WORK FROM HOME AT IT COMPANIES– THE NEW NORMAL

Dr. S. Seethalakshmi a, Dr. K. Shyamala b

aAssociate Professor, Department of Commerce (Self Finance) ShrimathiDevakunvarNanatal Bhatt Vaishnav College for Women, Chromepet, Chennai – 600 04
bAssistant Professor, Department of B.COM Corporate Secretaryship (Self Finance) ShrimathiDevakunvarNanatal Bhatt Vaishnav College for Women, Chromepet, Chennai - 600 04

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Abstract: Work from Home” has become the new normal during the Covid’19 pandemic. The Information Technology giants companies are considering ‘Work from home’ as a permanent solution to the increasing rental costs and overhead costs. Work from home has not affected the productivity of the employees in most cases. IT Employees also stand to benefit in many ways in terms of flexible working, reduced travel, home atmosphere, less pollution etc.

This study was taken up through a survey of 103 IT employees to understand their perception on ‘Work from Home’. The study intends to identify Factors influencing their perception and the Challenges faced by them during work from home.

1. Introduction

It is a long cherished dream of several employees across the Globe- ‘To work from Home”. Employees cherish working from home for several reasons like they save lot of time spent on travel, less fatigue, more flexibility, less of unnecessary interaction, comfort of doing all office work in a relaxed, convenient and comfortable home atmosphere. The young mothers and employees who have health issues regard WFH as a boon, as they can continue to earn while being at home.

Today, the advancements in Information Technology, the Internet connectivity and the Cloud storage have made it possible for companies to offer work from home advantage to their employees.

All though the Work from Home(WFH) option was in cards for several years, it was never put into practice by any of the corporate, fearing the difficulties in co-ordination and control of employees in remote locations.

The outbreak of the pandemic Covid-19 necessitated the use of Technology to support‘Work from Home’. The spread of the pandemic, Lack of facility to commute to work place during the lock down, non availability of several essential services nailed the box.

Almost all the IT companies offered Work from Home option to all its Employees. Chennai being a IT hub of India, next only to Bangalore, houses several Giant IT companies like the TCS, Wipro, HCL, HP, Infosys, CTS and many other companies. All companies have given WFH option to all the employees.

The companies save huge expenses on Overheads incurred on their employees and continue to produce results.

In fact the IT industry has effectively supported several other industries and services during the Pandemic.

The paper attempts to through light on Chennai’s IT employee’s perception and reaction to the sudden work from home option, imposed on them. WFH was the most desired option by most employees. But their reaction to this forced reality is assessed in this paper.

If the WFH system is mutually beneficial to both the employer and the employee several companies may start virtual operations.

Cost incurred on Buildings, Infrastructure, Overheads, Services, Maintenance, Transportation etc could be saved. There corporate can avail service of diverse group of employees stationed at different corners of the country.

Employees stand to benefit in terms of time saved, family time, less fatigue, less human intervention, technology exploitation.

Society will also stand to benefit through lesser noise and air pollution, Lesser petrol consumption, More space for better projects etc.

Thus the WFH sounds beneficial to all stake holders. The Effectiveness, Employee’s productivity, Psychological and Physiological impact on the employees have to assess before WFH can be implemented in the long run.

This paper takes a one single dimensional view of the subject, focusing on the employee’s perception of WFH based on their experience during this pandemic.

Review of Literature

Reshma, P. S. Aithal, Shailashree V. T. and P. Sridhar Acharya (2015) studied "Working from Home" e-business model is analysed using 'ABCD Analysis Technique'. Based on various factors which decides the Working from Home system, a model of various factors affecting under organizational objectives, employers point of view, employees point of view, customers/students point of view, environmental/societal point of view and system requirements are derived by a qualitative data collection instrument namely focus group method.
Working from home concept is being analysed using a new Business Analysis Framework namely ABCD Technique. (Advantages, Benefits, Constraints and Disadvantages). 

Agota Giedre Raisien, Violeta Rapuano, Kristina Varkuleviciute and Katarína Stachova (2020) analysed the virtual way of working is becoming increasingly popular due to its potential for cost savings, it is also a way for an organization to be more agile and adapt to crises such as global pandemics. This innovative way of working brings new challenges to organizations that suddenly have to switch to telework. The study concluded that in terms of the characteristics of the most satisfied and the most dissatisfied teleworkers.

