

OPEN ACCESS

Volume: 11

Special Issue: 1

Month: March

Year: 2024

E-ISSN: 2581-9402

Received: 07.02.2024

Accepted: 11.03.2024

Published: 22.03.2024

Citation:

Rathi, Yash. "A Study on Challenges and Benefits of Remote and Hybrid Work Model from Employees Perspective." Shanlax International Journal of Management, vol. 11, no. S1, 2024, pp. 31–37.

DOI:

<https://doi.org/10.34293/management.v11iS1-Mar.8079>

A Study on Challenges and Benefits of Remote and Hybrid Work Model from Employees Perspective

Yash Rathi

Student, Department of MBA

Dwaraka Doss Goverdhan Doss Vaishnav College, Chennai, Tamil Nadu

Abstract

This research study delves into the multifaceted landscape of remote and hybrid work models, focusing specifically on the experiences and perspectives of employees. As the global workforce undergoes a profound transformation, understanding the challenges and benefits associated with remote and hybrid work arrangements becomes imperative for organizations striving to adapt to the evolving work environment. Through qualitative and quantitative analysis, this study aims to provide insights into the key factors shaping employees' experiences, including the impact on work-life balance, productivity, communication, collaboration, and overall job satisfaction. By synthesizing empirical data and existing literature, this research contributes to a deeper understanding of the complexities inherent in remote and hybrid work models, offering valuable implications for both employers and employees navigating this paradigm shift. The hybrid workplace is a concept on the lips of every industry trend in the world today. With digitalization becoming more normalized across every sphere in the global village. Every workplace needs to maximize and transcend obstacles and innovations to ease into the hybrid workplace. The work from home also becomes more relevant during the pandemic. The study was conducted in Kannura corporate IT company. This research paper focused on understanding the impact of both hybrid and work from home and the various challenges and benefits and also the preference of the employees to the future work model. The study was carried out by primary data with a sample size of 120 employees which were chosen by simple random sampling method. To analyse benefits of Work from home and hybrid work model, to analyse challenges of Work from home and hybrid work model, to analyse the preference of employees in choosing the future work model. Statistical tools used for this data collection are simple frequency analysis, Independent sample T- test, Chi square test, One-way Anova: The finding of the study revealed that the employees are happy with choosing hybrid work model as their future model. The employees can work as per their comfort zone and their comfort place to work.

Keywords: Hybrid Work Model, Work from Home, Challenges, Benefits

Introduction

The advent of remote and hybrid work models has revolutionized the traditional workplace dynamics, offering employees newfound flexibility and autonomy while presenting organizations with novel challenges and opportunities. In recent years, spurred by advancements in technology and shifting cultural norms, remote work has emerged as a viable alternative to conventional office-based arrangements. Furthermore, the COVID-19 pandemic accelerated

this transition, compelling businesses worldwide to adopt remote and hybrid work practices to ensure continuity amidst unprecedented disruptions. While these models offer numerous benefits, they also pose unique challenges, ranging from technological limitations to issues related to employee engagement and well-being. Since workers are the backbone of every firm, it is crucial to examine these dynamics from their point of view in order to obtain a thorough grasp of the remote and hybrid work landscape. By analyzing the drawbacks and advantages of remote and hybrid work models and illuminating the variables affecting workers' perceptions and experiences, this study aims to close this gap.

People who work from home, or from any other location other than the designated workspace, do so for compensation supplied by their company.

Working from home is having lots of use in recent years. Since the growth of the networking from home indicates the employee can finish their work with in their own premises. Work will be done remotely. It depends on teleworking/ telecommunicating arrangements where an employee does not require staying during the business hours with their. Through working from home you can have free access towards a specific job through fewer interruptions from fellow employees in the office and communication time is also wider. The word „ Hybrid is not a novel one. It has seen diverse use over the years in different representations. In more recent times, hybrid is used to describe a whole new features.

After the Great Plague spread to Cambridge in 1665, Newton withdrew to his country residence and worked there for the next ninety days. He created his theories on calculus, optics, and the law of gravitation during this period, which profoundly altered the course of science for decades. This was the most prolific phase of Newton's life, according to him. Is working from home really the secret to scientific productivity in the current era? Is there a way to maintain a work-life balance while working without interruption from coworkers? What aspects of one's life and career affect how productive one is when working from home? These are the principal inquiries that this study seeks to address. The Covid-19 outbreak offers a distinct and The Covid-19 epidemic offers a rare chance to thoroughly examine the effects of working from home.

