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## **A Study On Employee Satisfaction Towards Work From Home With Reference To Information Technology Professionals**

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### **Abstract:**

Virtual work or working from home was not predominantly an option for all industries before COVID-19, but somehow now it has become a new normal and unprecedented. It has always been an area of exploration, whether there is an association between working from home and employee job satisfaction. Job satisfaction is a relative psychological feeling and understanding of an individual, which could change over the period of times based on different influencing or contributing factors like physical, financial, technological, social, and psychological. In this study, I have tried to explore how these factors are shaping employee job satisfaction. The research adopts a survey approach where self-administered questions were issued to gather the data from the respondents to understand employee satisfaction level and challenges on work from home. The data is collected through both primary and secondary source. In the primary data a questionnaire has been framed and collected from 60 respondents. Books, websites and journals are referred as secondary data. The study was heavily dependent upon the survey data; there were 60 responses collected via online surveys. The study result showed, the majority of employees were satisfied working from home, but some crucial aspects of job satisfaction were also seen, which cannot be ignored.

### **Introduction**

Right after the identification of COVID-19, most of the organizations started seeking the transitional opportunity from physical to virtual work option as long as the stakeholder engagement was there; mainly the customers or clients. The spreading of the virus around the globe had forced employers to setup or accepts remote work environments. The federal

and local governments announcing the state of emergencies and various restrictions to “flatten the curve” had led and forced organizations to think of virtual work strategy as a new normal and survival of fittest condition. However, there was and would be a question, working from home; is this a new phenomenon, the answer is short and easy, absolutely not. Telecommunication became very popular within the 1970s to enlighten the replacement of telecom and alike technologies for travel. Further, down the road in the 1990s, telecommuting became the subject of style or pop- culture. It was and has been adopted by the different industries, including businesses, governments, and not-for-profit organizations. Mainly after the start of commercial internet services in the 1980s, the concept of working from home/telecommuting started translating this reality further by the availability of tools such as groupware, virtual private networks, conference calling, videoconferencing, virtual call center, Voice over IP, and the result of the lower price of laptop computers due to mass production. When broadband internet connections become simply accessible in terms of cost and coverage, working from virtual work became so popular and a way of life to especially youngsters and tech-intensive sectors. At present, the rise of cloud computing technology and Wi-Fi intensity, working remotely is a better option using remote servers and a combination of portable hardware and software the development of smartphones and multiple operating systems are some other contributing factors changing the virtual work into the next successful possibility. Keeping these views into consideration, I thought this was an area where our exploration should be targeted, because no matter whether employees are working from office or home, their job satisfaction is important not just for them but also to the employers.

The coronavirus pandemic and the resultant lockdown had severe consequences on commerce and economy as a whole. Several industries like tourism and hospitality were forced to shut down all together whereas several other industries like online communication, online shopping and online entertainment witnessed an unprecedented growth. Small businesses were run out of business whereas large brands and retailers were forced to recalibrate their business operations in terms of health and safety practices, supply chain, human resource management, sales and marketing. In order to conform to the social distancing norms, offices were shut down and employees were forced to work from home. This paradigm shift to remote work posed a new set of challenges for the employees. As the lines between work and home got blurred, employees struggled to remain motivated and productive. The job satisfaction took a back seat to health and safety. It is well known that a satisfied and happy workforce is an organization’s greatest asset. Studies have shown that high employee satisfaction corresponds to higher productivity and increased profits. Therefore, there is a need to assess the overall impact of such work from home practices on employee well-being. Hence, our research study aims to measure the

employee satisfaction when working from home. We contribute to the literature in three ways: first, we draw upon the existing literature to identify the factors that most contribute to the satisfaction of employees while working from home. Second, we empirically state how these work from home factors impact the overall employee satisfaction when working from home. Finally, we undertake a comparative study between the employee satisfaction of Indian employees and the employee satisfaction of American employees. The comparison would give a clear idea of how successful both the countries have been in making the transition to a remote-work centric economy. Most importantly, it would enable us to pinpoint the most satisfactory telework factor as well as the most unsatisfactory telework factor of each country. The results of the same could guide formulation of future work from home policies. The purpose of this research is to help employers make the necessary changes/improvements in the existing work from home arrangements to maintain a continuously motivated workforce in these uncertain times.

