

Project Dissertation Report on

**PERCEPTION OF PEOPLE TOWARDS
WORK-FROM-HOME (WFH)**

Submitted By
Anshuman Sood
2K20/DMBA/25

Under the Guidance of
Ms. Deepali Malhotra
Assistant Professor



DELHI SCHOOL OF MANAGEMENT

Delhi Technological University

Bawana Road Delhi 110042

CERTIFICATE

This is to certify that the Project Report entitled “Perception of people towards Work-from-Home (WFH)” is a bonafide work carried out by Mr. Anshuman Sood of MBA 2020-22 and submitted to Delhi School of Management, Delhi Technological University, Bawana Road, Delhi – 110042 in partial fulfilment of the requirement of the degree of Master of Business Administration.

Ms. Deepali Malhotra
(Assistant Professor)

Dr. Archana Singh
(Head of Department)

Seal of Head

Place: New Delhi

Date: 5th May, 2022

DECLARATION

I, Anshuman Sood, student of MBA 2020-22 of Delhi School of Management, Delhi Technological University, Bawana Road, Delhi-110042 declare that Major Research Project report on “Perception of people towards Work-from-Home (WFH)” is submitted in fulfilment of Degree of Masters of Business Administration is the original work conducted by me.

The Information and data given in the report is the authentic to the best of my knowledge. This report is not being submitted to any other university for award of any other Degree, Diploma or Fellowship.

Anshuman Sood

Place: New Delhi

Date: 5th May, 2022

ACKNOWLEDGEMENT

It gives me immense pleasure to introduce my project work report entitled “Perception of people towards Work-from-Home (WFH)”.

I take this opportunity to express my gratitude to all those who helped me in completion of my project report successfully. I am grateful to my mentor Ms. Deepali Malhotra (Assistant Professor, Delhi School of Management, DTU for her support and valuable guidance throughout the duration of the project. I thank her for the constant encouragement and support at every stage.

ABSTRACT

Nowadays, the word "stress" is commonly used in everyday conversation. With the spread of the corona virus, numerous states have issued stay-at-home orders, and many businesses have ordered that the employees work from home to help prevent the spread of Covid-19 among employees and their families. As employees face unheard-of situations, this study seeks to ascertain respondents' perceptions of working from home vs working in the vicinity of the workplace. According to our study, we find out that employee work-from-home stress was heightened during the Covid-19 lockdown. We used structured questionnaires to obtain primary data from a substantial number of participants respondents using google forms, but due to constraints such as age, non-employment, etc., we filtered out the data and the data from a fit sample population of 110 was used in this study. MS-Excel, Tableau and Power BI were utilized for tabulation, evaluation, interpretation as well as data visualization.

TABLE OF CONTENTS

CERTIFICATE.....	i
DECLARATION.....	ii
ACKNOWLEDGEMENT.....	iii
ABSTRACT.....	iv
TABLE OF CONTENTS.....	v
1. INTRODUCTION.....	1
1.1. Background.....	1
1.2. Problem Statement.....	4
1.3. Objective & Extent of Study.....	6
2. LITERATURE REVIEW.....	7
3. RESEARCH METHODOLOGY.....	11
4. RESULTS AND ANALYSIS.....	13
4.1. Socioeconomic and Demographic Variables among Respondents.....	13
4.2. Work-from-Home: Pre & Post Covid-19 Lockdown.....	17
4.3. Preference for Working in Future.....	22
4.4. Summary Graph.....	25
5. CONCLUSION.....	26
6. RECOMMENDATIONS.....	27
REFERENCES.....	28
APPENDIX.....	30

1. INTRODUCTION

1.1. Background

Work-from-Home refers to the principle of staff members working from their houses not having to commute to a single, main work environment. Telecommuting is one more term for it along with working from home. WHO announced the coronavirus a plague in March 2020. Governments from throughout the globe, which include Indian authorities introduced complete lockdowns limiting all trips nationwide or worldwide and also asked for all employees if not essential to earn a living from home in which way viable. COVID-19, an afflict sweeping throughout the world, has actually risked culture to embrace strategies which were considered as difficult, requiring people to reassess different types of methods and also approaches, from workplace, to time-off, to simple journey and each day jobs.

As the coronavirus maintains to unfold throughout the world, global authorities have imposed as well as re-enforced lockdowns with the closure of non-critical companies and forbade non-critical celebrations from preserving health centres from the risk of being crushed due to pandemic. Many in their opposite numbers have recommended their locals to live at domestic as much as practical and workout social distancing to limitation of face-to face communications with others.

Considering from the start of telecommunication innovation, functioning from different places aside from the core physical workplaces has been possible. Work-from-home (functioning from home or at consumer's sites) was mainly prevalent among the administration as well as modern technology specialists. Aside from those, other professions specially the education sector have actually generally functioned from the physical workplaces only.

Currently, government as well as managers of mass accumulating programs are recommended to do a danger analysis withinside the context of the disease for his or her occasions to secure humans from harm. Pre-pandemic,

discussion on the fate of work-life have actually been uncertain and also on a regular basis elevated. COVID-19 pushed a selection upon humans, and also with the international authorities to adjust quickly, many agencies picked to embrace to work-from-home culture. These techniques have actually been employed extensively, as might show up within India. In order to minimize workers' risk from a COVID-19 virus, countless companies intreated their staff members to work-from-home. In a couple of locations, work-from-home recommendations had actually been supplied the aid of using federal governments, advising notices had actually been dispatched to employers of individual organizations, as a safety measure to save the additional unravel of the virus by reducing social contact with.

Work-from-home has helpful effects for both companies and also personnel. The advantages include and aren't limited to decreased commuting time, keeping off workplace national politics, the usage of much less workplace space, extended motivation, advanced gender variety (e.g., girls and also careers), much healthy and balanced labour forces with much lesser turnover, better expertise retention, task fulfilment, as well as greater efficiency. Vice-versa the drawbacks of work-from-home incorporate the blurred line amongst professional life as well as very own circle of relatives, social isolation, employees operating at residence must pay for the set-up of their domestic workplace and also the internet charges themselves, the connection among colleagues can additionally be damaged, rise in professed anxiety because of distorting constraints between work as well as individual life. Employees would potentially be side-tracked with the presence of more youthful youngsters or own circle of loved ones while working in a residential setup.

Since COVID-19 has influenced human beings worldwide, throughout the world appropriate guidelines were imposed. Among a state of affairs security protocols of bodily movement discount rate with lockdown, as instantly to reduce the rate of infection spread. Lockdown was taken into consideration as an emergency procedure that restricts an individual's activity. People no longer needed to depart a provided area (typically their domestic) besides for buying important products. All places were folded, unimportant sports stopped, and also excursion with were suspended throughout. The intention of the lockdown

was social distancing i.e., the separation of people that've been identified with the infection from human beings that weren't impacted by the very same. Services had actually been least arranged as well as the pandemic resulted in an unforeseen and whole closure of offices worldwide. To live on the brewing monetary dilemma, maximum companies (where feasible) needed their employees to function from their houses. While under day-to-day circumstances work at home become an alternate provided via employers to a limited number of personnel, the COVID-19 lockdown left work at home as the handiest practical alternative for agencies to survive on.

1.2. Problem Statement

While motivating employees to operate in their domestic setting, work-from-home has become one of the most practical choices for firms to work, we observe the employee seclusion literary works to evaluate its result on psychological health and wellness. Workers running in digital environments have suggested experiencing feelings of being isolated due to a loss of experience of friendships and interpersonal connections. The Covid-19 lockdown has actually brought the chance to collar just how operating from one's very own residence on this kind of range can also in addition have modified the point of views of individuals towards working from home. Therefore, this paper aims to assess the perception of functioning professionals in India towards the work-from-home culture that has actually risen in recent times.

