

COVID-19: Work from home challenges faced and tackled by the employees during pandemic

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OBJECTIVE

To Study the challenges faced and tackled by the employees in working from home during COVID-19 pandemic.

KEYWORDS

COVID-19, Telecommuting, Remote working, Women employees, Technological advancement, Work-Life balance, adaptability and Profitability.

ABSTRACT

The Pandemic started from a city of China named Wuhan. The COVID-19 erupt was first observed on 17th November 2019. The person who got infected with Coronavirus first time and transformed into the source of this communicable infection was a fifty-five years old individual who is a resident in the Hubei locale. This started to spread when the individual communicated with a couple of individuals at a fish market. By and by the entire globe is experiencing pulverization and encountering prosperity and monetary crises.

This covid-19 disease spreads basically through minute droplets by hacking and wheezing. Notwithstanding, by and by it has been shown that it is an airborne illness that can be spread through taking in polluted air. At present there is no immunization or treatment for Covid-19. Experts are managing people with various techniques like Plasma treatment, serum treatment, by mix of various enemy of disease specialists. In any case, there are numerous preliminaries proceeding to assess possible treatment. However, there are many ongoing clinical trials evaluating potential treatments.

It is getting more typical for relationship to offer their agents the option to work from home for various reasons, for instance, reducing office rent costs, changing work life for the labourers and saving time on driving (Adam G, (2020). Working from home elective has gotten hugeness with the seclude period during pandemic Covid-19 similar number of countries apply physical distancing framework to avoid the pandemic. Thusly working from home has gotten the primary choice for specific delegates. As one of the primary business factors for affiliations is the benefit of their agents, it is basic to check whether working from home affects effectiveness (Shafizadeh, KR, Mokhtarian, PL, Niemeier, DA and Salomon, I, 2000)

The reliance of various highlights of society on advancement and online stages has grown dramatically during the COVID-19 pandemic. The pandemic has affected almost all the sectors and Industries including the medical services area, Information Technology, retail, travel, food,

and government organizations. The current situation has taught us the importance of technological advancement and maintain a hybrid culture. The recognitions made over the latest a half year made us to understand the significance of innovative headway. Presently all the areas began following similar particularly instructive foundations. This norm offers numerous advantages to workers and organizations the same: Employees gain adaptability, evade long drives (which fundamentally enables work fulfilment), and stay liberated from office interruptions, while organizations save money on office the board costs and can source top ability from over the globe. Obviously working from home stances numerous preferences consistent with the necessities of the cutting edge work environment. Despite the fact that telecommuting can make life simpler from the outset, it can really have negative impact to workers' emotional well-being. People are social animals, and working without seeing anybody can cause representatives to feel cut off.

Research carried out during pandemic circumstances has shown that It has produced a scope of difficulties for employees who are working from home are not able to pay sufficient attention to their family. Nonetheless, doubtlessly specific difficulties are faced by working women as they need to look at their family and doing household chores. A statistical data by World Economic Forum has revealed that 9.8 million employees in U.S are working from remote locations and from their home. That enabled the office to invade their personal lives and made drastic changes into their daily routine and harmonious way of living. Working remotely can likewise cause tension. An ongoing report finished up the absence of close contact blocks three key fixings in any viable working relationship: The development of trust, association, and common reason. Far off representatives are bound to battle with workplace issues, stress associates are expressing awful things behind their backs and entryway against them (Akbar, MA, Bauw, A, Hamid, MA, Irawan, A, Mustajab, D and Rasyid, A, 2020)

A typical finding is that females will undoubtedly finish more local commitments while working deftly, however men will undoubtedly coordinate and develop their work circles. For example, that capable men with and without children, and females without kids, seem to fabricate their unpaid additional time hours, especially when they have more order over their plans, yet capable women with adolescents don't. Verifiably, organization rehearses that expansion adaptability with the point of encouraging a superior work-life balance have not really brought about expanded progression of ladies to senior levels. The advantage has just been exceptional maintenance of ladies at lower the executive levels. Where they need to cater the professional world as well as those who are dependent on her at home.