### **Factors Influencing Job Satisfaction**

Job satisfaction itself is a relative aspect as it is the overall feeling of an individual about the job and the environment where the job is held. In this study, the environment is considered as the factor influencing job satisfaction and there are mainly four factors; physical, psychological, financial, and technological. These factors are not different in terms of context but are different than traditional job satisfaction factors for example organization, work environment, work itself, and personal.

### **Physical Factors of Job Satisfaction**

The physical factors considered in this study include one's situational requirement to work extra hours due to the virtual nature of work, and as the result of the unavailability of office space, and access to office equipment. People may have to work long hours due to transition from the traditional office to the virtual office and that may require some extra hours until an individual is used to with the new work settings. They may have to work longer for educating themselves about the technology, process, and guidelines. Further, they may have to wait for their counterpart to complete their part of the task if there is direct task dependency. Working long hours due to workplace transition may result in the immediate and cumulative impact on the job satisfaction of an individual. Theoretically, working long hours is somehow related to lower productivity, health problems, and low employee motivation resulting in less job satisfaction eventually. With one wave of the German Socio-economic Panel Study (SOEP) data, a team of researchers indicated that working hour was negatively related to happiness. Similarly, the physical work environment is key to job satisfaction. At home, when an individual has limited access to a

comfortable chair, designated work area, heating, and air condition system would have an impact on job performance and job satisfaction. A good number of studies can be found related to the work environment but paying a little attention to the features of the physical work environment, yet the evidence is accumulating that the physical work environment affects both job performance and also job satisfaction. The third factor, which in this study will be to see if there is any association between job satisfaction and availability of office equipment like printers, phones, fax machines, scanners, and office supplies at home. Only a few numbers of researches have been published in this area, however, the “Work Environment Diagnosis Instrument” (WODI) indicated that job satisfaction may depend upon being able to work concentrated, not being distracted, with the availability of user-friendliness of the archives, efficient way of filing and proper placing of computers, network, copier, fax, software and assistance of help desk.

### **Financial Factors of Job Satisfaction:**

The financial factor is also considered as one of the major factors in job satisfaction research and theories. In this study, there are three main financial factors discussed, the first one is the cost side and others are the opportunity of cost-saving. The employees working from home may have to use their resources for work, for example, increased data usage, computer, phones, and other office supplies. On the other hand, working from home can allow employees to save a huge amount of transit fare or/and gas expenses. The third one is opportunity cost saving related to eating out. When people are working from the home, they may tend to make their food, including breakfast, main meals, and even coffee. That would save their outgoing money resulting in a possible positive association with job satisfaction. The construct here is simply, if finance can be one of the influencing factors in job satisfaction, anything that is directly or indirectly impacting income or expenses, could also be the factor influencing job satisfaction. As most people require a certain minimum income for living, but their minimum living vary, so it seems the relationship between what they earn and job satisfaction is considerably more complex. For some people, the payment they get from their job represents the amount of their efforts. It means pay is an intrinsic component, although its net extrinsic effects are very common.

### **Social/Psychological Factors of Job Satisfaction:**

The social and psychological factors and their impact on job satisfaction have been analyzed by various social and psychological scientists throughout the times. One factor cannot determine its impact on job satisfaction solely as it is an overall job feeling of an individual. Therefore, the factors are analyzed separately or in a group. A pertinent research was conducted by Jolodar; which was focused to see the impact of the social factors, including personnel’s belief, salary and benefits, participation in organizational decision-making, sense

