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**“A STUDY ON IMPACT OF E-WORKING ENVIRONMENT & EMPLOYEES’ OPINION ABOUT WORK FROM HOME WITH SPECIAL REFERENCE TO THE IT PERSONNEL IN NASHIK CITY”**

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**ABSTRACT**

It was tough call for the entire IT sector employee to work virtually during the Covid pandemic. They face many challenges and opportunities during the work from home practice. Office culture was deeply rooted and this sudden change was really challenging. Still employees manage to work effectively and give their best performance. Therefore this paper is an attempt to study how they manage the work from home and work life balance. What kind of parameters affects the employee’s mental as well as physical health?

**Keywords:** Work from Home, Work life Balance, Mental Health.

**INTRODUCTION**

In March 2020, the World Health Organization announced the COVID 19 outbreak a pandemic. Governments from all across the globe imposed strict lockdowns and restricted all non-essential travel & asked employees to work from home. Many businesses wrapped their operations at regular workplace because of stay-at-home orders & to reduce physical interactions for safety purpose and moved to work from home culture. Before the pandemic, the idea of E-working was fantasy to most of the society. There was a belief that employees need to be physically present at workplace to carry out the job. When pandemic hit the nation, there was no other option for IT industries to announce work from home. This situation brought massive changes in work culture of many employees not just in IT industries but across diverse sectors. E-working, telecommuting, Tele-working or remote working gained huge popularity during these COVID circumstances.

The pandemic situation forced industries to instantly train employees & comply with E-working culture with maximum productivity. Since the emergence of COVID 19, many people are working from home. This brings not only opportunities but also challenges for IT industries as well as employees. Work from home enables employees to work as per their convenience when they are more productive. They can take a break from their work. Along with that, they can maintain better work life balance. But, there are certain downsides of E-working like low motivation levels, reduced social interactions, and increase in stress level or anxiety. This research paper majorly focuses on impact of E-working environment & effects of work from home on IT personnel regarding to their productivity, satisfaction level, work life balance, mental health and various factors.

**<sup>2</sup>Literature Review**

Corporate offices rapidly shifted to work from home because of pandemic. This was new experience for most of the employees so emotions of people varied from very excited to very depressed. Most employees showed emotion like trust, anticipation or joy while working remotely. Employees experienced positive perception towards work from home. (Dubey, A.,

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2020). Most women employees feel more comfortable & flexible while work from home than office. Because of flexible working hours, they are not tied to computers all the time. So they

feel more convenient to work from home. Overall study shows that the preference of employee depends upon various factors like motivation levels, working environment & support provided by organization. Maximum women employees prefer to work from home than office. (Feleen Christy J, August 2021)

There are certain factors influencing workforce to work from home or office during COVID 19 era. There are four Meta factors which effects employees namely Productivity, Work Life Balance, Work Stress, Job Satisfaction. Work from home had positive impact on employee productivity & morale. Because of work from home scenario, most employees experienced good work life balance which boosted their productivity & job satisfaction. Employees were under stress because of work load but still they were more satisfied which shows positive impact of working remotely. Remote working has many challenges like shortage of proper IT source or technical hindrance but institutional leaders should pay attention to employee's satisfaction levels & mental health. (Divya Shakti, October 2021)

#### **THEORETICAL DEFINITIONS:**

Basically, E-work means the utilisation of ICT rather than commuting to work [1] E-working uses information & communication technology to allow work to be carried out independently of location [2] & it includes the e-worker – working from home or remote office. E-working can bring substantial benefits for the employer, by reducing overheads, increasing productivity & improving retention; & for the employee, by balancing work & other aspects of life [3].

Working from home is defined as people working from their home or from other location of their choice other than the working area by payment which is provided by the employer [4]. It is also defined as employees working from their homes or any other location of their choice apart from the actual working area [5].

#### **OBJECTIVES OF THE STUDY**

1. To study the concept of E-working
2. To find out the factors affecting on the E-working capabilities of the employees
3. To understand the work life balance of employees during the E-working.

#### **HYPOTHESES OF THE STUDY**

H<sub>1</sub>: Work from Home affect negatively on Employees Mental Health

H<sub>2</sub>: Employee's productivity is increased due to working from home

H<sub>3</sub>: There is significant relation between work from home and work life balance

#### **RESEARCH METHODOLOGY**

This study is focus on the work life balance of the IT employees during the work from home situation. What kind of opportunities and challenges they face while the E- working conditions.

