambridge dictionary defines HR work place use to describe arrangements in which employees work in their own homes rather than in an office .The work from home job force just got a big push from the current global corona virus pandemic. But even before COVID-19 becomes a factor, increasing number of people has been saying goodbye to their onerous commute to work. Companies with work- from home anywhere policies can boost employee productivity, reduce turnover and lower organizational costs, according to recent research at Harvard Business School.

Recent studies have supported the idea that working from home- for the right pupil -can increase productivity and decrease stress .Research also suggests companies that encourage and support a work from home protocol actually save money in the long run- an added bonus on the employer side

The IT industry is well known for its flexible schedules and telecommuting opportunities, which makes sense, considering most tech companies are web- based and technology is the greatest resource when working from home. With video chats, conference calls ,VPN networks and wireless Internet, we can constantly stay connected as though we are sitting in our office, rather than at home.

Business has always been reluctant to facilitate remote work for their employees since they have considered the physical workplace to be the ultimate maker space. One of the reasons behind this reluctance is due to the major challenge around how to measure productivity when working from home. Fast forward to today, COVID-19 has left almost every business across the globe will Hobson's choice - remote work or nothing at all. While the concept is new for some and tried and tested for others, the myth around low productivity when working from home prevails. But, if you put the right productivity metrics in place, the loopholes can be identified and remote work can be streamlined.

Whether you are working remotely one day per week or mode or full time- by choice because of a health situation or weather event- it is important to ensure that you are set up to be productive. This includes having a designated workplace with the right technology; ways of dealing the kids, pets and other potential disruptions; and a schedule that allows for the social contact an stimulation that ordinarily comes from being in a workplace with others. Here are strategies and tips to be successful as a remote worker.

Work from Home Defined

According to Global State of Remote Work, 40% of companies are hybrid. Meaning they allow their employees to work in the office or remotely. Since more and more companies are allowing remote work, WFH is becoming popular acronym. Work From Home means an employee is working from their house, apartment, or place of residence another than working from the office. Many companies have a WFH policy that allows their employees to work from home either full-time or when it's most convenient for them.

Issues of the Work from Home-

The concept of "normal business hours" remains in use all across the globe because it works as an efficient time management tool .When we have set hours, we know when we are supposed to work and when we are free to pursue other interests or spend time with our family. We can make plans days, weeks and months in advance because we know when we are working without that structure many at home workers find themselves in a big trouble.

When we work from home we no longer have a clear geographic division between workplace and personal place. Many telecommuters complain they feel like they are never off the job. In simple words they have a hard time turning off and relaxing..

Distractions like our TV, books and the laundry start calling to us. Despite planning to work until 12:30 before breaking for lunch you find an excuse to break early. If your spouse or children also happen to be home they don't hesitate to interrupt you at every opportunity.

People love to gripe about their bosses. But bosses serve a crucial purpose, providing directions and supervision. They not only tell you what you need to do but they give you feedback about your progress on it.

It's hard enough to hold productive in person meeting to coordinate different team member's effort to remain aligned. When everyone works from home it becomes all the harder to stay on the same page.

By what standards does your boss? Even if that's you - measure your job performance. When workers telecommute, managers can't see if they are physically at their desk.

Sitting at home by you all day takes a toll. Human are social animal. They need interaction with other people. Without a water cooler to swap jokes, stories and shoptalk around occasionally, telecommuters can get lonely. Video conferencing helps a little bit. But it is not the same as face to face interaction.

Employees work in a athletic clothes mostly because work out midday help them reset both physically and mentally. People love the thought of Pajama Work, but in reality it is terrible idea.

Not getting paid by clients promptly -or at all- can quickly derail your business.

Working from home, weather as an entrepreneur or telecommuting employees, makes it easy to disappear into your own little cocoon. Without networking you lose touch with those holding the power to make your career or business a success.

Benefits of Work from Home

The control over you work schedule can be invaluable when it comes to attending to the needs of your personal life. It means that workers can start and end their day as they choose as long as their work is complete and leads to strong outcomes. One of the considerable benefits of Working from Home is having access is to a broader range of job opportunities that are not limited by geographical location. Remote work enables companies to embrace diversity and inclusion by hiring people from different social, economic, geographic and cultural backgrounds and with the different perspectives- which can be challenging to accomplish when recruiting is restricted to a certain specific locale that note everyone wants, or can afford to live near. People who work from home half time can save between $2000 to $6500 a year. Gas, car maintenance, transportation, parking fees, a professional wardrobe, and lunch is bought out and more can all be reduced or eliminated from your spending entirely. These savings add up and put more money back into your pocket. According to the" state of telecommuting in the US employee workforce" report 3 million tons of greenhouse gases (GHG) are avoided and oil savings reach $ 980 million. And by making environmentally sound choices- like opting less paper, monitoring their air conditioning, heating and lighting- remote workers have the same potential impact on air quality as planting an entire forest of 91 million trees. Being able to create a comfortable Home Office is an excellent benefit of remote work. If you have health issue that lead to needing specialized office equipment you can set up your Home Office and make it whatever you want.