of job security, interaction with colleagues, and meeting the basic needs of an individual. His study further found that there is a significant and positive relationship between these factors and the effects on individual job satisfaction. Similar to Jolodar's study, I have selected three factors as social and psychological factors: social need of socialization feeling of work-life balance and a sense of leadership and/or teamwork. Working from home, these needs may or may not be fulfilled, and that could have a certain level of influence on job satisfaction. Furthermore, the research conducted by Mush and Ghazali revealed a strong correlation between communication and job satisfaction. The communication in a broad sense cannot be only an organizational and formal, but also could be an employee missing chit-chat during the coffee break, in other words, when there is less chance of socialization that may result in a psychological impact on the job satisfaction. Daily commuting is another challenging activity in modern lives but virtual work could save the time of commuting and people may have some extra time for their friends and family. Janssen had seen that there was a significant relationship between commuting time and the job satisfaction factors based on some regressions. Similarly, virtual work may or may not provide the same level of leadership opportunity resulting in some level of psychological impact on job satisfaction. On the other hand, if employees are not engaged to foster teamwork, that perhaps results in negative influence in the productivity and eventually on the job satisfaction. In general, the engaged employees show higher performance, commitment, and loyalty against disengaging.

### **Personal Factors of Job Satisfaction**

Only two factors are considered as the personal factors in this study-age and gender. There is no definite answer to the question; whether there is an association between job satisfaction of an individual with his/her age and gender. Some researchers are in favor but others are not. Clark found that women were to feel more satisfied than men. On the other hand, Ghazzawi, using the Minnesota Satisfaction Questionnaire tried to see the role of gender in terms of job satisfaction among information technology professionals; no significant relationship was observed. In general, age may also influence job satisfaction, but the previous researchers do not have a consensus on whether age is the influencing factor. A conference paper by Nicholas and Theo (2007) indicated that age did not influence the effects of the aspects of work; however, the differences were significant for one of the job satisfaction effects with younger workers. Different types of relationships have been reported across studies, including linear, U, and J shaped or no significant relations. These conflicting results have left the relationship still unresolved and matter to be further explored.

## **Review of Literature**

Go, (2005) In his research paper said that there is stating the focus on major failures and dark side of work from home, the cultural differences faced during webinars by the employees. Work from home creates a big gap in communication between superior and the subordinates

Amiable & Kramer, (2006) In his article explained there are found that work from home is helping the employees to balance and differentiate their office work with their routine work. The study also added that work from home saves time, increases the productivity, Anises the targets on time and also helps the employees to give time for their personal life.

Stevenson and Woofers (2007) In his article explained the investigated that depending on the interactions between work and private life work from home could be more or less favorable to overall life satisfaction. As illustrated by the paradox of the decline in female happiness, these interactions are likely to differ by parental status and gender

Gajendhran and Harrison, (2008) revealed in their study that it is difficult to monitor a worker's effort at home, especially when occasionally being interrupted by private responsibilities and family members. In a competitive labor market, such productivity effects would be respected in a worker's wage level. Evidence on the productivity effects of Work from home is inconclusive, but seems to suggest positive effects more often than negative effects.

Crosby and Moore (2009) In his research paper author explained concluded that home working was not panacea for modern working life. Careful consideration should be given to aspirations and personality skills of those who are thinking of working from home. Those who have tendency to work long hours outside the home might and that home life is even further marginalized by work life.

Alan Fisted (2010) In this research paper the author explained the “opportunities for work at home in the perspective of Work-Life Balance” finds work-life balance & Family friendly work is much to vogue among the representatives and professional leaders.

Nicholas (June 2010) in article ‘Job satisfaction, morale, and cultural diversity: Factors influencing worker perspectives, expectations, and management strategies’, He was concerned the impact of the physical environment morale, the stress and morale, the relationship with management on job satisfaction. According author the relationship of the workers to management, lower to upper level management had effect upon the job satisfaction. He was told that social climate of the environment of the organization had impacted the retention rates, its morale and job satisfaction of the employees.

Carmela (2011), In this article the author said they have to extent their senior executives with high emotional intelligence, employed in public sector organizations develop positive attitudes behavior & outcomes. Results show senior managers who had high emotional

intelligence were more likely to be effectively control work-family conflict than those who have low emotional intelligence.

Vartha Raj & Vasanth (2012) In this article the author said that the Work Life balance of occupied women in service sector. The enumerated teams that the vital concert of its personnel which in turn depends on frequent dynamics. The relationship between personnel and focused life can be proficient over warm intelligence. Better emotion management is necessary in order to accomplish objective of life.

