



# **A Study on Impact of Post Covid on Employees Working Patterns with Reference to Tata Consultancy Services (TCS)**

<sup>1</sup>*K. Sathish*, <sup>2</sup>*Kyasaram Shashi Preetham*

<sup>1</sup>Assistant Professor, <sup>2</sup> Student

<sup>1,2</sup> Department of Master of Business Administration,

<sup>1,2</sup> CMR Institute of Technology, Medchal, India.

---

## **ABSTRACT:**

This study looks at how post-COVID-19 working habits affect employees at Tata Consultancy Services (TCS). The pandemic has profoundly impacted global work environments, resulting in a move to remote and mixed work structures. This study looks into how these changes have impacted staff productivity, job satisfaction, work-life balance, and overall well-being at TCS. Through a combination of surveys and interviews with TCS employees, the study reveals major trends and issues connected with the changing work patterns. The findings show a significant growth in remote work usage, resulting in greater flexibility and autonomy for employees. However, issues such as communication obstacles, feelings of isolation, and difficulties maintaining work-life balance have arisen. The study emphasises the necessity for strong support systems, good communication tactics, and flexibility.

**Index Terms – Employee productivity, Job satisfaction, Remote work.**

---

## **1. Introduction**

The COVID-19 pandemic has left a lasting mark on the workplace. The COVID-19 epidemic has changed the nature of work and brought about a never-before-seen trend toward remote work arrangements. Remote working became essential for maintaining business operations while protecting worker safety and wellbeing as companies adjusted to the pandemic's problems. But what started out as a band-aid solution has turned into a comprehensive redesign of the contemporary office, meaning that the "post-COVID workplace" will unavoidably differ greatly from the previous one. The pandemic's biggest impact on work arrangements in the first half of 2020 was the widespread adoption of working from home (WFH). This accidental global WFH experiment has also led to what may be the biggest shift in terms of where, when, and how we work. A multi-level perspective is necessary due to the transformative change that will occur for employees and workplaces, as well as the possible effects on the environment globally. since an all encompassing strategy is required to investigate the pandemic's effects on people, productivity, and the environment.

The COVID-19 has presented issues for businesses across multiple industries in recent years. All societal levels were impacted by the epidemic, including homes, businesses, and organizations. Employers have thus established a sufficient framework to enable distant activities in order to preserve enterprises' public relations. As a result, the rapid uptake of remote work has had an effect on workers' everyday life and their interactions with coworkers and family. Excessive workload (WKL) and low job satisfaction are examples of these problems. inadequate work-life balance (WLB) and (JS). Thus, the purpose of this study is to investigate how working remotely affects employee PR utilizing prospective variables like job level (JL) as a moderator for the direct correlations of the above variables with employee PR and possible variables like WKL, JS, WLB, and social support (SS). It is noteworthy that prior research has not frequently employed JL as a moderator variable, which adds significance to the current investigation. Furthermore, the examination of the participants' answers regarding their experiences working remotely will add to the body of knowledge already available on the efficiency of remote work.

This project aims to explore the multifaceted impacts of post-COVID remote working on individuals, productivity, and the planet. Remote work, once considered an alternative for a select few, has now become a mainstream phenomenon, reshaping traditional work paradigms and challenging longstanding assumptions about where and how work can be done effectively.

---

## **2. REVIEW OF LITERATURE**

**Ruth McPhail, Xi Wen (Carys) Chan, Robyn May & Adrian Wilkinson (2022)**

This article's main goals are to synthesise previous research and carry out an exploratory scoping review of academic and grey literature on the effects of the pandemic on people, productivity, and the environment, with a particular emphasis on work-from-home and remote working. Furthermore, before

reviewing the body of existing literature on the multi-level impacts of the COVID-19 pandemic, a secondary but crucial goal of this scoping review is to define terms like work-from-home, remote working, hybrid working, teleworking, telecommuting, and work-from-anywhere.

