A Study on Employees' Satisfaction and Perception towards Work from Home During COVID-19

Antima Bansal & Dr. K. Rajagopal
Research Scholar, Symbiosis Centre for Management and Human Resource Development (SCMHRD), Symbiosis International (Deemed University), India

Abstract
Job satisfaction of employee is one of the most important factors when it comes to organization growth. The research on topic "Jobs satisfaction" is being conducted by several researchers and the factors that influence the job satisfaction is researched and reviewed over varied dimensions. One of the recent and contemporary approach is to explore the impact of work from home option (during this COVID-19 pandemic situation) on the job satisfaction of the employees. Due to COVID-19 whole world has already seen unexpected shift of the work place and work force from offices to home in almost all sectors. This also raised many questions around, whether the factors which were influencing the Job satisfaction factors earlier at workplace will hold good for Work from Home (WFH) facility. Main purpose of this study is to find out different influencing factor for employees to get satisfied while working from home. The present study has adopted the descriptive research design to make an analysis of those factors which effects employee's satisfaction specifically while they are in the work from home option mode. The selected area for the study is Pune City. Both primary and secondary data is used for the study. Questionnaire will be framed for the collection of primary data. The Sampling Size for the study is 120 respondents who are working professionals selected using convenient sampling procedure across the business sectors. Appropriate statistical tools and techniques will be used for data analysis. The result of the study shows that the majority of employee were dissatisfied when they are working from home during the pandemic. There are certain critical factors like constant work pressure, prolonged working hours, very few options for interaction with the colleagues and peers, doing repetitive jobs without any break, and pressure from the domestic end in terms of family expectations and family commitments are causing utmost dissatisfaction when the employees are made to work fromhome.

Keywords: Employees satisfaction, Employee perception, Work from home, Factor Influencing.

Introduction of Job Satisfaction

Employee satisfaction is comprising of two words employee and satisfaction which means an employee feels positive, motive, and satisfied towards their work. Employee satisfaction is very essential for any employee. Vroom (1982) defined job satisfaction as workers emotional orientation towards their current job roles. Similarly, Schultz (1982) stated the job satisfaction is essentially the psychological disposition of people toward their work. Wexely and

YUKL (1984) stated the job satisfaction is influenced by many factors, including personal traits and characteristics of the job. To better understand these employee and job characteristics and their relationship to job satisfaction, various theories have emerged. It is obvious if employee is not satisfied with their work so any of the organization cannot achieve target goal. It is a process which show the satisfaction level of employee whether they are happy and unhappy with their job.

As we know very well employees are the backbone of organization. Without a happy employee organization unable to run and operate their function effectively and efficiently. Employee plays a very important role for their organization. It is clear a happy employee gives more contribution towards the organization rather than a unhappy employee. An unhappy employee reduces the organization growth.

Work from home

Working from home has been in the IT Industry since a long time where employees take work laptop/desktop to home and support office work remotely. Employees are not restricted to a central location where they need to come every day in order to work. It was not a possible option in earlier days due to expensive laptops or computing devices, slow internet and telecommunication network and security issues related to transferring of data from employee devices to industrial networks using external devices like flash drives, emails, etc. With the development in technology common people have access to fast internet, good mobile connectivity even at remote locations. Developments like cloud computing also enabled organizations to provide a cheap and more secure alternative connectivity solutions which employees can use to connect to organization networks using VPNs and Virtual Machines from remote locations. Not just the IT sector but other industrial sectors also started to use these technologies to lower their infrastructure cost and allow employees to work in their own comfortable environment.

In most industries WFH was not a preferred and even possible way for their employees as it was not required in the first place due to traditional way or working. Also, it was hard for managers to monitor and manage their employees remotely. With COVID-19 all industrial sectors have seen an unprecedented growth in the requirement of getting employees to Work from Home.

Government guidelines issued to flatten the curve and to reduce the spread forced industries to either shut down or make alternate arrangements for their employees where they can work from remote places and connect through the internet. Working from home has its own advantages but it comes with disadvantages too. Employees get to work in homely and warm environment or from some remote locations but the overall home environment is not suitable for work due to many factors like not having proper workspace setup, unnecessary noises around the house, inadequate lighting, isolated environment, improper communication with peers and leaders. In most cases all of these factors impact productivity of an employee and leads to job dissatisfaction.

