# Impact of Hybrid Work Model on Productivity

#### **OPEN ACCESS**

Volume: 11

Special Issue: 1

Month: March

Year: 2024

E-ISSN: 2581-9402

Received: 23.01.2024

Accepted: 11.03.2024

Published: 22.03.2024

#### Citation:

Lawrence Xavier, F., and Akshit Porwal. "Impact of Hybrid Work Model on Productivity." *Shanlax International Journal of Management*, vol. 11, no. S1, 2024, pp. 211–14.

#### DOI:

https://doi.org/10.34293/ management.v11iS1-Mar.8095

# Lawrence Xavier. F

II MBA, School of Management

Dwaraka Doss Govardhan Doss Vaishnav College

Chennai, TamilNadu, India

# **Akshit Porwal**

II MBA, School of Management

Dwaraka Doss Govardhan Doss Vaishnav College

Chennai, Tamil Nadu, India

#### Abstract

The impact of a hybrid work model on productivity is a topic of growing interest in today's workforce. Hybrid work models combine remote work with in-person office work, offering employees flexibility in where and how they work. Research suggests that hybrid work models can have both positive and negative effects on productivity. Factors such as communication, collaboration, work-life balance, and technology infrastructure play a crucial role in determining the overall impact on productivity. Organizations implementing hybrid work models should carefully consider these factors to optimize productivity and employee satisfaction. Organizations has become more hybrid enabling the workers to work partially from the office and partially from home. As remote work was found to have an impact on team collaboration, communication, productivity, and performance. The empirical findings indicate the hybrid work to impact job satisfaction, and collaboration and communication positively. While the performance was high, there was a low impact of hybrid work. The empirical findings imply that investments in the tools and resources are crucial for the job satisfaction. Furthermore, meetings that involve high participation in collaboration and communication should require physical presence. By allowing for continuous meetings regarding the well-being of workers, a sustainable work-life balance can potentially be achieved.

Keywords: Communication, Hybrid Work, Productivity, Work-Life Balance, Organisation.

#### Introduction

The introduction of a hybrid work model, combining remote work with in-person office work, has sparked significant interest in understanding its impact on productivity. This model offers employees flexibility in their work arrangements, potentially leading to increased efficiency and job satisfaction. However, the shift to a hybrid work model also presents challenges in communication, collaboration, and maintaining work-life balance. By exploring the effects of this evolving work structure on productivity, organizations can better tailor their strategies to maximize the benefits and address potential drawbacks.

#### **Problem Statement**

The rise of hybrid work models, where employees split their time between the office and remote locations, presents a significant challenge for organizations: maintaining a strong and unified company culture.

# This disconnect can lead to several issues, including

- Disparity in information sharing and collaboration: Remote employees may feel out of the loop on important decisions or miss out on casual interactions that spark creativity.
- Unequal access to opportunities: In-office employees might have more visibility to leadership or be seen as more engaged, potentially hindering career advancement for remote workers.
- Erosion of team spirit and camaraderie: The lack of spontaneous Erosion of interactions and social connections can weaken the sense of belonging and shared purpose.
- Inequities in work-life balance: Remote workers might struggle to maintain boundaries between work and personal life due to constant accessibility, while in-office employees might feel pressure to mimic long hours seen by colleagues virtually.
- Communication overload and fatigue: Reliance on digital communication tools can lead to information overload and fatigue, especially when meetings don't factor in the different work locations of attendees.
- Technological disparities: Unequal access to reliable technology or proper home office setups can create frustration and hinder productivity for remote workers.
- Management challenges: Supervising and evaluating performance can be more complex with a hybrid workforce, requiring adaptation of traditional management styles.

# **Review of Literature**

Muhammad Khan anwar Javed Iqbal, Farooq Yevgenievich (2021), Khalid, Barykin and Sergey says that the hybrid geographical point may be a idea on the lips of each industry trend within the world nowadays. With digitalization changing into additional normalized across each sphere within the world village, each geographical point must maximize and transcend obstacles and innovations to ease into the hybrid geographical point. The COVID-19 pandemic brought a wave for associate degree inflated would like for a hybrid geographical point, though some countries have relaxed the imprisonment in their states, businesses are taking their time to line up a additional formidable work arrangement, several are already operational the hybrid system whereas others are running totally remote. The pandemic has tutored the work a lesson of preparation and designing, on the far side that's additionally the lesson of flexibility and adaptableness within the geographical point. In prioritizing the long run of labour, there's the necessity to embrace the hybrid geographical point model. Indeed, the long run of labour would possible be the hybrid geographical point model.

Patrícia Vasconcelos, Elizabeth Furtado, Plácido Pinheiro (2015) says that The thought of telework is said to the accomplishment of distance work with the support of technology. It needs associate degree execution model of labour activity in programme of flexible Work distance (FW), staff and rules for conducting this execution. This analysis was applied to an company that established an FW project. For analysis of the alternatives of FW models we have a tendency to apply 2 ways of Verbal decision Analysis (VDA). the primary technique was accustomed classify the standards and therefore the second to ordain them with the target of realize a ranking of the alternatives in step with the preferences of concerned.

Prithwiraj (Raj) Choudhury, Tarun Khanna, Christos A. Makridis, Kyle Schirmann (2022) tells that Hybrid work is rising as a unique kind of organizing work globally. This paper reports causative proof on however the extent of hybrid work—the variety of days worked from home relative to days worked from the office—affects work outcomes. Collaborating with a company in Asian nation, we tend to randomised the quantity of days that individual staff worked from the workplace for 9 weeks within the summer of 2020. Our leads to dictates that associate intermediate variety of days within the workplace results in a lot of emails sent, the next variety of email recipients, and augmented novelty of labour merchandise. Our check for underlying mechanisms suggests that

hybrid work may represent the "best of each worlds," providing staff bigger work-life balance, while not the priority of being isolated from colleagues.

