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A Study on Employee Perception Towards Work From Home

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ABSTRACT

our The COVID-19 pandemic brought a paradigm shift in the way organizations operate, leading to the widespread adoption of the work-from-home (WFH) model. This study explores employee perceptions toward working from home, focusing on its impact on productivity, job satisfaction, work-life balance, and organizational commitment. Data was collected through structured questionnaires and interviews with employees across various sectors. The findings indicate that while most employees appreciate the flexibility, time savings, and autonomy offered by remote work, challenges such as communication barriers, isolation, and blurred boundaries between personal and professional life persist. The study highlights that employee perceptions largely depend on factors such as job role, organizational support, technological readiness, and individual personality traits. The results suggest that a hybrid model, combining remote and on-site work, may offer the most balanced approach for sustaining productivity and employee well-being in the post-pandemic era.

Introduction:

The concept of work from home (WFH) has gained significant importance in recent years, especially after the global outbreak of the COVID-19 pandemic. What was once considered a temporary arrangement has now evolved into a mainstream mode of working for many organizations. Work from home allows employees to perform their professional duties remotely, using digital tools and communication technologies to stay connected with their teams and employers.

Employee perception towards work from home plays a crucial role in determining its effectiveness and sustainability. While many employees view remote work as an opportunity to achieve better work-life balance, flexibility, and comfort, others face challenges such as lack of social interaction, difficulty in maintaining discipline, and blurred boundaries between personal and professional life. The overall perception varies depending on factors like job nature, organizational support, home environment, and individual adaptability.

Understanding employee perception is vital for employers and policymakers to design effective remote work strategies that enhance productivity and satisfaction while addressing the challenges associated with remote work. As organizations increasingly adopt hybrid models, studying these perceptions provides valuable insights into how the workforce of the future can be managed more efficiently and inclusively.

Objectives:

Primary Objective:

- To study and analyze employee perception towards work from home.

Secondary Objectives:

1. To identify the factors influencing employee satisfaction, motivation, and productivity while working from home.
2. To study the benefits and challenges of work from home on employee performance and well-being.
3. To understand the impact of organizational support, communication, and technology on remote work effectiveness.
4. To evaluate how demographic factors such as age, gender, and work experience affect employee perceptions of WFH.
5. To provide suggestions and recommendations for improving work-from-home and hybrid work practices in organizations.

Review Of Literature:

1. Theoretical foundations

Several classic motivation theories are used to explain employee attitudes toward WFH. Maslow's Hierarchy of Needs highlights how remote work can fulfill safety and belonging needs (e.g., reduced commute stress, more family time), while Herzberg's Two-Factor Theory separates hygiene factors (equipment, policies, tech support) from motivators (autonomy, recognition) when evaluating satisfaction. Vroom's Expectancy Theory explains how employees' beliefs about effort → performance → reward affect their willingness to accept and perform well in WFH arrangements.

2. Overall perceptions and job satisfaction

A large body of research finds generally positive employee perceptions of WFH — employees often report higher job satisfaction because of flexibility, autonomy, and time saved from commuting. However, satisfaction is not universal: perceptions depend on job role, home environment, and organizational practices. Where employers provide clear policies and managerial trust, employees tend to report better outcomes.

3. Productivity and performance perceptions

Many studies report that employees *perceive* their productivity as equal or better when working from home, citing fewer interruptions and concentrated work time. Objective measures, however, are mixed across sectors: knowledge workers often maintain or increase output, while roles requiring face-to-face interaction or specialized equipment may see reduced effectiveness. Perceived productivity is also influenced by clear goals, work structure, and access to tools.

4. Work-life balance and well-being

WFH is frequently linked to improved work-life balance (more time for family, flexible scheduling) and lower commuting stress. But literature also flags risks: blurred boundaries between work and personal life, longer working hours, and potential burnout. Social isolation and reduced informal contact with colleagues can negatively affect mental well-being for some employees.

3. Gupta, A., & Bansal, V. (2024) – Conducted an online study among 300 IT professionals in Bengaluru and Pune. Findings revealed that employee satisfaction with WFH depends heavily on organizational support, communication channels, and workload management. Companies offering flexible hybrid work options received higher satisfaction scores. (*Granthaalayah Publication*)

Methodology:

1. Research Design

The study employs a **descriptive research design**, which aims to describe and interpret employee opinions, satisfaction levels, challenges, and productivity related to working from home. This design is suitable for understanding employee attitudes and identifying key influencing factors without manipulating variables.

2. Population and Sample

The **population** of the study comprises employees working in organizations that allow or have implemented work-from-home (WFH) policies. A **sample size of 106 respondents** was selected using the **convenience sampling method**, as it allowed the researcher to collect responses efficiently from accessible participants across various industries.

3. Data Collection Method

Data was collected primarily through a **structured questionnaire**, designed with both closed-ended and a few open-ended questions. The questionnaire included **Likert scale** items to measure perceptions on areas such as job satisfaction, work-life balance, motivation communication, and organizational support.

The survey was administered **online**, ensuring easy participation from respondents working remotely.