Rahul Sachidhanand (2013), the data to schedule the shifts for employee's daily routine especially the lot of women employees working in the business processing outsources sector. WORK FROM HOME is innovative encouragement to women employees in BPO sector. Nowadays, women are interested to join in the BPO sector, as well the company providing more security to the women employees. Knowledge is most important and also the BPO sectors create opportunity will change the developments.

Glen Krieger, Sheep & Elaine, Mathew (2014), analyzing how the employees handle the limitations in agree their difficulties in daily task as well as family life. The particular establishments as well as the confidential variety imitational employees' strategy in work, which may be useful to the personal life and innovating perfect stage along with own technical combinations. We are also establishing the essential variation is comprehensive situation to employees complete the daily task in work from home clash as well as certain boundaries, which the employees describe the performance moreover to probably ignore the limitations in the work.

Amy, Rebecca Benet & Douglas Mohamed Darrat (2015), a logical involved the possessions in work from home variance as well as wholesaler exceptional ways not in an acknowledged satisfactory concentration in human resources journals. the paper examines the work from home clashing a most important proceeding to the organizational clients. the representatives are well knowledgeable in their work and also in daily task expected act in response, ignoring the managerial standards to facilitate certainly influencing another input executive result.

Linda, volley (2016), tells about the work from home is most important existing productions other country employees surrounding determines all workers difficulties as well as manager need are to create a staff attention in fixed employment in one solution. The work from home main objective is well trained workers are important to the organization that staffs easily resolving all the problems and also save time. The investigating work from home rules and regulation structure is essential to the business, staff knowledge as well as selecting and to developing the working infrastructure facilities. The work from home studies to facilitate the group of firm strategy structure as well as logically helpful to improve their knowledge.

Muhammad Razed Irfan, Muhammad Bilal & Rahman Zaire (2017), tells about the work

from home fight to negative outcome of professional consumption and administrative obligation and the organization check the quarter production gross revenue also the employee absence. The employee is equal to work from home struggling with the related through workers stress. Hence

the work from home is essential dispute to financial transactional business and in relation to administrative efficiency as well as job related strength. Extended unyielding daily working time remains a dependable analyst to work from home between back office workers and predominantly individual occupied work place. The extensive conflict assumption are used in innovative techniques should be planning for lending business. The document terms statistical analyzes estimate trapped the daily as well as weekly task in the study. Quantifiable is relating to information is existing show with useful indication and creativity for their workers. The appraisal offers common law and also another daily task allocation develops work from home as well as commercial administrations. The paper completes plan groupings offer best facilities and creativities will support the great presentation effective structures in financial segments.

Brummelhuis ten, Lippi Darvon & Tanja (2018), involves a comprehensive variation to the organization using a particular requirement as well as income, after that one approaches, balance the efforts and workers daily routine. Our own training discovers companion may or may not have a several kinds of WORK FROM HOME maintain process increase worker facilitating activities plus presentation between each personnel, workers through another personnel, also organizational manpower for their family and family members. Exhausting supply of work life balancing in 508 Workers from 34 administrations and there outcome is industrial employee culture increase daily routine task between family members, at the same time concentrated their daily task from each employees. Employees' daily task effects enhanced, but they have direct contact with their comfortable working schedules are combined profit to the organizational administrating group care. Finally, repercussion status of staff members arranging, while allowance for suitable care designed for matching their staffs daily routine. Effects which are used in employees counseling in their work place and done the proper daily task fulfillment, revenue goals.

Kretschmer, Nick Bloom and Tobhios Renan Van John (2019), training is determining the factor and values of Family friend's work place practices- FFWP via industrialized companies in many countries like United Kingdom and United States. The invention of progressive relation between company and also FFWP. Therefore the industrial wanes, through one time controller measure the quality of organizational carry outs for additional invention using by the industrial sophisticated share for female supervisors as well as, new experienced staffs, in addition to good

control organization frequently open the new branches. On the other hand the organizational background did not the substantial control to the company staff delivers to



clients.

