

IMPACT OF WORK FROM HOME ON ORGANIZATIONAL CULTURE

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Abstract

The current global coronavirus pandemic and development in internet technologies shifts conventional office work to remote work. Employees get freedom to work and, simultaneously, they can manage their home activities. This research is focusing on the "Impact of Working from Home on employees " and its effectiveness and productivity for employees and advantages to service providers. Working from Home objectives should be filled by the work from home system to provide all the required services and to solve all problems of the stakeholders. Based on various factors which decide the Working from Home system, a model of various factors affecting organizational objectives, employer's perspective, employee's perspective, customer's perspective, environmental & societal perspective and system requirements are conveyed by a qualitative data collection method. Business Analysis Frame work, namely ABCD Technique (Advantages, Benefits, Constraints and Disadvantages) is used find impact of Working from home concept.

Keywords: Work from Home, convenience, Home environment, Physical well being

Introduction

Traditionally, a business operates in a physical space, and the processes associated with it are carried out by employees in their office. The traditional physical work space concept is changing with the progression of technological transformation. Organizations are discovering that many of their employees are no longer bound by a physical workplace in order to work efficiently as software dependency on business grows and most business processes are dependent on software. Apart from software capabilities, the rapid growth of communication technology helps people to get more connected to their work space.

On September 20, 1994, approximately 32,000 AT & T employees stayed at home for a telecommuting experiment. Employees from all levels, including the CEO and the telephone operators, were part of the experiment. The experiment was mainly focused on exploring how far the organization could go in transforming the workplace by moving the work to the worker instead of the worker to work. Today, AT & T is just one among many organizations pioneering the alternative workplace / work from home. In the United States 30 million to 40 million people are now either telecommuters or home-based workers.

That motivates management to examine how employees spend their time at the office and any alternative work places where they could work. The most obvious reason is cost reduction. Since 1991, AT&T has saved approximately \$550 million in cash flow, resulting in a 30% increase in profit, by encouraging telecommuting and thus lowering related overhead costs. The Mobility Initiative is a program that allows employees to work from home, and it saves IBM more than \$100 million per year in its North America sales and distribution unit.

The world is witnessing the impact of Covid-19 on all areas of life, in all sectors and in all countries. No one is aware of how much and how long the impact of the pandemic will last on the global economy. Finding new opportunities, completing existing contracts, and reducing revenues will be difficult for all businesses. will adversely affect cash flows, forcing enterprises to reengineer their business models to reduce costs. During the lockdown, as per the government's mandate, the Indian IT industry made employees "Work from Home" (WFH). As a result, approximately 90% of employees work from home, with 65% working from homes in metro areas and the remaining 35% working from homes in small towns.

During the lockdown, the majority of the IT industry transitioned to the Work from home (WFH) model, ensuring business continuity for clients without sacrificing quality or productivity. The year 2020 is predicted to be the "year of remote work" in the new normal situation.

Google extended their work from home policy for the entire year on July 27. Employees are allowed to do their work from home and do not have to return to the San Francisco Bay Area campus until June 2021. Similarly, Uber also extended its work from home policy to the entire year. The outdoor retailer REI announced work remotely indefinitely and the company's new, unused 8-acre campus.

Objectives of the study

The primary objective of this study is to find the impact of work from home on organization culture moreover the effect of employee performance and individual motivation. Understanding the productivity/performance of various business sectors after enabling work from home facility to their employees during the Covid-19 Pandemic situation.

Factors Affecting Work from Home

The nationwide lockdown forced most organizations in the IT sector to give their employees remote work or work from home, revealing that only 0.2% of IT employees are highly productive. About 99.8% of the IT workforce is unable to work from home, and only 0.2% of 'working from home' is highly productive.

Further studies have indicated that 99.8 % of the workforce lacks at least one of the qualities, including resistance to learning and exploring (95%), lack of practical communication skills (65 %) and lack of planning and execution (71%).