Although work-from-home allows smooth performance of an organisation it can affect the mental health of employees. The employees point out emotionally demanding situations while working in these digital environments. Staff member quarantine is a psychological assemble that describes belief of loss of opportunities for social interaction with different workers. Communications at workplace aid workers to adjust to business way of living and enables coordination amongst workers, whereas, in electronically online environments, employees frequently think about themselves as a singular proprietor in preference to as a part of a company. Sensations of expert isolation develop anxiety that if they are out of sight, it will restrict opportunities for professional success such as promotions, whereas, social seclusion is felt whilst personnel overlook the casual interplay, they garner by means of being around others on the workplace, and face to-face verbal exchange help with records sharing and building a trust factor. Feelings of quarantine, therefore, lessen employee's effectiveness and condense of their capabilities.

In the dominating scenario, companies have enforced to perform work from home or anywhere feasible. There is no historical concern where societies were quarantined yet employees have been called for using means of their

companies to work to such remote degree. Such ideas combined with stress around career progression, instability concerning work, risk of infection, concern of demise of self or of cherished ones, will have an effect on employee's stress arrays and health. The details are built up via a study carried out over the month of March, 2022, which was aiming at to benefit understandings on exactly how work-from-home has actually changed during the lockdown period and the method those modifications might have a deep result on each, the destiny of work in India. This paper is focused on offering the evidence for companies and also insurance coverage makers to higher collar and also subsequently adapt to the transforming context and also possibilities of personnel as well as their understanding in the direction of the work from home culture.

1.3. Objective & Extent of Study

COVID-19 has shown the power of organisations. Many businesses had the ability to obtain more than 90% of their staff members to function from another location simply days after the distinct coronavirus infection was officially stated a pandemic. Jobs we never thought could be done from home, such as call centre operator, financial trader, and also several others, were instantly as well as successfully performed from residence. The function of this project is to analyse that work-from-home which was previously taken into consideration as a hassle-free option or as a privilege for some, now how during the Covid-19 stage, it has actually made the lives more complex/complicated than making it hassle-free. This research delivers a need to comprehend the experience of representatives telecommuting remarkably and also to understand their readiness to telecommute and also what the domestic climate indicates for their work. The major objectives of this research study taken on are:

1. To ascertain the inclination of employees towards Work from Home, Work from Office or hybrid post Covid-19 scenario.
2. To ascertain the impacts of Work from Home on mental health and routine of the working population.

2. LITERATURE REVIEW

- According to the literature (**Bélanger 1999; Bailey and Kurland 2002**), working from home is characterized by 2 main elements. Initially, employees work outside the usual office. Second, a connection in between house and also office exists. Information exchange as well as communication with associates is feasible through the use of information and interaction innovations. Moreover, the literature specifies that employees require to have an ideal job layout for functioning from home. Functioning from home is most appropriate for employees, who mostly have knowledge-based tasks, couple of face-to-face calls and also a high level of autonomy.
- **Olson (1989)** assesses the effects of functioning from home for staff members as well as their companies, with information from three studies. He finds that staff members report a minor rise in perceived performance. Though, employers state that they do not recognize any kind of productivity gains. He discusses the simply moderate performance rise at home in the three thought about cases by bad technological devices, which workers encounter at home.
- **DuBrin (1991)**, uses information on clerical employees operating in a big US marketing research company, who can either work from their domestic or stay in the workplace. Productivity is determined as information entrances per hour for a project group. He receives his empirical evaluation that functioning from residence boosts team productivity. Nevertheless, he compares modifications in group performance when jobs are moved from office to functioning from house. Though, there is no comparison of performance adjustments for the same employees.
- Functioning from home impacts employees' working conditions.

Functioning from residence supplies a much more flexible organizing of functioning time than operating in the workplace. Workers can work at their most effective functioning hours, even at the night. In contrast, when remaining in the office staff members require to satisfy general workplace hours as well as typical recover cost though it is not their chosen organizing of functioning time (**Bailyn 1988**). Additionally, in their home staff members are much less frequently side-tracked by colleagues and operate in a quieter basic working atmosphere, causing reduced job-related anxiety (**Bélanger 1999; Bloom et al. 2015**).

- **Selamet, J (2020)**, states that exercise levels have actually been declining because the Covid-19 episode due to social distancing and also functioning from home. Relative to the flexible threat factor of work-from-home employees' physical inactivity, the research study looks for to establish a physical activity initiative for them during this international pandemic.
- **Koshle, H. et al (2020)**, lays the focus on exactly how to keep the labor force safe from Covid-19 without interrupting service is that the key concern in front of Indian startups today. Not shocking, given the rampant disease, the nation's poor net infrastructure, as well as looming cyber safety and security risks, it is a mammoth task.
- **Jasmine, C. A (2020)**, goes over the economic influence triggered by Pandemic Covid-19 and how it has a huge influence. Lots of service sectors remained in disorder by the Covid-19 pandemic, undoubtedly, they needed to cut their staff members' incomes and even lay them off. The tourism sector was the hardest hit and really felt the effects of this 19th Pandemic this world has witnessed - Covid.
- **Nanda, J. (2020)**, speaks about the women residential workers being categorized under casual as well as inexperienced work without any

constitutional guarantees. With passage of time due to the decline of joint families as well as the entry significantly more ladies right into the employment field has triggered the need for a supporting hand to work inside the domestic.

- **Linda, Volley (2016)**, talks about the work from home is essential in existing productions and various other nation workers surrounding figures out all employees' troubles as well as manager demands are to create a staff focus in fixed work in one solution. The work from home's major goal is that well skilled employees are necessary to the company, so that the personnel conveniently resolve all the issues and likewise conserve time. The investigating work from home rules and regulation structure is essential to the business, staff knowledge as well as selecting and to developing the working infrastructure facilities. The work from home studies to facilitate the group of firm strategy structure as well as logically helpful to improve their knowledge.

- **Muhammad Razed Irfan, Muhammad Bilal & Rahman Zaire (2017)**, outlines the work-from-home battle to negative end, result of specialist intake and also administrative commitment, and the examination of company's quarter manufacturing gross earnings and also the staff member absence. The employee amounts to work from home having problem with the related through worker's stress. Hence work-from-home is important conflict to monetary transactional company as well as in regard to management performance in addition to task associated strength. Prolonged stubborn day-to-day working time stays a trustworthy expert to work from home between back-office employees and also mostly specific occupied work location. The considerable problem assumption is used in innovative strategies needed to plan for providing service. The paper terms analytical assesses estimate entrapped the daily as well as weekly task in the research. Measurable is connecting to details in existing show with valuable sign and imagination for their workers. The assessment provides common law

and additionally an additional daily job allocation establishes work-from-home as well as commercial administrations. The paper concludes plan groupings supply ideal facilities as well as creative thinking will support the fantastic discussion effective frameworks in financial sections.

- **Gajendhran and Harrison (2008)**, revealed in their study that it is difficult to monitor a worker's effort at home, especially when occasionally being interrupted by private responsibilities and family members. When there are ruthless competitors at the office area, this influence will certainly reflect in individual's income. Evidence on the productivity effects of work from home is uncertain, but seems to suggest positive effects more often than negative effects.

- The phenomenon of employee engagement has been a major topic of interest and study within the management and leadership community of practice over the last 30 years (**Saks, 2006**). The literature on engagement appears to be limited to employees in the traditional office and does not include remote employee engagement (**Adkins, 2015; Anita & Aruna, 2016; Dvorak & Sasaki, 2017**).

