



A Study on Working from Home During the Covid-19 Pandemic; Satisfaction, Challenges, And Productivity of Employees

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ABSTRACTS

This study investigated how professionals are collaborating online in various countries. Various aspects of this shift in working culture have been examined like employee satisfaction levels, challenges related to telecommunicating, and perceived productivity of working remotely during the COVID-19 outbreak situation. This study has employed an exploratory research design. This study has obtained secondary data from various articles published in journals and conference proceedings, books, news media, and websites. And, primary data via an online survey using a set of a semi-structured questionnaire. The convenience sampling technique has been used to choose a sample of professionals working from home during the COVID-19 pandemic. All in all, the results have shown that most of the participants are fairly satisfied with working from home during the COVID-19 pandemic. work flexibility is the main factor contributing to this satisfaction. Moreover, the majority of the respondents have cited internet connectivity and maintaining a regular schedule as the biggest challenges of telecommuting. This is one of the few studies to focus on working from homes during the COVID-19 pandemic. The findings have vital implications for working professionals, organizations, and HR policymakers.

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1. INTRODUCTION

The outbreak of coronavirus disease 2019 has taken the world by storm. To stop the spread of his contagious disease, governments around the globe have ordered quarantines (Anggraeni *et al.*, 2020). During a critical time like this, companies have restored to working from home to keep work arrangements whee office personnel accomplishes tasks elsewhere that are typically done in a central workplace. Employees use technology to collaborate with different stakeholders of the company remotely. Working remotely was merely an extra office perk before the pandemic (Mulyanti *et al.*, 2020). Telecommunication has become a necessity to keep companies with internet power. however, adopting telecommuting at a large scale for any organization will be a tough transition during a crisis. Therefore, the present study has been undertaken to examine the impact of working from home during the covid-19 pandemic regarding employee satisfaction, challenges, and perceived productivity. Although many reports showed several reports and strategies against the covid pandemic (Hashim *et al.*, 2020; Sangsawang, 2020; Dirgantari *et al.*, 2020), this study showed the impact of working from home.

2. LITERATURE REVIEW

2.1. Telecommuting Across the Glob

The concept of working remotely from home is something that has been embraced by different cultures. Developed countries such as the US have around 3.7 million employees who telecommute half of the time or more, which equates to 2.5% of their workforce. It is mostly prevalent among managers and administrative workers operating in the professional services and finance industry. As for developing economies. It is predominant among large multinational companies who appreciate the services sector. The variety and scale of telecommuting vary across countries.

2.2. Internet Applications Driving Remote Work

The internet is the driving force behind the concept of working from home. Numerous online applications allow teleworkers to collaborate remotely. Online presentations have been done on WebEx, Microsoft teams, live meetings, and zoom. For project management, basecamp, active collaboration, and quick base have been used. Finally, Google and yahoo calendars have been used as time management applications to assign remote teams' activities.

2.3. Job Satisfaction and Telecommuters

Teleworking availability is an observable action of the company or organization, which indicates that they care for their employee's well-being. The body of employees interprets telework as a resource that benefits their work and develops a tendency to reciprocate it with positive attitudes such as job satisfaction.

2.4. Challenges of Working from Home

Working from home is absent in traditional work environments. Individuals make and keep up boundaries to simplify and order the environment. As people crossover from one spare of life to another egg. From work to home, they cross multiple physical, temporal, and psychological boundaries. However, telecommunication changes the traditional boundaries between work and non-work.

2.5. Telecommuniting and Productivity

As for productivity during telecommunicating self –efficacy is the most commonly associated concept. It is a person's beliefs about his chances for effectively fulfilling specific

responsibilities. The present study has aimed to establish whether the employees of professionals perceive themselves as productive. Moreover, it has also attempted to determine that professionals are getting more work done remotely than on-site locations.

3. METHOD

Primary and secondary data and information have been gathered for the study. Secondary data and information have been collected from reviewing previous research literature published in peer-reviewed journals and books, news media, and websites. have been obtained as per respondents working from home during the COVID-19 pandemic. A set of semi-structured in both closed-ended and open-ended systems for a questionnaire in google forms has been deployed online for collecting primary data and insights for this study. Previous studies have been employed this method of an online survey.