RESEARCH QUESTION
1. What is IT employee’s perception towards Work from Home?
2. How much satisfied are IT employees with the work from home.
3. What are the technologies used for work from home?
4. Do they Prefer work from home?

Objective of the Study
- To study the socio-economic Profile of IT sector employees
- To identify the network usage profile of the employees.
- To know the benefits of work from home.
- To analysis the challenges of work from home.

Hypothesis of the study
- The factors of benefits of work from home do not differ significantly.
- The factors of challenges of work from home do not differ significantly.
- There is no significant influence of Demographic variables of IT sector employees on their work from home.
- There is no significant influence of usage variables, Organisational support, Home Atmosphere and Nature of Work of IT sector employees on their work from home.

Research Method
- Empirical method

Research Approach

Area of the study:
The study is confined to Chennai City only.

Sample Size
Since the population for the survey are very large, and due to time limitation, a sample size of 103 was taken for the survey.

Sample size
Willing to Work from

Home: 54
Office: 49

Sources of Data
- Primary Data: Survey method was employed to collect the data from the respondents.
- Secondary data: The secondary data was collected from journals, magazines, books, articles, research papers and websites.

Research Tools
- Percentage Analysis, Factor Analysis, Anova, Association (Chi-square Analysis)
- Sampling Method
The study mainly depended on the Primary data collected through a well-structured Questionnaire distributed in the city of Chennai alone. The Secondary data was collected from journals, magazines, books, articles, research papers and websites.

**Data Instrument:** Well-structured Questionnaire

**DATA ANALYSIS AND RESULTS**

**Part I: Demographic Profile of the IT employees**

Table 1 - Demographic Profile

| QNO | VARIABLE      | Category        | Nos. | %  |
|-----|---------------|-----------------|------|----|
| Q1  | Gender        | Male            | 54   | 52%|
|     |               | Female          | 49   | 47%|
| Q2  | Age           | Below 20        | 22   | 22%|
|     |               | 20-30           | 44   | 43%|
|     |               | 30-40           | 25   | 24%|
|     |               | 40-50           | 7    | 7% |
|     |               | Above 50        | 4    | 4% |
| Q3  | Qualification | Graduate        | 47   | 46%|
|     |               | Post Graduate   | 33   | 32%|
|     |               | Professional    | 23   | 22%|
| Q4  | Work Experience | 1-5            | 36   | 35%|
|     |               | 5-10            | 24   | 23%|
|     |               | 10-15           | 17   | 16%|
|     |               | 15-20           | 12   | 12%|
|     |               | Above 20        | 14   | 14%|
| Q5  | Marital Status | Married        | 60   | 58%|
|     |               | Unmarried       | 43   | 42%|
| Q6  | Location of Residence | CentralChennai | 9    | 9% |
|     |               | East Chennai    | 8    | 8% |
|     |               | North Chennai   | 9    | 9% |
|     |               | South Chennai   | 72   | 70%|
|     |               | West Chennai    | 5    | 5% |
|     | Monthly Income | below 10km      | 35   | 34%|
| Q7  | Monthly Income | 10-30km         | 52   | 50%|
|     |               | 30-50km         | 11   | 11%|
|     |               | Above 50km      | 5    | 5% |
|     |               | Above 55000     | 29   | 28%|

Source: Primary Data

- The Sample is dominated by **Male** (52%);
- Dominant Age group is **20-30 years** (43%);
- Majority are **Graduates**, Majority have an experience between 1-5 yrs (35%), Majority are married (58%).

**Q6**

- Majority earn an income **Below 25000** (34%), Followed by above Rs. 55,000 (28%).
- Majority **travel a distance of 10km-30km** every day for work.

**Part II: Network Usage Profile**

Table 2 - Network Usage Profile

| S.no | Usage Profile variables   | Frequency | Percentage |
|------|---------------------------|-----------|------------|
| Q9   | You have access to the Internet through | Broadband/WIFI | 65 | 63% |
|      |                           | Mobile Data Pack | 23 | 22% |
|      |                           | Dongle | 15 | 15% |
|      |                           | TOTAL | 103 | 100% |
Q10. Which device do you use most frequently to access the Internet for purpose of official work?