**Michael Gibbs, Friederike Mengel and Christoph Siemroth (2023)**

Examine the factors that affect shifts in productivity. The rising cost of communication is one significant source. While the number of uninterrupted work hours decreased significantly, the amount of time spent on coordination tasks and meetings increased. Employees met one-on-one with supervisors and networked with fewer people and business units both inside and outside the company. The results point out important considerations for businesses introducing remote work.

**Amy Hackney, Marcus Yung, Kumara G. Somasundram, Amin Yazdani (2022)**

carried out a review to compile the most recent information on the effects of work-from-home policies on productivity and performance on an individual and organisational level. A thorough search was conducted on four sizeable databases: Scopus, PubMed, PsychInfo, and Business Source Complete. After conducting a two-stage screening procedure, we chose and extracted data from 37 pertinent publications. Two main ideas were the focus of key search terms: productivity/performance and work-from-home.

**Enrico Battisti, Simona Alfiero, and Erasmia Leonidou (2022)**

The purpose of this study is to look into the financial and economic effects of remote work on labourers. A mixed-methods sequential exploratory design is used to examine a sample of 976 workers. The majority of workers, according to this study, face a negative economic and financial impact as a result of the higher costs associated with digital technology and platforms, utilities, and the failure to pay overtime and meal vouchers. These costs outweigh the savings on commuting and out-of-pocket expenses. Additionally, this study highlights the importance of psychological-behavioral factors, particularly technostress and job satisfaction, in the decision to continue working remotely following the COVID-19 pandemic.

**Dania M. Kurdy, Husam-Aldin Nizar Al-Malkawi, Shahid Rizwan (2023)**

In order to analyse the data gathered online from 110 respondents during the pandemic using the snowball sampling technique, this study uses a quantitative approach. The goal of this research is to investigate the different factors that affect remote workers' productivity (PR) in the United Arab Emirates (UAE) during the COVID-19 pandemic.

---

### **3. RESEARCH METHODOLOGY**

#### **RESEARCH GAP**

A review of the literature indicates that earlier research on remote work, work-from-home, and hybrid work in COVID-19 has been conducted. The research gap is in post-COVID remote working after the corporation discontinues work from home. This study examines the issues that people and businesses face when they stop working remotely or from home.

#### **NEED FOR THE STUDY**

The COVID-19 pandemic made remote work necessary, but its continued use after the pandemic offers a chance to learn more about its long-term consequences on people and organizations. Employees' mental health and general wellbeing may be impacted by remote work. Comprehending these consequences aids in the execution of tactics that promote workers' welfare, like offering mental health services or cultivating a feeling of camaraderie among telecommuters.

A lot of businesses might use hybrid work arrangements that combine in-person and remote labor. Employee flexibility could be maintained while some degree of face-to-face collaboration is maintained. Readjusting to the office after working remotely might be difficult for some individuals. It could take them some time to get used to driving, office schedules, and keeping work and personal lives apart.

Many companies may employ hybrid work arrangements, which blend remote and on-site workers. Flexibility for employees could be preserved while maintaining some level of in-person cooperation. It could be challenging for certain people to adjust to the office after working remotely. They could need some time to adjust to driving, office hours, and separating their personal and professional life.

#### **PURPOSE OF STUDY**

This study aims to provide an explanation for employees' refusing to accept returning to the office after company ends their work from home.

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

To research why companies discontinue work from home policies and the consequences for removal of WFH

To study on why employees are not showing interest on work from office

#### **RESEARCH DESIGN**

A research design is a rational, systematic plan developed to direct a research activity. This is an attempt to find out more. Research is the process of applying scientific methods to analyze a natural or social event to find new information and correlate it with previously known information. Research design can be defined as the analytical approach and the strategies that is used in guiding the research project is known as research design.

RESEARCH TYPE: Descriptive in Nature

SAMPLING TECHNIQUE: Non random sampling technique is used for the purpose of the study.