In today's environment, working remotely is becoming more and more of an option. Numerous, somewhat overlapping terminology, including telecommuting, telework, virtual offices, remote work, and location independent working, have been used to study the issue.

Objectives

- Identify the key challenges faced by employees in remote and hybrid work settings, such as issues related to communication, collaboration, work-life balance, and technological limitations.
- Explore the perceived benefits of remote and hybrid work models from the perspective of employees, including increased flexibility, reduced commute times, and improved job satisfaction.
- Examine the impact of remote and hybrid work arrangements on employee productivity, engagement, and overall well-being.
- Investigate the factors influencing employees' attitudes and perceptions towards remote and hybrid work, such as organizational culture, leadership support, and individual preferences.
- Assess the effectiveness of existing support structures and communication mechanisms in addressing the challenges associated with remote and hybrid work models.
- Identify best practices and strategies for optimizing remote and hybrid work arrangements to enhance employee satisfaction, retention, and performance.
- Explore the potential implications of remote and hybrid work models for organizational culture, team dynamics, and talent management strategies.

- Provide actionable recommendations for employers and policymakers to improve the implementation and management of remote and hybrid work models, based on empirical evidence and employee feedback.
- Contribute to the existing body of knowledge on remote work dynamics by synthesizing empirical data and insights from the employee perspective.

Methodology

A mixed-methods approach will be used to examine the drawbacks and advantages of remote and hybrid work models from the viewpoint of the employee. The collection of qualitative data will be conducted via semi-structured interviews with workers from several industries and organizational contexts. Allowing for in-depth exploration of their experiences, perceptions, and coping strategies. Additionally, quantitative data will be gathered through surveys distributed to a larger sample of employees, enabling the identification of overarching trends and correlations. The integration of qualitative and quantitative findings will provide a comprehensive understanding of the factors shaping employees' attitudes towards remote and hybrid work, facilitating the development of nuanced insights and actionable recommendations.

A research methodology is an outline of how a given piece of research is carried out. It defines the techniques or procedures that are used to identify and analyse information regarding a specific research topic. A. Research Design The research design used here is "Descriptive research" which uses surveys with close ended and open ended questionnaire. The structured questionnaire contains demographic profiles of employees and the benefits and challenges of WFH and Hybrid work model.

Method of Data Collection

This study is conducted based on both primary and secondary data.

Primary Data

Primary data is the data that is collected by the researcher from first-hand sources, using methods like surveys. This study collects data using various questionnaire through surveys from employees in SRV INFOTECH.

Secondary Data

Data that has previously been gathered from primary sources and is easily accessible for researchers to use for their own research is known as secondary data.

Review of Literature

The literature on remote and hybrid work models encompasses a broad array of topics, reflecting the diverse range of issues inherent in this evolving paradigm. Studies have highlighted the benefits of remote work, such as increased flexibility, reduced commute times, and enhanced work-life balance. Additionally, research indicates that remote work can lead to heightened productivity and job satisfaction, provided that appropriate support structures and communication mechanisms are in place. However, challenges associated with remote work, including feelings of isolation, difficulties in collaboration, and blurred boundaries between work and personal life, have also been documented. Moreover, the transition to remote work poses technological and logistical hurdles, necessitating investments in infrastructure and cyber security measures. Hybrid work models, which combine elements of remote and in-office work, offer a middle ground for organizations seeking to balance the advantages of remote work with the benefits of face-to-face interaction. Nevertheless, implementing hybrid arrangements requires careful planning and clear communication to mitigate potential disparities and ensure equitable treatment of all employees.

The literature on the challenges and benefits of remote and hybrid work models from the employee perspective spans various disciplines and encompasses a wide range of topics. Researchers have examined the impacts of remote and hybrid work arrangements on employee productivity, satisfaction, communication, collaboration, and work-life balance.

Numerous studies have highlighted the benefits of remote work for employees, including increased flexibility and autonomy. According to research by Allen et al. (2015), employees who work remotely report feeling more satisfied with their jobs and are less likely to plan to leave. Golden and Veiga (2008) have pointed out that by enabling workers to more effectively balance their personal and professional obligations, remote employment can improve work-life balance and job satisfaction.

