BENEFITS AND PITFALLS OF WORK FROM HOME DURING PANDEMIC IN MANGALURU

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ABSTRACT

COVID-19 a pandemic was first observed in china's Wuhan city in December 2019.within a short span of time it spreads all over the world and. WHO declares COVID-19 as pandemic. Due to which India imposes lockdown in the country in order to prevent the wide spread of virus. COVID-19 has forced all companies to shut their business on a temporary basis and to shift from working in office to work from home. More than 3 billion people are forced to work from home. Now the companies are battling the new problem called 'productivity challenges. If WFH is a battle for companies then its not a smooth ride for employees brings out a blurred line between the professional and personal life. This research study examines the benefits and pitfalls of work from home during pandemic in Managaluru. Here workers from different fields were surveyed to find their visual aspect about WFH. The findings of study highlighted that there is a major shift in the salary pattern and working hours compared to pre and post pandemic. Where workers are feeling more difficult to engage themselves in the work due to this change. Technical issues are faced by the employees and they aren't taking proper breaks to relax their body and mind. Which will create a more pressure on them.so these findings will help the organization to focus on their weakness and improve them for a better future.

Keywords: work from home, teleworking, covid-19, Pandemic, corona virus

INTRODUCTION

World health organization (WHO) declared global health emergency on 30 January 2020 due to COVID-19.our honorable prime minister Narendra Modiji announced lockdown in India from march 24, 2020 in order to decrease the wide spread of COVID-19. Because of which many working sectors and educational institutions were closed down on a temporary basis. People are coming out only to purchase necessary items and maintaining social distance, washing hands regularly, wearing masks have become compulsory. In the beginning years of working combining workplace and living place has provided a good opportunity to effectively make use of their abilities. Industrial revolution has brought a change where people used to work from 9-5 in office where employer used to provide necessary tolls for the production. Then office work brought a further change. But the biggest barrier was lack of access to high speed internet and better technology. COVID-19 has pushed all the companies to move from office work to homework, despite all barriers. Even though many companies faced trouble in the beginning later all started to cope up with it and it became a new normal. This paper aims to answer the question regarding changes in salary pattern of employees compared to pre and post pandemic, their opinion about WFH, work pressure and to evaluate their willingness to WFH.

LITERATURE REVIEW

1. Brinda Sarkar (October 15 2020), 9, 10 organization say working from home during pandemic has been challenging for employees: survey

According to Brinda Sarkar the 2020 intelligent workplace report 'shaping employee experiences for a world transformed 'by global; technology services company NTT highlights that 89%of organization agree employees would prefer to have the choice and flexibility to work in an office when it is safe to do so. and 92% agreed that face to face meeting time is essential to build a sense of teamwork and /or when meeting clients.

2. Agota, Violeta rupuano, kristina, and Katharina (1 July 2020), Working from home-who is happy? A survey of Lithuania's employees during the COVID-19 quarantine period.

According to agota and others the attitude towards telework of Lithuanian employees who worked in a remote or virtual workplace before and during the pandemic did not change significantly, but the share of those assessing certain advantages and disadvantages of telework did. They found a relatively decline in those who believe that teleworking is a possibility to limit unnecessary interaction and small talks; on the contrary during the quarantine, teleworkers highlighted the need for socialization a bit more than before the quarantine.

3. The Hindu (19 may 2020), Work from home is nice but office wants you back

This article states that India lacks reliable power supply, which is not conductive for companies working on mission critical projects, second data leaks are distinct possibility and hence a deterrent to allowing employees to work from home .data security and client privacy issues are deal breakers for companies in the banking, financial services and insurance (BFSI) sector.

4. Forbes (May 17 2020), When home becomes the work place: mental health and remote work.

This article states that millions are being forced to not only WFH but stay at home. Even in normal times the impact of loneliness and isolation should not be understand; research has shown that it can be "twice as harmful to physical and mental health as obesity. A 2019 survey by cloud infrastructure company Digital Ocean found out that 82% of remote tech workers in the US felt burnt out with 52%reporting that they work longer hours than those in the office .and 40%feeling as though they needed to contribute more than their in-office colleagues.

5. Alison Pennington and Jim Stanford (April 2020), Working from home opportunities and risks Working from home is not a panacea for COVID-19 crisis.

According to Alison Pennington most Australian workers cannot conceivably do their jobs from home. They will require strong income protection to maintain their financial stability and protect their health (especially so they're not compelled to continue perform normal out-of-homework despite the associated health risk).those who cannot work from home more likely to have lower and more variable incomes even before the pandemic .recent governments announcement of extra income support and wage subsidy programmes are welcome in this regard, but they must be extended to all workers.(including casuals and foreign visa workers).

6. Younghwan song, jia Gao (November 2018), Does telework stress employees out? A study on working at home and subjective well-being for wage/salary workers.