- Mobile: 28 (27%)
- Desktop: 11 (11%)
- Laptop: 64 (62%)

Q11. An average, how much money do you spend for Internet Connectivity (per month)?

- Rs.1000/-: 77 (75%)
- Rs. 2000/-: 20 (19%)
- Rs. 3000/-: 3 (3%)
- More than 3000: 3 (3%)

Q12. Does your Company offer any Net connectivity Allowances?

- Yes: 56 (55%)
- No: 47 (46%)

Q13. Does your Company provide a personal Lap-top to work from home?

- Yes: 63 (61%)
- No: 40 (39%)

Q14. Do you go to your work place due to non-availability of any infrastructure to carry out your official job?

- Yes: 29 (28%)
- No: 74 (72%)

Q15. Does your Company provide you any Furniture Perks?

- Yes: 25 (24%)
- No: 78 (76%)

Q16. Do you have a separate room or cabin at home earmarked to perform official work?

- Yes: 39 (38%)
- No: 64 (62%)

Q17. Do you think there can be hindrance from family members while we work from home?

- Yes: 53 (52%)
- No: 50 (48%)

Q18. Do you think Home atmosphere is more suitable for working?

- Yes: 68 (66%)
- No: 35 (34%)

Q19. Are all necessary gadgets, Equipments& stationery available to Work from Home?

- Yes: 73 (71%)
- No: 30 (29%)

Q20. Which of these platforms do you use for official Team interactions?

1. Google meet: 15 (15%)
2. M.S. TEAMS: 42 (41%)
3. Others: 7 (7%)
4. SKYPE: 6 (6%)
5. WEBEX: 10 (10%)
6. ZOOM: 23 (22%)

Source: Primary Data

- Majority of the respondents use WIFI (63%);
- Most of them use Laptops for WFH (62%);
- Majority of them spend Rs. 1000 per month on internet charges (75%)
- Most of the Companies provide NET access allowance (55%)
- Most companies provide the employees with laptops (61%)
- There has not been a necessity to go to work place to most of them (72%)
- Companies do not provide Perks for furniture (75%)
- Most respondents DON’T have separate space at home for work (62%)
- Majority of them feel that there is hindrance from family member/others during work from home (52%)
- Majority are satisfied that the atmosphere at home is suitable for work (66%)
- Majority have necessary equipments and gadgets to work from home
- MS-TEAMS is the most used Meeting app (41%) followed by ZOOM (22%)

Part III: Nature of Work from Home

| S.no | Nature of Work from Home | Frequency | Percentage |
|------|--------------------------|-----------|------------|
| Q21  | Is there a significant change in nature of work/ | Yes | 56 | 54.4 |

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projects assigned to you during wfh?

|        | No   | 47   | 45.6 |
|--------|------|------|------|
| Total  | 103  | 100  |      |

Q22 Nature of work/ jobs performed during working from home

|        | Routine | 72   | 69.9 |
|--------|---------|------|------|
| short term | 10     | 9.7  |      |
| medium term | 8     | 7.8  |      |
| long term  | 7      | 6.8  |      |
| Others    | 6      | 5.8  |      |
| Total     | 103    | 100  |      |

Q23 Average per day hours for which you work?

|        | 8 hours | 31   | 30.1 |
|--------|---------|------|------|
| 9 hrs  | 30      | 29.1 |      |
| 10 hrs | 32      | 31.1 |      |
| Above 10 hrs | 10 | 9.7  |      |
| Total  | 103    | 100  |      |

Q24 Given an option which would you prefer?

|        | Work from Home | 54   | 52.4 |
|--------|----------------|------|------|
| Work at Office | 49    | 47.6 |      |
| Total  | 103           | 100  |      |

Source: Primary Data

- Majority agree that there is a significant change in the nature of work during WFH.
- The work assigned during WFH are mostly routine work.
- The majority of the employees work for nearly 10 hrs a day during WFH.
- 52% of respondents prefer work from home, whereas 48% prefer work at office.