3. RESEARCH METHODOLOGY

This section lays its focus on the method utilized in study of this research and also briefly reviews the devices and techniques taken on for the study.

This paper aims to check out to understand how this widespread as well as the seclusion have actually influenced balance of personal and also professional life as well as dispositions as well as opinions of staff members towards versatile working in India.

The study inquires workers on their know-how of work-from-home, just how the job is divided, result of work-from-home on perception towards as well as inclinations towards adaptable functioning within the future. The data was gathered throughout March, 2022 through the medium of a survey and the sample space of the survey is 110.

The purpose is to equate if even now individuals still carry on with their dispositions from previous times with a presentation of unused standard in people, or if work designs are like they were pre Covid-19 durations.

The paper has its base upon survey conducted which is confined to those who are in the current times residing in India, over the age of 18, as well as professionally employed. A combination of distinctive screening techniques was made use of to grab obtain an enough number of feedbacks. The feedbacks were put together with circulating the survey questionnaire through different networks; by applications such as Twitter, Facebook, LinkedIn and focused on participants that conveyed the summary within their contacts.

Although the information was gathered from a substantial number of participants, the feedbacks needed to be strained as significant focus was on working people and more youthful generations. For this reason, we cannot state that the information talks with the common people of the India. All the same, in optimum of investigation, I have actually tried to distinguish the results amongst people with children as well as no kids, between male and females, that makes a difference as well as regulates a few of these limitations. Besides, I don't aim any cases to speak to the typical people of the India. Having claimed

this, it does provide us with a great thought of the practices and also demeanours of particularly employees and youth inside India.

The accumulated data was identified and also tabulated in MS-Excel. MS-Excel, Tableau and Power BI were utilized for evaluation, interpretation as well as data visualization.

4. RESULTS AND ANALYSIS

This section presents the findings of the study on the basis of the responses received from the survey and their analysis.

4.1. Socioeconomic and Demographic Variables among Respondents

Gender
110 responses

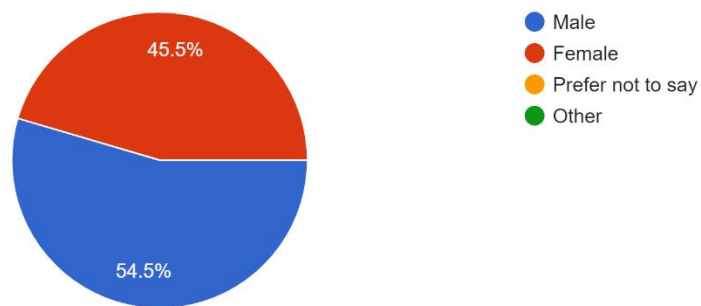


Fig. 4.1

Out of the 110 responses that we filtered out, 50 (45.45%) respondents were females and 60 (54.55%) respondents were males.

Age
110 responses

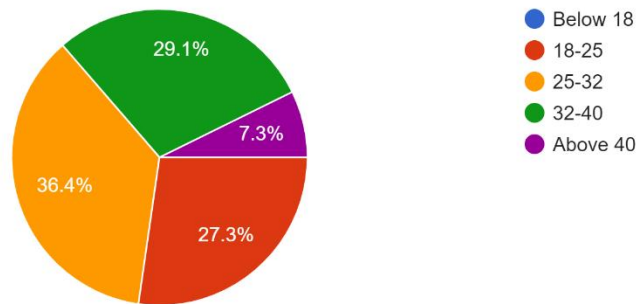


Fig. 4.2

Out of our sample space of 110, population of 30 (27.27%) belonged to the age bracket of 18-25, 40 (36.36%) belonged to the age bracket of 25-32, 32 (29.09%) belonged to the age bracket of 32-40 and 8 (7.27%) respondents were aged 40 and above.

Education
110 responses

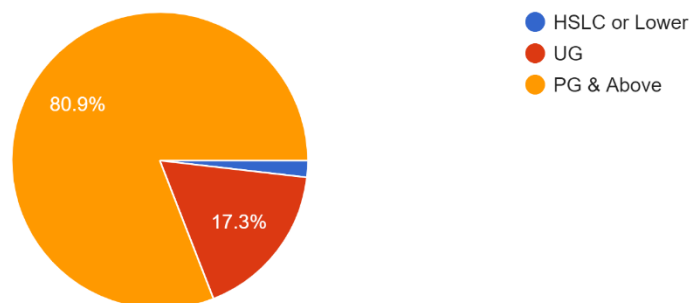


Fig. 4.3

Out of 110, 89 (80.91%) respondents held an educational qualification equivalent or greater than postgraduation degree, 19 (17.27%) held an undergraduate degree while only 2 had an educational qualification equivalent to or less than higher secondary or lower.

Occupation
110 responses

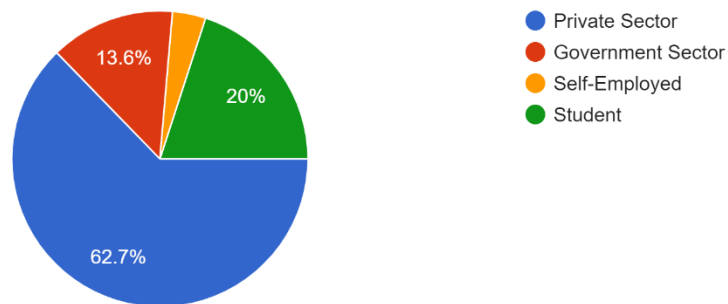


Fig. 4.4

Amongst the 110 respondents filtered, 69 (62.73%) were employed in the private sector, 15 (13.64%) were working in the government sector, 22 (20.00%) were students and only 4 (3.64%) were self-employed.

Marital Status
110 responses

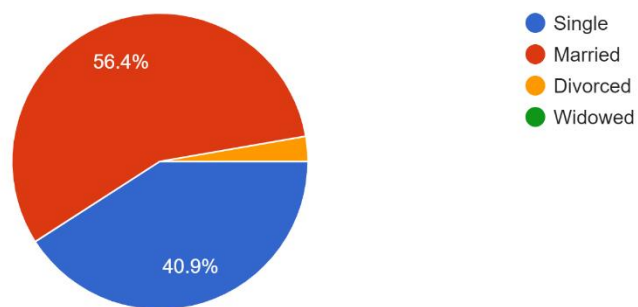


Fig. 4.5

Out of the sample space population of 110, population amounting to 62 (56.36%) people were married, 45 (40.91%) people were single and 3 (2.73%) people were divorced.

Are you a Parent
110 responses

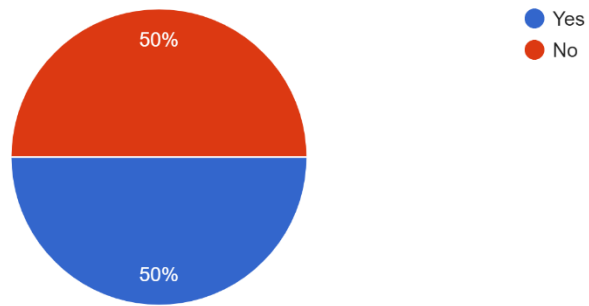


Fig. 4.6

Out of the 110 respondents, 55 (50.00%) were parents to one or more child and 55 (50.00%) were parents to none.

4.2. Work-from-Home: Pre & Post Covid-19 Lockdown

Here, comparison between people working from home prior to pandemic and during pandemic was done.