#### DATA COLLECTION METHODS:

Primary data involves the data that will be collected personally and the data that does not exist which can only be collected by direct observation.

And the data can be gathered by surveys and questionnaire methods.

Secondary data refers to the data that is already existed and can be found in journals, articles and case studies which can be utilised to understand the previous research and findings.

Sample unit :TCS of hitech city

Population size : 500

Sample : 30

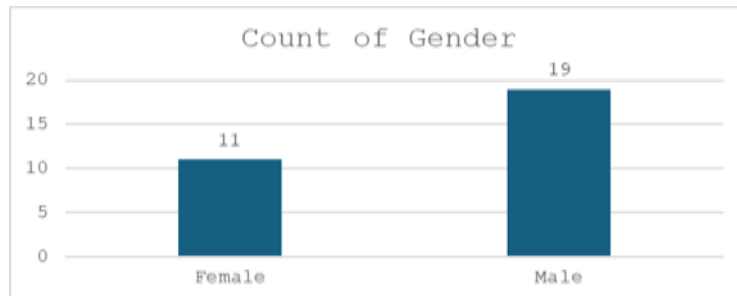
TOOLS USED: Google forms, Microsoft Excel, Bar graph and Chi-square test

H0: There is no impact of work from home on productivity

H1: There is impact of work from home on productivity.

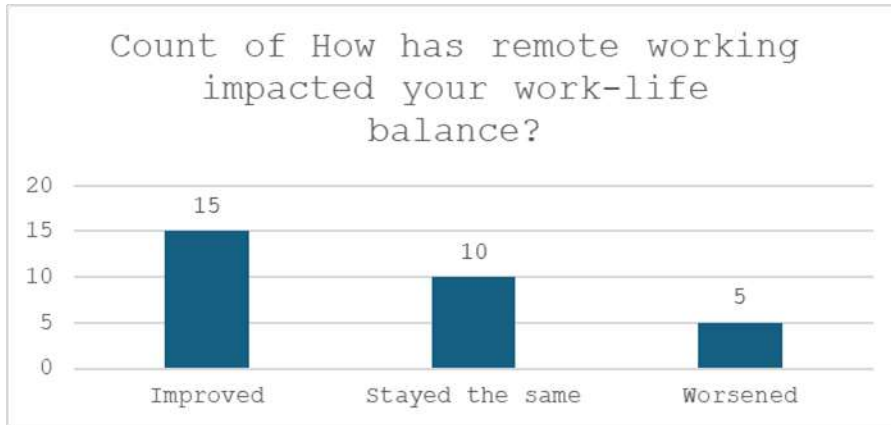
#### 4. DATA ANALYSIS

Gender	Male	Female	Total
Respondents	19	11	30
Percentage	63.3	36.6	100



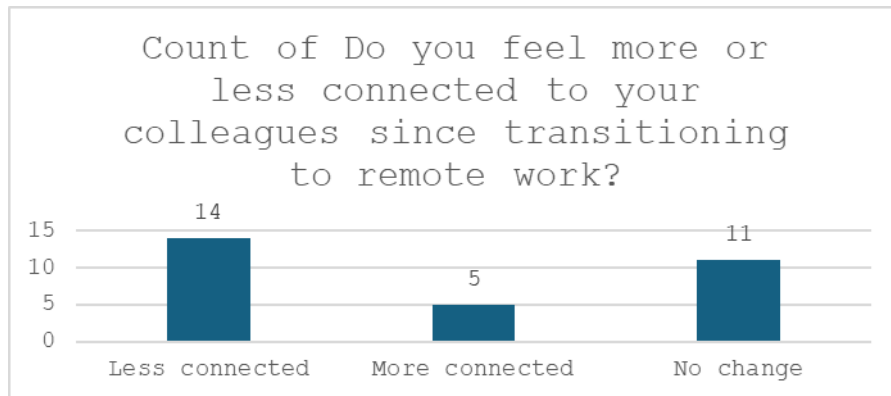
Interpretation: The total respondents are 30 out of which male are 63.3% and 36.6 are female