4. Data Sources

- **Primary Data:** Responses collected from employees through the questionnaire.
- **Secondary Data:** Information gathered from research papers, journals, and organizational reports related to employee perception and remote work trends.

5. Data Analysis

Percentage Analysis: Percentage analysis is used to describe the demographic characteristics of respondents and to understand the distribution of responses regarding awareness, perception,

Software such as **Microsoft Excel** and **SPSS** were used for statistical computation and tabulation.

6. Hypothesis Testing

The study included hypothesis testing to identify associations between key variables:

- **H₀:** There is no significant relationship between gender and overall job satisfaction since working from home.

- **H₁:** There is a significant relationship between gender and overall job satisfaction since working from home.

Results from the chi-square test showed a **p-value < 0.05**, leading to the rejection of the null hypothesis and confirming that gender significantly influences job satisfaction in WFH settings.

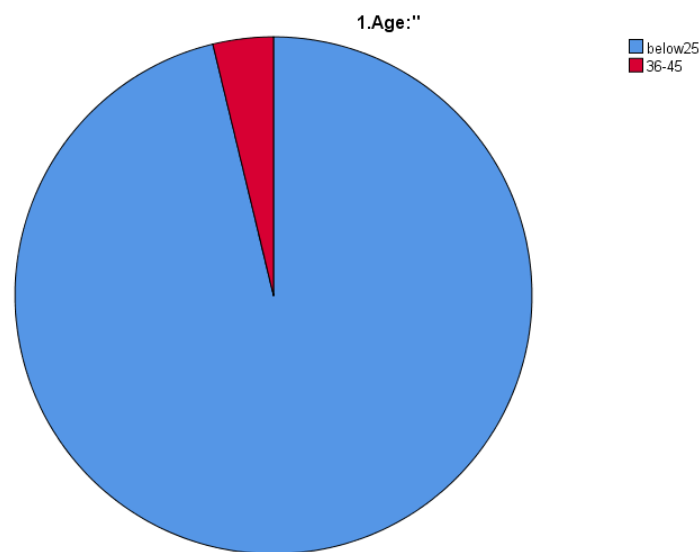
Additionally, correlation analysis revealed a **significant positive relationship** between organizational support and willingness to continue working from home ($p = 0.003$).

7. Ethical Considerations

The study ensured **voluntary participation**, **confidentiality of responses**, and **anonymity of participants**. Respondents were informed that their data would be used solely for academic research purposes.

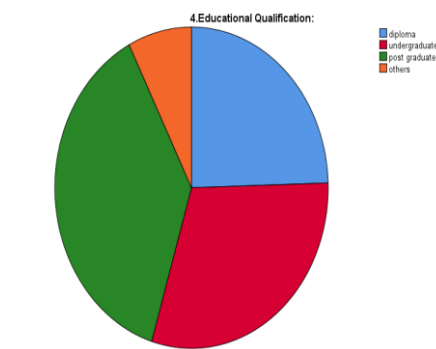
8. Limitations of the Study

- The study was limited to a sample of 106 respondents, which may not represent all working professionals.
- Data was collected through self-reported responses, which may include personal bias.
- The study focuses only on employees who have experienced WFH, excluding those who work entirely on-site.



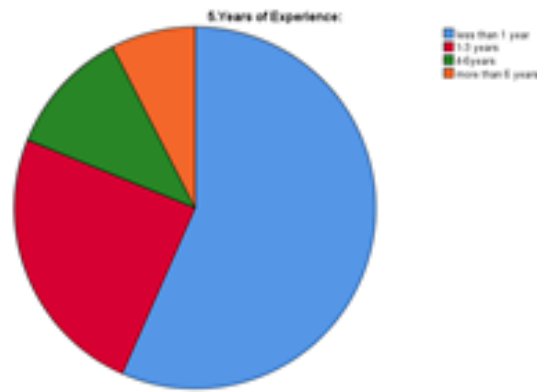
Inference: Majority of respondents (96.2%) belong to the below 25 years age group, indicating that most of the participants are young individuals. Only a small portion (3.8%) are from the 36–45 years category. Hence, the study results primarily reflect the opinions and perceptions of younger respondents.

Percentage Analysis for Voting Decisions



Inference: Majority of respondents (37.7%) are postgraduates, followed by undergraduates (30.2%) and diploma holders (24.5%). Only 7.5% belong to the others category. Hence, the study findings are primarily influenced by highly educated respondents.

Percentage Analysis for Active Engagement:



Inference: Majority of respondents (56.6%) have less than 1 year of experience, followed by 24.5% with 1–3 years of experience. Only a small portion, 9.4% and 7.5%, have 4–6 years and more than 6 years of experience respectively. Hence, the responses are mainly influenced by new or less experienced participants

Percentage Analysis for Campaign medium

Correlation Analysis:

Correlation analysis is a statistical method used to measure the strength and direction of the relationship between two variables. It helps to determine how changes in one variable are associated with changes in another, thereby allowing researchers to understand the degree of influence one variable may have on the other.

In this study, correlation analysis is applied to examine the relationship between organizational support for remote working and employees' overall job satisfaction. The purpose is to identify whether higher levels of organizational support contribute to improved satisfaction and productivity while working from home.