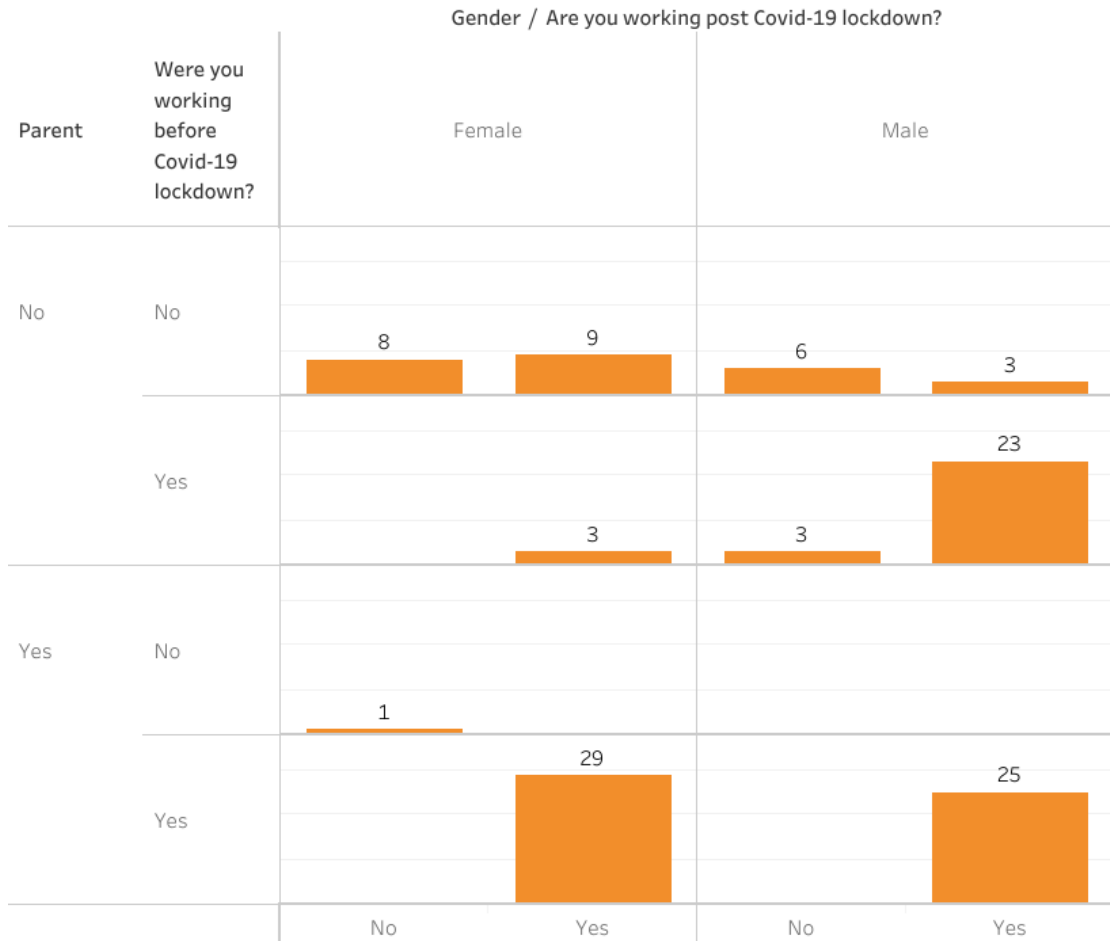


Fig. 4.7

As visible in the Fig. 4.7 visualisation, the following table 4.1 can be deduced:

Particular	Working before Covid-19	Working post Covid-19
Female Nonparent	3	3
Female Parent	29	29
Male Nonparent	23	26
Male Parent	25	25

Table 4.1

It is quite visible that rate of employment is higher in females who have one or more child, the reason relating to this can be assumed to be the presence of extra mouths to feed.

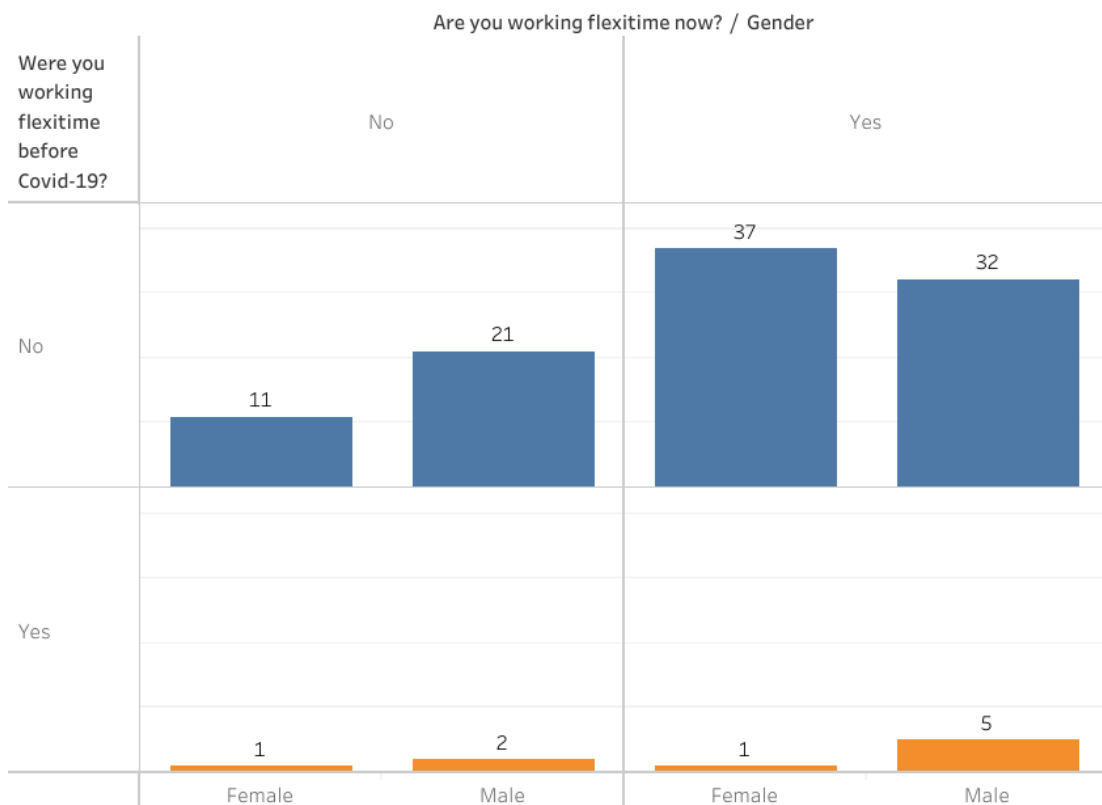


Fig. 4.8

As visible in the Fig. 4.8 visualisation, the following table 4.2 can be deduced:

Particular	Working flexitime before Covid-19	Working flexitime post Covid-19
Female	2	37
Male	7	32

Table 4.2

We can see that post Covid-19, the rate of females who have flexible working hours is greater than the males who have flexible working hours. This may be because of certain policies curated for women at workplace.