How has remote working impacted your work-life balance?	Improved	Stayed the same	Worsened	Total
Respondents	15	10	5	30
Percentage	50	33.3	16.7	100



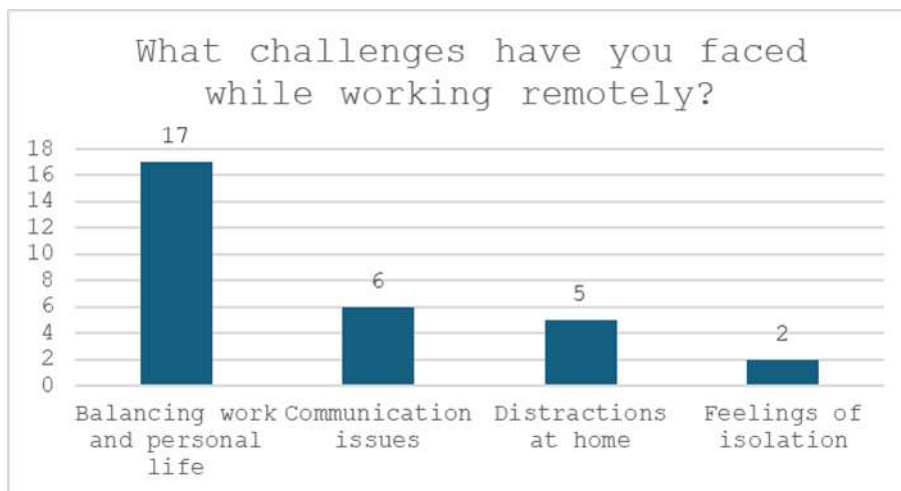
Interpretation: Most of the respondents feel that remote working made impact on work-life balance with 50%

Do you feel more or less connected to your colleagues since transitioning to remote work?	More connected	Less connected	No change	Total
Respondents	5	14	11	30
Percentage	16.7	46.7	36.7	100



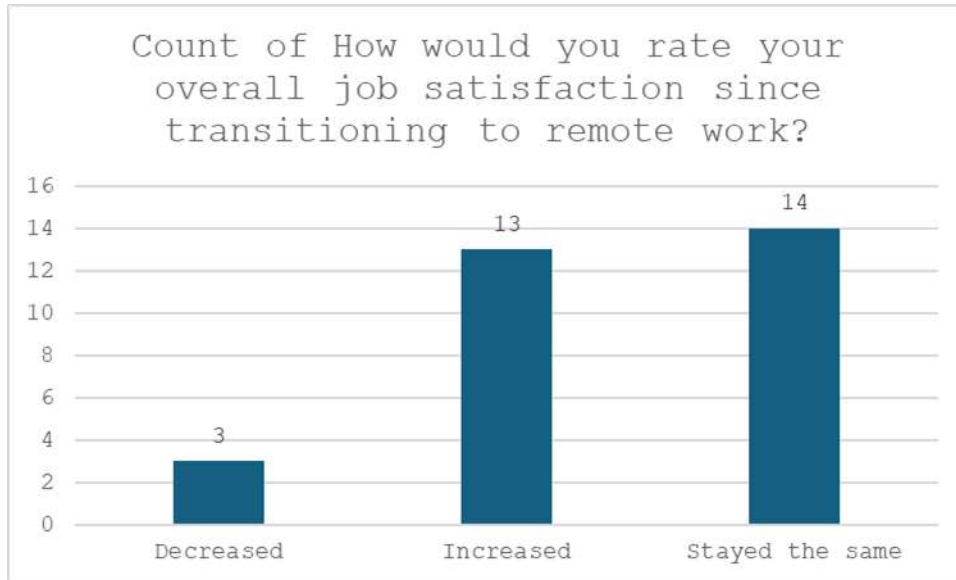
Interpretation: It's a balanced response that people feel 16.7% connected 46.7% are less connected 36% has no change when transitioning remote work