**Research Type: Descriptive Research**

**Research Universe: Nashik City**

**Sampling Method: Convenience Sampling**

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### Sampling Size: 80 respondents

**Sampling unit:** Employees working in the field of IT in Nashik City who has the experience of Work from Home

### DATA COLLECTION

**Primary Data:** An online structured questionnaire was developed to collect the data. It was distributed electronically to the 110 respondents out of that we received 80 responses. The questionnaire consists of questions related to the positive and negative impact of E-working on the work life balance of the employees of IT industry.

**Secondary data:** It is collected from different journals, books, magazines, research articles that are relevant for the study.

Parameters of Work from home: Positivity	Parameters of Work from home: Negativity	Parameter of Work Life Balance
Responsibility of work load	Less Motivation	Development of Hobbies
Working Hours	Decrease Social Life	Learn New skills
Comfortability	Anxiety	Time for family
Flexibility	Stress	Good Relations with friends
Productivity	Work Pressure	Save money
Concentration	Mental Health	
Team Connectivity	Physical Stress	
Right Tools	Time	

### DATA ANALYSIS & INTERPRETATION

**Respondents Profile:** Majority of the respondents belongs to the age group 18-40; are under graduate or post graduate.

Table no. 1.1 shows respondents demographic classification

Variables	Description	Frequency	Percentage
Gender	Male	48	60.00
	Female	32	40.00
Age	18-30	56	70.00
	31-40	19	23.75
	41-50	1	1.25
	50 & above	4	5.00
Qualification	Undergraduate	40	50.00
	Post Graduate	38	47.50
	HSC	2	2.50

### Reliability Statistics:

This survey was conducted by taking the response of 80 respondents from Nashik city who are working from home in the IT Sector during Covid Pandemic. The measurement of reliability was done for examining the stability and consistency of the collected data. The consistency of the instrument's questions was determined with the help of measuring a construct. Cronbach's alpha was used to measure the internal consistency. 0.796 is the overall average value of Cronbach's alpha, which indicates good stability and consistency in the data.

Particulars	Cronbach's Alpha	N of Items
Work From Home and its Impact	.796	21

The reliability test results are Cronbach's alpha score is greater than 0.7, which shows a high level of internal consistency. Thus it is concluded that this instrument is accepted for further statistical analysis with a satisfactory level of reliability.

### HYPOTHESES TESTING

#### H<sub>1</sub>: Work from Home affect negatively on Employees Mental Health

H<sub>1.1</sub>: Increased work load in work from home condition affect negatively on the employees mental health

H<sub>1.2</sub>: Less motivation & decreased social life affect negatively on mental health of the employees

H<sub>1.3</sub>: Anxiety, stress and workload pressure affect negatively on mental health of the employees

			Sum of Squares	df	Mean Square	F	Sig.
Increased Work load * affect negatively on mental health	Between Groups	(Combined)	13.204	4	3.301	5.201	.001
		Linearity	10.066	1	10.066	15.861	.000
		Deviation from Linearity	3.138	3	1.046	1.648	.185
	Within Groups		47.596	75	.635		
	Total		60.800	79			
2. less motivation & decreased social life *affect negatively on mental health	Between Groups	(Combined)	40.633	4	10.158	20.499	.000
		Linearity	36.631	1	36.631	73.919	.000
		Deviation from Linearity	4.002	3	1.334	2.692	.052
	Within Groups		37.167	75	.496		
	Total		77.800	79			
3. more anxiety, stress & workload pressure *affect negatively on mental health	Between Groups	(Combined)	47.063	4	11.766	16.077	.000
		Linearity	38.551	1	38.551	52.678	.000
		Deviation from Linearity	8.511	3	2.837	3.877	.012
	Within Groups		54.887	75	.732		
	Total		101.950	79			

***H<sub>1.1</sub>: Increased work load in work from home condition affect negatively on the employees mental health***

From table no 1.3 the computed value of F is 5.210, which is greater than the table value that is 4.544, and the p-value is 0.001 less than 0.05 at 5% significant and 95 per cent confidence level hence **we accept H<sub>1.1</sub> and conclude increased work load in work from home condition affect negatively on the employee's mental health.** To establish the association between the variables researcher further conducted an ANOVA test to measure the association and relation.

