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A Study on Employee Satisfaction on Work From Home in Information Technology Sector

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ABSTRACT:

The research work aims to study and analyze the satisfaction level of IT employees in work from home model. This research studies the employee's work life balance, professional development, flexibility and autonomy. The research design used for this study is descriptive in nature. The descriptive study helps the researcher to find out various characteristics from the sample size of 102. The statistical tool used includes percentage analysis, Chi square, Anova and weighted average.

Key words: Work-life balance, Professional development, Flexibility and Autonomy.

INTRODUCTION:

Employee satisfaction definition is a term that is used to describe if employees are happy and fulfilling their desires and needs at work. The crucial factor with employee satisfaction is that satisfied employees must do the job and make the contributions that the employer needs.

Employee satisfaction is being measured by analysing the employees work life balance, the availability of opportunities for professional development, the flexibility and autonomy while working from home. Employee satisfaction is a wider term that is used by the Human Capital industry to describe how satisfied or content employees are with elements like their jobs, their employee experience, and the organizations they work for. Employee satisfaction is one key metric that can help determine the overall pulse of an organization, which is why many organizations employ regular surveys to measure employee satisfaction and track satisfaction trends over time. A high satisfaction level shows that employees are happy with how their employer treats them

Often, the term employee satisfaction is used interchangeably with employee engagement; however, while engagement is one-factor influencing overall satisfaction (and it may be said the reverse is also somewhat true), the two are not the same.

The study is intended to identify and analyse the employee satisfaction on work from home in information technology sector. To identify the availability of opportunities for professional development. To analyse the flexibility of the employees while working in home. To analyse the autonomy level the employees have in the firm.

REVIEW OF LITERETURE:

(Amiable & Kramer, 2006) In his article explained there are found that work from home is helping the employees to balance and differentiate their office work with their routine work. The study also added that work from home saves time, increases the productivity, Anises the targets on time and also helps the employees to give time for their personal life.

(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. In a competitive labor market, such productivity effects would be respected in a worker's wage level. Evidence on the productivity effects of Work from home is inconclusive, but seems to suggest positive effects more often than negative effects.

(Crosby & Moore, 2009) In his research paper author explained that home working was not panacea for modern working life. Careful consideration should be given to aspirations and personality skills of those who are thinking of working from home. Those who have tendency to work long hours outside the home might and that home life is even further marginalized by work life.

Contreras et al. (2020) However, this benefit can be proven if employees can obtain managerial support, peer support, and technological support. Working from home support helps to reduce any potential negative impacts arising from social isolation and mitigates work– family and work–life balance conflict.

Nicholas Bloom James, Liang John Roberts and Zhichun Jenny Ying in their paper 'Evaluating the Impact of Working from Home on Productivity and Work-Life Balance in China, 2011' observed that performance of employees working from home was better than their colleagues working from office. It was also observed that home workers were less exhausted and had a positive attitude as compared to employees working from office. Working from home option acted as a motivating factor and reduced attrition.

METHODOLOGY:

Descriptive Research design has been used to try and determine the characteristics of a population or particular phenomenon. Using descriptive research can identify patterns in the characteristics of a group to essentially establish everything need to understand apart from why something has happened.

Data collection through questionnaire instrument using interview and survey method. Secondary data has been collected from journals, magazines, websites, etc.

ANALYSIS:

In this study, to understand the employee's perception on satisfactory level on work from home model the descriptive statistics on demographic factors are studied.

Gender: Both the male and female are equal with 50%; Age: The majority of the employees are between 18 to 25 with 41.2%; Monthly Income: The majority of the employees earns more than 60000 with 31%; Experience: The majority of the employees have more than 5-year exp with 42%; Qualification: The majority of the employees are Undergraduate with 38%; Marital Status: The majority of the employees are married with 56%; Job Position: The majority of the employees are Superior with 34%.