What challenges have you faced while working remotely?	Feelings of isolation	Distractions at home	Communication issues	Balancing work and personal life	Total
Respondents	2	5	6	17	27
Percentage	6.7	16.7	20	56.7	100



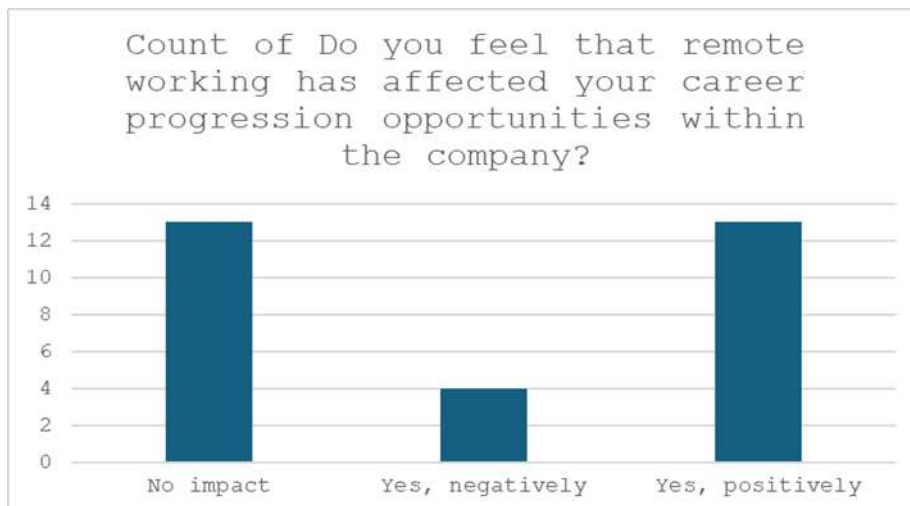
Interpretation: Majority respondents are balancing work and personal life with 56% while working remotely.

How would you rate your overall job satisfaction since transitioning to remote work?	Increased	Decreased	Stayed the same	Total
Respondents	13	3	14	30
Percentage	43.3	10	46.7	100



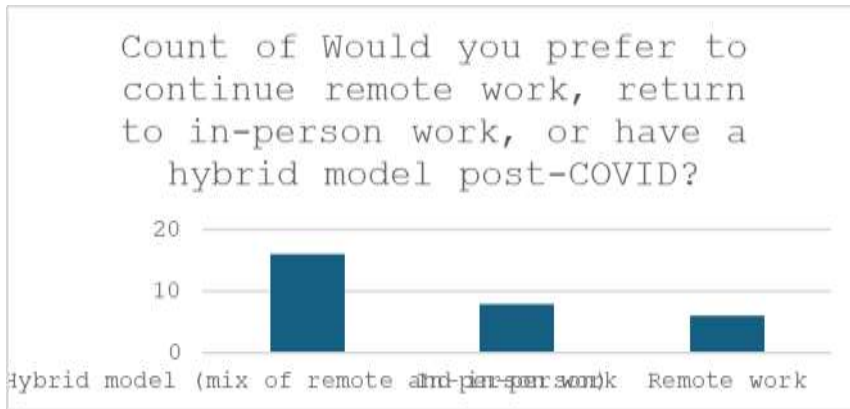
Interpretation: The respondents feel 43.3% increased & 46.1 stayed the same overall job satisfaction since transitioning to remote work.