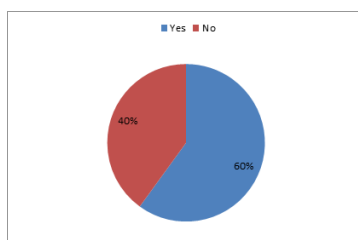
However, remote work also presents challenges for employees, particularly regarding communication and collaboration. Research by Grant et al. (2013) identified communication breakdowns and feelings of isolation as common issues experienced by remote workers. Similarly, a study by Gajendran and Harrison (2007) found that remote workers often struggle to build rapport and maintain relationships with colleagues, which can negatively impact teamwork and innovation. The COVID-19 pandemic has further underscored the challenges and benefits of remote work for employees. Research by Kowalski et al. (2020) highlighted the rapid transition to remote work during the pandemic and its effects on employee well-being and productivity. Similarly, a study by Tavares et al. (2021) examined the experiences of employees working remotely during the pandemic, emphasizing the importance of social support and organizational support in mitigating the negative effects of remote work on employee mental health.

Hybrid work models have become more and more common in recent years as businesses try to find a balance between flexibility and teamwork. These models mix aspects of in-office and remote work. Research by Bloom et al. (2014) suggested that hybrid work arrangements can lead to higher levels of job satisfaction and employee engagement compared to fully remote or fully in-office work models. However, the successful implementation of hybrid work models requires careful planning and consideration of factors such as team dynamics, technology infrastructure, and communication protocols (Straub, 2020).

In summary, the existing literature highlights the complex interplay between the challenges and benefits of remote and hybrid work models from the employee perspective. While remote work offers increased flexibility and autonomy, it also poses challenges related to communication, collaboration, and social isolation. Hybrid work models represent a potential middle ground, however, careful consideration of business culture, technology infrastructure, and employee preferences is necessary for their successful deployment. This review of literature provides valuable insights into the factors shaping employees' experiences and perceptions of remote and hybrid work arrangements, informing future research and organizational practices in this rapidly evolving landscape.

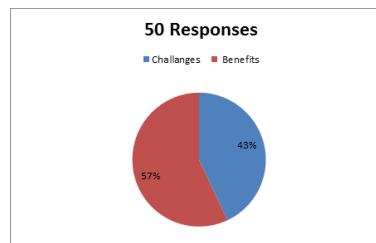
Data Interpretation and Analysis

Are you Happy with Remote & Hybrid work Model as a Employees.

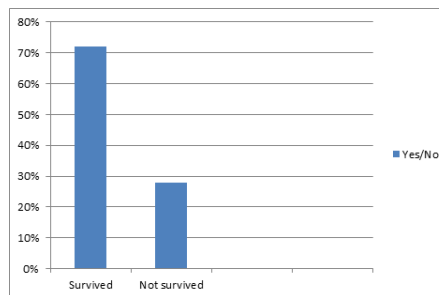


50 responses

According to you Personally as a Employee what Mainly you Feel more in Hybrid Work Model



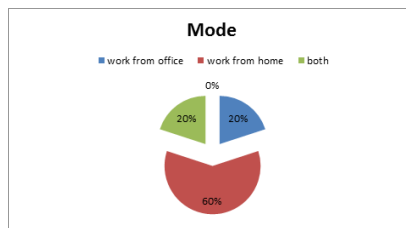
During Covid 19 you Survive with the Hybrid Mode or Remote



Interpretation

73% of employee survived remote during covid, Where 28% of employee not.

As a Employee During Covid and Post Covid-19 which Mode you Feel more Comfort and Better to Work



Findings

- 60% of employees are happy in hybrid work or remote
- 40% of employee are not satisfied
- 57% of employees feel hybrid mode as benefit where 43% of employees feel as challenge.
- 73% of employees survived during covid in hybrid mode as work
- Where 28% of people not survive due to connectivity.
- 60% of employees feel comfort to do the work work from home, where 20% of people prefer work from office and 20% of people prefer both.