The research results show that work from home culture has an impact on profitability of the workers. While impacts of a portion of the components are either sure or negative, the impact of a portion of the elements rely upon the qualities and disposition of the representatives and the conditions.

LITERATURE REVIEW

In this section, the background of research is mentioned, meanings of the keywords are given, the advantages and the downsides of remote working are mentioned. It included the explanation why various words and expressions are utilized in various articles to allude to a similar idea. The advantages and the disadvantages of work from home are specified about independently from both the representatives and the associations' perspective.

The meaning of "telecommuting" proposed by the International Labor Organization (ILO) in 1990 is by all accounts the most acknowledged definition: "A type of work in which (a) work is acted in an area far off from a focal office or creation offices, subsequently isolating the laborer from individual contact with associates there; and (b) new innovation empowers this division by encouraging correspondence" (Ruiz and Walling 2005, as referred to in Beño 2018:27).

In this paper, the expression "telecommuting" is utilized as it is unequivocally what the investigation is worried about. The expressions "telecommuting" and "far off work" are not liked, as they can be acted in any area aside from the workplace of the association and not really at home.

The expression "working from home" isn't liked, either, as it has two sorts, just one of which is worried about this examination. Because of the thorough investigation done in the research paper (Esra Thorstensson,2020). It very well may be inferred that work from home impacts efficiency of the representatives. Some portion of the variables of telecommuting practice have positive impacts on the efficiency, some different components have negative impacts. Also, there are some different variables, the impacts of which rely upon the qualities and disposition of the representatives and the conditions (Lupu VL 2017).

All the businesses are meant to get profit through their business model and execution of their services and selling products. Sudden fall in the revenue and increasing cost may affect the pay-scale of the employees. (Banting, Sharpe, and StHilaire, 2002; Kuegler, Schoenberg, and Schreiner, 2018). Efficiency can be expanded by improving degrees of worker prosperity. Working conditions might be intensified and efficiency development may decrease representative prosperity when under tension (Jackson, 2017; Mair, Druckman, and Jackson, 2018). The psychological points of view suggest that astoundingly raised degrees of natural motivation are separate by such strong premium and commitment in the work, and by a serious ideal match of undertaking unpredictability with capacity level, that people experience a type of mental "stream," a sensation of uniting with the development they are doing. It is proven that the external motivating factors such as some incidents has enormous ability to influence people.

The research done by Prettysha Curtis, 2020 finishes up the time the board as a wellspring of self-inspiration for expanding efficiency during telecommute and fortifies administration abilities through setting a model, and information sharing as a rousing element for others in expanding profitability while telecommuting. The current investigation uncovers a high respect to nature and connections during pandemic occasions instead of a negative methodology towards it. The current examination brought to surface dependence on screen time as a significant test being looked in telecommuting followed by keeping youngsters occupied with exercises as kids also were under secured at home during the pandemic. Errands like cleaning and cooking additionally influenced profitability during telecommute (Prettysha Curtis, Prof. Seema Rani B.N, Dr. Jayashamkar Reddy K, 2020).

The Covid19 pandemic is a once in an age insight, and it has surely pressurized numerous individuals into uncommon changes. Unquestionably, the circumstance had made most associations and representatives direct their work in an unexpected way, particularly to work from the boundless limits of their homes for business endurance during the MCO (Movement Control Order). Because of the time interval included, the execution of the MCO was one approach to grasp numerous unforeseen results. The pandemic is the first of its kind all through the world, and it had made many testing issues, and caused numerous to endure intellectually and mentally. More or less, it very well may be said that this experience had made us fully aware of numerous issues one of which is the mental effect caused to workers. Hitherto, such a condition is an unexplored region, however this paper has given a little window into taking a gander at how one representative telecommuting needed to bear different issues, for example, IT specialized issues, imparting workspace to family, and having interruptions while keeping up her psychological prosperity. In light of this info, it is subsequently, worth recognizing that such a circumstance needs more clarity of mind, thus a working blueprint which can offer the best of SOPs would be helpful.