Communication with peers and leaders. In most cases all of these factors impact productivity of an employee and leads to job dissatisfaction.

Review of Literature

According to Amble & Kramer (2013) In this study entitled "working from home : A work in progress" Had observed that working from home helping the employees to manage their daily routine work. According to them, employees saved their time. Study also reveal that targets are also completed by its employees on time. This increases the firm productivity because of work from home. This gives more time to employee personal life.

Gajendra and Harrison (2007) In this study entitled 'Challenges of work from home' this study finds out that there are major breakdown and lots of work from home and reveals that work from

home also produce communication gap between the superior and the subordinates. Outcome of the study is that work from home is not happy for an organization.

Crosbie and more (2004) According to their study working from home is not healthy for a modern life. There is careful consideration should be taken from employees by performing work from home. Study revels that work from home is not good for the employees and organization.

Objectives

- To find out the satisfaction level of employees towards work from home. To examine the Employees perception towards work from home.
- To examine the employee's willingness to work from home.
- To investigate the factors influencing work from home during pandemic

Limitations the study

1. The study was lack of responses and review materials.
2. The study was conducted only on IT sector employees.
3. The time period of data collection was limited.

Research Methodology
Research Design

This study is based on the descriptive research design. Descriptive research are those research which describe the whole and specific characteristics of particular group of people.

Sample design and Datacollection

The present study is truly depending on the responses of 120 respondents those are working from home related to IT sectors during COVID-19 pandemic, but after cleaning the data 90 responses were selected for the study. Data is collected from all employees who are involve in working from home since last 9 month due to COVID-19. Primary data is gathered for research in this survey. The structure questionnaire was designed for collecting data from the all employees and 12 working from home related questions which effect employee satisfaction level in negative and positive way. Open close ended questions were designed to know employee satisfaction level.

Data Analysis and Interpretation

Gender of the respondents		
	Count	**%**
Male	49	55.06
Female	40	44.94
Total	**89**	**100**

Interpretation

From the table no 1 show that 45.55% (41) of the respondents were female and 54.55% (49) respondents were mail.

Age of the respondants		
	Count	**%**
25 to 30	40	44.44
31 to 40	34	37.78
41 to 50	11	12.22
51 above	5	5.56
Total	**90**	**100**

Interpretation

From the table no.2 show that 44.44% (40) of the respondents were come under the category of 25 to 30 years, 37.78% (34) of the respondents were come under the cattery of 31 to 40 years and 12.22% (11) respondents were come under the category of 41 to 50 years, and 5.56% (5) respondents were come under the category of 51 above years.

Enjoying working from home		
	Count	**%**
Yes	32	35.56
No	18	20
Very much	8	8.88
Not too much	32	35.56
Total	**90**	**100**

Interpretation

From the above table no.3 show that 35.56% (32) of the respondents totally enjoyed their work from home, and 20% (18) respondents totally dissatisfied WFH and, 8.88% (8) respondents enjoyed very much WFH, and 35.56% (32) respondents were stated that they were not too much enjoyed WFH.

Suitable work space		
	Count	**%**
Yes	39	43.33
No	51	56.67
Total	**90**	**100**

Interpretation

From the above table no 4 show that 43.33% (39) of the employees were stated that they have suitable work space at home and 56.67% (51) respondents stated that they have not suitable work space at home.

Majority of the respondents were pointed out that they didn't have suitable work space at home for carrying work from home.

Employees Spent More Time with their Family While WFH		
	Count	**%**
Yes	62	68.89
No	28	31.11
Total	**90**	**100**

Interpretation

From the above table no. 5 show that 68.89% (62) of the respondents spent more time with their family while working from home and 31.11% (28) respondents didn't spent more time with their family while working from home.

Employees facing problem in connecting to supervisor while WFH		
	Count	**%**
Yes	47	52.22
No	43	47.78
Total	**90**	**100**

Interpretation

From the above table no. 5 show that 52.22% (47) of the respondents had faced problems in connecting to supervisor while WFH and 47.78% (43) didn't face any problems in connecting to supervisor while WFH.

