



A STUDY ON EMPLOYEE PERCEPTION TOWARDS WORK FROM HOME EMPLOYEE MANAGEMENT (WFHEM) AT SOFTWARE COMPANIES

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ABSTRACT

Work from Home Employee Management is a means of employee monitoring, and allows company administrators to monitor and supervise all their employee computers from a central location. It is normally deployed over a business network and allows for easy centralized log viewing via one central networked PC. Sometimes, companies opt to monitor their employees using remote desktop software instead.

The main objective of this Work from Home Employee Management is to improve employee performance and productivity at Software companies. However, it becomes a question of concern about employee privacy when this software track the day in and day out activities of the time spent by the employees on their working platform. It is therefore of utmost importance to carry out this study to understand employees views towards the Work from Home Employee Management and to provide suggestions to employers regarding the amount of data that can be tracked without intruding into employee privacy.

Key Words: Work from home, covid, performance, productivity, privacy

INTRODUCTION

Since the pandemic hit the world, most of the Information Technology firms and few other firms where most of the work happens through computers, work from home option has been provided for employees to run the business. In work from home conditions, it becomes difficult or impossible for employers to track employees in person as to how effectively they spend their working hours.

However, it becomes a question of concern about employee privacy when these software track the day in and day out activities of the time spent by the employees on their working platform (computers). It is therefore of utmost importance to carry out this study to understand employees' views towards the Work from Home Employee Management and to provide suggestions to employers regarding the amount of data that can be tracked without intruding into employee privacy.

Employee productivity is defined as the assessment of the efficiency of a worker or group of workers. It may be measured as the output of an employee in a specific period of time. The productivity of a given worker will be assessed relative to an average for employees doing similar work. Employee productivity is an important consideration for businesses because the success of any organization relies upon the productivity of its workforce.

Improving employee productivity is the utmost goal of every employer. Tracking how employees spend their working hours or employee monitoring can improve their performance. While working from office, employers use the traditional systems such as time-in-office, supervision and in-person reporting to track employees' day-to-day productivity. Since the pandemic hit the world, most of the Information Technology firms and few other firms where most of the work happens through computers, work from home option has been provided for employees to run the business. In work from home conditions, it becomes difficult or impossible for employers to track employees in person as how effectively they spend their working hours.

As businesses evaluate company performance using KPIs, employers can evaluate employee performance based on the scores provided by the Work from Home Employee Management. This software tracks the time spent by the employees on each application and tells you exactly how your employees use their time. They provide reports based on which the employers can distinguish between the productive and non-productive time spent by the employees during working hours.

SCOPE OF THE STUDY

The major scope of this study is as follows:

- To determine the satisfaction level of the employees towards Work from Home Employee Management features at Software companies.
- To analyze whether employees would self-introspect based on results or feel WFHEM to be intruding into their privacy.
- To determine the role of WFHEM in helping employees to maintain a healthy work life balance.
- To understand what features employers are likely to have in Work from Home Employee Management.
- To infer the results and suggest points for improvements in Work from Home Employee Management at Software companies.

OBJECTIVES

PRIMARY OBJECTIVE

- The primary objective of this study is to understand the effectiveness of Work from Home Employee Management from employees' perspective at Software companies.

SECONDARY OBJECTIVES

- To measure the employee reaction towards Work from Home Employee Management at Software companies.

- To identify the effect of Work from Home Employee Management on employees at Software companies.
- To find the usefulness of Work from Home Employee Management in work life balance.
- To determine the different features to be included in the Work from Home Employee Management from an employer perspective.
- To provide suitable suggestions to improve the effectiveness of Work from Home Employee Management at Software companies.

REVIEW OF LITERATURE

According to several research, WFH can improve work-life balance and job satisfaction. For instance, a research by Allen et al. (2015) indicated that compared to their on-site counterparts, remote workers in the software business reported better job satisfaction and reduced turnover intention. The survey also emphasised the value of flexible work schedules and technological advancements in fostering employee productivity and well-being. Another research by Becker and Steele (1995) discovered that WFH improved work-life balance and job satisfaction, especially for employees who had lengthy commutes or had responsibilities to their families.

But there have also been documented issues with responsibility, isolation, and communication. For example, Becker and Steele (1995) discovered that maintaining efficient contact between distant employees and their supervisors can be difficult, and that this might result in a feeling of isolation and alienation from the corporate culture. Additionally, it may be challenging for managers to keep an eye on employee performance and make sure they are living up to expectations. A lack of social support and control among remote employees might contribute to symptoms of burnout, according to a recent research by Kooij et al. (2021).