According to young Hwan song it's found that compared to working in the official workplace working from home is associated with the lower level of net affect and a higher probability of having unpleasant feelings, both of which are aggregate measures of affect .in comparison to working in the workplace telework increases stress regardless of whether it is done on weekdays or weekends/holidays. The only beneficial effect is that telework reduces tiredness on weekdays.

7. Lee stadlander, amy sickle, Lori la civita, Martha Giles (2017), Home as workplace: a qualitative case study of online faculty using photovoice.

According to lee stadlander and others virtual workers may find more work satisfaction by either separating their work area from the family home area or establishing separation by time .understanding needs of virtual workers provides employers with an opportunity to help new employees set up a controlled or secure work environment and better care ,for themselves which may result in higher job satisfaction and productivity .employers may be able to decrease the loneliness experienced by online faculty by establishing virtual communities where faculty can interact on a daily basis.

8. Kira rupietta, Michael Beckmann (December 2016), Working from home-what is the effect on employee's effort.

According to Kira and Michael Empirical analysis shows that working from home has a statistically significant positive effect on work effect. Empirical results also hold in the IV estimation. furthermore, we find that employees, who can work from home more frequently provide higher work effort than employees, who only stay very infrequently at home or always stay in the office.

9. A.M. Dockery and Sherry bawa (2014), is working from home good work or bad work? Evidence from Australian employees

According to Dockery and sherry the descriptive analysis suggest that ,in just over a decade of the HILDA survey, there has not actually been any increase in the incident of employees working from home .if anything there has been a slight decrease in the proportion of employees working any hours or ,more per week in the home has remained static .these findings for Australia seem to be in contrast to the impression painted in the international literature of growing incident of teleworking and telecommuting .those who work from home report working a substantial number of hours in the home-around one day a week –and this has also remained relatively stable over time.

10. James Liang, john Roberts, zhinchun jenny ying. (March 2013), Does working from home works? Evidence from a Chinese experiment.

According to James, john and jenny they have found a highly significant 13%increase in performance from home working of which 9%was from working more minutes of their shift period and 4% from higher performance per minute. Home workers also reported substantially higher work satisfaction and psychological attitude scores and their job attrition rates fell over by 50%.

11. Angela shin-yih Chen (January 2009), the effect of organizational change on team

According to Angela and Chen this research has practical implications for managers or organization that is undergoing organizational change.by identifying the relationship of independent and dependent variables the managers and organization can better understand the process of organizational change and find way to enhance staff of the organization and improve employee performance and job satisfaction.

12. Lynn Holdsworth (October 2003), the psychological impact of teleworking: stress emotions and health

According to Lynn this study supports the proposal by Mann et al.(2000)that teleworking has a significant emotional impact on employees as reports of negative emotions such as loneliness irritation ,worry and guilt were more apparent than with office-workers .teleworkers overall were also found to experience more mental ill health than office workers .again this highlights the proportion by Mann et al that although the implementation of new working patterns may reduce organizational costs ,the quality of working life may not necessarily be improved.

OBJECTIVES

1. To determine the change in salary pattern.
2. To evaluate the opinions of employees about WFH
3. To analyze the work pressure during the WFH
4. To evaluate the willingness of employees to WFH

SCOPE OF THE STUDY

The research is based on the benefits and pitfalls of work from home during pandemic. The survey is based among women and men in mangaluru area.

METHODOLOGY

The questionnaire-based survey is conducted as a major tool in process of data collection for this study. The sample size for data collection was 30. The relevant data are also collected from secondary sources like newspapers, e-journals and websites.

Survey questions:

1. Age.

Age	Respondents	Frequency
18-30	25	83
31-45	5	17
46-60	0	0
Total	30	100%

Source: primary data.

Interpretation:

The table shows that the 83% of respondents belong to the age group of 18-30 and 17% of respondents belong to 31-45.

2. Sector:

Sector	Respondents	Frequency
IT	12	40
Banking	3	10
Teaching	1	3
Manufacturing	3	10
Other	11	37
Total	30	100%

Source: primary data.

Interpretation:

40% of respondents say that they work in IT sector, 16% in construction, 10% in banking, 10% in manufacturing, and 3% of them are in teaching, media, automotive, telecom, safety officer, HR and structural retailor.

3. What percentage of salary has been paid to you before pandemic?

Answers	Respondents	Frequency
76-100	25	83
51-75	2	7
26-50	0	0
0-25	3	10
Total	30	100%

Source: primary data

Interpretation:

From the survey it is known that 83% of respondents are paid with full salary, 10% of them 0-25 and 7% of 51-75.

4. What percentage of salary has been paid to you after pandemic?

Answers	Respondents	Frequency
76-100	17	57
51-75	7	23
26-50	2	7
0-25	4	13
Total	30	100%

Source: primary data.