Results

The results of a study on the challenges and benefits of remote and hybrid work models from the employee perspective could encompass a range of findings, providing insights into various aspects of employees' experiences with these work arrangements. Some potential results might include:

1. Identification of Key Challenges: The study may identify specific challenges that employees encounter when working remotely or in hybrid arrangements. These challenges could

- include difficulties in communication, feelings of isolation, technological limitations, blurred boundaries between work and personal life, or challenges in maintaining team cohesion.
2. **Perception of Benefits:** The research may reveal the perceived benefits of remote and hybrid work models from the employee perspective. This could include increased flexibility, reduced commuting time and costs, improved work-life balance, and enhanced autonomy in managing work tasks.
 3. **Impact on Productivity and Job Satisfaction:** The study could assess the impact of remote and hybrid work models on employee productivity and job satisfaction. Findings might indicate whether remote work leads to higher levels of productivity due to reduced distractions or if it hampers productivity due to communication challenges or lack of access to resources.
 4. **Communication and Collaboration Dynamics:** Results may shed light on how communication and collaboration dynamics change in remote and hybrid work settings. This could involve examining the effectiveness of different communication tools and strategies, as well as identifying barriers to collaboration and potential solutions.
 5. **Work-Life Balance and Well-being:** The research might uncover insights into how remote and hybrid work models affect employees' work-life balance and overall well-being. This could include factors such as the ability to disconnect from work outside of designated hours, stress levels, and satisfaction with work arrangements.
 6. **Preferences and Satisfaction Levels:** The study could explore employees' preferences regarding remote, hybrid, or in-office work, as well as their overall satisfaction with their current work arrangements. This could provide valuable information for organizations seeking to tailor their policies to better meet employees' needs and preferences.
 7. **Organizational Support and Resources:** The findings may reveal how much people believe their organizations have to provide in terms of resources and support for remote and hybrid work. This could include regulations about remote work, training opportunities, flexible work schedules, and technological access.
 8. **Challenges and Opportunities for Improvement:** In light of the results, the study may identify particular issues that workers confront and make recommendations for possible solutions. This could entail suggestions for boosting teamwork, facilitating communication, promoting worker wellbeing, or making the best use of technology.

Recommendation

Based on the findings of the study on the challenges and benefits of remote and hybrid work models from the employee perspective, several recommendations could be made to organizations looking to optimize their remote and hybrid work policies and practices:

Develop Clear Communication Protocols: Establish clear guidelines for communication in remote and hybrid work settings, including preferred communication channels, response times, and expectations for availability. Employees should receive training on efficient communication techniques and resources to promote smooth teamwork.

Encourage a Culture of Trust and Accountability: Create an environment where workers are empowered to oversee their workload and carry out independent tasks. Prioritize results over hours worked, and evaluate and incentivize employees according to the accomplishment of their goals.

Invest in Infrastructure and Technology: Make sure staff members have access to the tools they need to do their jobs well in hybrid and remote work settings. This entails offering dependable internet connectivity, safe remote access to business processes, and suitable tools and software for communication and teamwork.

Encourage a work-life balance: Adopt procedures and regulations that assist workers in balancing their personal and professional lives, such as flexible work schedules, set break times, and support for drawing boundaries between one's personal and professional lives. Offer tools and assistance to help people manage their stress and preserve their wellbeing.

Facilitate Social Connection and Team Building: Create opportunities for social connection and team building among remote and hybrid teams to foster a sense of belonging and camaraderie. This could include virtual team-building activities, regular check-ins, and informal social gatherings.

Conclusion

In conclusion, the study on the challenges and benefits of remote and hybrid work models from the employee perspective provides valuable insights into the multifaceted dynamics of modern work arrangements. This research adds to a better knowledge of the advantages and disadvantages of remote and hybrid work models by thoroughly examining the experiences, opinions, and preferences of employees. And son

References

1. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC9690707/#:~:text=There%20is%20abundant%20research%20on,productivity%20%5B30%2C31%5D>.
2. https://ijaem.net/issue_dcp/A%20Study%20on%20Challenges%20and%20Benefits%20of%20Remote%20and%20Hybrid%20Work%20Model%20from%20Employees%20Perspective.pdf
3. <https://www.sciencedirect.com/science/article/pii/S2589791821000165>

Reference by Authors

1. Aczel, B., Marton Kovacs, Tanja van, & Barnabas . (2021). Researches working from home: Benefits and Challenges. PlusOne,1- 13.
2. Antoni, W., & Bohdan. (2022). Remote, Hybrid, and On site Work during the SARSCoV-2 Pandemic and the Consequences for Stress and Work Engagement. International Journal of Environment Researchand Public Health, 1-22.
3. Baker Sir D. (2021). The Future Of Work is Hybrid - Could Covid be the Catalyst for Organisations to Implement a Hybrid Workplace Model? KTHVETENSKAPOCHKONST,1-64.
4. Beno, M. (2021). On site and hybrid workplace culture of positivity and effectiveness: case study from Austria. Academic journal of inter disciplinary studies, 331-339.