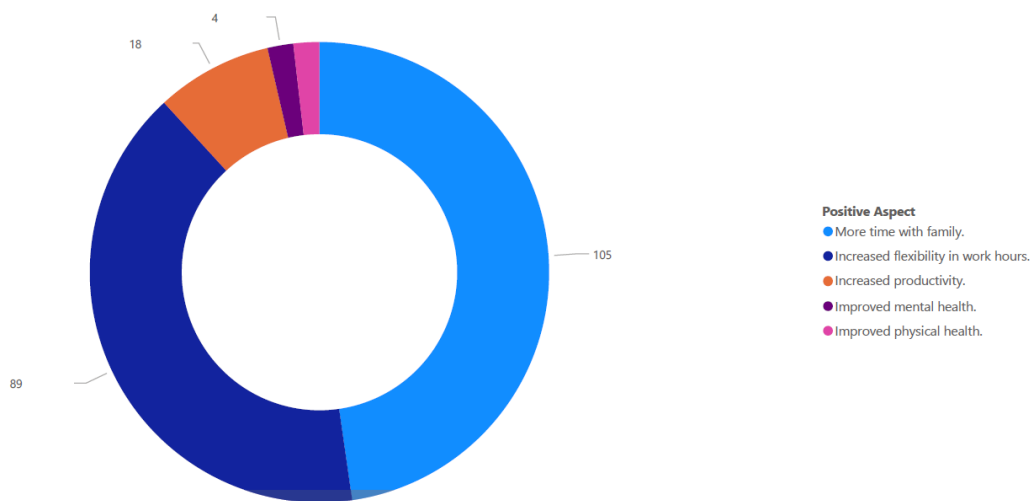


Fig. 4.9

It can be viewed from Fig.9 & Fig.10 that majority of respondents feel that the positive aspects of the work-from-home culture are that they get to spend more time with their families and they get to work at their comfortable hours because of the flexible work timings. A few also feel that their productivity has increased overall because of them working from home.

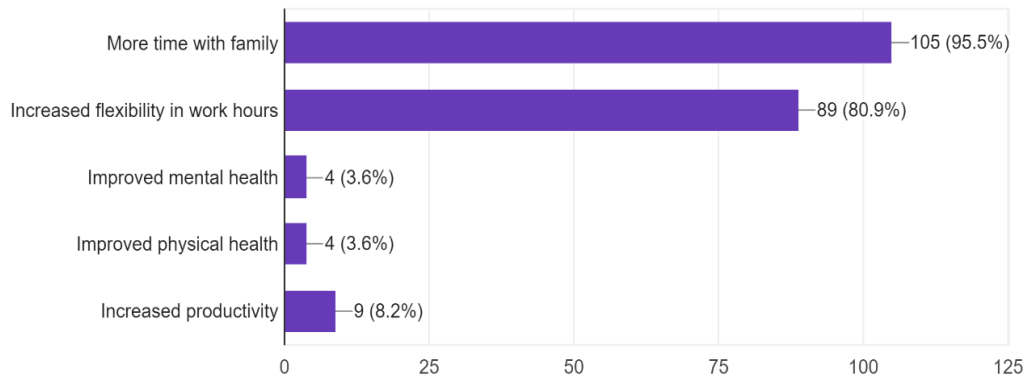


Fig. 4.10

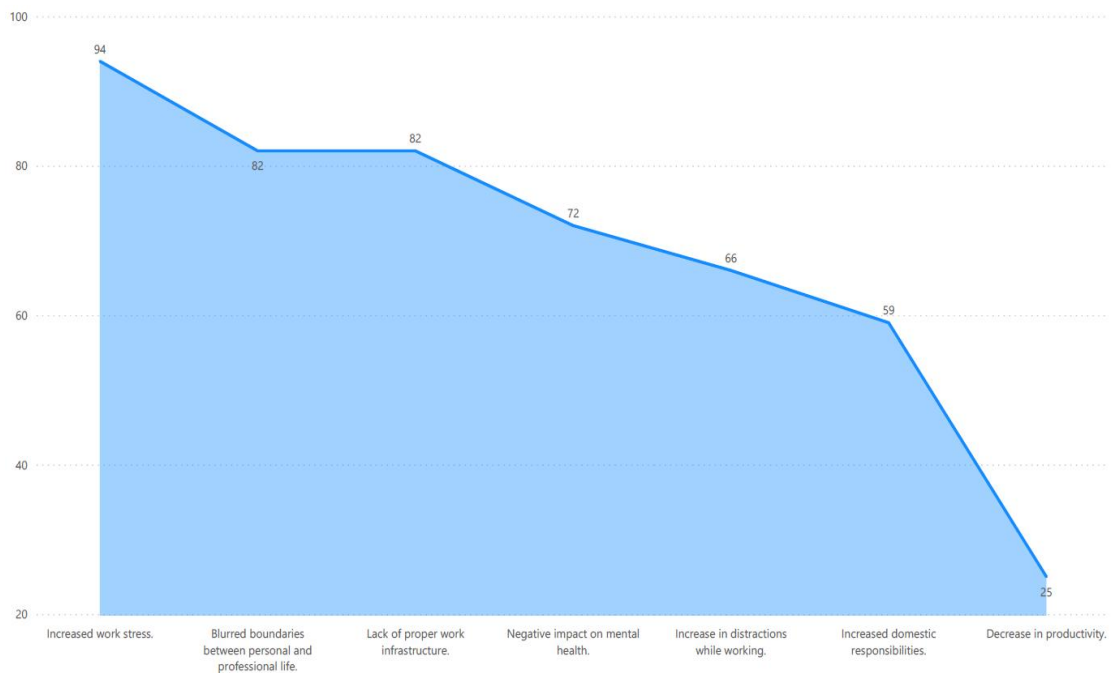


Fig. 4.11

As every coin has two sides, people observed few adverse results of working from home in times of Covid-19 lockdown. Here in Fig.11 above & Fig.12 below, we can see that except for a few believing that work-from-home has led to a decrease in their productivity, a very high number of respondents feel that work-from-home has a significant no. of negative aspects with major issues being:

- i. Increase in work stress.

- ii. Blurred boundaries between personal and professional life.
- iii. Lack of proper work infrastructure.
- iv. Negative impact on mental health.
- v. Increase in distractions while working.
- vi. Increased domestic responsibilities.

