Employees Perception and Experience on Work From Home in it and Teaching Sectors During Covid-19 With Special Reference to Coimbatore City

Dr.T.Kumarasamy[1], D.S.Yugesh[2], K.Balaji[3], S.Ganesh Kumar[4], K.Sudhakaran[5]

[1] *Assistant Professor of Commerce AF Sri Krishna Arts and Science College kumar91samy@gmail.com,*

[2,3,4,5] *M.Com IB Sri Krishna Arts and Science College.*

[2]*yugeshds20mib065@sskasc.ac.in,*[3]*balajik20mib011@skasc.ac.in,*[4]*ganeshkumars20mib021@skasc.ac.in,*[5]*sudhakarank 20mib055@skasc.ac.in*

Abstract

Coronovirus disease has demanded the concept "work from home" (WFH) into an authoritatively instructed, firmly forced law. Organizations in order that energize social distancing and race with time in battling the local spread of the virus now the working from home notion rising from all sectors, from IT sectors to teaching sectors. The work from home concept is new to majority of the employees. As the employees are undergo innovative atmosphere, this research paper aims to figure out the experience of the employees while WFH. This research is undertaken to have an insight on how organizations and individuals experience and perception towards the adaptability of these changes and challenges. Though, the working from home concept decreases the expenditure of the employees, they want to face the fear of unknown, inadequate communication at work, lack of accuracy and direction, interruptions while working from home consequent loss of resources like time and energy etc., which leads to prolonged stress to the employees and crisis in the work. This research found that the employee's readiness to work from home is entirely dependent on the employees comfort, workspace and good internet connectivity. This study efforts out the interest and experience of the workers in employed work from home when compared to operational in office and employee's perception towards it.

Keywords: Pandemic, work from home, online management, employee's perception

Introduction

Coronavirus disease has demanded the concept "work from home" (WFH) into an authoritatively instructed, firmly forced law. Organizations in order that energize social distancing and race with time in battling the local spread of the virus now the working from home notion rising from all sectors, from IT sectors to teaching sectors. The work from home concept is new to majority of the employees. As the employees are undergo innovative atmosphere, this research paper aims to figure out the experience of the employees while WFH. Though, the working from home concept decreases the expenditure of the employees, they want to face the fear of unknown, inadequate communication at work, lack of accuracy and direction, interruptions while working from home consequent loss of resources like time and energy etc., which leads to prolonged stress to the employees and crisis in the work. This research found that the employee's readiness to work from home is entirely dependent on the employees comfort, workspace and good internet connectivity.

The perception of the working environment is shifting from thoughts of a physical locality to a emotional state. Physical location of a working environment has been incrementally losing its outcome due to escalation of information technology. Present day working life modified the system of WFH. Work from home referred as the impression of working in a concern where the employees do not have to modify to a central and single place of work. It is also called telecommuting and outside work. The evolution of information and communication technologies has made it greatly easier to complete the tasks outside of the workplace because of good internet connectivity as well as rational price, more accessible

computers, personal computer and other identical gadgets. This made WFH comfortable as well as feasible to perform tasks and likely shrink the employer costs of providing such kind of arrangements.

During this century only adoptable work arrangement in organization is working from home. The consequences of these preparations consist of both pros and cons. The working from home provides better possibility to the employees to focus on their work responsibilities. The regular face to face contacts with the co-workers considerably reduce, when working away from the office. Unaccompanied by physically monitoring, the employees have great discretion in how, under what condition and when they complete allocated responsibility. This also increases adoptability among the employees over performance of work. Work from home enables better freedom in job, which is likely to associate with more efficiency. Decreased control by colleagues or the supervisors is a prominent drawback of work from home .This is true for both the organizations and the employee. The work inhibition is the result when someone's work is insufficiently monitored. WFH will be helpful when there are problems to attend office and work should continue. Most of the IT companies included work from home in their leave policy of employees in order to enlarge the productivity and future conditions. The corona virus epidemic has led to highest number of employees universally bound to work remotely.