DESCRIPTIVE STATISTICS:

Table 1: Descriptive analysis of the respondents

Factor	Frequency	Percentage
Gender Male	51	50%
Female	51	50%
Age 18 to 25	42	41.2%
26 to 30	26	25.5%
31 to 35	23	22.5%
36 to 40	11	10.8%
Monthly Income		
Less than 25000	20	19.6%
25000 to 40000	22	21.6%
40000 to 60000	28	27.5%
More than 60000	32	31.4%
Years of Experience		
Less than 1 year	10	9.8%
1 – 2 year	18	17.6%
2 – 5 year	31	30.4%
More than 5 year	43	42.2%
Educational Qualification		
Undergraduate	39	38.2%
Post Graduate	36	35.3%
Professional degree	27	26.5%
Marital Status		
Single	44	43.1%
Married	58	56.9%
Current Job Position		

Fresher Level	23	22.5%
Assistant Level	25	24.5%
Superior Level	35	34.3%
Managerial Level	19	18.6%
Time spend on personal and family commitments		
Very Satisfied	25	24.5%
Satisfied	42	41.2%
Neutral	33	32.4%
Dissatisfied	2	2%
Very Dissatisfied	0	0%
Average working hours		
35 hours	31	30.4%
40 hours	65	63.7%
45 hours	6	5.9%
Overall job satisfaction		
Very satisfied	28	27.5%
Satisfied	42	41.2%
Neutral	32	31.4%
Dissatisfied	0	0%
Very Dissatisfied	0	0%

CHI SQUARE TEST:

Chi – square test between marital status and time spends on personal and family commitments has been conducted.

Null hypothesis (H0): There is no association between marital status and time spend on personal and family commitments.

Alternative hypothesis (H1): There is an association between marital status and time spend on personal and family commitments.

The result of chi-square test shows a significant value of 0.000. The result shows a significant association between martial status and time spend on personal and family commitments while working from home.

Table 2: Chi-square test between marital status and time spend on personal and family commitments

	Marital status	Time spend on Personal and Family commitments
Chi-Square	1.922[a]	34.549[b]
df	1	3
Asymp. Sig.	0.166	0

ANOVA:

Anova test between job position and average working hours while working from home has been carried out.

Null hypothesis (H0): There is no association between job position and average working hours.

Alternative hypothesis (H1): There is an association between job position and average working hours.

The result of the anova test shows a significant value of 0.000. The result shows a significant association between job position and average working hours while working from home.

Table 3: Anova test between job position and average working hours

Current Job position					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	20.312	2	10.156	11.275	0.000
Within Groups	89.178	99	0.901		
Total	109.49	101			

CORRELATION:

Correlation test between experience and overall job satisfaction while working from home has been conducted.

Null hypothesis (H0): There is no relationship between experience and job satisfaction.

Alternative hypothesis (H1): There is a relationship between experience and job satisfaction.

The result of the correlation test shows a significant value of 0.066. The result shows there is no relationship between experience and overall job satisfaction.

Table 4: Correlation test between experience and job satisfaction

		Experience	Job Satisfaction
Experience	Pearson Correlation	1	-0.183
	Sig. (2-tailed)		0.066
	N	102	102
Job Satisfaction	Pearson Correlation	-0.183	1
	Sig. (2-tailed)	0.066	
	N	102	102

Results:

The research has been conducted to study and analyze the satisfaction level of IT employees while working from home, and it shows that majority of the respondents having the positive effect while working from home. The overall job satisfaction is positive with 41.2% are satisfied, 27.5% are very satisfied and 31.4% are neutral and the study shows no negative effect on satisfaction of employees in work from home model. The employees are also provided with enough training and development programs through virtual training and webinars conducted by the firm. The employees also have their own time to spend with family and personal commitments, also engage in activities they enjoy. They have the autonomy to make decisions regarding their work. For this research, chi-square, anova and correlation tests have been conducted. The result of the chi-square indicates that there is an association between marital status and time spend on personal and family commitments. Anova test has been used to analyze the relationship between job position and average working hours, and it shows a significant relationship. The correlation shows that experience and job satisfaction have no significant relationship, and it proves that every employee are satisfied with the work regardless their experience in the IT sector.

Conclusion:

this research has been conducted with the population of 102 respondents which shows that the employees are satisfied whom work in work from home model of IT sector. This research may be used as a guide to analyze the satisfaction level of employees in consideration with the work life balance, professional development, flexibility and autonomy of the employees. This research has shown a positive result with the employees being satisfied, but it may vary in another situation.

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