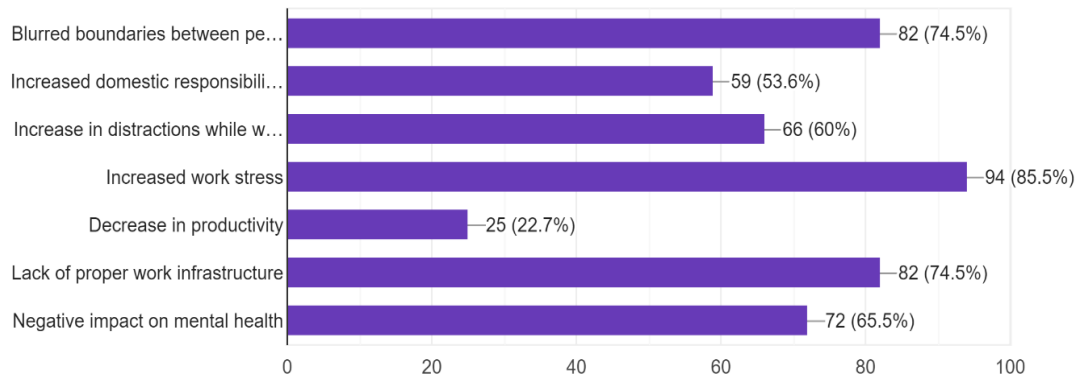


Fig. 4.12

4.3. Preference for Working in Future

4.3.1 Willingness of people to Work-from-Home

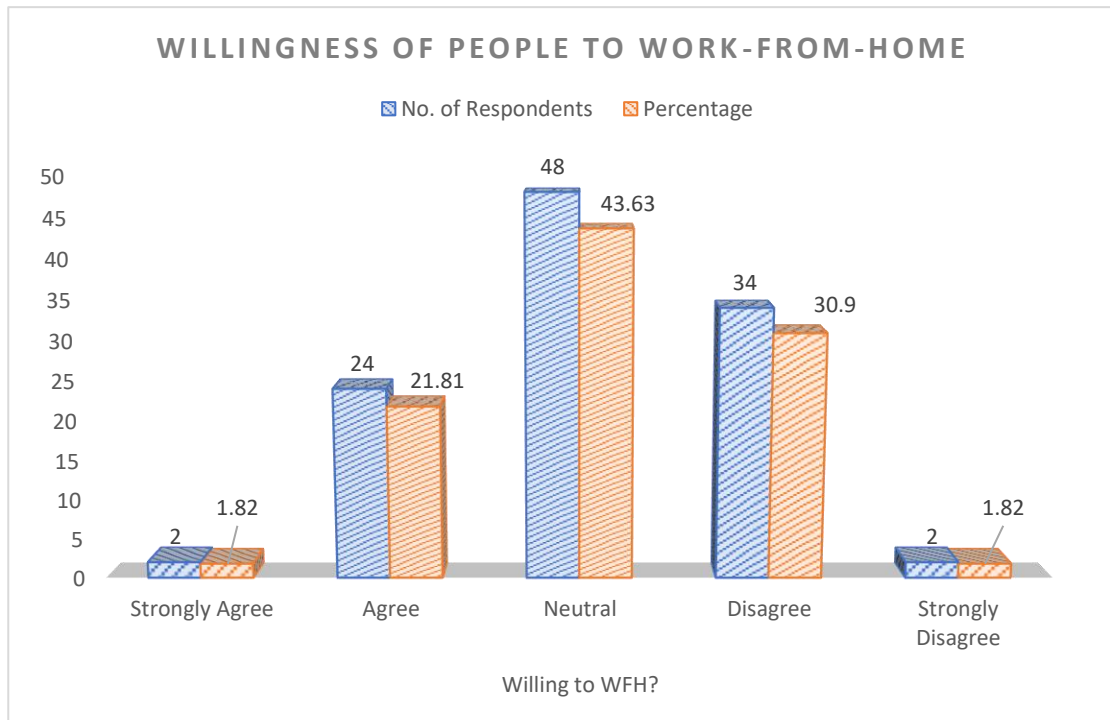


Fig. 4.13

From Fig.13 & Fig.14, it can be observed that out of the sample population of 110, nearly half of the population [48 people (43.6%)] was neutral to the fact of either working from home or working from the vicinity of their offices. 24 (21.81%) respondents agreed to be willing to work from their homes in future whereas only 2 (1.82%) respondents had a strong will to continue with the same. 34 (30.90%) respondents were not willing to continue with the practice of work-from-home and only 2 (1.82%) respondents strongly opposed the idea of working from home in future.

I am willing to work from home

110 responses

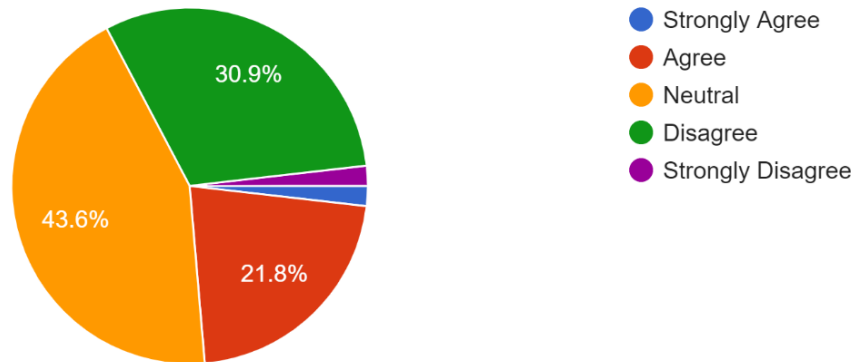


Fig. 4.14

4.3.2 Preference of Mode of Work in future

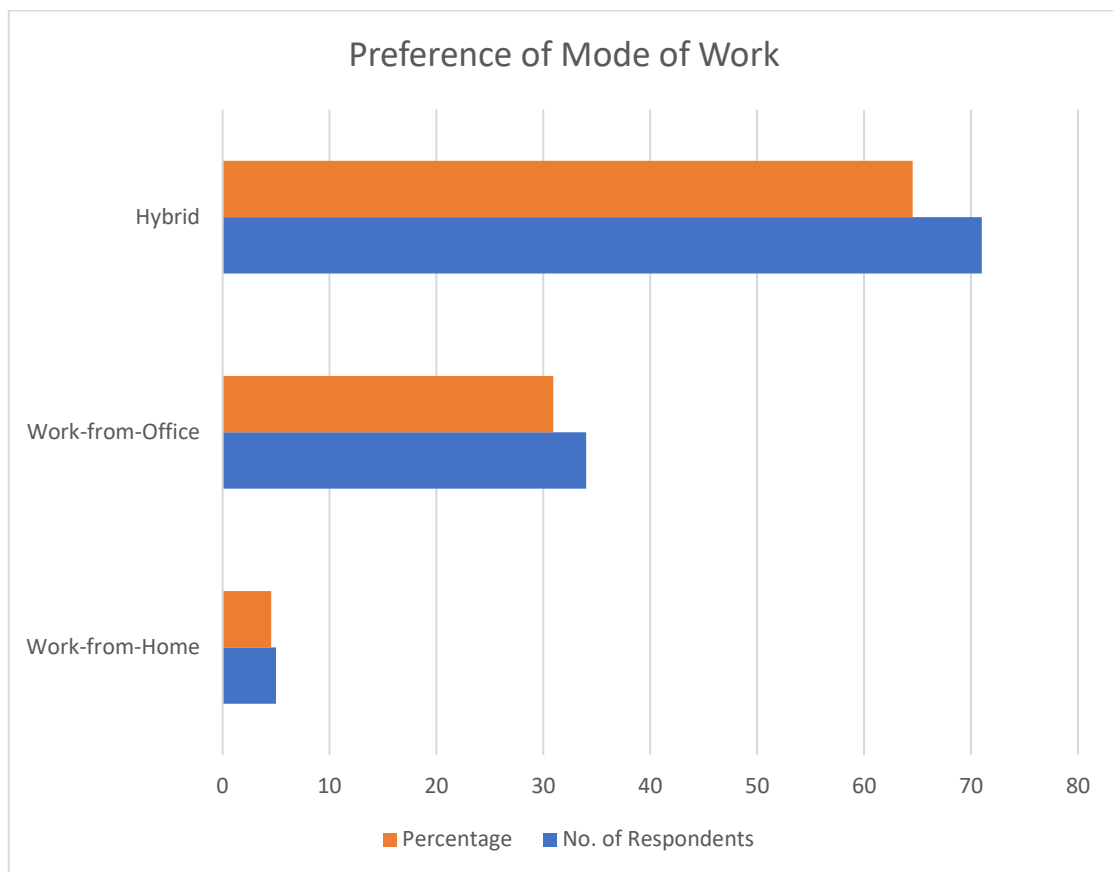


Fig. 4.15

When questioned about the preference of mode of work in future (Fig. 15 & Fig. 16), 71 (64.55%) people out of the 110 selected wanted their future medium of work to be of hybrid form, i.e., a mix of both work-from-home and

work-from-office. 34 (30.91%) people wanted to go back to full time work-from-office schedule and only a mere number of 5 (4.55%) people wanted the mode to remain fully as work-from-home.

Which mode of work would you prefer in future?