The citizens in numerous countries including India are urged to stay at home and to shrink social contacts to a minimum in the wake of the outbreak of the pandemic coronovirus disease. Since the enlarge growth of the networking from home indicates the employee can complete their work within their own premises. To enhance the employee retention during the busy and stress filled life we needed some leisure time. Through working from home the employee can have free access towards a specific job through less distribution from fellow employees in the office. It also saves a large expenditure of the employees. The persons involves in work from home can do their office work as well as home needed assignments meanwhile. Allowing employees to work from home in order to motivate a better work and life balance leads to betterment. The impact of working from home on employees are work effect is vague. As the firms or institutions have fewer possibilities to supervise their employees, work from home might reduce and for this reason it result in minimize individual work effort. However, the opportunity to work from home increases employee's freedom and thus their intrinsic encouragement.

The employee's readiness to work from home is entirely dependent on the employee's comfort, work space and good internet connectivity. It insight's how the organizations and individuals experience and perception towards the adaptability of these changes and challenges Though, the working from home concept decreases the expenditure of the employees, they want to face the fear of strange, inadequate communication at work, lack of transparency and direction, disruption while working from home resulting in loss of resources like time and energy etc…which leads to prolonged stress to the employees and crisis in the work.

The employees want to bear all the risks like insufficient technical tools and resources. Working remotely can make the employees feel isolated and not motivated enough to work productively. So, this pandemic affected each and every sections of economy. The impression of work from home got more prevalence at this point. This pandemic also exaggerated educational institution, which leads to online classes, webinars, conferences etc…in order to continue academic activities. This indicates that the IT sector was following work from home. Present days all the sectors in progress following the same mainly educational institutions

Review Of Literature

Crosbie and Moore (2004)[1], concluded that work from home was not remedy for modern working life. Beware kindness might be given to aspirations and individual expertise of those who are opinion of working

from home. Those who have tendency to work long period outside the home could be finding that home life is even further declassed by work life.

Gajendra and Harrison,(2007)[2], in this research concluded that it is difficult to supervise a worker's endeavor at home, especially when occasionally being disrupted by private responsibilities and family members. In a aggressive labour market, such productivity effects would be reflected in a worker's wage level. Evidence on the productivity effects of work from

Objectives of the Study

❖ To identify the willingness of respondents to work from home

❖ Through recognize the worker's perception and experience towards WFH during the pandemic and explore its subsequent circumstances.

❖ To have an insight on the difficulties faced by the workers while working from home and their adaptability towards the changes and challenges.

❖ To analyze the work and life balance of the employees.

Scope of the Study

The exploration of this paper basically focuses on employees point of view towards the working from home and it's future circumstances ,it also focuses on the risk that are faced by the workers while remote working. Thus, the study provides a complete picture of employees perception towards work from home which includes the risks and benefits that are incurred and experienced by the employees.

Need for the Study

Accordingly, isolated working employees work 1.4 further days per month than their office-based analogues, resulting in more than three additional weeks of work per year.29% of the remote employees assumed that they are move violently with work –life balance, and 31% assumed they have needed to take a day off for their mental health. One of the mainly effective ways workers can stay creative is by taking breaks. The working from home not only reimbursement of employees by eliminating their daily commutes, it also high productivity and leads to healthier lifestyle to the employees.

preparation of questionnaire

The primary sources data are those which are collected fresh and for the first time and thus occur to be unique in character. Here the numerous methods of collecting original data in surveys and descriptive researches. In this study, the researcher has taken the effort to frame a questionnaire after discussion with few experts and working employees. Finally, the questionnaire was designed which comprises of 32 questions, out of this 6 questions are based on the demographic profile and the rest are related to various other aspects of employee perception and experience during the covid19.

sampling and collection of data

It refers to the number of customers selected from the universe to constitute a sample. The researchers have circulated 129 questionnaires to selected sample respondents and received back 120 filled questionnaires. But 9 questionnaires were unusable due to missing of complete information. Hence the sample size is 120. Since the researcher has taken Coimbatore City, sample size is not beyond 120.