Flex job's annual survey in 2019 found that 65% of professionals think they would be more productive working remotely then in a traditional office working from home usually leads to fewer interruptions, less office politics, a quiet noise level and less or more efficient meetings.

Remote workers typically have more time and fewer distractions, which leads to increase productivity. When done right, remote work allows employees and companies to focus on what really matters- Unfortunately, the office environment can create" false positives" that can lead to bias and favoritism . After all coming in early and leaving late "look" like more work, but actual performance is it much better indicator of productivity.

Remote, flexible workers tend to be happier and more loyal employees, In part because working from home has shown to lower stress, provide more time for hobbies and interest and improve personal relationships among other things. Work From Home supports a variety of sustainability initiatives from economic growth and reduced inequalities, to sustainable cities, Climate change and responsible consumption. Almost anyone who has had the chance to work from home would never dream of giving it up. By giving your employee this chance, they will extreme loyal to your company.

Challenges of Work from Home

One of the reasons many managers don't approve of remote work is they fear employees will slack off without that physical, in person oversight. But in fact the opposite tends to be the reality. Remote workers are more likely to overwork. When your personal life and your work are both under the same roof it is harder to switch off.

Remote workers need to be self motivated experts at time management because we don't have others constantly overlooking our work or managing our time for us.

While work from home According to Brian Cooksey, an engineering manager at Zapier said that-" finding a good place to take conference calls so that family does not interrupt and so that I don't wake a napping baby" can also be an issue.

If you don't have family members at home with you when you are working you might have the opposite problem of isolation. People who worked in shared offices experiences impromptu" Water Cooler" movements of interaction and may be even share meals together or after work drinks. Remote worker? We often work asynchronously with our

teammates and perhaps have only our house plants to talk to. While Work from Home communication issue is compounded if some of your team works in an office but you don't. You miss all the overheard discussions and cubicle wall meetings say- Peter Smith. You might feel paranoid that others are having meetings and making decisions without you and you had probably be right. Unless the company has built a culture of inclusion for remote workers, you might be out of sight and out of mind. Related to being or feeling out of the loop: those terrible time zones. You might be waking up just when your team made is going to bed. That means you can always rely on your fellow's team member to be available to answer a pressing question or solve any other immediate need. Nothing makes a remote worker shake in fear as much as Internet outage. Or perhaps, when your computer breaks. Both are your problem to solve. When you are at home it is easier to slip into bad habits .like without common lunch breaks. You forget to eat. Exercise might also fall by the wayside when you are overworking.

Current Scenario of Work from Home in India

According to Economic Times Digital ET Now digital dated -September- 08 -20   Work from home jobs increase by 300% in India. Know   which sectors are hiring maximum employees.

Around 50% of remote job postings are from the BPO/ ITES sectors, resulting in the robust growth of work from home jobs from the industry. Amid the ongoing coronavirus crisis, millions have lost their jobs across the world and several millions are under verge of unemployment. In order to cut the cost, companies have laid off employees during the pandemic. During these employers hiring people to work from home has increased by three times compared to the time prior to the lock down. According to the Naukri.com report .

Statement of problem:

The research seeks the attention of employees as the research wanted will done in IT sector of India with a view to find the impact analyzes of work from Home. IT industry are considered to be the lifeline of Indian economy. After globalization the IT sector has influence the global market by being a knowledgeable based industry with highly talented software equipments. Indian IT industry has gain brand distinctiveness in the world. IT industry has provided employment to over 10 lakh people. And this industry is said to be a major source of foreign exchange earner.