Danijela Sokolic (2022) tells that Remote work, particularly performing from home, has become the foremost common kind of add the third decade of the twenty first century. What started at the start of the millennium as Associate in Nursing experimental apply in some corporations (mainly within the IT industry) has become widespread and unintentional in 2020 and 2021, because of COVID – 19 pandemic. It modified a number of the foremost important options of the roles, like the communication patterns and also the conception of the workplace, leading not solely to vital changes within the method work is completed, however conjointly to a different psycho-emotional perception of labour within the context of adjusting socialization patterns. The need to transition to a virtual setting forced each corporations and staff to do out different ways of operating (e.g., managing virtual groups, guaranteeing infrastructure and access to work resources, managing groups, workspaces, etc.). The paper addresses a number of the key factors that influence work performance at the structure and individual levels. It presents how technological developments and growing awareness of different approaches to figure organization square measure dynamical companies' perceptions of managing their Most worthy resource, human potential, and discuss potential failures in teleworking policies. The goal of this study is to supply insight on the impact of geographical point flexibility on work and also the broader implications for each corporations and staff.

Monika Grzegorczyk, Mario Mariniello, Laura Nurski and Tom Schraepen (2021) tells that with the roll-out of COVID-19 vaccines, countries square measure commencing to imagine a future in which workers' and employers' decisions don't seem to be conditioned by the pandemic. The crisis hit everyone onerous however additionally generated a chance. it's shown that employees with appropriate jobs will with efficiency work remotely, with no negative implications for his or her productivity or performance. Telework could even unlock new operating processes with the final word impact of increasing productivity. The pandemic crisis has additionally stressed the necessity for the creation of safeguards at intervals the work surroundings to safeguard employees' well-being Associate in Nursing to make sure an economical mixing of remote and on-the-scene workers, with no variations within the method they're treated or their career opportunities.

Antoni Wontorczyk Bohdan Roznowski (2022) tells that With the COVID-19 pandemic having non continuous economies, businesses, and individual activities, it's vital to look at however completely different varieties of work have an effect on worker behaviour. This study applies work engagement (the key construct in organisational psychology) because the dependent variable and considers its determinants within the type of stress factors and attitudes toward remote work. The selection for the study was purposive. Standardised survey questionnaires were utilized in the study: UWES-9, Stress Management Standards, and Attitudes toward Remote Work. The obtained results indicate that there have been no vital differences between teams in terms of the intensity of labour engagement, however work engagement was explained by alternative variables that area unit completely different in every of the studied teams.

Campo, A., Avolio, B., & Carlier, S. I. (2021). The relationship between telework, job performance, work–life balance and family supportive supervisor behaviours in the context of COVID-19. Global Business Review, 09721509211049918.

Casper, W. J., & Harris, C. M. (2008). Work-life benefits and organizational attachment: Self-interest utility and signalling theory models. Journal of Vocational Behaviour, 72(1), 95–109.

Choudhury, P., Foroughi, C., & Larson, B. (2021). Work-from-anywhere: The productivity effects of geographic flexibility. Strategic Management Journal, 42(4), 655–683.

### ET - Edge Tech Horizon: Transforming IT, Business and Beyond (Hybrid Mode)

Esechie, G. E., Ohueri, C. C., Ishak, S. Z. A., & Nwanesi, P. K. (2022). Framework for enhancing students' smartphone learning ability: A case study of Nigerian public universities. Journal of Information, Communication and Ethics in Society, 20(2), 213-228. Fu, W. & Deshpande, S. P. (2014). The impact of caring climate, job satisfaction, and organizational commitment on job performance of employees in a china's insurance company. Journal of Business Ethics, 124, 339-349.

Gajendran, R. S., Harrison, D.A., & Delaney-Klinger, K. (2015). Are telecommuters remotely good Citizens? Unpacking telecommuting's effects on performance via ideals and job resources. Personnel Psychology, 68(2), 353-393.

Gerards, R., de Grip, A., & Baudewijns, C. (2018). Do new ways of working increase work engagement? Personnel Review, 47(2), 517–534.

Golden, T. D., & Raghuram, S. (2010). Teleworker knowledge sharing and the role of altered relational and technological interactions. Journal of Organizational Behaviour, 31(8), 1061–1085

Golden, T. D., Veiga, J. F., & Dino, R. N. (2008). The impact of professional isolation on teleworker job performance and turnover intentions: Does time spent teleworking, interacting face-to-face, or having access to communication-enhancing technology matter? Journal of Applied Psychology, 93(6), 1412.

# Conclusion

The hybrid working model is a location-flexible arrangement, permitting staff to mix onsite and offsite work as they and their employers see work. Following the lifting of COVID lockdowns worldwide, a good range of hybrid arrangements have emerged, granting staff flexibility that was rarely offered before. Employees who are working hybrid have a lot of positive read of their company and hour team, each in terms of their ability to adapt to the pandemic and to specifically address their remote work issues. They conjointly feel a lot of productive whereas engaging at home, that is probably going because of a healthy balance between performing from home and going into the workplace, they need higher job satisfaction and report higher well-being and psychological state at work since the pandemic began than staff who are working completely from home or onsite.