

A Study on Quality of Work from Home among the Women Employees at Information Technology Companies in Chennai

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Abstract

This paper deals with the Research Topic, "A Study on Quality of Work from Home among the Women Employees at IT Companies in Chennai." This study aims to investigate the effectiveness of women employees who were working the IT Companies. For exploring the result, various responses to compensation have been taken into consideration for measuring their effectiveness. And for reaching the objective of this study, a questionnaire survey and data have been collected from 52 respondents working in IT Companies in and around Chennai. This study has been made to discover the professional and personal challenges and enhancers for work from home amongst women through a survey of IT Companies in Chennai. The main challenges in life were found to be extended working hours, travel time between home from the workplace and participation in additional jobs and assignments. In personal life, the principal stresses were guilty of not requiring the care of self and elders reception. Social media interaction was found to be a stress buster for many women. Most women and prefer flexible timing and supportive spouse, family and friends as well as environmental conductivities for work at the office.

Keywords: Quality of work life, Work culture, Behaviour, Attitude, Working environment, Welfare measure, Perception

Introduction

Work from home has, over time, attracted apprehension because of the over increasing troubles related to worker health declining levels of efficiency and productivity at the employee level, and boredom at work place. The difference also features an off-putting impact within working people's personal lives, several which have developed to be social hazards like infertility thanks to high-stress levels, growing number of divorces, beginning of nuclear families. Work from home become a sensitive issue because it offers obvious benefits to organizations and their employees. Organizations can now specialize in grooming their employees who lately aren't merely considered work but considered because of the human capital of the organization. This can go to a considerable extent, help in retaining employees, which may also be seen as an essential driving force. Work at home (WAH) may be a recent trend in a few international companies like Amazon, Dell and Xerox. Home-based work help employees' healthy work-life balance by not sure to fix working hours and freedom to schedule the work. Generally, WAH gives benefits to employees also as employers. In Malaysia, because the improvement in technology goes well, there's less constraint to figure from anywhere.

Objectives

- To study the various problems related to work from home of women employees in the IT sector in Chennai.
- To suggest suitable measures to overcome the problems related to Work from home of women Employees in IT sector at Chennai.

Review of Literature

Working From Home: Characteristics and Outcomes of it Sector. International Journal of Manpower. Nakrošienė, A., et al., (2019). The results of this research empirically prove the theoretical propositions of Makarius and Larson (2017) on the significance of the supervisor's role in the establishment of the IT sector in organizations. This article sheds light on the debate about the limited relationships of IT workers with their co-workers. Our findings show that reduced time for communication with co-workers increases the productivity of IT workers and can be seen as a contra argument to the social isolation of IT workers, which is often emphasized as one of the disadvantages of the IT sector (Baruch, 2001; Wilson and Greenhill, 2004).

A Study of Relationship Between Staff Creativity and Quality of Work Among Indian it Sector Employees. (Ajay Kumar) The objective of the study was to test the relationship between quality of work-life and employee creativity among Indian IT sector employees. The methodology of the study was quantitative and surveyed based. The sample consisted of 234 employees working within the different IT sector within the city of Bangalore. The findings of the study show that there are positive effects of staff quality of labor life on employee creativity. Furthermore, stress and work demand turned out to be moderating this relationship. The study also reported that too much work demands negatively influence staff creativity level.

Social Quality and Quality of Work Life Outline the Employees' Quality of Life in Indian Public Sector: An Investigation - (Rinku Sanjeev, et al.) Many researchers have tried to spot the factors that determine the quality of life and impact on these factors on social quality. The present research outlines the prevailing theory and provides an argument that

suggests that trust, loyalty and challenging works can also be a part of the construct of social quality.

Relationship between Quality of Work Life and Demographical Characteristics of SMEs Employees (TS Nanjundeswaraswamy, Swamy) The purpose of this research is to evaluate the status of Quality of Work Life of employees working in SMEs and second to explore the relationship between Quality of Work Life and demographic characteristics of employees and Firms. The study was also conducted to seek out the association between firms demographical factors and QWL of employees; it revealed that Age of the firm, Size of the firm and price of the project has a significant association between QWL of employees.

Work /Live Balance Reflections on Employee Satisfaction (Sakthivel Rania, et al.) The aim of this research is to analyze the relationship between employee satisfaction and work/life balance. The construct used for this research consists of career opportunity, recognition, work tasks, payments, benefits, superior-subordinate relationship, employee satisfaction, and work/life balance. This study contributes to hitch two distinct research streams, namely employee satisfaction and work/life balance. Findings suggest that a prime correlation exists between work tasks and employee satisfaction with a mediator variable, namely work-life balance.

Research Methodology

Descriptive Research

Descriptive research is defined as a search method that describes the characteristics of the population or phenomenon studied. In other words, descriptive research primarily focuses on describing the character of a demographic segment without that specialize in "why" a particular phenomenon occurs.

Research Instrument

Google Forms: It is the latest tool for collecting primary data. A questionnaire consisting of a set of questions for respondents to/her answers. The questionnaire is very flexible in the sense that there are many ways to ask a question.

Google Sheets: It is another tool used to gather all the primary data from the Google form. It is a web-based application that allows users to create, update, and modify the data lives online.

Sampling Design

Simple Random Sampling

A simple random sample may be a subset of a statistical population during which each member of the subset has an equal probability of being chosen. An example of a simple random sample would be the names of 52 employees being selected out of 250 employees.

Data Collection

Primary Data: The random sampling methods collect data. Here randomly surveyed 52 employees through Google forms and collected the primary data.

