

WORK FROM HOME DURING COVID-19 PANDEMIC: EMPLOYEES PERCEPTION AND EXPERIENCES

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ABSTRACT

Nowadays stress is a common word used in day to day life. With the spread of the corona virus, many states have issued stay-at-home orders, and many companies have mandated that employees work from home to help stop the spread of COVID-19 between members of your staff with other employees and their families. In this research find out employee work from home stress complicates during Covid-19 Lockdown. The primary data were collected through structured questionnaires from 454 respondents using Google form. Data were processed and analyzed by the Statistical Package for social science. A chi-square test was used to investigate the level of association among variables at the significance level of $p < 0.05$. This study to find out the Employees Work from Home during COVID -19 special references to Chennai, Calicut, Malappuram, Bangalore and Delhi City

Keywords: COVID-19, Work from home, Employee perception, Work life balance, Workplace stress.

1. Introduction

The COVID-19 crisis, declared as a pandemic by the Director General of WHO on 11.03.2020, in addition to having a significant and highly disastrous impact on the lives of people world over, has had and will continue to have an apparent and heavy influence on all industries, globally (Srinivasan, V., and Srinivasan, V, 2020) Common signs of infection include respiratory symptoms, fever and cough, shortness of breath and breathing difficulties. In more severe cases, the infection can cause pneumonia, severe acute respiratory syndrome, Lungs failure and even death(Kumar Chaudhary, R. ,2020) The outbreak of the covid-19 pandemic which has already been declared as a 'notified disaster' has created a severe stress situation practically for most sectors of the Indian

economy(<https://cfo.economictimes.indiatimes.com>) During the corona-virus disease 2019 pandemic, many people refrained from going out, started working from home (WFH), and suspended work or lost their jobs, and these lifestyle changes could affect their mental health(Sato, K et al ,2020)The Corona virus (COVID-19) pandemic has led to the biggest number of employees globally bound to work remotely(Ahmad, T,2020)The work from home is the new dimension evolved with the outbreak of COVID-19. It is a flexible task based work culture approach supported by an information communication system(Koirala, J., & Acharya, S.,2020) Moreover, India came out top with over 41 per cent of workers citing the lack of separation between work and personal life as negatively impacting their

wellbeing, resulting in increased stress levels (Pti,2020).

2. Literature Review

Selamet, J (2020) Physical activity levels have been declining since the COVID-19 outbreak due to social distancing and working from home. With respect to the modifiable risk factor of work-from-home (WFH) workers' physical inactivity, the present study seeks to develop a physical activity initiative for them during this global pandemic. Koshle, H. et al (2020) How to keep the workforce safe from Covid-19 without disrupting business is that the key concern before Indian startups today. Not surprising, given the rampaging disease, the country's subpar internet infrastructure, and looming cyber security threats. Jasmine, C. A (2020) Today the economic impact caused by Pandemic COVID-19 has enormous influence. Many business sectors were chaosted by the COVID-19 pandemic, inevitably they had to cut their employees' salaries or even lay them off. The tourism sector was the hardest hit and felt the consequences of this 19th Pandemic COVID. Nanda, J.(2020) The female domestic workers are categorized under informal and unskilled jobs without any constitutional guarantees. With passage of time due to the decline of joint families and the entrance of more women into the employment sector has given rise to the need for a supporting hand to work inside the home.

3. COVID-19 Impact on Employees Work Life

The sudden onset of the largest work-from-home experiment of all time has altered work environments in ways unimaginable just a few months ago. Beyond the technological adjustments to online meetings and video calls, people are struggling with isolation and uncertainty, childcare responsibilities, or even grief (Jll.,2020) Employees in India are facing increased burnout due to lack of

separation between work and personal life as well as concerns of contracting COVID-19 (Joseph, A,2020) India had the second highest percentage of workers facing increased burnout in Asia at 29 per cent (<https://www.hindustantimes.com>) As many as 41 lakh youth in the country lost jobs due to the COVID-19 pandemic while construction and farm sector workers account for the majority of job losses, according to a joint report by the International Labour Organization (ILO) and the Asian Development Bank (ADB) (Pti.,2020) According to global technology services company NTT's Intelligent Workplace Report, which surveyed 1,350 participants across 19 markets, 90 per cent of organisations agree that home-working during the pandemic has been challenging for employees (Pathak, A,2020).