The organized documents are explanatory learning in nature. The secondary records and information have been analyzed to formulate the documents comprehensively. The secondary information has been collected from the different research papers published, articles, available in various generals, periodicals, seminars papers, effective papers, and websites.

4. RESULTS AND DISCUSSION

4.1. Research Gaps and Questions

Finally, the research gaps linked to teleworking during the COVID-19 pandemic need discussion. The research questions for this study have been formulated regarding suggestions made by past researchers who have investigated telecommunicating in detail. The gaps, as mentioned above, have given rise to the following research questions in regards to working from home in the situation of the ongoing COVID-19 pandemic.

Several questions were applied to participants: (i) How much is the level of satisfaction among teleworkers? (ii) Which challenges are involved with telecommuting? (iii) What is the perceived productivity of working from home? (iv) How do you feel about working from home? (v) What can I personally do to improve your remote work experience? (vi) Is there anyone on the team who has been especially helpful in your WFH transition? (vii) Do you feel connected enough to your teammates? Why or why not? (viii) Do you feel you have been able to learn and grow in the last few months? If so how? If not, why not? (ix) Is there anything new you think the company should be aware of at this time? (x) Are the WFH policies clear? (xi) Are your work objectives clear each day? Each week? (xii) Do you feel there is adequate communication from your teammates and team leaders? (xiii) How satisfied are you with the frequency of communication from Leadership? (xiv) What communication channels work best for you? (xv) Do you feel supported and trusted by your team leader? (xvi) Do you feel you have a good work-life balance? (xvii) Do you have a separate and suitable space in your home for work? (xviii) Have you been able to stick to a work routine or schedule? (xix) Do you take a regular break? (xx) What do you need to feel safe returning to the office? (xxi) What is your biggest WFH struggle?

4.2. Data Analysis and Interpretation

The study contains 48 % of males and 52 % of females. 28 % of the respondents are belonging to the age group of 20 to 30 years, 38 % of the respondents are belonging to the age group of 25 to 30 years, 14 % belongs to the age group of 30 to 35 years, 10 % belongs to 35 to 40 years, 6 percent belongs to 40 to 45 years and 4 percent belongs to 45 to 50 years. 34 respondents are belonging to teaching, 9 IT assistants, 2 are system engineers and 5 belong

to other non-teaching sectors such as administrator, managers, coverage executive, and senior executive. Detailed results are shown in **Table 1**.

Table 1. respondents willing to work from home and respondents liking to work from home.

		Do you like working from home?		Total number of respondents
		YES	NO	
I am	Strongly disagree	0	6	6
willing to	Disagree	1	9	10
work from	Agree	11	17	28
home	Strongly agree	5	1	6
(WFM)	total	17	33	50

It is found in **Table 1** that 6 respondents strongly agree that they are willing to work from home and 28 respondents agree that they are willing to work from home. But 17 respondents who are willing to work from home do not like to work from home. Even if the respondents are willing to work, they express that they don't like to work due to the uncomfortable situation to work from home. When the respondents were asked whether they and any difference between working from home and working in the office, the respondents made the following statements. 72 percent of the respondents found the difference between working in the office and working from home. The differences are in terms of negative and positive aspects towards work from home.

Now we take 100 professionals working remotely in various sectors due to the COVID-19 pandemic. Online survey created on Google forms has been deployed to the participants accordingly, and their responses have been depicted below. It is also worth noting that there are various questions with the provisions for multiple answers. For example, a respondent has chosen both 'team meetings over the internet and attending online sessions 'when has been asked about telecommuting activities.

4.3. Telecommuting Patterns

It can be assumed that there are five working days a week. It amounts to nearly 38 hours of remote work per week, subsequently, if there are four weeks in a month, this amounts to 151 hours of remote work per month. Detailed results are shown in **Table 2**.

Table 2. Activities involved in telecommuting.

