



A Study of Employee Perception towards Work from Home Special Reference to Chennai City

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ABSTRACT

The COVID-19 pandemic has significantly transformed traditional work structures, leading to the widespread adoption of the work-from-home (WFH) model. This study examines employee perception towards work from home with special reference to Chennai City. The primary objective is to analyze how employees perceive the advantages, challenges, and overall impact of remote work on productivity, work-life balance, communication, and job satisfaction. Data were collected from employees across various sectors in Chennai through a structured questionnaire and analyzed using descriptive and inferential statistical tools.

The findings reveal that while most employees appreciate the flexibility, time savings, and convenience offered by WFH, they also face challenges such as isolation, lack of collaboration, and difficulty in separating personal and professional life. The study concludes that organizations need to adopt hybrid work models, strengthen digital communication channels, and provide psychological support to enhance employee satisfaction and performance. The results provide valuable insights for employers and policymakers in designing effective remote work strategies suited to the urban workforce in Chennai.

This study aims to analyse employee perception towards WFH with special reference to Chennai city. It focuses on understanding the advantages, challenges, and overall satisfaction levels experienced by employees while working remotely. The research explores factors such as work-life balance, productivity, communication, job satisfaction, and organizational support. A structured questionnaire was used to collect data from employees across various sectors in Chennai.

The findings reveal that while WFH offers flexibility and time savings, it also poses challenges like communication barriers, isolation, and difficulty in maintaining work-life balance. The study concludes by suggesting measures for organizations to enhance employee engagement and efficiency in hybrid or remote work models.

Introduction :

Work from home (WFH) became widely adopted during the COVID-19 pandemic, offering employees flexible work hours and reducing commuting stress. While it increases comfort and flexibility, challenges such as communication gaps, workspace issues, and stress remain. This study aims to explore employee perceptions of WFH, focusing on their experiences, productivity, and readiness to adapt to this new work model.

WFH has now become an integral part of modern work culture, offering employees flexibility in managing their personal and professional responsibilities. However, the perception of employees towards this new mode of work varies based on factors such as job nature, technology access, organizational support, and home environment.

In a metropolitan city like Chennai, where diverse industries such as IT, finance, education, and services operate, understanding employee perception towards WFH is crucial. This study aims to evaluate how employees in Chennai perceive the effectiveness, advantages, and challenges of working from home.

It also explores the impact of WFH on productivity, job satisfaction, communication, and work-life balance, providing valuable insights for organizations to frame effective remote or hybrid work policies.

Need for the study:

- The rapid shift to remote work due to events like COVID-19 has forced many employees to adapt without preparation, leading to mixed experiences.
- Organizations need to understand these perceptions to adapt HR policies, support employee well-being, and retain talent.
- Work from home may bring both positive (flexibility, reduced stress) and negative (social isolation, unclear communication,

burnout) outcomes, making it vital to assess employee perspectives.

- Identifying productivity trends and satisfaction helps organizations plan for long-term policy changes

Primary Objective

- To analyse the overall perception of employees towards the Work From Home (WFH) model in Chennai City, focusing on how they view its benefits and drawbacks. This includes understanding their attitudes regarding flexibility, time management, comfort, communication, and productivity. The objective also examines how personal factors such as job type, work environment, and organizational support influence their perception. By assessing these aspects, the study aims to determine whether employees consider WFH as an effective and sustainable work arrangement in the post-pandemic context.

Secondary Objectives:

- Analyze quality of work and productivity during WFH periods.
 - Study challenges faced by employees—technical, social, psychological—in the WFH model.
 - Assess employee willingness and readiness to continue WFH in the future.
 - Gather opinions and satisfaction levels regarding WFH conditions.

Review of literature :

1.(Srivastava et al., 2015) studied the perspectives of IT employees on the Work from Home concept. The majority of the employees claimed that there were flexible working hours and they were able to maintain work life balance. The major disadvantage pointed out was lack of communication with their colleagues.

2.(Bloom et al., 2015) investigated whether the work from home model works using an experimental study on the employees of a travel agency in China. They found several striking results. First, a 13% increase in the productivity among the workers. Second, attrition fell sharply among the home workers, dropping by 50%. Thirdly, it pointed out a downside of WFH that it reduced the rate of promotion by nearly 50%.

3. (Troup & Rose, 2012) investigated the impact of formal and informal telework arrangements on work-family outcomes such as job satisfaction, time spent on childcare and satisfaction with the distribution of childcare tasks in Queensland, Australia. They found that formal telework arrangement had greater positive effect on women's job satisfaction. The flexibility of working time (informal telework arrangement) for women provides optimum satisfaction towards child care distribution with their spouse. It also allows them to act on family needs and responsibilities.

4.(Jang, 2009) conducted a study to examine the relationship between work-schedule flexibility and employees' perception of workplace support, supervisory support, work-life balance and well-being. The results were employees who had flexible work schedule reported higher levels of work-life balance, which in turn positively affects their wellbeing. In addition, perceived flexible works schedule was found a mediator of perceived supervisory and workplace support, thus fitting a theory that a good organizational culture helps create a more positive perception of workplace flexibility.

