A STUDY ON WORK FROM HOME ON EMPLOYEE JOB SATISFACTION

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ABSTRACT:

Virtual work or working from home was largely not an option for all industries before COVID-19, but now it's the new normal like never before. In this research, I am trying to find out how these factors affect employee job satisfaction and how can I use a supervised ranking algorithm to assess employee satisfaction? The study relied heavily on survey data. The results showed that some, but not all, selected factors had some significant relationship with job satisfaction. The findings show that majority of the employees were satisfied with working from home.

Key Words-Job Satisfaction, WFH, physical, financial, technological, and psychological factors.

Introduction:

Now a day's flexible work, WFH, Hybrid model etc. becomes a popular. Working from home has changed life of an employee's forever. The best benefit that employee can get from working from home, to have more time to do the things you love especially with family. Now that work from home, the hours that spend before for commuting is now used for having fun with kids and also get lunch breaks which use for power naps or just simply play a quick video game or cook something fast. Not only does it give you more time, it's also flexible because you can choose your work that suits your schedule. Save more is another awesome perk of working from home. Expensive meals, commuting, laundry, and even child care are some of the things that you would save if you don't go to the office anymore. And since employees don't commute as much there's a lower chance of having a motor accidents.

Employees who WFH often have a better work-life balance and often are more because they don't spend time commuting into the office and can get their work done quicker in a focused environment. Plus, WFH provides environmental benefits.

Review of Literature:

Ford and Butts (1991) also make further explanations about office space costs and indicate that companies can avoid leasing additional offices through a telecommuting program.

Beňo (2018) also mentions the reduced costs of parking space for the employees' cars. Another factor organisations have as a motivation is increased workforce productivity.

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Lupu (2017) mention productivity factor and suggest that the reason behind it, is long periods of uninterrupted time for concentration on their tasks and "lack of interruptions, increased concentration, increased motivation, employee satisfaction, a better employee dedication, increased work energy by reducing time and disruptive elements"

Wienclaw (2019) lists the benefits of flexible scheduling option as follows: being free to sleep in and work late, starting and ending early, working forty hours in four days instead of five or six days a week, scheduling personal appointments (e.g. physician, dentist, hairdresser) during office work-hours and completing the work later in the evening without using vacation days.

Peters et al. (2004) state that productivity and work quality problems are ranked second among the drawbacks of working from home for organisations according to their study.

Objectives of the Study:
- To examine the organizational factors which influences employee satisfaction
- To know the impact of work life balance on job satisfaction
- ☐To know the employee satisfaction on work from home

Research Methodology:

The study is an empirical research base on both primary data and secondary data. First hand data have been collected from the employees with the help of interview schedule. Secondary data is also collected from various studies, books, journals, magazines and websites to supplement the present study.

Sampling Design: The researcher has used convenient sampling method. Total number of respondents in this study sample size is 125.

Limitations of The Study

The following are the limitations of the study.

1. Time was the major constraint as the mentioned period was not enough to collect the data in detail.
2. Lack of prior experience in conducting such kind research may limit the quality of the research.
3. The study is limited to the employees of Foray Software Private Limited, Hyderabad.

Data Analysis and Interpretation:

Table 1: Work related

(**SA:** Strongly Agree, **A**: Agree, **N:** Neutral, **D**: Disagree, **SD**: Strongly Disagree)

S. No:	Attributes	SA	A	N	D	SD	Mean	S. D.
1	Office Space at Home	12%	16%	18%	32%	22%	2.64	0.96

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2	Access to Office Equipment	14 %	18 %	16 %	38 %	14 %	2.80	0.9 2
3	Use of personal resources for office work	42 %	34 %	10 %	8%	6%	3.98	0.8 5
4	Not wasting time and energy on commuting	35 %	32 %	16 %	13 %	4%	3.81	0.7 6
5	Extra hours due to working remotely	32 %	44 %	12 %	7%	5%	3.91	0.8 3
6	Access to the appropriate technology and productivity tools	26 %	38 %	16 %	16 %	4%	3.66	0.8 9

Source: Primary data

Table 1 indicates that work related attributes such as office space at home (28%), access to office equipment (32%), use of personal resources for office work (76%) and extra hours due to working remotely (76%) of respondents were satisfied. Use of personal resources for office work is higher mean among all attributes and Not wasting time and energy on commuting has low standard deviation of 0.76 which indicates that the employees are saving time and also fuel charges by working from home.

Table 2: Work life balance (Psychological)
(**SA:** Strongly Agree, **A**: Agree, **N:** Neutral, **D**: Disagree, **SD**: Strongly Disagree)

S. No:	Attributes	SA	A	N	D	SD	Mean	S. D.
1	Personal needs	54%	35%	7%	3%	1%	4.38	0.82
2	Family	48%	36%	10%	4%	2%	4.24	0.93
3	Happiness	20%	42%	18%	16%	4%	3.58	1.10
4	Leisure satisfaction	34%	46%	14%	4%	2%	4.06	0.90
5	Job Satisfaction	42%	35%	14%	8%	1%	4.09	0.98

Source: Primary data

Table 2 reveals that attributes that influence employees are personal needs (89%), family (84%), leisure satisfaction (80%) and job satisfaction (77%) of respondents were satisfied. Personal needs attribute has high mean value of 4.38 and also low standard deviation.

Findings:

- From the study majority of employees were not properly equipped with suitable office space at home and lack of office equipment.

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- Majority of employees reported that using personal resources such as internet, laptop, printer is cost for themselves.
- Majority of employees expressed that they have been given extra workload due to working remotely.
- Many employees got good support and efficient communication from leadership and team.
- Majority of respondents agreed that they have sufficient time to personal needs, spending quality time with family which reduces stress.
- According to the study, three fourth of employees were very happy and find leisure satisfaction.

Suggestions:
- Providing the necessary office equipment (printer, phone, internet booster) and supplies rather than leaving them their own to use, could support in creating a positive feeling of work.
- If there is a suitable work space at home, employees work more productively when they can focus on their work and finish their tasks without being interrupted and distracted by their colleagues in the office.
- Being in the same home environment in a relatively long time causes feeling of social and professional isolation and disconnectedness, which affect productivity negatively.
- Video calls are reported higher levels of job satisfaction and performance than those using messaging or e-mail and therefore increasing productivity.
- As working from home greatly depends on technology and technical equipment, technical factors can influence the productivity, too.
- If the employees have access to the appropriate technology, equipment, productivity tools and technical and logistic support, their satisfaction increases.

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