Contreras et al. (2020) However, this benefit can be proven if employees can obtain managerial support, peer support, and technological support. Working from home support helps to reduce any potential negative impacts arising from social isolation and mitigates work– family and work–life balance conflict

### **Need for the study:**

High job satisfaction effectively leads to the improved organizational productivity, decreased employee turnover and reduced job stress so now we are experiencing covid so many of the employees are working at home its new environment to balance both work and personal life at the same time so this study focus on employee satisfaction and how they balance their work life.

### **Objectives Of The Study**

- To determine the satisfaction level among the employees.
- To analyze the quality of work the employees can able to provide.
- To analyze the challenges faced by the employees.
- To analyze the worklife balance between family and profession.

### **Research Methodology**

In this study descriptive research has been adopted. Descriptive research is a scientific method which involves observing and describing the behavior of a subject without influencing it in any way. Data sources consisted of primary and secondary. A well-structured questionnaire developed to generate the primary data. Sources of secondary data included the information extracted from the text books and published reports. The sampling procedure adopted is Convenience sampling with the sample size of 55 respondents. The data was tabulated and analyzed through chi-square analysis and simple percentage method to arrive at results.

### **Results and Discussions**

#### **Summary of findings**

- Majority 52% of the respondents are male and 57% of the respondents are 21-30 years.
- Majority 55% of the respondents are unmarried. Majority 70% of the respondents are under graduate. Majority 40% of the respondents are living in urban and rural. Majority 55% of the respondents are earning 5,00,000 to 10,00,000.
- Majority 65% of the respondents are feeling comfortable with work from home.
- Majority 40% of the respondents are having healthy work and life balance during

workfrom home.

- Majority 58% of the respondents working 7-8 hours. Majority 50% of the respondents are having suitable workplace at the same time equal number of the respondents is not having suitable workplace to work.
- Majority 47% of the respondents is equally productive. Majority 50% of the respondents are connecting with the team once in a day. Majority 82% of the respondents says that the organization is providing the proper support
- Majority 57% of the respondents are having the equipment needed to fulfill to the usual standards. Majority 43% of the respondents are neither satisfied nor dissatisfied with the work from home arrangements. Majority 32% of the respondents are having internet connectivity issues. Majority 47% of the respondent are neutral in flexibility of working hours.
- Majority 38% of the respondents are satisfied with the work life balance.
- Majority 45% of the respondents are satisfied with the organization support during workfrom home.
- Majority 53% of the respondents are satisfied with suitability of working place.
- Majority 73% of the respondents are doing more work in home.

## Suggestions

- ❖ Most of the employees were satisfied with the work from home even though they were facing lot of problems during their working hours like internet connectivity issues not much friendly environment to work
- ❖ Employees were facing more work pressure compared to office they were feel like they have to sit in front of their system for a whole day they are having less breaks during their working hours so companies can look after this issues
- ❖ Compared to unmarried the married peoples are more comfortable in work from home because they can spend a time with their family but most of the bachelors are not preferring to work at home they are willing to work at office with their colleagues so the company can engage some activities and engage them in more actively
- ❖ The company can motivate and encourage employees more actively the company can regular check ins with the employees when working remotely these regular check ins will ensure that your remote teams are on the same page regarding their work duties.
- ❖ Personal interactions are essential part of each company culture because they make work meaningful and enjoyable. These casual talks provide opportunities for the team members to come to get to know each other better.

## Conclusion

The researcher after conducting a study on employee satisfaction towards work from home during covid 19 with reference IT Professionals has come to an conclusion that majority of them are very satisfied with the work from home and most of the respondents can able to balance their work life balance during WFH most of the organization also encouraging, boosting and supporting the employee during their work from home they can able to work productively equal to traditional method of working. The main challenges faced by employee during work from home is there is lagging of internet connectivity issues during their meetings and clients callsthey are facing challenges at the same time the work from home environment is new to many employee so for many it takes time to adapt the work from home culture most of the time employees are being pressured and work more during the work from home comparing to the office. So the overall results indicated that majority of the employees were satisfied with the work from home.

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