110 responses

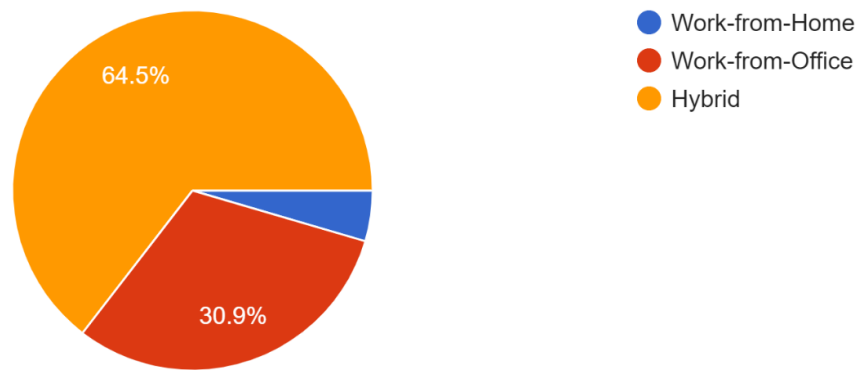


Fig. 4.16

4.4. Summary Graph

The following Fig. 17 is a graphical representation that is a near summary of responses received to the questions asked through the medium of the survey questionnaire that was circulated.

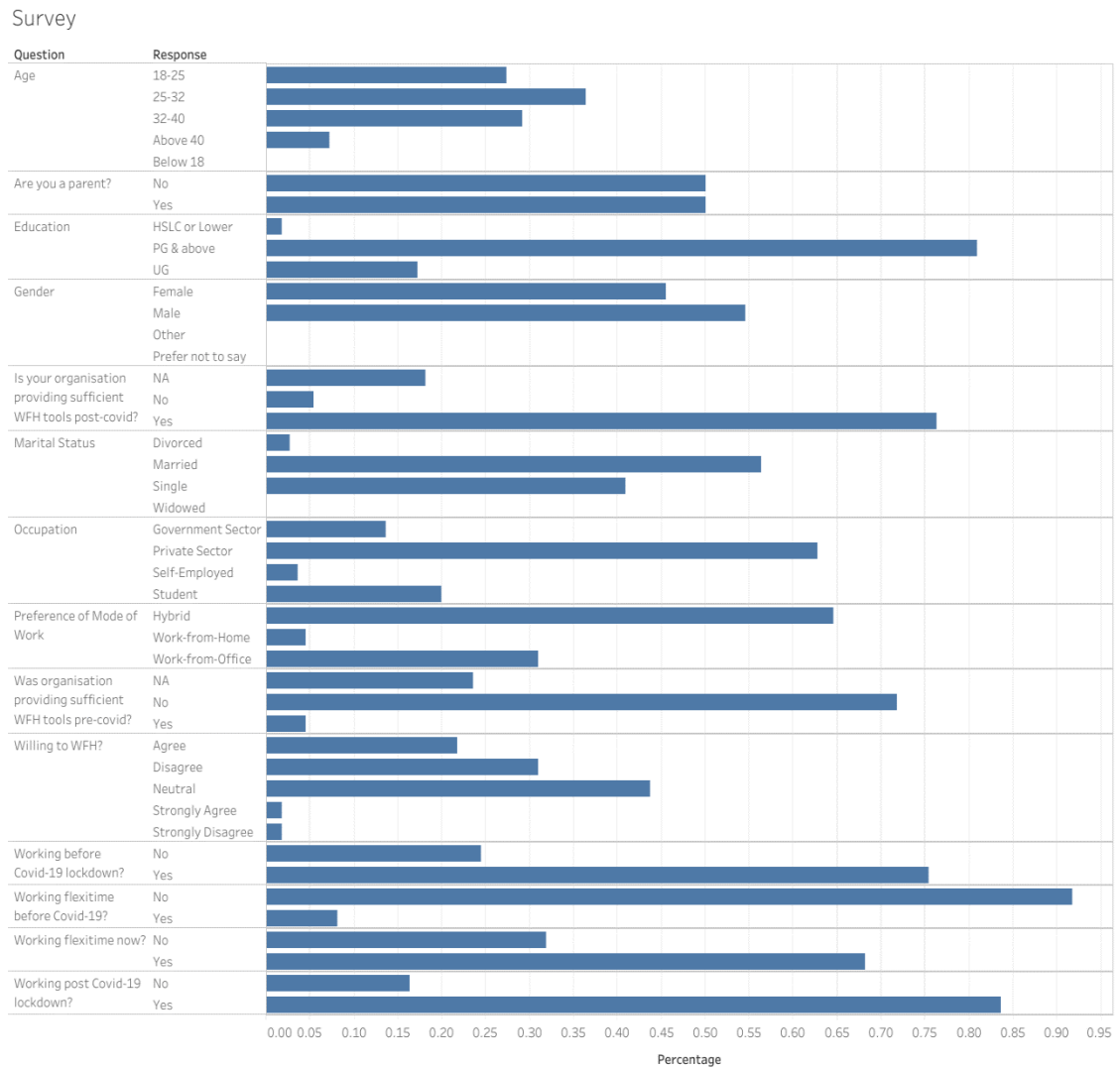


Fig. 4.17

5. CONCLUSION

From the details accumulated via the survey and also evaluation of the same, this paper concludes that during Covid-19 pandemic crisis rises several worries given the emergence of work-from-home to employees all over the country.

This study also suggests that there will continue to be a proportion of staff members that do not intend to function from residence.

This study likewise highlights that lots of people have actually been undertaking the numerous shifts of work as well as residential duties throughout the Covid-19 lockdown as well as limiting their capability to function. Several are suffering from sensations of conflict, stress as well as anxiety due to these restrictions as well as ever-increasing workload.

In a longer run, when staff members continue to work from home, it will only raise the basic stress levels and add to global dissatisfaction where the primary objective of work-from-home would be defeated, making the procedure even more of a binding as opposed to an advantage.

From the study, we have recognized that the future work design would be a Hybrid model. There won't be 100% remote working, and the companies need to preserve the solutions for the social connection and mental well-being also.

6. RECOMMENDATIONS

1. It can be recommended from the research study that in the future managers would be required to have seminars with workers to understand what functioning plans would be the very best to permit them to properly balance job and also house dedications, including being clear concerning crucial purposes as well as objectives that need to be satisfied and what support the organisation can supply.
2. Boost communication of versatile working policies to all staff members and guarantee that the advantages of using flexible functioning plans are consisted of.
3. Highlighting the relevance of versatile working as an efficiency enhancing device.
4. Consider ways to sustain organisations to handle wellness and also psychological wellness concerns triggered by the Covid-19 lockdown as well as long-term homeworking.
5. Inspire staff members to have honest discussions about workplace as well as house and also inspire them, particularly men, to require plans to function flexibly and also permit them to make sure that they balance their non-professional and also their work lives successfully.
6. Make help as well as safety and security policies for staff members with versatile work arrangement so that their specialist career is not adversely impacted.