	R	R Squared	Eta	Eta Squared
1. I feel, my workload has been increased because of remote working * I think work from home affect negatively on my mental health	.407	.166	.466	.217

R square values of the above table stipulate how much extent each factor causes variations in mental health and increased work load. The R square value for increased work load is 0.166, which shows that negative impact on mental health explains 16.6% of the variation in the increased work load. Eta Squared value is 0.217, which indicates a very high association between the Increased work load and negative impact on mental health of the employees.

***H<sub>1.2</sub>: Less motivation & decreased social life affect negatively on mental health of the employees***

From table no 1.3 the computed value of F is 20.499, which is greater than the table value that is 7.708, and the p-value is 0.000 less than 0.05 at 5% significant and 95 per cent confidence level hence **we accept H<sub>1.2</sub> and conclude work from home affect negatively on the employees mental health because they feel less motivated and decrease social life due to the work from home platform.** To establish the association between the variables researcher further conducted an ANOVA test to measure the association and relation.

	R	R Squared	Eta	Eta Squared
I have experience less motivation & decreased social life because of work from home * I think work from home affect negatively on my mental health	.686	.471	.723	.522

R square values of the above table stipulate how much extent each factor causes variations in mental health and less motivation & decreased social life. The R square value for increased work load is 0.471, which shows that negative impact on mental health explains 47.1% of the variation due to less motivation and decrease social life. Eta Squared value is 0.552, which indicates a very high association between the less motivation & decreased social life and its negative impact on mental health of the employees.

***H<sub>1.3</sub>: Anxiety, stress and workload pressure affect negatively on mental health of the employees***

From table no 1.3 the computed value of F is 16.077, which is greater than the table value that is 7.708, and the p-value is 0.000 less than 0.05 at 5% significant and 95 per cent confidence level hence **we accept H<sub>1.3</sub> and conclude work from home affect negatively on**

the employees mental health because of anxiety, stress and workload pressure due to the work from home platform. To establish the association between the variables researcher further conducted an ANOVA test to measure the association and relation.

**Table no 1.6 Measures of Association for supportive hypothesis H<sub>1.3</sub>**

	R	R Squared	Eta	Eta Squared
I feel more anxiety, stress & workload pressure while working from home * I think work from home affect negatively on my mental health	.615	.378	.679	.462

R square values of the above table stipulate how much extent each factor causes variations in mental health due to anxiety, stress or workload pressure. The R square value for increased work load is 0.378, which shows that negative impact on mental health explains 37.8% of the variation due to anxiety, stress or workload pressure. Eta Squared value is 0.462, which indicates a very high association between the anxiety, stress or workload pressure and its negative impact on mental health of the employees.

**H<sub>2</sub>: Employee's productivity is increased due to working from home than office**

H<sub>2.1</sub>: Employees productivity increased due to more focus on work while working from home

H<sub>2.2</sub>: Employees productivity increased because they are perfectly connected with team while working remotely.

H<sub>2.3</sub>: Employees productivity increased because they have right tools at home while working from home.

**Table no 1.7 ANOVA Table for increased productivity**

		Sum of Squares	df	Mean Square	F	Sig	
I stay More focused while working remotely than office * I think I am more productive while working from home than office	Between Groups	(Combined)	42.178	4	10.545	18.260	.000
		Linearity	37.156	1	37.156	64.344	.000
		Deviation from Linearity	5.022	3	1.674	2.899	.041
	Within Groups		43.309	75	.577		
	Total		85.487	79			
I feel perfectly connected with my team while working remotely * I think I am more productive while working from home than office	Between Groups	(Combined)	39.808	4	9.952	14.250	.000
		Linearity	35.048	1	35.048	50.184	.000
		Deviation from Linearity	4.760	3	1.587	2.272	.087
	Within Groups		52.379	75	.698		
	Total		92.188	79			



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I think I have the right tools to be effective while working remotely * I think I am more productive while working from home than office	Between Groups	(Combined)	44.836	4	11.209	23.118	.000
		Linearity	42.981	1	42.981	88.648	.000
		Deviation from Linearity	1.855	3	.618	1.275	.289
	Within Groups		36.364	75	.485		
	Total		81.200	79			

**H<sub>2.1</sub>: Employees productivity increased due to more focus on work while working from home**

From table no 1.7 the computed value of F is 18.260, which is greater than the table value that is 7.708, and the p-value is 0.000 less than 0.05 at 5% significant and 95 per cent confidence level hence **we accept H<sub>2.1</sub> and conclude work from home increased the productivity of the employees because they can more focused and concentrate on work while working remotely.** To establish the association between the variables researcher further conducted an ANOVA test to measure the association and relation.