Data Analysis

The researcher used three important tools to analyze the data after entering, coding and grouping data simple percentage for multiple responses, one way anova and correlation used for analysis in this research work.

TABLE – 1 Demographic Profile Of Employees In Coimbatore City

S.No	Gender of the respondents	No. of respondents	Percent
1	Male	66	55.0
2	Female	54	45.0
	Total	120	100.0
S.No	**Age of the respondents**	**No. of respondents**	**Percent**
1	20 - 40 yrs	72	60.0
2	40 - 60 yrs	48	40.0
	Total	120	100.0
S.No	**Marital status**	**No. of respondents**	**Percent**
1	Married	68	56.66
2	Unmarried	52	43.33
	Total	120	100.0
S.No	**Educational Qualification**	**No. of respondents**	**Percent**
1	PG	56	46.7
2	UG	62	51.7
3	Others	2	1.7
	Total	120	100.0
S.No	**Occupation**	**No. of respondents**	**Percent**
1	Employee	64	53.3
2	Business	8	6.7
3	Professional	3	2.5
4	Others	45	37.5
	Total	120	100.0
S.No	**Monthly Income**	**No. of respondents**	**Percent**

1	Below Rs.10,000	22	18.3
2	Rs.10,000-20,000	34	28.3
3	Rs.20,000-40,000	27	22.5
4	above Rs.40,000	37	30.8
	Total	120	100.00

Source: Primary data

The above table indicates that 55 percentages of the employees are male and 45% of the employees are female. Majority 51.7% of the employees under UG level and rest of the percentage are PG and other categories. Majority 53.3% of the respondent's occupation category under employees, 30.8% of employee's income level under above Rs.40000.

TABLE – 2 Employees Perception And Experience On Work From Home In It And Teaching Sectors During Covid-19

S.No	How do you feel about work from home	No. of respondents	Percent
1	Optimistic (Good)	38	31.7
2	Pessimistic (Bad)	20	16.7
3	Neutrals	62	51.7
	Total	120	100.0
S.No	Challenges that are faced by you during the work from home	No. of respondents	Percent
1	Social isolation	43	35.8
2	Too many distractions	46	38.3
3	Internet connectivity	31	25.8
	Total	120	100.0
S.No	Do you have a good work life balance when working from home?	No. of respondents	Percent
1	Yes	71	59.2
2	No	49	40.8
	Total	120	100.0
S.No	How often do you connect with your teams or colleagues	No. of respondents	Percent
1	Once in a day	45	37.5
2	Twice in a day	28	23.3
3	Once in a week	35	29.2
4	None	12	10.0
	Total	120	100.0
S.No	What resources do you need to be more successful during work from home?	No. of respondents	Percent
1	More communication	48	40.0
2	Clarity & Expectations	41	34.2
3	Better communication channels	31	25.8
	Total	120	100.0

S.No	How likely do you recommend work from home during quarantine?	No. of respondents	Percent
1	Less than 35%	26	21.7
2	35%-60%	40	33.3
3	60%-90%	30	25.0
4	Above 90%	24	20.0
	Total	120	100.0
S.No	How often do you keep regular working schedule at home?	No. of respondents	Percent
1	Every day	75	62.5
2	Half a day	23	19.2
3	Rarely	14	11.7
4	Never	8	6.7
	Total	120	100.0
S.No	Is work from home trust worthy?	No. of respondents	Percent
1	Yes	73	60.8
2	No	47	39.2
	Total	120	100.0
S.No	Benefits you acquired while working from home	No. of respondents	Percent
1	Flexible schedule	39	32.5
2	Stress Free	22	18.3
3	Custom Environment	29	24.2
4	Save Money	30	25.0
	Total	120	100.0
S.No	What is difference you face while work from home apart from working in office?	No. of respondents	Percent
1	Lack of Communication	15	12.5
2	Time management	25	20.8
3	Risk of Productivity	14	11.7
4	All the above	66	55.0
	Total	120	100.0
S.No	How often do you take breaks during work from home?	No. of respondents	Percent
1	Regularly	47	39.2
2	Rarely	70	58.3
3	Never	3	2.5
	Total	120	100.0
S.No	If there is any certainty to work from home in future will you be adaptable to it?	No. of respondents	Percent
1	Yes	91	75.8
2	No	29	24.2

		120	100.0
Total			

Source: primary data.