4. Work from Home during COVID-19

Work from home or remote working has been seen as a buzzword during pre-COVID-19 times has become a reality during COVID-19 Pandemic starting March 2020 and will stay for a longer period in India (Muralidhar, B,2020) The COVID-19 pandemic has transformed daily life, notably by forcing billions of people to work from home. As restrictions related to the pandemic are eased, companies are reconsidering their real estate footprint and contemplating a long-term move to remote work. (Lord P,2020)

The COVID-19 pandemic has expedited numerous technological changes in the labor market. As part of this phenomenon, it has shifted millions of people from working at their workplace to teleworking from home, generating a hybrid space of work the home-office. The home-office is an intermediate category between the office and the home. (Katsabian, T.,2020) The two most important domains of an individual's life are work and family. Work and Home can be called two different domains that people have associated with

different rules, thought patterns and behaviors. The ability of workers to balance their work and family lives depends on the characteristics of their jobs as well as their individual and family variables and situations. (Ramakrishnan, D, 2020)

5. Method of Research

5.1 Objective

The present study's core objective is to find out the Employees work from home during Covid-19 pandemic. Special Reference with Chennai, Calicut, Malappuram, Bangalore and Delhi City. A survey was conducted on 1st June 2020 to August 31st 2020.

5.2 Research Design

The sample size of the research is of 454 respondents. The area of research has been the employees in work from home during COVID-19 pandemic who have experienced or are experiencing work related stress in their situation. Collection of primary data through using Google forms questionnaire responses consisting of responsive questions. Collection of secondary data through Journals, published papers, articles, handbooks was referred to gain further insight pertaining to the topic. The Statistical Package for social science tools used in the research is percentage analysis and chi-square test.

6. Data Analysis and Interpretation

Table 1: Socioeconomic and demographic variables among respondents

Variables	Category	No. of Respondents	Percentage
Gender	Male	203	43
	Female	195	45
	Prefer not to say	56	12
	Total	454	100
Age	21-30	197	43
	31-40	119	26
	Above 40	27	6
	Upto 20	111	25
	Total	454	100
Literacy Level	Diploma/IT	181	40
	UG	120	26
	P.G and above	38	8
	Upto H.Sc	115	25

	Total	454	100
Occupation	Private sector	208	46
	Public sector	120	26
	Business	105	23
	Agriculture	21	5
	Total	454	100
Monthly income(Rs)	Upto Rs.20,000	134	30
	Rs,20,001 –Rs,30,000	157	35
	Rs,30,001 –Rs,40,000	127	28
	Above Rs.40,000	36	8
	Total	454	100

Source: Computed from Primary Data

Interpretation

Table 1 showing 45% of the respondents are female, 43% of the respondents are male and 12% of the respondents are gender not prefer. Majority of the respondents are female gender. 43% of the respondents are 21-30 age groups, 26% of the respondents are 31-40 age group, 25% of the respondents up to 20 age group and 6% of the respondents are above 50 age group. The 40% of the respondents are diploma/ITI qualified, 26% of the respondents are under graduated, 25% of the respondents are qualified up to H.Sc and 8% of the respondent are PG and above qualified. Majority of the respondents are Diploma/ ITI qualified. The 35% of the respondents are Rs 20,001- Rs.30, 000 income group, 30% of the respondents are Up to Rs.20, 000 income group, 28% of the respondents are Rs, 30,001- Rs.40, 000 income group and 8% of the respondents are Rs. 40,000 income group. The 46% of the respondents are employed in

private sector, 26% of the respondents are employed public sector, 23% of the respondents are doing business and 5% of the respondents are agriculturist. Majority of the respondents are employed in private sector.

6.1 Respondents doing work from home

Table 2 showing, 43% of the respondents are not doing work from home, 38% of the respondents are doing work from home and 19% of the respondents are may be doing work from home. Majority of the respondents are not doing work from home.

6.2 Management provide work schedule

Table 3 showing, 46% of the respondents management not provide work schedule, 34% of the respondents management provide work schedule and 20% of the respondents management may be provide work schedule. Majority of the respondents' management not provide work schedule.

6.3 Feel spend much time in work during lockdown

Table 4 showing, 46% of the respondents are not feel spend much time in work during lockdown, 35% of the respondents are feel spend much time in work during lockdown and 19% of the respondents are may be feel spend much time in work during lockdown. Majority of the respondents are not feel spend much time in work during lockdown.

6.4 Feel stressing in accepting all works

Table 5 showing, 44% of the respondents are not feel stressing in accepting all works, 38% of the respondents are feel stressing in accepting all works and 17% of the respondents are may be feel stressing in accepting all works. Majority of the respondents are not feeling stressing in accepting all works.

6.5 Are you agree lockdown increased work pressure

Table 6 showing, 47% of the respondents are not accept lockdown increase work pressure , 35% of the respondents are accept lockdown increase work pressure and 18% of the respondents are may be accept lockdown increase work pressure Majority of the respondents are not accepting lockdown increase work pressure.