**FACTOR ANALYSIS**

Factor Analysis aims at grouping the original input variables into factors which underlie the input variables. Each factor will account for one or more input variables. Theoretically, the total number of factors in the Factor analysis is equal to the number of factors in the study can be reduced by dropping the insignificant factors based on certain criterion. Here, the results of Factor analysis carried out on the variables of Benefits and challenges of IT employees work from home were given below.

The KMO measures the sampling adequacy (which determines if the responses given with the sample are adequate or not), which should be close than 0.5 for a satisfactory factor analysis to proceed. Kaiser (1974) recommended 0.5 (Value for KMO) as minimum, values between 0.7 – 0.8 as acceptable, and values above 0.9 as outstanding, in this study to test the sampling adequacy, the KMO test was carried out and its value 0.878 is satisfactory.

Respondents perceive two important factors to be influencing the WFH option namely:

- Favourable/facilitating Perceptions
- Un-favourable perceptions

Table 4 - Rotated Component Matrix (Favourable)

| COMPONENTS-FACTOR1 – FAVOURABLE PERCEPTIONS | Loadings |
|--------------------------------------------|----------|
| With availability of sophisticated online collaboration tools, WFH provides the best of both worlds – deliver more at work, while spending more time with family or pursue other interests as well (great work-life balance). | .857     |
| WFH enables greater productivity as one can work at the times one feels energized, taking breaks according to convenience, and can give their best – in terms of both quality and quantity. | .853     |
| Since there is no travel for WFH, it leads to less fatigue and hence greater productivity. | .827     |
| WFH enables greater flexibility w.r.to working hours, thereby leading to better adjustment when working with teams and customers across different time zones. | .803     |
| WFH leads to a healthier lifestyle due to eating home-made food, avoiding pollution (noise, air), etc. | .803     |
| WFH enables physically separated teams (for example, team members spread across multiple offices or locations) feel closer together, as the location does not matter during interactions, team meetings, etc. | .791     |
WFH results in greater employee satisfaction due to flexible working hours, and attending to family and other non-work matters as needed at short notice. .786

WFH enables greater innovation in employees when faced with practical challenges in getting work done, which would be useful in solving customer problems also. .760

WFH enables more work to be done every day on average due to time saved on travel to/from office. .744

WFH enables direct and indirect cost savings for the company – power, transport, infrastructure, perks at office, etc., without affecting the employee’s motivation level in any way. .703

Source: Computed Data

Facilitating factor comprising 10 important variables were identified using factor analysis. Their loadings signify the importance assigned to the factor.

Top 5 facilitating reasons are:
1. More Family Time
2. Convenient Breaks
3. Less fatigue & More productive
4. Connecting customers on different time zones
5. Healthy lifestyle & less pollution

WFH results in increased stress due to not having direct control of team members’ performance and contributions.

WFH results in delays and loss of productivity due to non-reachability of colleagues, network disturbances, etc.

WFH creates operational and practical challenges when close collaboration is required between team members.

WFH results in a sense of feeling isolated, and sometimes depression due to not being close to colleagues to whom you can reach out for help or vent your feelings in office.

It is very easy to cover up loss of productivity or doing less work in WFH, leading to a negative impact on team’s/organization’s delivery commitments – time as well as quality.

WFH results in missing the personal connect that comes with face-to-face interactions with team members, staff, customers, vendors, etc.

WFH causes harmful side-effects to the body in the long run, due to increased screen-time and increased use of mobile or other phones.

WFH causes an unhealthy lifestyle due to being in the same place for hours together (without any movement), binge eating, irregular meal and sleep times, etc.

WFH causes over-working due to no fixed working hours, resulting in burn out.

WFH results in greater cost for the company to provide, for example, ensuring suitable infrastructure and connectivity, access to remote servers and labs, collaboration tools, etc.

Source: Computed Data

Challenging factor comprising 10 important variables were identified using factor analysis. Their loadings signify the importance assigned to the factor.