Hence, the above table shows that employees perception during covid19 in Coimbatore City. Majority 51.7% of the respondents said feel about work from home has neutral rest of the percentage said well and bad. 38.3% of the respondents facing too many distractions during the work from home. Majority 59.2% respondents are said yes for good work life balance when working from home. 37.5percentages of the respondents are connect with team and colleagues on once in a day. During the work from home 40% of the respondents are needed good communications. 33.3% of the respondents under 35 – 60% are recommend work from home during quarantine. Majority 62.5% of the employees working on regular basis during covid19. 60.8% of the respondents said yes for work from home is trust and worthy. 35.5 of the employees working on flexible scheduled. Majority 55% of the employee feel about work from home not convenient. 58.3% of the employees rarely taking breaks during the work from home and 75.8% of respondent said yes for future adaptable work from home.

Table - 3 Age And How Do You Feel About Work From Home

H0: There is no relationship between Age and how do you feel about work from home In Coimbatore City

	Sum of sequares	df	Mean Square	F	Sig.
Between Groups	3.200	1	3.200		
Within Groups	92.000	118	.780	4.104	.045
Total	95.200	119			

Note: *significance @ 5% level.

One way Anova technique is used here, and the P value is 0.045, and the null hypothesis is rejected at 5 percentage level of significance. Therefore, it is concluded that there is a relationship between the age of people and their overall feel about work from home in the study area.

Table - 4 Occupation And What Resources Do You Need To Be More Successful During Work From Home?

H0: There is no relationship between Occupation and what resources do you need to be more successful during work from home? In Coimbatore City

	Sum of sequares	df	Mean Square	F	Sig.
Between Groups	8.280	3	2.760		
Within Groups	68.312	116	.589	4.686	.004
Total	76.592	119			

Note: *significance @ 5% level.

One way Anova technique is used here, and the P value is 0.004, and the null hypothesis is rejected at 5% level of significance. Consequently, it is concluded that there is a relationship between the Occupation and what resources do you need to highly successful during work from home? in the study area.

TABLE – 5 Occupation And How Likely Do You Recommend Work From Home During Quarantine?

H_0: There is no relationship between Occupation and How likely do you recommend work from home during quarantine? In Coimbatore City

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	17.385	3	5.795	5.997	.001
Within Groups	112.082	116	.966		
Total	129.467	119			

Note: *significance @ 5% level.

One way Anova technique is used here, and the P value is 0.001, and the null hypothesis is rejected at 5 percentage level of significance. Therefore, it is concluded that there is a relationship between the Occupation and How likely do you recommend work from home during quarantine? in the study area.

TABLE – 6   Occupation And Overall Opinion About Work From Home

H_0: There is no relationship between Occupation and overall Opinion about work from home

 In Coimbatore City

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	57.418	3	19.139	3.660	.015
Within Groups	606.549	116	5.229		
Total	663.967	119			

Note: *significance @ 5% level.

One way Anova technique is used here, and the P value is 0.015, and the null hypothesis is rejected at 5% level of significance. Therefore, it is concluded that there is a relationship between the Occupation and overall Opinion about work from home in the study area.

TABLE – 7 Correlation Between Employee Opinions Based On Work From Home Experience

H_0 =There is no significant relationship among the employee opinions based on work from home experience in Coimbatore City.

Employee opinions based on work	V1	V2	V3	V4

from home experience				
More distractions at home (V1)	1			
More social responsibility (V2)	.560**	1		
Enough productivity tools (V3)	.013	.306**	1	
Enjoy working at home (V4)	.119	.026	.105	1

**.Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

The above table shows the result of karl-Pearson correlation between 4 variables which are considered to be the variables that determine employee opinions based on work from home experience in Coimbatore City. Among the 4 factors more distraction at home has correlation with more social responsibility at 1% level significance. More social responsibility has correlation with enough productivity tools at 1% level of significance.