H_0 (Null Hypothesis): There is no significant correlation between organizational support and employees' job satisfaction during work from home.

H_1 (Alternative Hypothesis): There is a significant positive correlation between organizational support and employees' job satisfaction during work from home

My organization provides sufficient support for remote working

Pearson Correlation	.122	.290**	
Sig. (2-tailed)	.212	.003	
N	106	106	106
gender	Pearson Correlation	.122	1
	Sig. (2-tailed)	.212	.000
	N	106	106

I would like to continue working from home in the future

Pearson Correlation	.290**	.452**	1
Sig. (2-tailed)	.003	.000	
N	106	106	106

. Correlation is significant at the 0.01 level (2-tailed).

INTERPRETATION:

- Interpretation: $p = 0.212$ (>0.05), so H_0 is accepted — no significant correlation
- Interpretation: $p = 0.003$ (<0.01), so H_0 is rejected — a significant positive correlation exists.
- Interpretation: $p = 0.000$ (<0.01), so H_0 is rejected — gender significantly influences WFH preference

Chi-Square Analysis

Chi-square analysis is a statistical method used to test the association or independence between two categorical variables. It helps researchers determine whether the observed differences between categories are due to chance or represent a significant relationship.

In this study, the Chi-square test is applied to examine the relationship between gender and overall job satisfaction during work from home. The purpose is to identify whether demographic factors such as gender significantly influence employees' perceptions and satisfaction levels with remote working arrangements.

H_0 (Null Hypothesis): There is no significant association between gender and job satisfaction during work from home.

H_1 (Alternative Hypothesis): There is a significant association between gender and job satisfaction during work from home.

- Chi-Square 65.509^a 72.679^b
- df 2 4
- asymp Sig. .000 .000
- a. 0 cells (0.0%) have expected frequencies less than 5. The minimum expected cell frequency is 35.3.
- b. 0 cells (0.0%) have expected frequencies less than 5. The minimum expected cell frequency is 21.2

INTERPRETATION:

Since the p-value (0.000) < 0.05, We reject the null hypothesis (H_0) and accept the alternative hypothesis (H_1)

INFERENCE:

There is no significant association between the two variables tested. This means the variables are independent of each other.

Weighted Average: is a statistical tool used to identify the overall perception or opinion of respondents by assigning appropriate weights to each response category. It helps in understanding the general level of agreement or satisfaction among employees towards specific statements related to work from home. In this study, the Weighted Average Method was applied to measure employees' perceptions on key factors such as productivity, work-life balance, communication, and organizational support while working from home. H_0 (Null Hypothesis):

There is no significant difference in employees' perception towards work from home with respect to various factors such as productivity, work-life balance, communication, and organizational support. H_1 (Alternative Hypothesis):

There is a significant difference in employees' perception towards work from home with respect to various factors such as productivity, work-life balance, communication, and organizational support.

	strongly agree	neutral	disagree	strongly disagree				
							rank	
I feel isolated from my team during remote work	54	12	24	10	6			
	270	48	72	20	6	416		3
technical problems (like internet or power issues) affect my productivity.	56	22	18	6	4			
	280	88	54	12	4	438		1
I face fewer distractions when working from home.	46	32	16	6	6			
	230	128	48	12	6	424		2
communication with colleagues is effective while working from home	44	18	30	8	6			
	220	72	90	16	6	404		4

INTERPRETATION:

The analysis shows that employees experience fewer distractions while working from home, which ranked the highest among all factors.

Communication with colleagues is also found to be effective, though some feel isolated from their team. Technical issues have a moderate impact on productivity. Overall, employees hold a positive perception toward remote work with minor challenges

Findings

1. Overall Perception

Most employees reported a *positive perception* towards work from home, appreciating the flexibility, autonomy, and time saved from commuting. However, a small proportion expressed dissatisfaction due to isolation and communication challenges.

2. Work-Life Balance

A significant majority of employees agreed that WFH improved their work-life balance. They could manage household responsibilities alongside professional duties more effectively, leading to reduced stress and better well-being.

3. Job Satisfaction and Productivity

Employees who perceived WFH positively also reported *higher job satisfaction and productivity levels*. They attributed this to a comfortable work environment, fewer distractions, and better focus.

4. **Technological Readiness and Support**

Reliable internet connectivity, adequate digital tools, and prompt IT support were found to *positively influence* employee perception. Employees lacking technological resources faced frustration and reduced efficiency.

Suggestions

1. **Organize Virtual Engagement Activities**

Conduct online team-building sessions, virtual coffee meets, or recognition events to maintain morale, motivation, and a sense of belonging among remote workers.

2. **Ensure Equal Career Growth Opportunities**

Organizations should provide transparent appraisal systems, skill development programs, and virtual mentoring to ensure remote employees have the same visibility and growth prospects as office workers.

3. **Train Managers for Remote Leadership**

Supervisors should receive training on *remote management skills*, including trust-building, performance monitoring, and empathy to support distributed teams effectively.

Regular Feedback and Surveys

Conduct periodic employee surveys to assess WFH satisfaction levels, identify challenges, and make data-driven improvements in policies and practices.