Top 5 Challenges to WFH are:
1. No Direct control over team members
2. Not-reachable due to network issues
3. Practical Collaboration Challenges
4. Compromise on time & quality
5. Missing personal connect between Team members

ONE-WAY ANOVA
In statistics, One-way analysis of variance (abbreviated one-way ANOVA) is a technique that can be used to compare means of two or more samples (using the F distribution). This technique can be used only for numerical response data, the "Y", usually one variable, and numerical or (usually) categorical input data, the "X", always one variable, hence "one-way".

The Tables below reveal the association between the two factors and the Demographic or Usage Profile. Existence of an Association is reflected by the significance level below 0.05
I. DEMOGRAPHIC PROFILE - INFLUENCE ON WHF_PERCEPTION OF EMPLOYEES

Table 6 - ANOVA - AGE

| Factor      | Sum of Squares | df | Mean Square | F    | Sig. | Mean       |
|-------------|----------------|----|-------------|------|------|------------|
| FAVOURABLE  |                |    |             |      |      |            |
| Between Groups | 9.549         | 4  | 2.387       | 2.531| .045 | .5916494  |
| Within Groups | 92.451        | 98 | .943        |      |      |            |
| Total       | 102.000       | 102|             |      |      |            |
| CHALLENGING |                |    |             |      |      |            |
| Between Groups | 12.078        | 4  | 3.019       | 3.291| .014 | 1.2497561 |
| Within Groups | 89.922        | 98 | .918        |      |      |            |
| Total       | 102.000       | 102|             |      |      |            |

- Age is a strongly influencing factor on perception on Work-From-Home perception of Employees. Employees of Age group- Above 50 years are most influenced and they find WFH more Favourable (mean score 0.5916).

Table 7 - ANOVA - EXPERIENCE

| Factor      | Sum of Squares | df | Mean Square | F    | Sig. | Mean       |
|-------------|----------------|----|-------------|------|------|------------|
| FAVOURABLE  |                |    |             |      |      |            |
| Between Groups | 6.761         | 4  | 1.690       | 1.736| .147 | .4283225  |
| Within Groups | 95.239        | 98 | .972        |      |      |            |
| CHALLENGING |                |    |             |      |      |            |
| Between Groups | 11.009        | 4  | 2.752       | 2.961| .023 | .7568640  |
| Within Groups | 90.991        | 98 | .928        |      |      |            |

- The Anova reveals that Experience influences the perception of Employees on Work from Home. Employees who have more than 20 years of experience find Work From Home more Challenging (mean score 0.7568).

Table 8 - ANOVA-MARITAL STATUS

| Factor      | Sum of Squares | df | Mean Square | F    | Sig. | Mean       |
|-------------|----------------|----|-------------|------|------|------------|
| FAVOURABLE  |                |    |             |      |      |            |
| Between Groups | 2.874         | 1  | 2.874       | 2.928| .090 | .1414034  |
| Within Groups | 99.126        | 101| .981        |      |      |            |
| CHALLENGING |                |    |             |      |      |            |
| Between Groups | 4.835         | 1  | 4.835       | 5.026| .027 | .1834160  |
| Within Groups | 97.165        | 101| .962        |      |      |            |

- The Married Employees face more Challenges in WFH (mean score: 0.1834)

Table 9 - ANOVA- DISTANCE FACTOR

| Factor      | Sum of Squares | df | Mean Square | F    | Sig. | Mean       |
|-------------|----------------|----|-------------|------|------|------------|
| FAVOURABLE  |                |    |             |      |      |            |
| Between Groups | 3.266         | 3  | 1.089       | 1.092| .35  | 0.626      |
| Within Groups | 98.734        | 99 | .997        |      |      |            |
| CHALLENGING |                |    |             |      |      |            |
| Between Groups | 7.021         | 3  | 2.340       | 2.439| .069 | 0.718      |
| Within Groups | 94.979        | 99 | .959        |      |      |            |

- Employees travelling long distance of ‘Above 50km’ have unfavorable perceptions of Work from Home (mean value from descriptive table = 0.718).

II. NETWORK USAGE PROFILE - INFLUENCE ON WHF_PERCEPTION OF EMPLOYEES

Table 10 - ANOVA-MONTHLY INTERNETCHARGES

| Factor      | Sum of Squares | Df | Mean Square | F    | Sig. | Mean       |
|-------------|----------------|----|-------------|------|------|------------|

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Employees affording or spending up to Rs. 3000 pm on internet charges (only 3% of the respondents) have responded favourably to WFH option (Mean value = 1.69).