Majority of the respondents were pointed out they faced problems in connecting to supervisor while working from home compare to work at office.

Employees able to concentrate on task while WFH		
	Count	**%**
Yes	30	33.33
No	60	66.67
Total	**90**	**100**

Interpretation

From the above table no. 7 show that 66.67% (60) of the respondents stated that they were not concentrate on task while working from home and 33.33% (30) respondents stated that they were concentrate on task while working from home.

Majorityoftherespondentswerepointedouttheywerenotabletoconcentrateontaskwhilework fromhome.

Employees Having Adequate Communication with Teammates and team leaders		
	Count	**%**
Yes	60	66.67
No	30	33.33
Total	**90**	**100**

Interpretation

From the above table no.8 show that 66.67% (60) of the respondents had adequate communication with teammates and team leaders while WFH and 33.33% (30) respondents had not adequate communication with teammates and team leaders whileWFH.

Employees got help for WFH Transition		
	Count	**%**
Yes	50	55.56
No	40	44.44
Total	**90**	**100**

Interpretation

From the above table no.9 show that 55.56%(50) respondents got help for work from home transition and 44.44% (40) employees didn't get help for work from home transition.

Employees able to reach easily to teammates and team leaders		
	Count	**%**
Yes	56	62.22
No	34	37.78
Total	**90**	**100**

Interpretation

From the above table no.10 show that 62.22% (56) of the respondents able to reach easily to teammates and team leaders and 37.78% (34) of the employees unable to reach easily to teammates and team leaders.

Employees have tools and utilities to do WFH at their usual ability		
	Count	**%**
Yes	35	38.89
No	55	61.11
Total	**90**	**100**

Interpretation

From the above table no.11 show that 38.89% (35) of the respondents had tools and utilities to do WFH at their usual ability and 61.11% (55) respondents had tools and utilities to do WFH attheir usual ability.

Majority of the respondents were pointed out that respondents had not tools and utilities to do WFH at their usual ability.

Employees 10eeling good productivity at home as at office		
	Count	**%**
Yes	48	53.33
No	42	46.67
Total	**90**	**100**

Interpretation

From the above table no. 12 show that 53.33% (48) of the respondents feeling good productivity at home as like office and 46.67% (42) respondents were not satisfied with this statement.

WFH feasible for Employees Dealing with Productivity		
	Count	**%**
Yes	40	44.44
No	50	55.56
Total	**90**	**100**

Interpretation

From the above table no. 13 show that 44.44% (40) of the respondents stated Work from home feasible for employees dealing with productivity and 55.56% (50) respondents stated that Work from home didn't feasible for those who dealing with productivity.

WFH feasible for employees dealing with services		
	Count	**%**
Yes	58	64.44
No	32	35.56
Total	**90**	**100**

Interpretation

From the above table no. 14 show that 64.44% (58) of the respondents stated Work from home feasible for employees dealing with services and 35.56% (32) respondents stated that Work from home didn't feasible for those who dealing with service.

Facing prologed hours during WFH		
	Count	**%**
Yes	65	72.22
No	25	27.78
Total	**90**	**100**

Interpretation

From the above table no. 15 showed that 72.22% (65) of the respondents had faced prolonged working hour during WFH, and 27.78% (25) respondents had not faced prolonged working hour during WFH.

Majority of the respondents pointed out that respondents had faced prolonged working hour during work from home as compare to work at office.

Facing Working Stress During WFH		
	Count	%
Yes	61	67.78
No	29	32.22
Total	90	100

Interpretation

From the above table no.16, 67.78% (61) of the respondents faced working stress during WFH as compare to work At office and 32.22% (29) respondents hadn't faced working stress during WFH.

Majority of the respondents were pointed out that employees faced working stress during WFH as compare to work at office.

Employees preferring after COVID-19		
	Count	%
Work from home	34	37.78
Work at office	56	62.22
Total	90	100

Interpretation

From the above table no.17 showed that 37.78% (34) of the respondents preferred work from home and 62.22% (56) respondents preferred work at office after COVID-19. Majority of the respondents were pointed out that employees will be preferred work at office after COVID-19.