REFERENCES

1. Nicholas Bloom James Liang John Roberts Zhichun Jenny Ying (2013). DOES WORKING FROM HOME WORK?
https://www.nber.org/system/files/working_papers/w18871/w18871.pdf
2. Srinivasan, V., & Srinivasan, V. (2020, May 11). Employment Issues During COVID-19 Crisis: An Analysis of the MHA's Order. Retrieved from https://papers.ssrn.com/sol3/papers.cfm?abstract_id=3595983
3. Amabile, T., & Kramer, S. (2013, July 24). Working from home: A work in progress. Harvard Business Review,
<https://hbr.org/2013/07/working-from-home-a-work-in-pr>
4. Nicholas Bloom James Liang John Roberts Zhichun Jenny Ying (2011). Evaluating the Impact of Working from Home on Productivity and Work-Life Balance in China
<https://www.povertyactionlab.org/evaluation/evaluating-impact-working-home-productivity-and-work-life-balance-china>
5. Rupietta, Kira; Beckmann, Michael (2017). Working from home: What is the effect on employees' effort?
<https://www.econstor.eu/bitstream/10419/162183/1/889498229.pdf>
6. Esra Thorstensson (2020) The Influence of Working from Home on Employees' Productivity.
<https://www.diva.portal.org/smash/get/diva2:1446903/FULLTEXT01.pdf>
7. George Saridakis, Kent University (2021) Productivity and Wellbeing: Lessons from COVID-19 and Future Implications.
<https://www.emeraldgrouppublishing.com/journal/itp/work-home-wfh-Employee-productivity-and-wellbeing-lessons-covid-19-and-future>
8. Working from home: What the research says about setting boundaries, staying productive and reshaping cities
<https://journalistsresource.org/economics/working-from-home-telework-research/>
9. Nicholas Bloom(2014) To Raise Productivity, Let More Employees Work from Home <https://hbr.org/2014/01/to-raise-productivity-let-more-employees-work-from-home>
10. Tanja van der Lippe, Zoltán Lippényi(2019).Co-workers working from home and individual and team performance
<https://onlinelibrary.wiley.com/doi/full/10.1111/ntwe.12153>
11. A. M. Dockery and Sherry Bawa(2014) Is Working from Home Good Work or Bad Work? Evidence from Australian Employees
<https://bcec.edu.au/assets/is-working-from-home-good-work-or-bad-work-Evidence-from-Australian-employees.pdf>
12. Prithwiraj Choudhury Wesley W. Koo Xina Li (2020). Working (From Home) During a Crisis: Online Social Contributions by Workers During the Coronavirus Shock
https://www.hbs.edu/ris/Publication%20Files/20-096_0ed0f0f2-fbe2-4d10-b445-eaac8161ef53.pdf
13. Working from home actually makes you better at some tasks and worse at others— here's what you need to know

<https://www.cnbc.com/2020/03/12/study-how-working-from-home-boosts-and-hurts-productivity-creativity.html>

14. Tanja van der Lippe, Zoltán Lippényi(2019).Co-workers working from home and individual and team performance
<https://onlinelibrary.wiley.com/doi/full/10.1111/ntwe.12153>
15. Work from home during covid-19 pandemic: employees perception and experiences. - Dr.Umesh U ,Dr.Harshini C S ,Ms.Sonia Kaushik ,Dr. Sanyo Moosa ,Dr.D.Paul Dhinakaran ,Dr.C.Vijai.
<http://psychologyandeducation.net/pae/index.php/pae/article/view/5277/4569>
16. A Comparative Study On Work From Home During Covid 2019: Employees Perception And Experiences. - Dr. K. Selvasundaram Suganya Dasaradhan. https://ejmcm.com/article_4695.html
17. Amiable, T., & Kramer, S. (2013, July 24). Working from home: A work in progress. Harvard Business Review,
<https://hbr.org/2013/07/working-from-home-a-work-in-pr>
18. Gajendhran, R. S. and Harrison, D. A. (2007). The good, the bad, and the unknown about telecommuting: Meta-analysis of psychological mediators and individual consequences. Journal of Applied Psychology, 92(6):1524-41

APPENDIX

Table 8.1: Socioeconomic and demographic variables among respondents.

Question	Response	No. of Respondents	Percentage
Gender	Male	60	54.55%
	Female	50	45.45%
	Prefer not to say	0	-
	Other	0	-
	Total	110	100%
Age	Below 18	0	-
	18-25	30	27.27%
	25-32	40	36.36%
	32-40	32	29.09%
	Above 40	8	7.27%
	Total	110	100%
Education	HSLC or Lower	2	1.82%
	UG	19	17.27%
	PG & above	89	80.91%
	Total	110	100%
Occupation	Private Sector	69	62.73%
	Government Sector	15	13.64%
	Self-Employed	4	3.64%
	Student	22	20.00%

	Total	110	100%
Marital Status	Single	45	40.91%
	Married	62	56.36%
	Divorced	3	2.73%
	Widowed	0	-
	Total	110	100%
Are you a parent?	Yes	55	50.00%
	No	55	50.00%
	Total	110	100%

Table 8.2: Work conditions pre and post Covid-19 lockdown.

Question	Response	No. of Respondents	Percentage
Working before Covid-19 lockdown?	Yes	83	75.45%
	No	27	24.55%
	Total	110	100%
Working post Covid-19 lockdown?	Yes	92	83.64%
	No	18	16.36%
	Total	110	100%
Working flexitime before Covid-19?	Yes	9	8.18%
	No	101	91.82%
	Total	110	100%
Working flexitime now?	Yes	75	68.18%
	No	35	31.82%
	Total	110	100%

Table 8.3: Experience of employees relating to WFH.

Question	Response	No. of respondents who agree
Positive aspects of WFH	More time with family.	105
	Increased flexibility in work hours.	89
	Improved mental health.	4
	Improved physical health.	4
	Increased productivity.	9
Negative aspects of WFH	Blurred boundaries between personal and professional life.	82
	Increased domestic responsibilities.	59
	Increase in distractions while working.	66
	Increased work stress.	94
	Decrease in productivity.	25
	Lack of proper work infrastructure.	82
	Negative impact on mental health.	72

Table 8.4: Experience of employees relating towards WFH facilities by the organisation.

Question	Response	No. of Respondents	Percentage
Was organisation providing sufficient WFH tools pre-covid?	Yes	5	4.55%
	No	79	71.82%
	NA	26	23.64%
	Total	110	100%
Is your organisation providing sufficient WFH tools post-covid?	Yes	84	76.36%
	No	6	5.45%
	NA	20	18.18%
	Total	110	100%

Table 8.5: Willingness of people towards adapting different work cultures.

Question	Response	No. of Respondents	Percentage
Willing to WFH?	Strongly Agree	2	1.82%
	Agree	24	21.82%
	Neutral	48	43.64%
	Disagree	34	30.91%
	Strongly Disagree	2	1.82%
	Total	110	100%
Preference of Mode of Work in future	Work-from-Home	5	4.55%
	Work-from-Office	34	30.91%
	Hybrid	71	64.55%
	Total	110	100%

Fig.8.1 Questionnaire

Perception of people towards WFH

Please answer the questions as per your best knowledge. Since the form is anonymous, please feel free to fill in your candid responses. The data collected will remain confidential and is solely for the purpose of my personal research.

 anshumansood_2k20dmba25@dtu.ac.in (not shared) [Switch account](#)

 Draft restored

Name

Your answer

Gender

- Male
- Female
- Prefer not to say
- Other

Age

- Below 18
- 18-25
- 25-32
- 32-40
- Above 40

Education

- HSLC or Lower
- UG
- PG & Above

Occupation

- Private Sector
- Government Sector
- Self-Employed
- Student

Marital Status

- Single
- Married
- Divorced
- Widowed

Are you a Parent

- Yes
- No

Were you working before Covid-19 lockdown?

- Yes
- No

Are you working post Covid-19 lockdown?

- Yes
- No

Were you working flexitime before Covid-19?

- Yes
- No

Are you working flexitime now?

- Yes
- No

In your opinion, positive aspects of WFH is/are:

- More time with family
- Increased flexibility in work hours
- Improved mental health
- Improved physical health
- Increased productivity

In your opinion, negative aspects of WFH is/are:

- Blurred boundaries between personal and professional life
- Increased domestic responsibilities
- Increase in distractions while working
- Increased work stress
- Decrease in productivity
- Lack of proper work infrastructure
- Negative impact on mental health

Was organisation providing sufficient WFH tools pre-covid?

- Yes
- No
- NA

Is your organisation providing sufficient WFH tools post-covid?

- Yes
- No
- NA

I am willing to work from home

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Which mode of work would you prefer in future?

- Work-from-Home
- Work-from-Office
- Hybrid

Submit

Clear form

Never submit passwords through Google Forms.

This form was created outside of your domain. [Report Abuse](#) - [Terms of Service](#) - [Privacy Policy](#).

Google Forms