Additionally, the literature contends that WFH may enhance worker productivity. Golden et al. (2006) discovered that WFH can boost employee output by cutting down on commute time and office distractions. According to a more recent research by Rodriguez-Sanchez et al. (2020), remote employees in the software business were more productive than their on-site colleagues, partly because there were less interruptions and diversions. Additionally, the COVID-19 epidemic has emphasised the significance of giving remote workers the right assistance. According to a recent study by Fodor et al. (2021), WFH can reduce employee fatigue and desire to quit their jobs. The research did stress the significance of resolving work-family issues and giving workers enough assistance, though. WFH can cause stress and burnout by obfuscating the lines between work and personal life. Therefore, it is crucial for businesses to give staff members the tools and assistance they need to manage their professional and personal obligations. To comprehend the long-term effects of WFH on worker productivity and well-being in the software sector, more study is required. While some studies have discovered that WFH can negatively affect employee creativity and innovation (Naber et al., 2020), others have found that it can have a favourable influence on social isolation and job satisfaction in the long run (Chen et al., 2020). Therefore, it's critical to look at how WFH changes through time in relation to various aspects of employee wellbeing and productivity. Additionally, the organisational culture and management

techniques in software businesses may be impacted by the application of WFH rules. According to a research by Li et al. (2020), putting WFH principles into practise can cause a change in management strategies towards outcome-based management with an emphasis on employee autonomy and trust. But the study also made clear that in order to manage remote teams successfully, managers must acquire new abilities and capabilities. Therefore, it is essential for companies to develop effective work from home employee management (WFHEM) strategies that address these concerns and support the well-being of their employees.

RESEARCH METHODOLOGY

Fundamental to the success of any formal marketing research project is a sound research design. A good research design has the characteristics of problem definition, specific methods of data collection and analysis, time required for research project and estimate of expenses to be incurred. The function of a research design is to ensure that the required data are collected accurately and economically. A research design is purely and simply the framework or plan for an analysis of data. It is a blue print that is followed in completing a study. It resembles the architect's blue-print (map) for constructing a house. It may be worthwhile to mention here that a research design is nothing more than the framework for the study ensures that the study will be relevant to the problem and the study will employ economical procedures.

RESEARCH DESIGN

Descriptive research design is also called explanatory design. This is the one that simply describes something such as demographic characteristics. The descriptive study is typically concerned with determining frequency with which something occurs or how two variables vary together.

SAMPLE SIZE

It refers to the number of elements of the population to sample. The sample size chosen for the survey is 150 employees of Software companies in Chennai.

SAMPLING

Collecting data about each and every unit of the population is called census method. The approach, where only a few units of population under study are considered for analysis is called sampling method. There are two main categories under which various sampling method can be put.

The two categories are

1. Probability sampling
2. Non-probability sampling

The sampling method adopted for the study is convenience sampling under non-probability sampling.

Gender * most advanced Work from Home Employee Management Crosstabulation : paper

DATA ANALYSIS AND INTERPRETATION

CHI- SQUARE TEST I – (ψ^2)

Chi-square is the sum of the squared difference observed (o) and the expected (e) data (or the deviation, d), divided by the expected data in all possible categories.

Null hypothesis (Ho):

There is no relationship between the gender and the most advanced Work from Home Employee Management.

Alternate hypothesis (H1):

There is relationship between the gender and the most advanced Work from Home Employee Management.

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Gender * most advanced Work from Home Employee Management	150	100.0%	0	0.0%	150	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	155.354 ^a	6	.000
Likelihood Ratio	153.864	6	.000
Linear-by-Linear Association	100.634	1	.000
N of Valid Cases	150		

a. 5 cells (41.7%) have expected count less than 5. The minimum expected count is .52.

		most advanced Work from Home Employee Management				Total
		Hubstaff	SentryP C	Terami nd	InterGu ard	
Gender	Count	69	21	0	0	90
	% within Gender	76.7%	23.3%	0.0%	0.0%	100.0%
	% within most advanced Work from Home Employee Management	100.0%	41.2%	0.0%	0.0%	60.0%
	% of Total	46.0%	14.0%	0.0%	0.0%	60.0%
	Count	0	30	17	13	60
	% within Gender	0.0%	55.6%	31.5%	13.0%	100.0%
	% within most advanced Work from Home Employee Management	0.0%	58.8%	100.0%	53.8%	40.0%
	% of Total	0.0%	20.0%	11.3%	4.7%	40.0%
	% within most advanced Work from Home Employee Management	100.0%	100.0%	100.0%	100.0%	100.0%
	% of Total	46.0%	34.0%	11.3%	8.7%	100.0%

$$\text{Degree of Freedom} = (3-1) * (4-1) \\ = 2 * 3 = 6$$

Calculated value = 155.354

Tabulated value = 12.592

$Z = Z_{\text{cal}} > Z_{\text{tab}}$

$Z = 155.354 > 12.592$

Hence, the Alternate hypothesis [H1] is accepted

INFERENCE: Since the calculated value is greater than the tabulated value, we accept the alternate hypothesis and hence there is a relationship between the gender and the most advanced Work from Home Employee Management.