Review of literature

Literature review is a text body with a purpose to review the important points of current knowledge including practical findings as well as methodological and theoretical contribution does a particular topic. Review of literature are the secondary sources, and do not report any new experimental work. Therefore this chapter attempts to study the work done on the related similar topics of previous researchers to have more knowledge about the topic under reference. However, the studies conducted by the previous researchers   dyed their research on work from home to bring out an understanding of the intricacy and its impact on productivity and performance of employees of IT industry. The main focus of this chapter is to define in detail the literature on work from home as a whole in organizational context. The past literature studies on work from home incorporated the questionnaire methods and observations method as their research tools. Working from home is known as a form of flexible working due to the fact that it provides employees with an opportunity to work flexibly in order to carry out their job roles within there working environment, this can include when they work ,such as, the working hours and also where they work such as the working environment CIPD, 2016. According to CIPD 2016 flexible working has been introduced into organizations as a way for employees and employers to have flexibility within their job roles therefore allowing them to suit their personal needs. This type of flexible working can be defined as mobile working, allowing employees and employers to work elsewhere outside of the office for either all or part of their working week.

The history of working from home Kurland and Bailyn (cited in Tietze and Musson,2010) outlines that over the past years there has been a shift in the style of work carried out in terms of employees location of work. Employees have expanded their location of the working environment in order to have the opportunity of carrying out their day to day tasks at anytime, in any chosen location. In addition to this Eliss (2016) outlines that the number of employees working from home in the UK has increased over the last 10 years by around a fifth which has raised the overall number of employees working from home to 1.5 million.

James (2016)outlines that this way of working provides employees with freedom which can be a huge benefit as it allows employees to carry out their daily work as well as build in other personal tasks that they may need to complete throughout the day.

A study carried out by Canico(2016) outline that working from home can negatively affect organizational performance which in turn may impact on the overall culture within the organization. This study also outline how this way of working may increase tension levels due to a shift in the variation of culture climates (Canonico,2016), Meaning that employees often do not react well to change unless it is seen to be beneficial to their needs (CIPD ,2016).
Miles 2016 for CIPD our plans that employer will be able to avoid any risk that may be associated with flexible working arrangements if they are able to treat employees fairly and also implement certain working rules such as ensuring that staff have the facilities and equipments available in order to carry out their job rules, ensuring that employees feel supported by their employer and also it is important to take into consideration health and safety aspects.

Time planning skills and time planning autonomy have been indicated as important telework advantages in the existing research (Gurstein,2001;Morgan,2004),Especially for families with young children(Ammons. And Markham,2004).Increased autonomy raises satisfaction with work itself (Harpaz,2002),Which leads to higher employee productivity(Morgan,2004;Pratt,1999).On the other hand teleworkers work longer hours compared to non teleworkers.(Hill and Martinson,2008).Previous studies have shown that teleworkers effectiveness depends on working at peak efficiency hours(Baruch,2000; Martin and Mac Donnell,2012).Therefore in order to increase productivity while working autonomously good time planning skills are considered as an important resource(Harpaz 2002).

Social isolation and lack of communication with colleagues have been indicated as the main disadvantage of telework (Baruch,2001; Wilson and Green hill,2004).Lack of informal communication with colleagues and efficiency of social interaction decreases the organizational identification of teleworkers end restrict identification with the organization's value and goals(Ammons and Markham,2004;Cooper and Kurland,2002).Terry workers may suffer from a sense of isolation from play at work.(Bailey and Kurland,2002).also reduced communication with coworkers may be treated as a job demand leading to lower the help satisfaction and perceived carried opportunities due to lower visibility. In contrast telework decreases 11 interactions with colleagues, which is indicated as one of the main advantage of telework (Baruch,2000; Martin and Mac Donnell,2012;Khalifa and Davison,2000) That are associated with fewer interruptions ,Bailey and Kurland 2002).It can be assumed that reduce the communication with coworker offers additional time resources leading to higher productivity.

The possibility to work from home on Italy verb basis enable individuals to combine   work with the ability to deal with family related issues(Ammons and Markham,2004,Johnson et al,2007)And help balance work family time. we assume that possibility to take care of children and other family members such as disabled parents is a valuable

resource for teleworkers and leads to positive work outcomes perceived advantage of telework and satisfaction with telework.

The possibility to work from home in case of sickness has been mentioned as an advantage for teleworkers (Johnson et al 2007).Being able to work from home in case of sickness can be considered as an alternative to workplace presenters which is defined as attending work while ill.(John's,2010,p.521).It is probable that individuals who wish to fulfill their work obligations under any circumstances may be less stressed because of the telework possibility. Therefore we consider this factor as an important resource that can increase satisfaction with telework.

Since working place traditionally reflect the status of an employee in organization, Tele work diminishes this aspect according to De croon et al. (2005). A strong relationship exists between working place and employee effectiveness and health. An Inappropriate working place has a negative influence on employee effectiveness (Bailey and Kurland,2002), Whereas a well arranged working place can be considered. An important productivity resource . According to Margeson and Humphrey 2006, work And working conditions such as noise temperature and others influence employee job satisfaction. Reconsider the suitability of the working place at home as an important resource that increases productivity an satisfaction with telework.

