

## Effect of work from home on employees during pandemic –An analysis

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### Abstract

The Covid 2019 has totally changed our perspective of life and affected all walks of life in away unimaginable. It has shattered many myths, beliefs and exposed opposing facets of human mind. Curtailed movement of People to prevent the spread of the Contagion prodded to find novel means of carrying out business and economic activity. As Calvin Coolidge Stated “All growth depends upon activity. There is no development physically or intellectually without effort, and effort means work”.

The availability of Internet with high speed has enabled us to device ways to carry out activities from our Homes. Ironically, the pressure on health workers compelled them to work 24\*7 staying put at the hospitals in a sort of work from H, H for hospitals which is antithesis of Work from Home, we normally know. In this study, an attempt is made to collect information from a set of people, collate them feelings, perception and views and utilize the data to arrive at a conclusion about the impact of prospect, adequacy, desirability and sustainability of the Work from Home arrangement. The Questionnaire used for this study consists of three parts that called for details regarding-Personal data, Organizational data and employee’s perception on various issues questions were framed in different way to ensure or verify consistency of the respondents. A self-structured Questionnaire was made by the Researchers for data collection. Google forms is used to collect the data. The universe of the study is employees working from Home in different sectors like Education, Information Technology and so on. The Researcher collected 200 responses by employing purposive sampling which comes under a non-probability sampling method. The data is coded and transformed into SPSS for the analysis..

**Keywords:** Effects, Employees, Technology, Work from home

### Introduction

As Calvin Coolidge Stated “All growth depends upon activity. There is no development physically or intellectually without effort, and effort means work”. [1] A lot of people has been accustomed to working in their offices and now are finding a new way of doing their job in current situation. The concept of the shelter called the “home” has been given a twist with the need for WFH during these difficult times. The great prize-winning writer, Winston Churchill describes “A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty” [2]. *Working from home has been facilitated by the progression of digital transformation, which opens up a wide range of possibilities in which business can work and structure themselves to next level through working from home. Working from home requires a shared allegiance for employees to cater to the needs of Community at large. In this pandemic the novel coronavirus [ covid 19], has crippled society in an unimaginable way. Work from home has not only created impact among the individuals but it has affected the country’s economic standpoint.*

### Review Of Literature

**Amanda Putri et al., (2021)** quoted in his study is about Working from home which may have a positive or negative effect on an employee’s work-life balance. Since work-life balance has a unique benchmark, namely a return to one’s life ideals and goals, this may have varied outcomes. For certain individuals, working from home, may improve their family relationships. Work from home, on the other hand, it will

reduce the blurring of work- family lines, making it easier to keep work and family time apart. The results showed that work from home had a positive and as well as negative impact on work-life balance. So, the organization must pay greater attention to the duration and working hours of workers in the future to ensure that they stay within the normal work-life balance and that the employee's work time and personal life data are well shared, allowing the employee to carry out work and life activities.

**Mr. Mandar Khare et al., (2020)** studied about Work from home, also known as WFH, which has changed many people's lives. This is unquestionably not a new thought for any businesses. This was widely discussed during the pandemic, as though there had never been much jobs at home before. Work at home has a socially isolating influence on workers who were unfamiliar with this concept. Employees were more stressed as a result of multiple effects than they had been before. Given that the fittest survive, the only costs that can be cut right once are office operations and infrastructure costs, which are preferable to personnel costs.

**MS. SeemaRani B.N et al., (2020)** quoted Productivity is essential in any organization; There have been no-decline in productivity growth rates have traditionally been viewed as a concern since it is supposed to be connected to income levels and, as a result, to happiness. The researcher used semi – structured questionnaire using non- probability snowball, sampling technique descriptive statistics was used to analyse the findings to collect data method. The study finds that time management may be used as a source of self-motivation for improving products at the time of working from home, and that leadership abilities such as setting an example and gathering knowledge may be used to motivate others to work more productively while working from home.

**Sonakshi Sharma, (2020)** quoted Employers must play a critical role in assisting their workers in adjusting to their new working environment. The employee's financial well-being is one of the most important parts of this circumstance. Before diving into the primary issue of how working from home affects an employee's financial well-being, it is important to remember that financial well-being is intimately connected to productivity. As a result, every firm should make this a top priority. A strategy to return to regular work life after being compelled to work from home for a period of time. The strongly influenced Financial Health vector and the tension equivalent were used to illustrate this study.

### **Research Methodology**

The main aim of the study is to find out *the Effect of Work from Home among Employees during the pandemic and how it has influenced the Employee's life. The objective of study to find the level of motivation, productivity in the employees, if it is affecting their mental and physical health and also if it is having any impact on their family's mental and physical health*, questions are also framed in way that could understand if the employee's work is challenging through WFH than working in office. The questionnaire also consists of questions related to the employee's organization indicating if their organization is extending support to WFH. The Researcher used descriptive researcher design in order to explore the dimensions of the problem studied. The universe of the study is employees who are working from home in different sectors like Educational, Banking, Information technology and so on.