ONE-WAY ANOVA CLASSIFICATION

Null hypothesis (Ho):

There is a significance difference between age and type of features they like to have in Work from Home Employee Management.

Alternate hypothesis (H1):

There is no significance difference between age and type of features they like to have in Work from Home Employee Management.

Descriptives

age

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Do not Track feature	50	1.04	.198	.028	.98	1.10	1	2
Disable tracking of certain apps	59	2.00	.000	.000	2.00	2.00	2	2

Track Teams window, screen sharing time, meeting hours	20	2.45	.510	.114	2.21	2.69	2	3
Share the data to 3 rd party	21	3.48	.512	.112	3.24	3.71	3	4
Total	150	1.95	.850	.069	1.81	2.08	1	4

Test of Homogeneity of Variances

age

Levene Statistic	df1	df2	Sig.
187.922	3	146	.000

ANOVA

age

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	95.465	3	31.822	383.708	.000
Within Groups	12.108	146	.083		
Total	107.573	149			

Tabulated value = 2.70

Calculated value = 383.708

$F = F_{cal} > F_{tab}$ $F = 383.708 > 2.70$

Hence, the alternative hypothesis [H1] is accepted.

INFERENCE:

Since the calculated value is greater than the tabulated value, we accept the alternate hypothesis and hence there is no significance difference between age and type of features they like to have in Work from Home Employee Management.

Correlations

ANALYSIS USING KARL PEARSON'S CORRELATION

Correlation analysis is the statistical tool used to measure the degree to which two variables are linearly related to each other. Correlation measures the degree of association between two variables.

Null hypothesis (H0):

There is positive relationship between Work from Home Employee Management should remind when an employee clock certain hours of productive time and Employees can track their own performance using Work from Home Employee Management.

Alternate hypothesis (H1):

There is negative relationship between Work from Home Employee Management should remind when an employee clock certain hours of productive time and Employees can track their own performance using Work from Home Employee Management.

		Work from Home Employee Management should remind when an employee clock certain hours of productive time	Employees can track their own performance using Work from Home Employee Management.
Work from Home Employee Management should remind when an employee clock certain hours of productive time	Pearson Correlation Sig. (2-tailed) N	1 150	.820** .000 150
Employees can track their own performance using Work from Home Employee Management.	Pearson Correlation Sig. (2-tailed) N	.820** .000 150	1 150

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

$$r = \frac{N\sum XY - \sum X \sum Y}{\sqrt{N\sum X^2 - (\sum X)^2} \sqrt{N\sum Y^2 - (\sum Y)^2}}$$

r = 0.820

INFERENCE:

Since r is positive, there is positive relationship between Work from Home Employee Management should remind when an employee clock certain hours of productive time and Employees can track their own performance using Work from Home Employee Management.

FINDINGS

1. Most of the respondents say that the purpose of Work from Home Employee Management is to track performance.
2. Most of the respondents tell that the best Work from Home Employee Management is Hubstaff.
3. Most of the respondents say Telephone tapping is the other monitoring software used by their company.
4. Most of the respondents agree that the employers can distinguish between the productive and non-productive time spent by the employees during working hours using Work from Home Employee Management.
5. Most of the respondents strongly agree that the Work from Home Employee Management ease the employee performance management.

SUGGESTIONS

1. Role and importance of Work from Home Employee Management have to be discussed during the team meeting to create more understanding about its numerous benefits to the employees.
2. Upgrade the features of Work from Home Employee Management based on the opinion of the employees on periodical basis.
3. Feature to pause the tracking using "do not track" or to apply "personal time", specify "on a break" by click of a button can be included in the Work from Home Employee Management
4. Feature to disable tracking of certain apps like browsers, specific apps etc can be included in the Work from Home Employee Management
5. Feature to track Teams window, screen sharing time, meeting hours can be included in the Work from Home Employee Management.

CONCLUSION

Work from Home Employee Management is a means of employee monitoring, and allows company administrators to monitor and supervise all their employee computers from a central location. Since the pandemic hit the world, most of the Information Technology firms and few other firms where most of the work happens through computers, work from home option has been provided for employees to run the business. In work from home conditions, it becomes difficult or impossible for employers to track employees in person as to how effectively they spend their working hours.

This study has been undertaken to understand the effectiveness of Work from Home Employee Management from employees' perspective at Software companies. For this purpose, responses from the 150 employees of Software companies in Chennai have been collected and analyzed. Based upon the findings out of the research, few valuable suggestions have been given to improve the effectiveness of Work from Home Employee Management at Software companies.

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