6.6 Management forced to attend online meeting

Table 7 showing, 52% of the respondents are not management forced to attend online meeting, 29% of the respondents are management forced to attend online meeting and 19% of the respondents are may be management forced to attend online meeting. Majority of the respondents are not management forced to attend online meeting.

6.7 Attend the online meeting in a week

Table 8 showing, 23% of the respondents are spending 2 hours to attend online meeting in a week, 22% of the respondents are spending 1 hour and 3 hours to attend online meeting in a week, 18% of the respondents are not attend online meeting in a week and 14% of the respondents are spending more than 3 hours to attend online meeting in a week. Majority of the respondents are

spending 2 hours to attend online meeting in a week.

6.8 Management provide any appreciation

Table 9 showing, 47% of the respondents are not management provide any appreciation, 36% of the respondents are management provide any appreciation and 17% of the respondents are may be management provide any appreciation. Majority of the respondents are not management provide any appreciation

6.9 Healthy relationship with your colleagues

Table 10 showing, 44% of the respondents are not feel healthy relationship with your colleagues, 33% of the respondents are feel healthy relationship with your colleagues and 23% of the respondents are may be feel healthy relationship with your colleagues. Majority of the respondents are not feel healthy relationship with your colleagues.

6.10 Accept if the management is reducing your salary to some extent

Table 11 showing, 44% of the respondents are not accept if the management is reducing your salary to some extent, 36% of the respondents are accept if the management is reducing your salary to some extent and 20% of the respondents are may be accept if the management is reducing your salary to some extent. Majority of the respondents are not accepting if the management is reducing your salary to some extent.

6.11 Spend time along with family members during lockdown

Table 12 showing, 46% of the respondents are not spend time along with family members during lockdown, 34% of the respondents are spend time along with family members during lockdown and 20% of the respondents are may be spend time along with family members during lockdown. Majority of the respondents are not spend time along with family members during lockdown.

6.12 Accept normal working days better than this lockdown

Table 13 showing, 46% of the respondents are not accept normal working days better than this lockdown ,44% of the respondents are accept normal working days better than this lockdown and

10% of the respondents are may be accept normal working days better than this lockdown. Majority of the respondents are not accept normal working days better than this lockdown.

Table14:Hypothesis Testing

Sl.No	Null Hypothesis	Test Statistics	Calculated Value	Accepted/ Rejected
1	Gender is not associated work from home	Chi-Square	0.002	Rejected
2	Gender is not associated with management provide work schedule	Chi-Square	0.001	Rejected
3	Gender is not associated spend much time in work during lockdown	Chi-Square	0.002	Rejected
4	Gender is not associated feeling stressing in accepting all works	Chi-Square	0.003	Rejected
5	Gender is not associated accept lockdown increase work pressure	Chi-Square	0.000	Rejected
6	Gender is not associated management forced to attend online meeting	Chi-Square	0.015	Rejected
7	Gender is not associated how many hours attend online meeting in a week	Chi-Square	0.000	Rejected
8	Gender is not associated management provide any appreciation	Chi-Square	0.000	Rejected
9	Gender is not associated feel healthy relationship with your colleagues	Chi-Square	0.000	Rejected
10	Gender is not associated accept if the management is reducing salary to some extent	Chi-Square	0.002	Rejected
11	Gender is not associated spend time along with family member during lockdown	Chi-Square	0.000	Rejected
12	Gender is not associated management consider employee responsibilities in family	Chi-Square	0.000	Rejected
13	Gender is not associated accept normal working days better than this lockdown holidays	Chi-Square	0.316	Accepted
14	Employment is not associated work from home	Chi-Square	0.000	Rejected
15	Employment is not associated spend much time in work during lockdown	Chi-Square	0.001	Rejected

16	Employment is not associated feeling stressing in accepting all works	Chi-Square	0.001	Rejected
17	Employment is not associated management forced to attend online meeting	Chi-Square	0.001	Rejected
18	Employment is not associated how many hours attend online meeting in a week	Chi-Square	0.002	Rejected
19	Employment is not associated management provide any appreciation	Chi-Square	0.003	Rejected
20	Employment is not associated feel healthy relationship with your colleagues	Chi-Square	0.002	Rejected
21	Employment is not associated accept if the management is reducing salary to some extent	Chi-Square	0.000	Rejected
22	employment is not associated spend time along with family member during lockdown	Chi-Square	0.240	Accepted
23	Employment is not associated management consider employee responsibilities in family	Chi-Square	0.002	Rejected
24	Employment is not associated accept normal working days better than this lockdown holidays	Chi-Square	0.632	Accepted
25	Income is not associated accept if the management is reducing salary to some extent	Chi-Square	0.001	Rejected
26	Age is not associated feeling stressing in accepting all works	Chi-Square	0.001	Rejected