Do you feel that remote working has affected your career progression opportunities within the company?	positively	negatively	No impact	Total
Respondents	13	4	13	27
Percentage	43.3	13.3	43.3	100



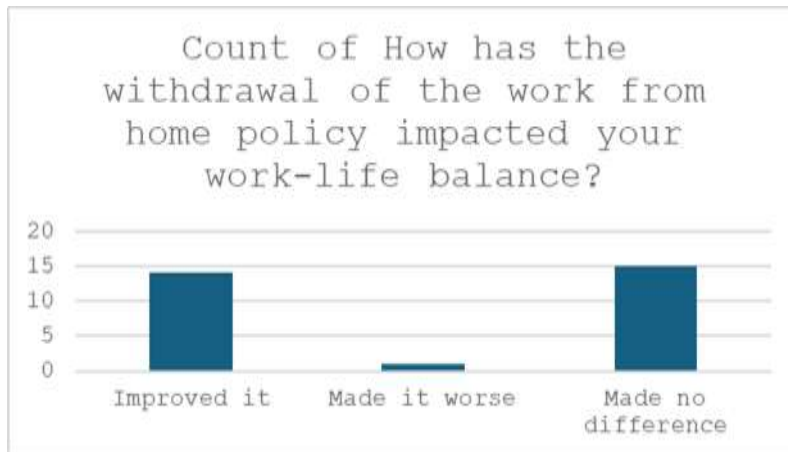
Interpretation: Most of response that 43.3% that remote working has affected there career progression opportunities within the company and 43.3% with no impact

Would you prefer to continue remote work, return to in-person work, or have a hybrid model post-COVID?	Remote work	In-person work	Hybrid model	Total
Respondents	6	8	16	30
Percentage	20	26.7	53.3	100



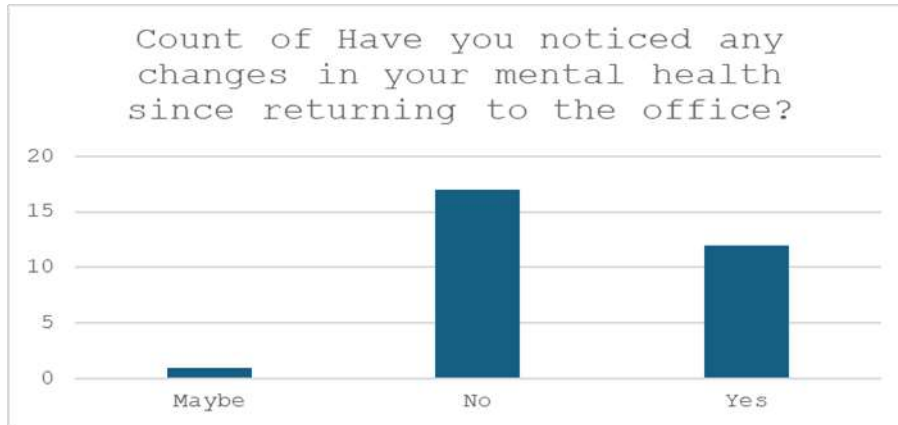
Interpretation: 53% of the respondents prefer to hybrid model (mix of remote and in-person)

How has the withdrawal of the work from home policy impacted your work-life balance?	Improved it	Made no difference	Made it worse	Total
Respondents	14	15	1	30
Percentage	46.7	50	3.3	100



Interpretation: 50% of the people responded that made no difference in their work life balance & 46.7% where improved it.

Have you noticed any changes in your mental health since returning to the office?	Yes	No	Maybe	Total
Respondents	12	17	1	30
Percentage	40	56.7	3.3	100



Interpretation: 50% of respond noticed No change in mental health since returning to office.

**STATISTICAL TOOLS FOR ANALYSIS**

H0: There is no impact of work from home on productivity

H1: There is impact of work from home on productivity.

	High Impact	Low Impact	Marginal Rows Totals
Male	10 (7.82) [0.61]	9 (11.18) [0.42]	19
Female	4 (5.13) [0.25]	7 (5.87) [0.22]	11
Marginal Columns Totals	14	16	30(Grand Total)

The chi-square statistic is 0.7408. The p-value is .389414. Not significant at  $p < .05$

Since p-value is less than 0.05, H0 is accepted H1 is rejected.