	R	R Squared	Eta	Eta Squared
I stay More focused while working remotely than office * I think I am more productive while working from home than office	.659	.435	.702	.493

R square values of the above table stipulate how much extent each factor causes variations in the productivity due to focus and concentration on work. The R square value for concentration and focus on work is 0.435, which shows increased in productivity explains 37.8% of the variation due to focus and concentration. Eta Squared value is 0.493, which indicates a very high association between the concentration at work and increased in the productivity of the employees.

**H<sub>2.2</sub>: Employees productivity increased because they stay perfectly connected with team while working remotely.**

From table no 1.7 the computed value of F is 14.250, which is greater than the table value that is 7.708, and the p-value is 0.000 less than 0.05 at 5% significant and 95 per cent confidence level hence **we accept H<sub>2.2</sub> and conclude work from home increased the productivity of the employees because they stay more connected with their team while working remotely.** To establish the association between the variables researcher further conducted an ANOVA test to measure the association and relation.

	R	R Squared	Eta	Eta Squared
I feel perfectly connected with my team while working remotely * I think I am more productive while working from home than office	.617	.380	.657	.432

R square values of the above table stipulate how much extent each factor causes variations in the productivity due to good connect with the team. The R square value for good connect with team is 0.380, which shows increased in productivity explains 38.0% of the variation due to connect with team remotely. Eta Squared value is 0.432, which indicates a very high association between the good connect with team remotely and increased in the productivity of the employees.

***H<sub>2.3</sub>: Employees productivity increased because they have right tools at home while working from home.***

From table no 1.7 the computed value of F is 23.118, which is greater than the table value that is 7.708, and the p-value is 0.000 less than 0.05 at 5% significant and 95 per cent confidence level hence **we accept H<sub>2.3</sub> and conclude work from home increased the productivity of the employees because they have right tools to work perfectly while working remotely.** To establish the association between the variables researcher further conducted an ANOVA test to measure the association and relation.

	R	R Squared	Eta	Eta Squared
I think I have the right to be effective while working remotely * I think I am more productive while working from home than office	.728	.529	.743	.552

R square values of the above table stipulate how much extent each factor causes variations in the productivity due to availability of right tools. The R square value for availability of right tools is 0.529, which shows increased in productivity explains 52.90% of the variation due to availability of right tools while working remotely. Eta Squared value is 0.552, which indicates a very high association between the availability of right tools while working remotely and increased in the productivity of the employees.

**H<sub>3</sub>: There is significant relation between work from home and work life balance**

H<sub>3.1</sub>: There is significant relation between negativity that comes from work from home and work life balance

H<sub>3.2</sub>: There is significant relation between positivity that comes from work from home and work life balance

**TESTING HYPOTHESES FOR WORK FROM HOME AND ITS CORRELATION WITH WORK LIFE BALANCE**

***H<sub>3.1</sub>: There is significant relation between negativity that comes from work from home and work life balance***

			Sum of Squares	df	Mean Square	F	Sig.
Negative * Work Life Balance	Between Groups	(Combined)	5.520	10	.552	.775	.652
		Linearity	.762	1	.762	1.070	.305
		Deviation from Linearity	4.758	9	.529	.743	.669
	Within Groups		49.118	69	.712		
	Total		54.637	79			

From table no 1.8 the computed value of F is 0.775, which is greater than the table value that is 4.964, but the p-value is 0.652 which is greater than 0.05 at 5% significant and 95 per cent confidence level hence **we reject  $H_{3,1}$  and conclude negativity that comes in the mind of employees from remote working does not make any kind of negative impact on the work life balance.** To study the association between the variables researcher further conducted an ANOVA test to measure the association and relation.