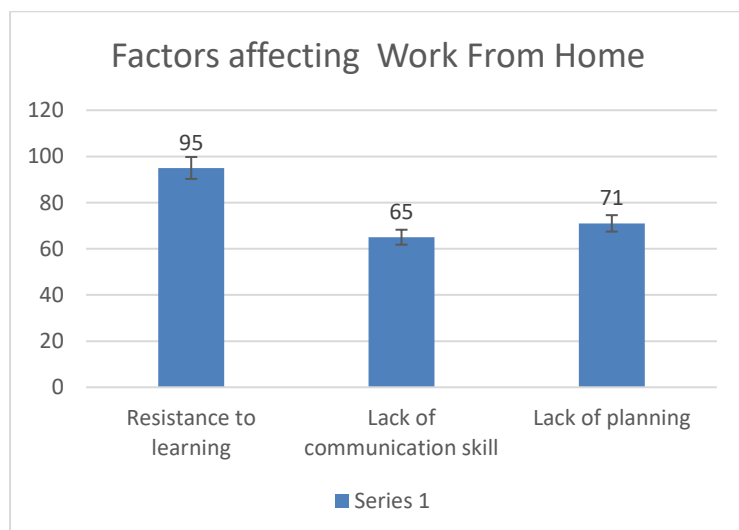


Figure 1: Source : Economics Times Tech Apr 10 2020

Home Environment

Most participants indicated that the ambiance of the home had not changed as a result of their online work. These findings support previous research in the area of telecommuting regarding work–life balance (Golden et al., 2006). It may be that those who are able to structure their home with clearly defined home and work areas are better able to maintain the ambiance of a home and, as a result, develop a balance between work and the home. Additional modification in this area is needed.

Participants shared there were positive aspects of working at home, such as having the flexibility to set their own hours, being able to control work related interruptions, and the stress through daily travel may have been reduced.. However, they also shared aspects that negatively affected their ability to work, such as being lonely and missing the social aspect of the workplace. Faculty also felt the need to justify their work status with family and friends who invade on their work time.

The discrepant cases provided alternative counterpoints to the majority views, with a few individuals indicating no separation of work and home life; these individuals also tended to indicate never having time away from work. Younger faculty members were less likely to feel the need for a

separate workspace and discussed either working within the family living space or moving with their laptop throughout the house. As the present study's participants tended to be older (with a mean age of 52.6 years), the use of an office may be the result of a number of cohort or age-related factors.

Physical and Mental well being

The mental health issues were more likely to be affected by female employees with an annual salary of less than a lakh than male employees. Two or more new physical and mental health issues were reported by the workers with higher income, the report noted. They were also more probably to suffer from depression.

For working parents, those with infants had a higher chance of reporting a new mental health issue despite the tendency to have better mental well-being. Those with toddlers were linked to physical well-being, but it was also linked to a variety of physical and mental health issues.

Those professionals who adjusted their working hours around others were also more likely to report health issues. The scheduling of work hours around others was reported by more than one-third of the respondents. The overall physical activity, mental well-being and exercise of workers reduced while increasing overall food intake the report indicated.

Employees struggle with creating an efficient work environment at home. Out of the people surveyed, one-third of workers had a dedicated room for their work at home, while at least 47.6 per cent of workers shared their workspace with others.

The quality of a home workspace is important. Having a dedicated workspace indicates to others that an employee is busy, and reduces the chances of being distracted and interrupted. Increased satisfaction with the environmental quality factors in your workspace, such as lighting and temperature, is associated with a lower chance of having new health issues.