Interpretation:

Out of 30 respondents it is found that 57% of will get full salary, 23%of them 51-75, 13% of them 26-50.

5. How many hours were you working before pandemic?

Answers	Respondents	Frequency
Less than 8	4	13
8	17	57
More than 8	9	30
Total	30	100%

Source: primary data.

Interpretation:

Majority of the respondents say that they are working 8 hours per day, 30%of them more than 8 hours, 13% of them less than 8 hours.

6. How many hours you are working after pandemic?

Answers	Respondents	Frequency
Less than 8	3	10
8	5	17
More than 8	22	73
Total	30	100%

Source: primary data.

Interpretation:

From the above graph it is clear that 73% of them are working more than 8 hours 17% of them 8 hours and 10% of them are working less than 8 hours per day.

7. How do you feel about working from home?

| Answers	Respondents	Frequency
Highly satisfied	5	17
Satisfied	13	44
Neutral	7	23
Dissatisfied	1	3
Highly dissatisfied	4	13
Total	30	100%

Source: primary data.
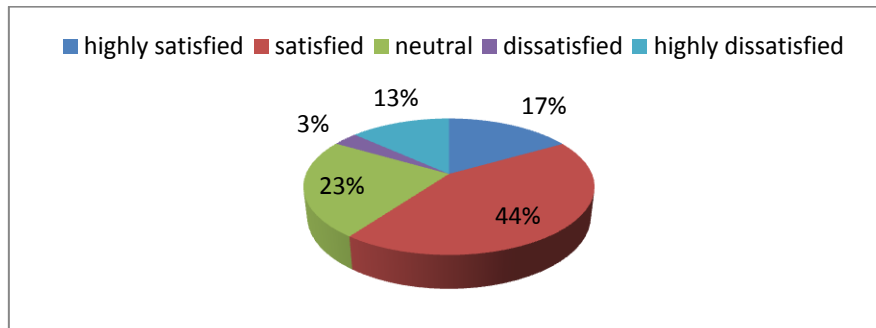
Interpretation:

Out of 30 44%of them are feeling satisfied about their work,23% of them neutral,17% highly satisfied, 13% of them are highly dissatisfied and 3% of them are dissatisfied about their work due to work from home.

8. What are the problems you are facing while working from home?

Answers	Respondents	Frequency
Household work	2	7
Technical issues	20	67
Sharing apartment with others	3	10
Interaction with staff	3	10
Other	2	6
Total	30	100%

Source: primary data.
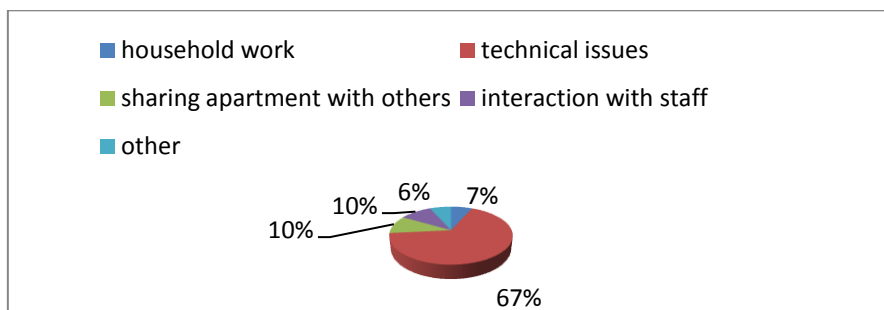
Interpretation:

67% of respondents say that they face technical issue, 10%of respondents have a problem of sharing apartment with others and interaction with staff, 7% of them household work and 6% of them have other problems.

9. Do you take regular breaks?

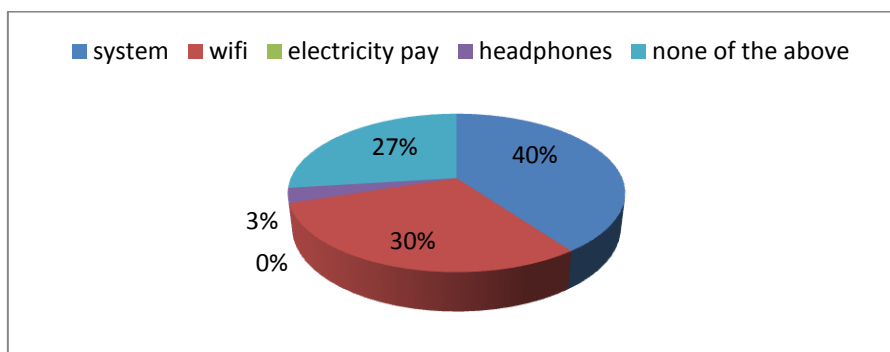| Answers	Respondents	Frequency
Always	2	7
Most of the time	11	37
Sometimes	16	53
Never	1	3
Total	30	100%

Source: primary data.