**Table no 1.9 Measures of Association**

	R	R Squared	Eta	Eta Squared
Negative * WLB	.118	.014	.318	.101

R square values of the above table stipulate how much extent each factor causes variations in the Work life balance due to negativity that comes from remote working. The R square value for to negativity that comes from remote working is 0.014, which shows negligible impact on Work life balance of employees explains 0.1% of the variation due to negativity while working remotely. Eta Squared value is 0.101, which indicates a very low association between the negativity that comes from remote working and Work life balance of employees.

**$H_{3,2}$ : There is significant relation between positivity that comes from work from home and work life balance (WLB)**

**Table no 1.10 ANOVA Table positivity and work life balance**

		Sum of Squares	df	Mean Square	F	Sig.	
positive * WLB	Between Groups	(Combined)	21.819	10	2.182	5.821	.000
		Linearity	17.160	1	17.160	30.055	.000
		Deviation from Linearity	4.659	9	.518	.907	.525
	Within Groups		39.397	69	.571		
	Total		61.216	79			

From table no 1.10 the computed value of F is 5.821, which is greater than the table value that is 4.964, and the p-value is 0.000 which is less than 0.05 at 5% significant and 95 per cent confidence level hence **we accept  $H_{3,2}$  and conclude positivity that comes in the mind of employees from remote working impact positively on the work life balance.** To study the association between the variables researcher further conducted an ANOVA test to measure the association and relation.

**Table no 1.11 Measures of Association**

	R	R Squared	Eta	Eta Squared
Positive * Work Life Balance e	.529	.280	.597	.356

R square values of the above table stipulate how much extent each factor causes variations in the Work life balance due to Positivity that comes from remote working. The R square value for to negativity that comes from remote working is 0.280, which shows good impact on Work life balance of employees explains 28% of the variation due to positivity while working remotely. Eta Squared value is 0.356, which indicates a very high association between the positivity that comes from remote working and Work life balance of employees.

## SUMMARY OF HYPOTHESES TESTING

Hypotheses	Supportive Hypotheses	ANOVA	Testing Result
<b>H<sub>1</sub>: Work from Home affect negatively on Employees Mental Health</b>	H <sub>1.1</sub> : Increased work load in work from home condition affect negatively on the employees mental health	0.001	Accepted
	H <sub>1.2</sub> : Less motivation & decreased social life affect negatively on mental health of the employees	0.000	Accepted
	H <sub>1.3</sub> : Anxiety, stress and workload pressure affect negatively on mental health of the employees	0.000	Accepted
<b>H<sub>2</sub>: Employee's productivity is increased due to working from home than office</b>	H <sub>2.1</sub> : Employees productivity increased due to more focus on work while working from home	0.000	Accepted
	H <sub>2.2</sub> : Employees productivity increased because they stay perfectly connected with team while working remotely.	0.000	Accepted
	H <sub>2.3</sub> : Employees productivity increased because they have right tools at home while working from home	0.000	Accepted
<b>H<sub>3</sub>: There is significant relation between work from home and work life balance</b>	H <sub>3.1</sub> : There is significant relation between negativity that comes from work from home and work life balance	0.652	Rejected
	H <sub>3.2</sub> : There is significant relation between positivity that comes from work from home and work life balance	0.000	Accepted

## FINDINGS

Work from home or E-working is the virtual platform that was the only best option during the covid pandemic. Basically IT industry gets a boom during this pandemic situation. It was the only industry that helps all the business sectors across India. It has been found that

- Work from home negatively affects the employees mental health basically because of increased work load leads to extra hours of work that affects mentally as well as physically. Increased workload results into development of stress and anxiety amongst the employees.
- E-working reduces the social life and makes people home seek. Work from home leads to less motivation as compare with work from office. Therefore decrease social life and less motivation is the reason behind the negative impact on the mental health of employees.
- Working remotely increase the productivity of the employees as they have right tools to work effectively and though they work virtual but still stay connected with their team mates and focus on their work. They develop different hobbies as well as learn new skills while working virtually.

- Working virtually increases the work life balance because they stay connects with family, maintain good relations with friends.

### CONCLUSION

Working virtually was the good experience for the peoples it save their money and spend good time with family. Even people agree that their efficiency and performance increase during this work from home situation. It was comfortable and flexible working from home as they need not to move out of the home. They work effectively and spend good time with family. Therefore people learn to manage work and work life balance.

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