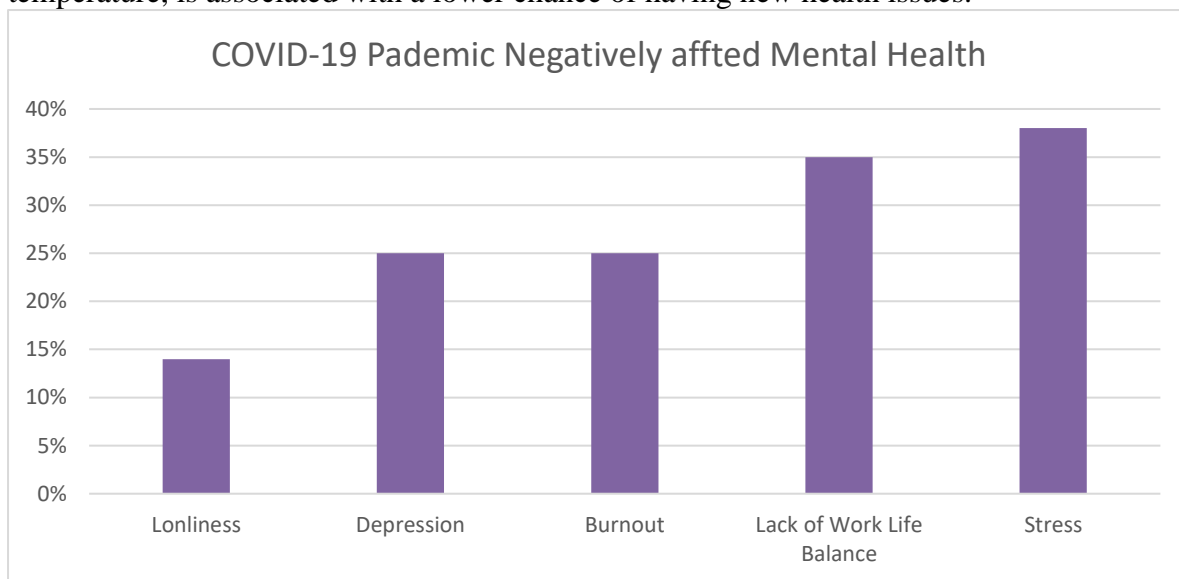


Figure 2 .Source: AI@Work Study 2020 | Oracle | WORKPLACE Intelligence

Relationship with co workers

It is difficult to form relationships with coworkers who work from home. And being a remote or work-from-home team makes it that much harder. But with some thoughtful planning, and our helpful tips, employees can start building strong relationships with remote coworkers and strengthen their relationships.

Remote work doesn't mean being isolated. Being part of a team means that all are part of the team. Even when the rest of the team members are scattered around the globe, remote employees can still build positive relationships with their coworkers. Employees can build relationships with their coworkers by using social media platforms, video meetings, and various technological tools.

Finding of the study

Working from home has most likely impacted and resulted in a decline in intangibles that are valuable to both the employee and the company. The coordination cost of the company increases when the mental and physical health of the employees suffers.

Employees spend most of their time networking with each other. Working from home has undoubtedly slowed human development.

Work at home may have a positive effect in that it eliminates the need for employees to commute, allowing them to live a more fulfilling life. Despite the fact that the pandemic has affected the entire world, companies can maintain productive work with the help of working from home.

The impact on health outcomes was strongly influenced by the degree of organizational support available to employees, colleague support, social connectedness, and levels of work and family conflict.

Working from home has been linked to a number of negative health outcomes, according to this study. Employee mental well-being and work relationships are complex, necessitating consideration of broader system factors in order to optimize the effects of working from home on employees' health. Mandated Work from Home is likely to continue in some form for the foreseeable future, and organizations will need to implement formalized Work from Home policies that take into account work-home boundary management support, role clarity, workload, performance indicators, technical support, facilitation of co-worker networking, and manager training.

Conclusion

Overall, the findings from this review suggest the impacts of work from home on individuals' mental and physical health vary considerably. Despite the review's limitations, some consistent principles have emerged that can be used to assist employers in improving working conditions in order to mitigate the negative effects of working from home. Regular communication between managers and teams and between colleagues is important and helps to reduce the negative impacts associated with feeling isolated. In situations where working from home is mandatory, consideration of the impact on the home environment and the financial impact of being at home on a full-time basis is required.

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