Creating a harmony among work and home life is doubtlessly an objective worth seeking after. In retrospection, representatives likewise need to construct their separate structure and examples for telecommuting to decrease any imperatives forced by their work-from-home requests. It appears to be evident that if safety measures were not taken to relieve the beginning, the mental effect may drive forward making more workers experience the ill effects of their psychological prosperity. Due to which we should have a close watch on employee's health.

RESEARCH METHODOLOGY

The methodology has been followed by a cross-sectional, observational investigation brought out in India through snowball testing method. Google forms are used to build up an online semi-organized survey with an agree structure added to it. The connection of the survey was sent through LinkedIn, Facebook, messages, WhatsApp and through g-mail to the respondents. The

members were allowed to mention the overview to whatever number individuals as would be prudent. In this way, the connection was sent to individuals separated from the main purpose of contact, etc. Tapping on the connection drove the members to fill consent to take an interest in the study for this investigation. A progression of interview at that point showed up consecutively for the member to reply.

Since the data collection was an online research, members with admittance to the web could partake in the survey. The survey was conducted with the members who were working from home during the lockdown and held a salaried situation in different global organizations. We had the option to gather information from across different conditions of India. The socio-segment factors included age, sexual orientation, conjugal status, number of kids and their assignment at work environment was gathered.

The survey questionnaire has been designed by using Likert Scale and subjective questions. Five point parameters are used to rate the feedback such as:

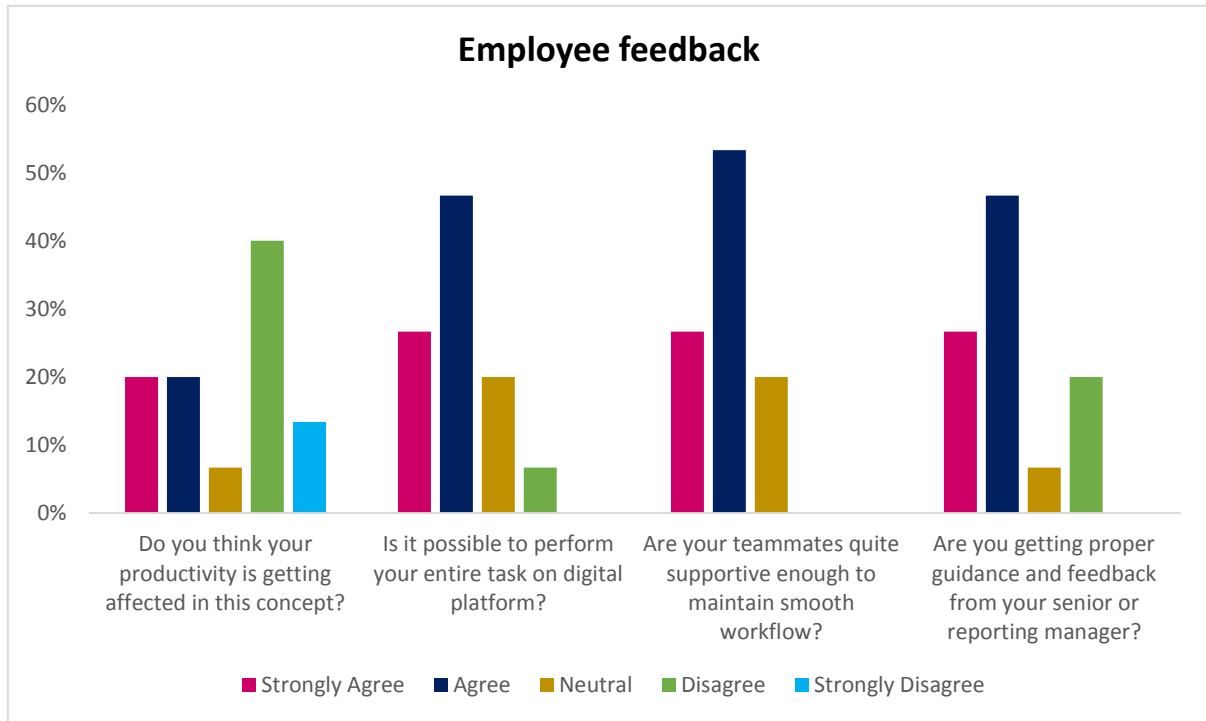
- i. **Strongly Agree**
- ii. **Agree, Neutral**
- iii. **Disagree**
- iv. **Strongly Disagree.**

Whereas the subjective questions were designed to get responses in paragraph or short note type answer. The data collection done by using Protocol analysis that is through telephonic interview and using Google forms.