Interpretation:

53%of respondents say that sometimes they take break, 37% of them most of the time, 7% of them always and 3% of them never.

10. What kind of Facilities Company provided you?

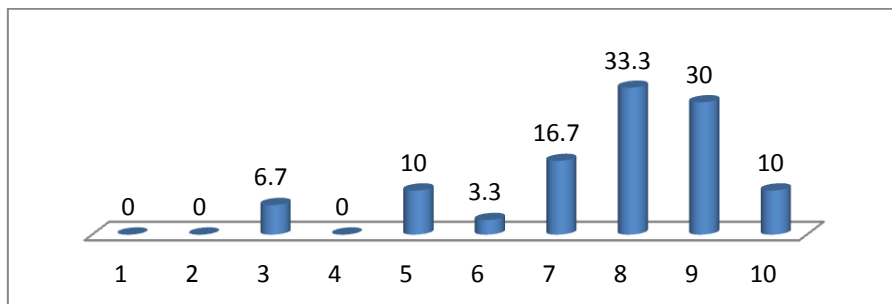| Answers	Respondents	Frequency
System	12	40
WIFI	9	30
Electricity pay	0	0
Headphones	1	3
None of the above	8	27
Total	30	100%

Source: primary data.

Interpretation:

To 40% respondents company gave system, to 30% WIFI, to 27% nothing is given by the company 3% of them with headphone.

11. Rate your overall experience.

| Answers	Respondents	Frequency
1	0	0
2	0	0
3	2	6.7
4	0	0
5	3	10
6	1	3.3
7	5	16.7
8	7	33.3
9	9	30
10	3	10
Total	30	100%

Source: primary data.

Interpretation:

Above table and chart shows experience of respondents ,33.3 of them rated 8,30% of them 9,7 of them 16.7, 10% of them 10 and 5 ,6.7% of them 3,3.3 them 6.

12. Are you practicing any method to reduce stress?

Answers	Respondents	Frequency
Always	4	13
Most of the time	7	23
Sometimes	16	54
Never	3	10
Total	30	100%

Source: primary data.
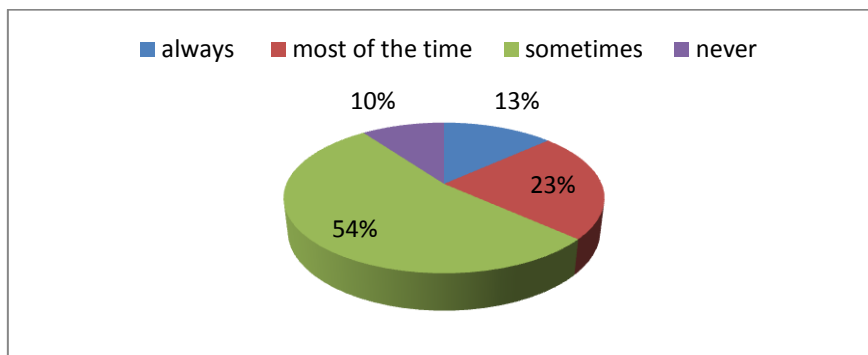
Interpretation:

54% respondents say that sometimes they are practicing any method to reduce stress, 23% of them most of the time 13% of them always and 10% of them never.

FINDINGS

1. Majority 83% of respondents belong to the age group from 18-30.
2. Most of the of respondents i.e. 40% of them works in IT sector.
3. Out of 30, 83% of respondents paid 75-100 of their salary before pandemic.
4. Majority 57% of respondents are paid 75-100 of their salary, after pandemic.
5. Majority 57% of respondents were working 8 hours per day before pandemic.
6. After pandemic 73% of respondents are working more than 8 hours per day.
7. Majority 44% of them are feeling satisfied with work from home.
8. Out of 30 67% of respondents face technical issues while WFH during pandemic.
9. Majority 53% of respondents sometime take breaks while working from home.
10. Out of 30, for 40% respondents company provided system to WFH.
11. Out of 30, respondents 33.3% of them rated 8 as their overall experience while working from home compared to office work.
12. Majority 54% of respondents say that sometimes they are practicing any method to reduce stress.

SUGGESTIONS

1. Need to keep the working hours to 8, to increase productivity and to decrease the work-related pressure.
2. Need to try to pay full salary to employees.
3. Try to solve technical issues.

CONCLUSION

This paper aims at analyzing the benefits and pitfalls of work from home during pandemic in mangaluru. From the survey it is clear that along with benefits there are some pitfalls faced by workers. Such as reduction in salary, extended working hours, technical issues, non-availability of work-related facilities etc. A proper support and motivation from the company can increase the productivity as many of the respondents are willing to work from home after pandemic also. Therefore, company need to take an initiative to understand the problems faced by the employees through online meetings, training and try to satisfy their needs.

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