5. (Halpern, 2005) studied how time-flexible work policies can improve health, reduce stress and save money. The results showed that employees had greater loyalty to their employers and reported fewer symptoms of stress when the number of flexible work policies was widely available.

Methodology:

This research follows a descriptive research design to study employee perception towards Work From Home (WFH) with special reference to Chennai city. The study aims to understand the benefits, challenges, and satisfaction levels of employees working remotely. Both primary and secondary data were used for the analysis. Primary data was collected through a structured questionnaire distributed online to employees from different sectors such as IT, education, finance, and services in Chennai.

The questionnaire contained demographic questions and statements measured on a five-point Likert scale to assess factors like work-life balance, productivity, communication, and job satisfaction.

A sample of 200 respondents was chosen using convenience sampling. The collected data was analysed using statistical tools such as mean, percentage, correlation, and chi-square test to identify relationships and trends. Secondary data was obtained from journals, articles, and websites. The study ensures confidentiality, voluntary participation, and aims to provide insights for improving organizational policies on remote work.

Research Design:

The study on *Employee Perception towards Work from Home with special reference Chennai City* adopts a **descriptive research design**.

Sample Design:

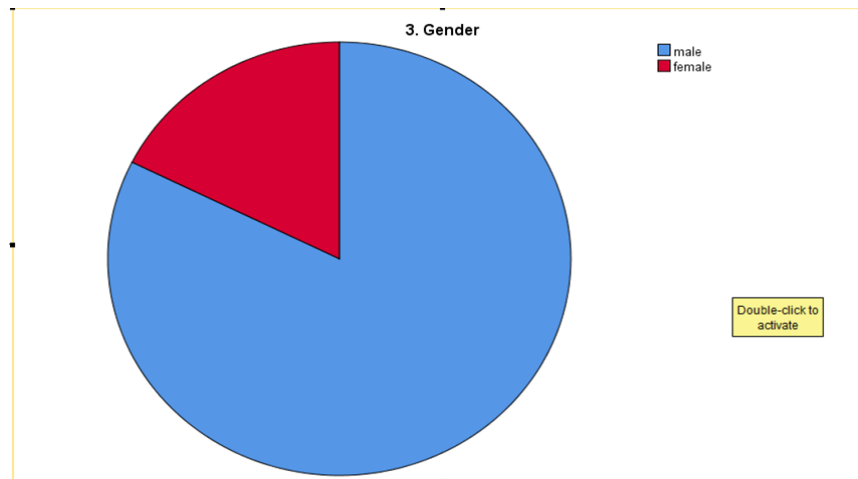
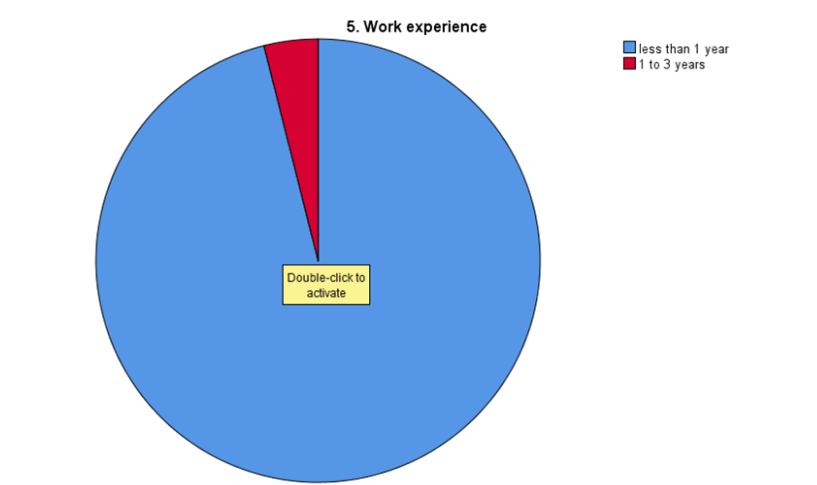
A **simple random sampling method** was used to ensure that each respondent had an equal chance of being selected.

Sample Size:

The study was conducted among **50 respondents** from various organizations in Chennai.

Data Analysis :

PERCENTAGE ANALYSIS: Percentage analysis is used to understand how responses are distributed across different demographic and financial literacy variables. It helps identify the composition of the respondents and provides insights into their awareness and understanding of financial concepts.

Percentage Analysis for gender category**Percentage Analysis for work experience category**

From the pie chart 1, the data indicates that a significant majority of respondents are **male**, represented by the large blue section of the chart. Males account for approximately **80–82%** of the total participants, while **females**, shown in red, make up around **18–20%**.

From the pie chart 2, The majority of respondents have **less than 1 year** of work experience, represented by the large blue section. This group constitutes approximately **95–97%** of the total participants. In contrast, a small portion, about **3–5%**, represented by the red segment, have **1 to 3 years** of work experience.