 Poor access to technology and documents have been found as one of the main disadvantages of teleworks (Perez,et al,2003).Telework has been found more successful in organizations that provide teleworkers with appropriate technology and tools(Cooper and Kurland 2002; Wiesenfeld et al,2001),Therefore access to the organization's resources can be considered as an important resource increasing productivity and satisfaction with telework

As teleworkers have reduced commuting time to and from home, never been as he looked travel expenses are also reduced(Tremblay and Genin,2007).This possibility to save on travel expenses can also be affected increasing teleworkers satisfaction with telework. on the other hand for families with children who drop and collect their children to or from kindergartens or schools on their way to from word traveling cost might not decrease.

Telework has been valued more by women than men(Belanger,1999;Mokhtarian,et al,1998)Esteri work helps woman to take care of their household and children. Women see more advantages to teleworking than men(Mokhtarian et al,1998),They have been more motivated by flexibility and increased autonomy when teleworking(Chapman,et al,1995),Becaused telework allows them to plan their work and family time(Lim and Teo,2000),Teleworker could also increase career opportunities for women(shreiber,1999),In what kind is there able to return to work from maternity leave earlier.On the other hand men are becoming more involved in household issues which might reduce the existing segregation between men and women.

Numerous studies have identified telework as a strategy that allow workers to care for dependants (eg. Hartig et al,2007; Sullivan and Lewis,2001).For example teleworkers may spend time with their children in the morning and have breakfast together, which would not be possible without Tele work. having in mind the high cost of childcare teleworker arrangements are sometimes the only possibility for some people. Respondents with children rated the family benefits of teleporting higher than did those with no children at home.(Mokhtarian,1998).Therefore we consider that Terry workers with children are more satisfied with telework.

Research Gap:
After reviewing the above literature. It is observed that none of study has been done for covering the performance and productivity of employees with respect to work from home in India with special reference to IT sector. It require in depth study covering these aspects and their impact on performance and productivity of employees. Further related

innovative HR practices should be analyzed for the brader aspect of concerned area. This study will try to fill that gap through following objectives.

Objectives of the study:

1. To analysis   the current status of Work from Home practice in IT sector.

2. To measure the impact of Work from Home practices on employee's performance in IT sector.

3. To evaluate the impact of Work from Home practices on employee's productivity in IT sector.

4. To study the innovative HRM practices for Work from Home practices in IT sector.

5. To suggest policy implication to improve Work from Home practices in IT sector.

Research Methodology

Research methodology is one of an important part of any research study to address the research problem in a systematic and logical manner. Research is explained as the search for knowledge through objective and systematic method of finding solution to a problem (Kothari ,2010).To carry out research effectively suitable methods and techniques are used and methodologies are developed to get the accurate results. It is this very important to have a well designed research methodology for accuracy.

This chapter discusses the research methodology followed in this study under the heads

(i) Research purpose and approach (ii)Research design (iii)Development of questionnaire (iv) Source of information (v) Sample design (vi) Statistical tool used for data analysis.

Parameters Used.

For measuring the impact analysis of work from home on employee performance and productivity of IT employees in India the following parameters have been selected:

*   Performance management
*   Level of productivity
*   Time planning skills
*   Work life balance
*   Financial impact
*   Location independence

Conclusions & purpose of Research:

This research study would be carried out on the employees of IT sector in India. A survey will be conducted to investigate the impact of work from home on employee's productivity and their performance. Based on literature review on work from home factors that may affect individual an organizational work from home outcomes but identified and empirically tested using the survey data of 250 IT employees exercise work from home. In this study questionnaire and interviews of employees in the IT sector will be conduct and simple statistical tools like ANOVA, Regression analysis, factor analysis and as per the requirement of the sample of IT sector employees will be considered.

Need and Importance of the study

The last few years have generated a vast amount of descriptive research and descriptive directives for organizational action regarding the management of work from home but the need still exist for a conceptual framework that integrates theory and practice in work life culture.

This study help us to know what does working from home do to employees performance, productivity and creativity. In the present scenario of COVID 19 days this may herald a shift in now employer organization perceive work and gauze the performance and productivity of individuals. The present model of work that says physical presence in the workplace as an important condition and measure for performance and rewards has started evaporating. Work has to be re imagine so that it can be fitted in the people's home. That would require imagination and efforts.

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