III. ORGANISATIONAL SUPPORT - INFLUENCE ON WHF PERCEPTION OF EMPLOYEES

Table 11 - ANOVA – COMPANY PROVIDES INTERNET ALLOWANCES

| Factor                  | Sum of Squares | df | Mean Square | F   | Sig.  | Mean     |
|-------------------------|----------------|----|-------------|-----|-------|----------|
| FAVOURABLE              |                |    |             |     |       |          |
| Between Groups          | 8.970          | 3  | 2.990       | 3.18| .02   | 1.6956235|
| Within Groups           | 93.030         | 99 | .940        |     |       |          |
| CHALLENGING             |                |    |             |     |       |          |
| Between Groups          | .401           | 3  | .134        | .130| .94   | -.2793300|
| Within Groups           | 101.59         | 99 | 1.026       |     |       |          |

Employees who don’t get internet allowances from their Office, have unfavourable perceptions towards Work From Home.

IV. HOME ATMOSPHERE - INFLUENCE ON WHF PERCEPTION OF EMPLOYEES

Table 12 - ANOVA – INTERFERENCE FROM MEMBERS AT HOME DURING WORK

| Factor                  | Sum of Squares | df | Mean Square | F   | Sig.  | Mean     |
|-------------------------|----------------|----|-------------|-----|-------|----------|
| FAVOURABLE              |                |    |             |     |       |          |
| Between Groups          | 4.794          | 1  | 4.794       | 4.981| .028  | .2095374 |
| Within Groups           | 97.206         | 101| .962        |     |       |          |
| CHALLENGING             |                |    |             |     |       |          |
| Between Groups          | .008           | 1  | .008        | .008| .931  | .0088796 |
| Within Groups           | 101.992        | 101| 1.010       |     |       |          |

Most of the employees agree that there is interference from family/other members during Work From Home (mean score: 2.09).

V. NATURE OF WORK - INFLUENCE ON WHF_PERCEPTION OF EMPLOYEES

Table 13 - ANOVA – HOURS PER DAY

| Factor                  | Sum of Squares | df | Mean Square | F   | Sig.  | Mean     |
|-------------------------|----------------|----|-------------|-----|-------|----------|
| FAVOURABLE              |                |    |             |     |       |          |
| Between Groups          | 8.075          | 3  | 2.692       | 2.8 | .042  | .4104666 |
| Within Groups           | 93.925         | 99 | .949        |     |       |          |
| CHALLENGING             |                |    |             |     |       |          |
| Between Groups          | 5.929          | 3  | 1.976       | 2   |       |          |
Working long hours – 10hrs and above, influences the Employee’s perception of WFH. *Long hour workers have found WFH favourable* (mean score 0.410). Nearly 31% of the respondents work for long hours.

**chi-square analysis**

**Association among the USAGE PROFILE of IT employees and OVERALL PERCEPTION ABOUT WORK FROM HOME**

In the below mentioned analysis the researcher attempts to find out, the distribution of *two groups of IT employees who prefer to Work From Home (WFH) and Work At Office (WAO)* over the demographic profile of IT employees, Their Network usage profile, Company’s Support & Home atmosphere and its findings are presented in the following cross-tab and chi-square analysis. Chi-Square establishes existence of Association between the variables.

| Willing to Work from Home | Age of the respondent | Hypothesis |
|---------------------------|-----------------------|------------|
|                           | Below 20              | 20-30      | 30-40 | 40-50 | Ab 50 | Total | $\chi^2$ | Sig. |         |
| Work from Home            | 6                     | 29         | 13    | 3     | 3     | 54    | 10.681(a) | 0.03 | Rejected |
| Work at Office            | 17                    | 15         | 12    | 4     | 1     | 49    |          |      |          |
| Total                     | 23                    | 44         | 25    | 7     | 4     | 103   |          |      |          |

- There is significant association between Age of the respondents and preference to work from home.
- It is observed that the majority of ‘Below 20’ prefer to work from home; while those between ‘20-30’ prefer to work at office.