MODE ANALYSIS:

Statistics

6. What challenges do you face while working from home

N	Valid	51
	Missing	0
Mode		1

Inference:

The **mode value is 1**, which indicates that the most frequently chosen response to the question “What challenges do you face while working from home” is the **option coded as ‘1’**.

Null Hypothesis(H_0):

There is no dominant challenge faced by employees while working from home.

Alternative Hypothesis(H_1):

There is a dominant challenge faced by employees while working from home.

CHI SQUARE ANALYSIS:

Test Statistics

16. Work from home are stress full when compared to office work

Chi-Square	11.059 ^a
df	4
Asymp. Sig.	.026

a. 0 cells (0.0%) have expected frequencies less than 5. The minimum expected cell frequency is 10.2.

Null Hypothesis(H_0): There is **no significant association** between employees’ perception of stress level and their work mode (work from home vs. office work).

Alternate Hypothesis(H_1): There is a **significant association** between employees’ perception of stress level and their work mode.

INFERENCE:

The Chi-Square test result shows a value of **11.059** with **4 degrees of freedom** and a **significance level (p-value) of 0.026**. Since the p-value is **less than 0.05**, the result is **statistically significant**.

REGRESSION ANALYSIS:

		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	1.781	.345		5.163	.000
	8. How effective is your communication with colleagues during work from home	.044	.136	.048	.322	.749
	9. Do you feel your organization provide a support / resources for effective work from home	.242	.127	.285	1.900	.063

a. Dependent Variable: 14. Working from home increases my overall productivity

Null Hypothesis(H_0):

There is no significant relationship between communication effectiveness with colleagues and overall productivity while working from home.

Alternate Hypothesis(H_{11}):

There is a significant relationship between communication effectiveness with colleagues and overall productivity while working from home.

Inference:

For "Communication with colleagues during work from home"

1. **B = 0.044, Sig = 0.749 (> 0.05)**
2. Since the p-value is greater than 0.05, the relationship is **not statistically significant**.
3. Therefore, **H_0 is accepted and H_{11} is rejected.**

This indicates that communication effectiveness does **not have a significant influence** on overall productivity while working from home

ANNOVA ANALYSIS

ANOVA					
15.TO find the employee perception on work from home based on experience					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	9.519	4	2.380	3.532	.014
Within Groups	30.991	46	.674		
Total	40.510	50			

Null Hypothesis (H_0):

There is no significant difference in employee perceptions of working from home based on experience.

Alternative Hypothesis (H_1):

There is a significant difference in employee perceptions of working from home based on experience.

Reference:

"A one-way ANOVA was conducted to determine if there were differences in employee perceptions of working from home based on experience. The analysis revealed a statistically significant effect, $F(4, 46) = 3.532$, $p = 0.014$."

Findings:

1. The study on employee perception towards Work From Home (WFH) with special reference to Chennai city revealed mixed opinions among respondents.
2. Most employees expressed that WFH improved their **work-life balance** by reducing travel time and providing flexibility in managing personal and professional responsibilities.
3. Many respondents reported **increased productivity** and better focus due to a comfortable home environment.
4. The results also indicated that employees from the IT and service sectors adapted more easily to WFH compared to others. A majority preferred a **hybrid work model** rather than full-time remote work.
5. The findings highlight that while WFH enhances flexibility and convenience, it requires stronger **organizational support**, improved **digital communication tools**, and clear **policies** to maintain employee engagement, performance, and overall satisfaction.

Suggestions:

1. Based on the findings of the study on employee perception towards Work From Home (WFH) with special reference to Chennai city, several measures can be suggested to improve the effectiveness of remote work.
2. Organizations should provide better **technical support and digital infrastructure** to ensure smooth communication and workflow.
3. Regular **virtual meetings and team-building activities** can help reduce employee isolation and maintain teamwork.
4. Companies should also establish clear **WFH policies** regarding work hours and performance evaluation to prevent overwork and stress.
5. Managers can offer **flexible schedules** to help employees maintain a healthy work-life balance.
6. Providing **training on time management, communication tools, and self-discipline** can enhance productivity.

Conclusion:

1. The study on employee perception towards Work From Home (WFH) with special reference to Chennai city concludes that remote working has become an essential and sustainable work model in the modern corporate environment.
2. The majority of employees perceive WFH positively, as it provides flexibility, saves travel time, and enhances work-life balance.
3. However, certain challenges such as communication barriers, lack of social interaction, and difficulty in separating personal and professional life were also observed.
4. The research highlights that employees from IT and service sectors have adapted more effectively to WFH than those in traditional office-based roles.

References:

- Working from home: Do formal or informal telework arrangements provide better work-family outcomes? (Troup & Rose, 2012) — PDF available online.
- Does Working from Home Work? Evidence from a Chinese Experiment (Bloom et al., 2015) — via NBER/Quarterly Journal of Economics.
- To Study the Indian Perspective on the Concept of Work From Home (Srivastava et al., 2015) — Indian Journal of Science and Technology.