Secondary Data: These are generally published sources that have been collected originals for some other purposes; they are not gathering especially to achieve the objectives or the particular research project hands but already assembled.

Analytical Design

Simple Percentage Method: Percentage analysis is one of the necessary statistical tools widely used in the study and interpretation of primary data.

It deals with the number of responded responses to particular questions percentage arrived from the total population selected for the study.

Descriptive Statistical Method: It used to present quantitative descriptions in a manageable form. In a research study, we may measure a large number of samples on any measure. It helps us to only a large amount of data in a sensible way.

For the analysis of the info and its interpretation, tools of research were the Percentage analysis Method.

Table 1: Table Shows that the Problem Faced by the Employees

Particulars	Respondents count	%	Majority (%)
I feel that I can easily reach my colleagues			
Strongly Disagree	10	19.2	
Agree	19	36.5	37
Neutral	13	25	
Disagree	10	19.2	

I can connect with my direct manager as well as if I were in the office			
Strongly Disagree	7	13.5	
Agree	17	32.7	
Neutral	25	48.1	48
Disagree	3	5.8	
Strongly Disagree	-	-	
If your ability to work from home was taken away, would you like your job less?			
Yes	19	36.5	37
No	18	34.6	
Maybe	15	28.8	
I'm able to create a hard line between work and home			
Strongly Disagree	6	11.5	
Agree	19	36.5	
Neutral	24	46.2	46
Disagree	3	5.8	
Strongly Disagree	-	-	
I'm happy with my ability to work from home			
Strongly Disagree	3	5.8	
Agree	11	21.2	
Neutral	22	42.3	42
Disagree	11	21.2	
Strongly Disagree	5	9.6	
How can we improve work from home experience?			
Strongly Disagree	3	5.8	
Agree	13	25	
Neutral	27	51.9	51
Disagree	5	9.6	
Strongly Disagree	4	5.8	
What's the highlight of your day?			
Loneliness	26	50	
Encourage socializing	26	50	
Decision-making process works effectively while your working from home?			
Strongly Agree	-	-	
Agree	13	25	
Neutral	26	50	50
Disagree	6	11.5	
Strongly Disagree	7	13.5	
Have you seen a decision drag out for too long lately?			
Yes	17	32.7	

No	11	21.2	
Maybe	24	46.2	46
On days you work from home, do you work more or fewer hours then on days you work onsite?			
More	32	61.5	61
Fewer	20	38.5	
When you are in work from home what do you want to learn?			
Strongly Agree	1	1.9	
Agree	15	28.8	
Neutral	29	55.8	56
Disagree	3	5.8	
Strongly Disagree	4	7.7	
How satisfied are you with your current work from home arrangement?			
Very satisfied	8	15.4	
Satisfied	18	34.6	
Neutral	22	42.3	42
Dissatisfied	3	5.8	
Very dissatisfied	1	1.9	
Do you have a dedicated workspace where you can work at your home?			
Yes	25	48.1	48
No	14	26.9	
Maybe	13	25	
What are the tools you are use when working out in home?			
Zoom	14	26.9	27
Microsoft team	13	25	
Google Meet	13	25	
Webes	3	5.8	
Skype	7	13.5	
Whatsapp, Youtube live	1	1.9	
Email, Phone	1	1.9	
How your company support for software or hardware issues online?			
They have separate team for it	27	51.9	51
No, we have to solve the issues by ourself	25	48.1	

Have your company provided you free laptop?			
Yes	19	36.5	
No	33	63.5	63
Have you gets paid for your internet packages from your company while in work from home?			
Yes	26	50	
No	26	50	
Which is better place for you to work effectively?			
Your office	38	73.1	73
Work from home	14	26.9	
How quick your company solve the technical issue when you are in work from home?			
Within in a hour	9	17.3	
Within in a day	25	48.1	48
Within in couple of days	14	26.9	
More than a week	3	5.8	
We need to solve our own	1	1.9	

From the table, most of them are feeling safe when they are working at home(40%) are saying that they are productive. If they are at work from home, they are not working effectively (50%)of them saying that they are not concentrated in their work. The major missing what they faced in this work from home is loneliness (50%). Most of them using the zoom app(36%) for their work. According to this survey, women employees are interested in doing jobs. Still, they even face so many problems at their working place like health issues, traveling, sexual harassment in some industries, etc.; due to this survey, women have some needs when they are working at the office. They need the right environment at home and they feel very safe when working at home. Even industry also bring some safety rules for women.

Suggestions

Work from home is a broad concept, including proper prioritizing between professional life, including career, challenges, pressure, achievement and ambition on one hand and private life which includes pleasure, leisure, family and spiritual development. The study has observed the most of women respondents are feeling family members and organization supervisors' negative attitude gives

more hindrances for the performance of women employees for both organization and family. In this regard, the organization supervisors have to change the negative attitude and have to be more confident and affirmative to subordinates then only the women employees could able to perform their job.

Conclusion

When employees suddenly start working away from their regular settings, they are bound to feel a little lost and demotivated. The working style of a traditional 5 to 9 workers is quite different than someone who has always worked remotely. And this sudden transition can massively hamper the internal communication of the organization. The scarier part is that nobody knows how long this arrangement has to lose.

- Maintain regular hours.
- Create morning routines.
- Set ground rules with the people in your space.
- Schedule breaks.
- Take breaks in their entirety.
- Don't hesitate to ask what you want.
- Keep a dedicated office place.
- Socialize with colleagues.
- Look for training opportunities.

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