**Table 15 - Is it Possible to focus on job in a Home atmosphere**

| Willing to Work from Home | Is it Possible to focus on job in a Home atmosphere | Hypothesis |
|---------------------------|-----------------------------------------------------|------------|
|                           | Yes                    | No         | Total | $\chi^2$ | Sig. |         |
| Work from Home            | 48                     | 6          | 54    | 26.463   | .000 | Rejected |
| Work at Office            | 20                     | 29         | 49    |          |      |          |
| Total                     | 68                     | 35         | 103   |          |      |          |

Source: Computed Data

There is significant association between ‘Home atmosphere’ and the respondent’s preference to work from home. It is observed that the majority of people who have good home atmosphere prefer to work at home while those who don’t have a suitable atmosphere prefer to work at office.

**Table 16 - Necessary gadgets, Equipments & stationery available to Work from Home**

| Willing to Work from Home | Are all necessary gadgets, Equipments & stationery available to Work from Home | Hypothesis |
|---------------------------|-----------------------------------------------------------------------------|------------|
|                           | Yes                    | No         | Total | $\chi^2$ | Sig. |         |
| Work from Home            | 46                     | 8          | 54    | 11.262   | .001 | Rejected |
| Work at Office            | 27                     | 22         | 49    |          |      |          |
| Total                     | 73                     | 30         | 103   |          |      |          |
Source: Computed Data
There is association between availability of gadgets at home and preference to work from home. Majority of people who don’t have necessary gadgets prefer to work at office.

Table 17 - platforms use for official Team interactions

| Willing to Work from Home | Which of these platforms do you use for official Team interactions | Hypothesis | \( \chi^2 \) | Sig. |
|--------------------------|---------------------------------------------------------------|------------|-----------|-----|
| Work from Home           | Google Meet  M.S. TEAMS  Others  Skype  Webex  Zoom  Total |            | 15.722(a) | 0.05|
| Work at Office           | 9  16  2  6  4  17  54 |            |            |     |
| Total                    | 15  42  7  6  10  23  10 3 |            |            |     |

Source: Computed Data
There is Association between the App used for conducting meetings and preference to work from home. MS. Teams and Zoom are the most used Apps. It is interesting to observe that Majority of M.S. Teams users prefer to work from office only. Majority of Zoom users prefer to work from home.

Conclusion
This study on perception of IT employees on Work from Home during this pandemic reveals that there is mixed response to the Work from Home Option. There is no clear indication that the benefits outweigh the challenges. The findings indicate that 52% of respondents prefer work from home, whereas 48% prefer work at office.

The important factors in favour of Work from Home, ranked in the order of relative importance are: More family time, Convenient breaks, Less fatigue, Greater productivity, Connecting customers in different time zones, healthy lifestyle with less pollution.

The Challenges to work from home are that they have No Direct control over team members, members are not reachable due to network issues, Practical Collaboration Challenges, Compromise on time & quality, Missing personal connect between Team members.

Study reveals that there is influence of demographic profile, net usage profile, organisational support, home atmosphere and nature of job, on the perceptions of the employees.

Favourable influences: Employees of age above 50 years prefer to Work from home. Employees who spend more on Internet charges have responded in favour of work from home. Employees who receive Internet allowances from company have favourable perceptions than others. Majority of the respondents working for long hours (10hrs and above) prefer work from home.

Unfavourable Influences: Married employees do not prefer work from Home. Experienced Employees do not favour Work from home. Study indicates that most respondents DON'T have separate space at home for work (62%) and majority of them feel that there is hindrance from family member/ others during work from home (52%). Home atmosphere is a highly influencing factor on the preference for work from home.

Youngsters below 20 years of age prefer to work from home than those in age group 30-40. There is association between availability of gadgets at home and they type of apps used for meetings on the perceptions. Since support by way of internet allowances from companies influence the employee’s perception, more companies should consider providing such allowances. Most of the employees are not provided allowances. From the above findings it is clear that the transition to 100% work from home will take much longer. IT companies, in near future, may prefer to work in blended mode with Work at Office for those tasks for which close coordination is required and Work from home wherever it can be flexible. This will be beneficial to both employees and the employers.

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