The researcher used purposive sampling which comes under a non-probability sampling method to collect the data from the respondents. The researcher collected 200 samples for this study using the above method. *The self-structured questionnaire is used for the study consists of 4 parts -Personal details, General questions related to WFH consisting of 5 items, Organizational data consisting of 10 items that provide the researcher insights about organizational support and measures taken by them and the last part is employee's perceive that consists of 19 items that provide insights about employee's personal view on*

WFH and if it has any impact on their health and also if it is having any impact to their family. The researcher used questionnaire to collect data from respondents which is assisted by mailed questionnaire through google forms. The data is coded and transferred into Statistical package of Social Sciences to carry out the analysis.

**Analysis & Findings**

Table – I Personal Details

S.NO	PERSONAL DETAILS	RESPONDENTS	PERCENT
<b>I</b>	<b>AGE</b>		
1	20-30	145	72.5
2	30-40	16	8.0
3	40-50	35	17.5
4	50-60	4	2.0
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>
<b>II</b>	<b>GENDER</b>		
1	MALE	26	13.0
2	FEMALE	174	87.0
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>
<b>III</b>	<b>MARITAL STATUS</b>		
1	Married	78	39.0
2	Unmarried	121	60.5
3	Divorced	1	.5
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>
<b>IV</b>	<b>QUALIFICATION</b>		
1	UG	136	68.0
2	PG	43	21.5
3	others	21	10.5
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>
<b>V</b>	<b>OCCUPATION OF SPOUSE</b>		
1	Regular mode of work	43	21.5
2	Work from home	83	41.5
3	Not married / others	74	37.0
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>

From Table I, researchers have found majority of responses are from *female who are un- married* showing a greater number of females are working from home who are between the *age group* of 20-30 and it may be surmised that it could be due to scope of work and responsibilities and also with respect to married participants (39%), they have respondents that even their spouse are working from home (41.5).

TABLE – II WFH related questions

S.NO	SATISFACTION	RESPONDENTS	PERCENT
1	Very satisfied	38	19.0
2	Satisfied	46	23.0
3	Somewhat satisfied	69	34.5

4	Neither satisfied or dissatisfied	31	15.5
	Dissatisfied	16	8.0
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>
	<b>COMPARSION</b>		
1	Yes	67	33.5
2	Somewhat	64	32.0
3	No	69	34.5
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>
	<b>WORK QUALITY COMPROMISED</b>		
1	Completely agree	37	18.5
2	Agree	53	26.5
3	Neutral	57	28.5
4	Disagree	43	21.5
5	Completely disagree	10	5.0
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>

Table II shows that 34.5 % are only somewhat satisfied with their working arrangements and also reported that quality of work is compromised working from home (55%) and not able to manage work and life (34.5).

TABLE -III Organizational data

S.N O	ORGANISATION NATURE	RESPONDENTS	PERCENT
1	Government job	14	7.0
2	Public sector	42	21.0
3	Private sector (corporate)	100	50.0
4	Private sector (others)	41	20.5
5	Others	3	1.5
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>
	<b>NATURE OF ACTIVITY</b>		
1	Banking	45	22.5
2	Educational	24	12.0
3	IT	100	50.0
4	Health	8	4.0
5	Public service / other	23	11.5
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>
	<b>ASSISTANCEPROVIDE D</b>		
1	Completely agree	43	21.5

2	Agree	73	36.5
3	Neutral	47	23.5
4	Disagree	32	16.0
5	Completely disagree	5	2.5
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>
	<b>REGULAR INTERVAL</b>		
1	Yes	137	68.5
2	No	63	31.5
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>
	<b>MISCELLANEOUS PAYMENT</b>		
1	Yes	74	37.0
2	No	126	63.0
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>
	<b>LEAVE POLICY</b>		
1	Yes	63	31.5
2	No	137	68.5
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>

Table III shows higher percentage of responses is from Private sector corporate specifically information technology (IT) sector also indicate that their nature of work is more suited to work from home. Simultaneously, it indicates that digital environment is tailor made to certain sector like IT. In respect to organization's support, assistance to their employees, researchers can infer that 60 % of respondents are satisfied with the assistance being provided to them by their organization and also 68.5 % respondents have expressed that they are allow to have regular intervals in work from home similar as working form office. With provision for getting extra allowance that is related to work from home like data connection, repair charges 63 % respondents have said that the organization do not provide any extra allowance and also 68.5 % respondents have disclosed there is no change in leave policy of their organization

TABLE IV Employee's perception

S.NO	CURRENT WORK LIFE	RESPONDENTS	PERCENT
1	Much more challenging than normal	67	33.5