Telecommuting tasks	No. of responses	Percentage (%)
Team meetings over the internet	82	82.0
Attending sessions online	57	57.0
Microsoft excel tasks	55	55.0
Teaching or training over the internet	40	40.0
Making presentations	38	38.0

4.4. Job Satisfaction Level

Forty percent (40%) of the participants have expressed that they are 'fairly "satisfied regarding their current work from home arrangements. In comparison, 24 % are 'delighted ". This indicates that the general level of satisfaction of working from home is relatively high among the target group. Detailed results are shown in **Table 3**.

Table 3. Factors contributing to the satisfaction level of telecommuters.

No.	Factor Promoting Satisfaction Levels	No. Of Responses	Percentage (%)
1	Flexibility in work schedules	81	81.0
2	Better work-life	45	45.0
3	Not having to commute	41	41.0
4	Less on-site interruptions	19	19.0
5	autonomy	19	19.0

4.5. Challenges Faced by Telecommuters

With any work environment, challenges are involved. 52 % and 46% of the respondents have reported that telecommuting's most significant challenges are internet connectivity issues and maintaining a regular schedule, respectively. Usually, professionals have a 9 to 5 work schedule, but that is disrupted while working from home. Moreover, general anxiety about the impact of coronavirus disease 2019 on their lives is also highlighted by 40 5 often as depicted in **Table 4**.

Table 4. challenges face by telecommuters.

No.	Challenges	No. Of Responses	Percentage (%)
1	Internet connectivity issues	52	52.0
2	Maintaining a regular schedule	46	46.0
3	General anxiety about the impact of COVID-19 pandemic on life	40	40.0
4	Distractions at home	38	38.0
5	Social isolation from colleagues	35	35.0

4.6. Perceived Level of Productivity

The majority of the participants have felt that they are “fairly productive “45 % and followed by 22% who thought they are “very productive “in terms of work efficiency. This indicates that the perceived level of productivity is relatively high among the target group. According to **Table 4**, 67 % of the participants consisting of researchers and HR personnel, have felt that they are getting more work remotely. In comparison, 335 of the respondents comprising banking, and legal personnel have vouched to get more jobs done at the office. Thus, the study can conclude that teleworking productivity levels are high among the majority of the sample.

4.7. Challenges of Working from Home

People crossover multiple physical, temporal, and psychological boundaries, however, telecommuting changes the traditional boundaries between work and non-work. with the absence of such limitations, the changes for work and non-work roles to the conflict are relatively high, which results in undesirable consequences. the altered physical, temporal, and psychological boundaries essential to remote working pose challenges to traditional jobs. While telecommuting the physical boundaries between home and work are often non-existent as homes are the most common off-site work location. the eradication of the physical boundary between home and work might make remote workers engage more hours per week, especially during the time that is saved by not traveling to work. This extra work hour might be stressful and challenging for telecommuters along with isolation from colleagues. It remains to be seen if similar challenges are discovered in this study.

4.8. Benefits

Organizations need to understand that working from home is indeed productive, and employees get more work done since the hassle of commuting is eliminated. Therefore, to maximize these benefits organizations need to train their staff in utilizing technology remotely formally. Employees themselves should be content their organizations have allowed them to work from home during such a crisis. It is noted that their respective employees are concerned with their well-being, and they are willing to provide perks for employees who work well.

4.9. Limitations

First and foremost, the sample consists of a limited number of teleworking professionals working in the cities. It might not represent the situation of the entire country. Besides employing a probability sampling technique has been difficult due to strict COVID-19 lockdown measures and professionals' busy teleworking schedules. Secondly, the level of productivity among teleworkers is perceived, and further calculation is considered since it has not been feasible to do so during this ongoing COVID-19 Pandemic. It is recommended for future reference to closely monitor telecommuting employees in a controlled environment and measure their actual outputs.

5. CONCLUSION

In a technologically gifted era such as this, working from home is now a reality. Telecommuting can associate employees and make sure business operations continue amid a crisis like the COVID-19 pandemic. With the blessings of such technology, businesses are now more than equipped to handle any adversity.

6. AUTHORS' NOTE

The authors declare that there is no conflict of interest regarding the publication of this article. Authors confirmed that the paper was free of plagiarism.

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