	High Impact	Low Impact	Row Totals
< 20 years	2 (2.83) [0.25]	3 (2.17) [0.32]	5
20 -35 years	10 (8.50) [0.26]	5 (6.50) [0.35]	15
> 35 years	5 (5.67) [0.08]	5 (4.33) [0.10]	10
Column Totals	17	13	50 (Grand Totals)

The chi-square statistic is 1.3575. The p-value is .507259. The result is not significant at  $p < .05$ .

**V. FINDINGS & CONCLUSIONS:**

- The total respondents are 30 out of which male are 63.3% and 36.6 are female
- Most of the respondents feel that remote working made impact on work-life balance with 50%
- It's a balanced response that people feel 16.7% connected 46.7% are less connected 36% has no change when transitioning remote work
- Majority respondents are balancing work and personal life with 56% while working remotely
- The respondents feel 43.3% increased & 46.1 stayed the same overall job satisfaction since transitioning to remote work
- Most of response that 43.3% that remote working has affected there career progression opportunities within the company and 43.3% with no impact
- 53% of the respondents prefer to hybrid model (mix of remote and in-person)

- Majority 50% respondents are somewhat positive when company withdrawal work from home policy
- 50% of the people responded that made no difference in their work life balance & 46.7% where improved it
- 50% of respondents noticed No change in mental health since returning to office
- It's a balanced response that 40% believe that remote working should be offered as permanent option even after pandemic and 40% says No
- Most of the respondents 56.7% has felt neutral after withdrawal of the work from home policy
- Finally 43.3 % of respondents feel equally prefer working remotely or in the office
- 90% of respondents feel that company supports employees well-being.

---

## CONCLUSIONS:

According to the report, people are interested in both work from office and work from home so company should adopt hybrid model.

53% of people in our survey's findings provide a clear picture of how employment preferences are changing in the post-COVID era. It is clear that a sizeable proportion of participants indicate a strong desire to implement a hybrid strategy that incorporates both office-based and remote employment. This result confirms the increasing understanding that adaptability is critical in today's work environment.

Even while working remotely can be more flexible, autonomous, and offer a better work-life balance, traditional office settings are still important for promoting teamwork, social connection, and a feeling of community. Businesses may maximize productivity and meet a variety of demands by utilizing the advantages of each model and allowing for the preferences of both parties.

Accepting this hybrid paradigm means not just realizing the shifting dynamics of work culture but also positions businesses to thrive in an increasingly adaptable and resilient future. It's interesting to see that preferences were significantly influenced by age and job level.

Younger professional's millennials and Gen Z in particular showed a stronger inclination towards working remotely, which is understandable given their knowledge and comfort with digital technologies.

On the other hand, older employees especially those in managerial or leadership roles strongly indicated that they preferred working in the office, stressing the value of organizational culture and team cohesion.

## References:

---

- [1] Ruth McPhail, Xi Wen (Carys) Chan, Robyn May & Adrian Wilkinson (2022) - Post-COVID remote working and its impact on people, productivity, and the planet: an exploratory scoping review, Received 25 Apr 2022, Accepted 30 May 2023, Published online: 09 Jun 2023
- [2] Michael Gibbs, Friederike Mengel and Christoph Siemroth (2023) - Work from Home and Productivity: Evidence from Personnel and Analytics Data on Information Technology Professionals, Published online January 17, 2023 © 2023 The University of Chicago
- [3] Amy Hackney, Marcus Yung, Kumara G. Somasundram, Amin Yazdani (2022) - Working in the digital economy: A systematic review of the impact of work from home arrangements on personal and organizational performance and productivity, Published: October 12, 2022
- [4] Enrico Battisti, Simona Alfiero, and Erasmia Leonidou (2022) - Remote working and digital transformation during the COVID-19 pandemic: Economic-financial impacts and psychological drivers for employees,
- [5] Dania M. Kurdy, Husam-Aldin Nizar Al-Malkawi, Shahid Rizwan (2023) - The impact of remote working on employee productivity during COVID-19 in the UAE: the moderating role of job level, Article publication date: 19 January 2023, Issue publication date: 19 September 2023