Findings
1. Majority of 90 respondents, 55.06% of the respondents weremale.
2. Majority of 90 respondents 44.44% of the respondents were from 25 to 30years.
3. Majority of 90 respondents, 35.56% of the respondents enjoyed their work fromhome.
4. Majority of 90 respondents,56.67% of the respondents have not suitable work space at home.
5. Majority of 90 respondents, 68.89% of the respondents spent more time with their family while work fromhome.
6. Majority of 90 respondents,52.22% of the respondents had faced problem in connecting supervisor while working from home as compare tooffice.
7. Majority of 90 respondents,66.67 % of the respondents were not able to concentrate on task while working from home.
8. Majority of 90 respondents,66.67% of the respondents had not adequate communication with teammates and teamleader.
9. Majority of 90 respondents, 55.56% of the respondents got help for WFHtransition.
10. Majority of 90 respondents,62.22% of the respondents able to reach easily to teammates and teamleaders.
11. Majority of 90 respondents, 61.11% of the respondents had not tools and utilities to do work from home at their usual ability.
12. Majority of 90 respondents, 53.33% of the respondents feeling good productivity at home at office.

13. Majority of 90 respondents, 55.56% of the respondents pointed that work from home was not feasible for employee dealing with productivity.
14. Majority of 90 respondents, 64.44% of the respondents pointed that work from home was feasible for employee dealing with service.
15. Majority of 90 respondents, 72.22% of the respondents faced prolonged working hour during work fromhome.
16. Majority of 90 respondents, 67.78% of the respondents faced working stress during work from home.
17. Majority of 90 respondents, 62.22% of the respondents pointed that they will prefer work at office than work from home afterCOVID-19

Conclusion

Job satisfaction is a feeling of an employee of doing particular job. To do that job in most productive manner it is required that employee should have a feeling of belongingness to organization and have clear mindset towards his job. Many factors influence job satisfaction and in this studied some of those factors touched to understanding influencing parameters. Numerical parameters are used to derive the conclusion of study. Respondents were given a set of questions which they filled based on their own feeling and conclusion is generalised using response of many such repsondents. Major factor found that are leading to job satisfaction amoung employees are prolonged working hours, working stress, unavailability of suitable workspaces including devices which were usually available at workplace. Due to prolonged working hours employees are not able to give sufficient time to their family and this also leading to increase in stress towards work. Not having suitable workspace is another factor found where employees doesn't have good ergonomically designed desk, proper illuminated workspace, quite discussion rooms for meeting, slow broadband and internet connection. Because of this employees are not able to focus on work and in some cases leading to health issues. Not having drevices like printers, scanner, copier dedicated phone line, fax machine, etc at home also impacting productivity. At workplace these devices are available which can be used for business needs but because of security purpose organisation doesn't allow printing/ coping of official documents at home and employees either need to find an alternative way of doing same work or they plan this activity and complete at official workplace.

Scope of future research

Although the study disclose certain aspects of employees satisfaction of work from home during COVID-19. There are factors for for the further study.
1. Further differentiation between employee satisfaction during COVID-19 work from homeand after COVID-19 work fromhome.
2. To evaluate the factors which affect the job satisfaction level ofemployees.

References

1. (n.d.). Retrieved from businessmanagementidea.com.
2. Ambile, T. K. (July 2013). Working from home: A work in progress. Harvard business review. Bansal, A. (2020). Analytical study of Job Satisfaction(with special reference to Bank of Baroda Gwalior). A.K. Publications.
3. Bhattacharya, M. (July 2020). Working from home and job satisfaction during pandemictime.
4. Crosbie, T. &. (2004). Work-llife balance and working from home. Social Policy and Society.

5. Gajendran, R. S. (2007). The good, the bad, and the unknown about telecommuting: : Meta-analysis of psychological mediators and individual consequences. Journal of Applied Psychology.
6. Khan, A. (2020). A study on customer satisfaction towards Online Shopping. A.K. Publications.
7. Sahid, D. S. (May 2020). Working from home during COVID-19: Employees perseption and experiences.