Source: Computed from Primary Data

7. Results and Discussion

Gender high level of significant association with work from home, calculated P value is 0.002. Highly significant associated gender with management provides work schedule, calculated P value is 0.001. Gender high significant associated gender with spend much time in work during lockdown, calculated P value is 0.002. Highly significant associated gender with feeling stressing in accepting all works, calculated P value

is 0.003. Gender high level of associated with accept lockdown increase work pressure, calculated value 0.000. Highly significant associated gender with management forced to attend online meeting, calculated P value 0.015. Gender high level of associated with how many hours attend online meeting in a week, calculated P value is 0.000. Highly significant associated gender with management provides appreciation, calculated value is 0.000. Gender high level of associated with accept if the management is

reducing salary to some extent, calculated P value is 0.002. Since P value is less than 0.05%. Hence, all above null hypothesis is rejected.

Gender have high level of significant association with spend time along with family member during lockdown, calculated P value is 0.000. Highly significant associated gender with management considers employee responsibilities in family, calculated P value 0.000. Since P value is less than 0.05%. Hence, all above null hypothesis is rejected. Gender have low significant associated gender with accept normal working days better than this lockdown holidays, calculated P value is 0.316. Since P value is greater than 0.05. Hence the null hypothesis is accepted.

Educations have high level of significant association with work from home, calculated P value is 0.000. Educations have high level of significant association with spend much time in work during lockdown, calculated P value is 0.001. Educations have high level of significant association with feeling stressing in accepting all works, calculated P value is 0.001. Educations have high level of significant association with management forced to attend online meeting, calculated P value is 0.001. Educations have high level of significant association with feeling stressing in accepting all works, calculated P value is 0.001. Educations have high level of significant association with management forced to attend online meeting, calculated P value is 0.001. Educations have high level of significant association with feel healthy relationship with your colleagues; calculated chi-square P value is 0.002. Since, above P values is less than 0.05. Hence, the null hypothesis is rejected.

Educations have high level of significant association with management is reducing salary to some extent, Calculated P value is 0.000.

Educations have lower level of significant association with spend time along with family member during lockdown, Calculated P value is 0.240. Since P value is greater than 0.05. Hence, the null hypothesis is accepted. Educations have high level of significant association with management consider employee responsibilities in family, Calculated chi-square P value is 0.002, Since P value is less than 0.05. Hence, the null hypothesis is rejected. Educations have lower level of significant association with accept normal working days better than this lockdown holidays, calculated P value is 0.632, Since P value is greater than 0.05. Hence, the null hypothesis is accepted. Incomes have high level of significant association with accept if the management is reducing salary to some extent, calculated P value is 0.001. Ages have high level of significant association with feeling stressing in accepting all works. Calculated chi-square P value is 0.001. Since P value is less than 0.05. Hence, the null hypothesis is rejected.

8. Suggestions

The corona virus pandemic is causing stress for everyone. But it may be even more stressful for employees with disabilities (<https://workplaceinitiative.org/pandemic-stress-employee-support>) The prominence of stress among the workforce could prove costly for employers, especially nonessential businesses, seeking to optimize workflow amid the pandemic (Matthew Gavidia(2020)

During times of uncertainty and high stress, it's helpful to remember that you're not alone in how you feel. Leaders play a key role in helping to guide and support their employees in a kind and compassionate way. Everyone will deal with this situation differently, so in the context of recent events, organizations should enable and empower employees to make decisions around their own

health that best suit them, whether that is work-from-home options and/or flexible schedules outside of normal hours (<https://www.headspace.com/work/mindful-approach-to-covid-19>)

9. Conclusion

It was concerned by pressure from the environment. It defines interaction between the individual and the situation. During COVID -19 Pandemic crises many concerns provided work at home to employees. Environmental crises organizations concentrate employee work conditions, difficulties and problems. Companies consider employees' stress factors like lack of resources, long hours of work, overload, poor management support, domestic pressure, etc., and employees equally concentrate on both office and home work.

Individuals to identify sources of stress, and then follow 4A's Avoid, alter, adapt and accept, spending quality time to family members and friends, balance healthy lifestyle, follow quick stress relieve aspect. Organization have to recognize current employee situations by information Gathering, data should include staff understanding of their working conditions, stress level, health and satisfaction, analyzing the situation and developing an active plan to minimize the stressors, practicing self-confidence and motivation to continue.

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