Result:

From the above result, the researcher has identified an important aspect that more distraction at home and more social responsibility has highest correlation with other two factors enough productivity tools and enjoy working at home.

TABLE – 8 Correlation Between Overall Opinion About Work From Home

H_0 =There is no significant relationship among the variables overall opinion about work from home in Coimbatore City.

overall opinion about work from home	V1	V2	V3	V4
Internet Connectivity (V1)	1			
Workspace infrastructure (V2)	.248**	1		
Comfort Zone during work from home (V3)	.177	.560**	1	
Experience (V4)	.215*	.325*	.474**	1

**.Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed). The above table shows the result of karl-Pearson correlation between 4 variables which are considered to be the variables that determine the overall opinion about work from home Coimbatore City. Among the 4 factors internet connectivity has correlation with workspace infrastructure at 1% level and experience at 5% level. The overall opinion about work from home as it is workspace infrastructure has correlation with comfort zone during work from home at 1% level and with experience at 5% level. Comfort zone during work from home correlation with experience 1% level of significance.

Result:

From the above result, the researcher has identified an important aspect that internet connectivity, workspace infrastructure and comfort zone work from home has highest correlation with other factors which is experience.

Suggestions

The worldwide extend of novel coronavirus, is keeping people at home. Many of the worlds are on lockdown and even in places that aren't people are optimistic to stay at home. Where it's possible, employers are heartening or requiring people to work from home for an undetermined amount of time. Every person who works remotely has to figure out when to work, where to work, and how to create boundaries between work and individual life. Employees worry about the need of equipments, carrer development, training opportunities and buildingcommunication with their colleagues. Working from home could be seem like a unaccompanied experience, but it usually still involves communicating with others, whether it's meeting with our teams, getting assignments, making decisions or giving and receiving feedback. So it is important to set up methods for collaboration while we work distantly. Distant employees might be feeling valued and included through live video meetings and conference calls frequently. The following are some of suggestions for remote employees.

- Build stable work space
- Invest in eminence technology
- Discover high productivity
- Project Management
- Time Management

Conclusion

In 2020 worldwide pandemic forces people to adopt the work from home culture. Due to coronovirus disease pandemic, employee's greater parts of the sectors are newly introduced to the concept of work from home. In today's digital world and technological advancements, location is no longer a limitation. Working from home is a new norm and looks like it is here to stay. This research addressed a need in the present situation to understand the experience of employees working from home for the first time and to know their willingness to work from home, how the home environment influence their work, how their organization supports the employees during work from home and various factors that affects work from home in Coimbatore City

References

S. Chen, B. Mulgrew, and P. M. Grant, "A clustering technique for digital communications channel equalization using radial basis function networks," IEEE Trans. on Neural Networks, vol. 4, pp. 570-578, July 1993.

J. U. Duncombe, "Infrared navigation—Part I: An assessment of feasibility," IEEE Trans. Electron Devices, vol. ED-11, pp. 34-39, Jan. 1959.

C. Y. Lin, M. Wu, J. A. Bloom, etl, "Rotation, scale, and translation resilient public watermarking for images," IEEE Trans. Image Process., vol. 10, no. 5, pp. 767-782, May 2001

Authors Profile

First Author Dr. T. Kumarasamy M.Com., M.Phil., MBA., Ph.D., Assistant Professor Department of Commerce Accounting and Finance, Sri Krishna arts and Science College (A), Coimbatore. I had published 11 international national journals and 3 national journals

Second Author D.S.Yugesh, M.Com IB Sri Krishna arts and Science College

Third Author K.Balaji M.Com IB Sri Krishna Arts and Science College

Fourth Author S.Ganesh Kumar M.Com IB Sri Krishna Arts and Science College

Fifth Author K.Sudhakaran M.Com IB Sri Krishna Arts and Science College