The questionnaire was created by the students using Google forms, was intended to gather data about Productivity during work from home, characteristic inspiration, spurring others and difficulties looked during work from home that influenced profitability only in pertinence to telecommute during the COVID-19 pandemic. The survey was planned with various decisions. Illustrative insights have been utilized in the examination to break down the discoveries and to appraise the aftereffects of the investigation.

STATISTICAL INFERENCE

A quantitative semi organized poll with various decisions was shared online with the members who consented to partake in the investigation. An aggregate of 250 members topped off the survey. Engaging measurements was utilized to break down the discoveries and to appraise the consequences of the examination.



Graph 01: Work from home experience of employees

By the above-mentioned table, we can say that the employees who are working from home are still facing some issues regarding the support given by their respective organizations. But there are some organizations who are supporting their employees with proper facilities. As, 40% of employees agreed that they have flexible working hours and they are more comfortable in working from home. Likewise, other 40% employees also mentioned that they are quite comfortable to work in presence of their family members. Whereas, 42% employees agreed that they are not getting sufficient time for break during work from home. This mainly include female employees, those who are married or have kids. They have to look at their families as well as office chores, due to which they are not getting satisfactory break time for themselves.



Graph 02: Feedback of the employees who are working from home

By the above-mentioned table, we can say that most of the employees are getting accustomed with the concept of work from home. As, 40% of employees agreed that their productivity is same even in remote working culture. But contradict to the fact there are other 40% of employees who said their productivity is getting affected while working from home. On an average 49% employees agreed that it is possible to perform their task digitally in this pandemic situation. Moreover, they are getting a good support from their manager and teammates to execute their task smoothly.

TEXT ANALYTICS

A word cloud is a peculiarity visual depiction of text data, usually used to outline catchphrase metadata on destinations, or to picture free edge text. Names are typically single words, and the importance of each word shows up with text size or concealing. The word that has more frequency and occurred mostly, showed in bigger letters.

EMPLOYEE RESPONSE

1. The inconvenience that employees are facing while working from home.



Fig 1: Employee feedback- Word cloud - Issues

The occurred word cloud shows that there are many employees who are facing multiple issues while working from home. As, due to this pandemic situation mostly people are working from home that has disrupted their personal life. Secondly they are also facing internet and technical issues that is interrupting their workflow.

2. Training required by the employees



Fig 2: Employee Feedback – Word cloud – Training Need

The occurred word cloud shows that majority of employees need technical training related to their respective profiles. As every industry is trying to transform their business on digital platform to execute their functions remotely. So, if the human resources gain the technical skills that will make their task easier.

3. Support that employees are expecting from their organization and Seniors.



Fig 3: Employee Feedback - Word Cloud – Employee expectation

The word cloud generated illustrates that most of the employees are expecting Support and guidance from their respective organizations and their seniors. Also they want a proper work life balance where they can manage their office task as well as their household work.

CONCLUSION

The aim of the research is to know how employees are facing issues during work from home and how they are tackling with those hurdles to maintain their productivity. In response they are also expecting some support and guidance from the organization and a cooperation from their team members for smooth workflow.

As, specially the female employees are facing issues in maintaining work life balance because they are not getting proper break to manage their household chores and take care of their family. That is somewhere affecting their productivity whereas, there are some employees who get accustomed with the concept. So, to improve the productivity and maintain their work performance the organization should also provide them some support for example- proper break time, moral and technical support, skill upgradation, on time salary, proper working hours, periodically feedback. These things may help them to perform better even if they continue to work remotely.

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