2	Somewhat more challenging than normal	57	28.5
3	Challenging as normal	53	26.5
4	Somewhat less challenging than normal	18	9.0
5	Less challenging	5	2.5
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>
	<b>STRESSED</b>		
1	Yes	82	41.0
2	No	54	27.0
3	Somewhat	48	24.0
4	Partially	16	8.0
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>
	<b>FEEL LIKE TAKING A BREAK</b>		
1	Completely the whole time	35	17.5
2	Most of the time	60	30.0
3	Sometimes	85	42.5
4	Maybe	14	7.0
5	Not really	2	1.0
6	Other	4	2.0
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>
	<b>SYMPTOM</b>		
1	Headache	70	35.0
2	Loss of appetite	8	4.0
3	Insomnia	50	25.0
4	Irritability	36	18.0
5	None	36	18.0
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>
	<b>AGGRESSIVENESS</b>		
1	Completely agree	30	15.0
2	Agree	60	30.0
3	Neutral	70	35.0
4	Disagree	38	19.0
5	Completely disagree	2	1.0
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>
	<b>WORK LOAD</b>		
1	Yes	72	36.0
2	Somewhat	70	35.0
3	No	58	29.0
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>
	<b>PRODUCTIVITY</b>		
1	More productive	53	26.5
2	Equally productive	78	39.0
3	Somewhat productive	35	17.5

4	Less productive	27	13.5
5	No change at all	7	3.5
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>
	<b>AFFECTED OF FAMILY MEMBERS</b>		
1	Yes, affected the family	47	23.5
2	Sometimes affected the family	82	41.0
3	Not at all	71	35.5
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>

	<b>TIME WITH FAMILY</b>		
1	Yes	86	43.0
2	No	79	39.5
3	Sometimes	35	17.5
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>
	<b>MENTAL HEALTH</b>		
1	Completely agree	35	17.5
2	Agree	57	28.5
3	Neutral	63	31.5
4	Disagree	43	21.5
5	Completely disagree	2	1.0
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>
	<b>PHYSICAL HEALTH</b>		
1	Completely agree	39	19.5
2	Agree	59	29.5
3	Neutral	61	30.5
4	Disagree	39	19.5
5	Completely disagree	2	1.0
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>
	<b>MENTAL HEALTH OF FAMILY</b>		

1	Very severely	12	6.0
2	Severely	21	10.5
3	Moderately	101	50.5
4	Less moderately	34	17.0
5	Not at all	32	16.0
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>
	<b>STANDARD OF WFH</b>		
1	Yes	62	31.0
2	No	78	39.0
3	Maybe	60	30.0
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>
	<b>PREFER WFH IN UPCOMING DAYS</b>		
1	Yes	71	35.5
2	No	75	37.5
3	Maybe	54	27.0
	<b>TOTAL</b>	<b>200</b>	<b>100.0</b>

Table IV shows that *work from home is much more / somewhat more challenging than normal as indicated by 62% of participants*, also reported work from home is *stressful* compare to work in office said by 41 % of respondents. The most reported symptom due to work from home is headache -35% of respondents and insomnia -25 % and also significant percentage of people feel taking a break out of home responded by 72 % of respondents. Though there is equal productivity as reported by 39% of respondents, also reported becoming aggressive at the end of the day (65% of responses) indicating *an impact of mental health* due to more work load said by 36% of participants. Work from home is not only affecting the employee’s quality time spent with family; it has impacted the employee’s *family’s mental health moderately*.

Surprisingly, a large segment of participants (37.5%) has expressed *a longing to go back to the “old normal” of working from office though an almost equal percentage of people (35.5) seem to be comfortable with “New normal” that is working from home*.

### Conclusion

The time and effort saved on commuting travel from home to work place doesn’t seem to be beneficial as the work hours under work from home arrangement too is considered cumbersome. In conclusion, *it is apparent that Work from Home arrangement is generally accepted though it has been thrust upon the employees and this will continue to profoundly affected the working and family environment. With many IT majors and service providers planning to move to tire 2 and tire 3 cities and work from home becoming a*

regular feature, it is obvious at the work force is bowing to inevitable and group of energetic organization are ready to benefit from this.

## **Social Work Intervention**

### **Social case work**

Social case work is a primary method of social work this deals with one-to-one relationship with individual and their problems. A large number of workers who are working from home have reported significant disinterest to work from home. They feel that work from home is more challenging, stressful, affects both physical, mental health. In order to help the employee, *social case worker can use cognitive behaviour therapy to help the client recognize and modulate negative thought patterns. Social case worker can also recommend breathing and relaxation techniques, exercises for reducing stress.* Talking about mental health and physical health to a case worker can help the social worker to identify and understand the underlying causes to treat the client by using dialectical behaviour therapy (DBT).

### **Social group work**

Man cannot always live isolated, hence to build social relationships and social skills, group therapy was introduced. *Group work is another primary method of social work where individual come together to improve functioning through group work. When employees with similar problems like stress, anxiety, challenges and symptoms caused due to work from home come together, it can act as palliative and mood enhancer seeing many people with similar issues.* Thus, it can enable the coping mechanism by creating positive impact and also facilitate connection among the group easing the pain.

### **Social work research**

Social work research is one of the secondary methods which helps to solve practical problems by conducting investigation. *In our research 37.5 % of employees have not preferred work from home in the upcoming days. As a social worker we can conduct investigation on people who are not interested in working from home and help them to work from office as many of the companies allow 50% or 25% of employees to work from office.* By this way we can help burnout the level of stress they experience though working from home.

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