

# A Study on Challenges and Benefits of Remote and Hybrid Work Model from Employees Perspective

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## ABSTRACT

The hybrid workplace is a concept on the lips of every industry trend in the world today. With digitalization becoming more normalized across every sphere in the global village. Every workplace needs to maximize and transcend obstacles and innovations to ease into the hybrid workplace. The work from home also becomes more relevant during the pandemic. The study was conducted in Kannur corporate IT company. This research paper focused on understanding the impact of both hybrid and work from home and the various challenges and benefits and also the preference of the employees to the future work model. The study was carried out by primary data with a sample size of 120 employees which were chosen by simple random sampling method. To analyse benefits of Work from home and hybrid work model, to analyse challenges of Work from home and hybrid work model, to analyse the preference of employees in choosing the future work model. Statistical tools used for this data collection are simple frequency analysis, Independent sample T-test, Chi square test, One-way ANOVA. The findings of the study revealed that the employees are happy with choosing hybrid work

model as their future model. The employees can work as per their comfort zone and their comfort place to work.

**Keywords:** Hybrid work model, work from home, Challenges, Benefits

## I. INTRODUCTION

### 1.1 Introduction

Hybrid work is a flexible approach that allows employees to split their time between working in the office

and working from home. The hybrid working model is a location-flexible arrangement, allowing employees to combine on-site and off-site work as they and their employers see fit. Hybrid models combine fundamental knowledge with data-driven techniques to model fundamentally unknown dependencies, and more attention should be paid to the future use of such hybrid models. It has indeed been demonstrated that the integration of knowledge from first-principles with multivariate data analysis methods, resulting into a hybrid semi-parametric modelling approach, has the potential to improve process understanding and can enable significantly increased prediction performance.

Working from home is defined as people working from their home or from other location of their choice other than the working area by payment which is provided by the employer. Working from home is having lots of use in recent years. Since the growth of the networking from home indicates the employee can finish their work within their own premises. Work will be done remotely. It depends on teleworking/ telecommunicating arrangements where an employee does not require staying during the business hours with their employer. In today's growing world there is an urgent need for working at home. To improve the employee retention during a busy and stress-filled life, work requires some leisure time. Through working from home you can have free access towards a specific job through fewer interruptions from fellow employees in the office and communication time is also wider.

The word 'Hybrid' is not a novel one. It has seen diverse use over the years in different representations. In more recent times, hybrid is used to describe a whole new feature

of technology's infusion into human beings' lifestyles. A hybrid system is otherwise known as the blended system. It usually occurs in a situation where there is the need to balance two kinds of demands equitably to avoid any clash or conflict. The hybrid system is an initiative introduced to cater to the specific needs of a system or organization's active parties. If existing in a situation of unique requirements, a hybrid arrangement ought to serve as a solution to the challenges of location, distance, cost, availability, and management. It is safe to say that hybridity is an offshoot of technological advancements. The hybrid working system ensures the organization employing it enjoy the special advantages that come with the remote working system.

## 1.2 Statement of the problem

The covid 19 made a huge impact on the IT sector. People get more awareness about hybrid work model and work from home during the pandemic time. So this research is about to collect the employees preference towards various working models. This study contains the data of the respondents on the basis of the benefits and challenges of the work from home and hybrid work model.

This study is an awareness to the other employees who have no idea about the new working models.

## 1.3 Objectives of the study

- To study about the benefits of the employees in WFH and hybrid work model
- To study the challenges faced by the employees in WFH and hybrid model
- To know about the interest of employees towards hybrid model, remote work, work from home and telecommunicating

## 1.4 Research methodology

A research methodology is an outline of how a given piece of research is carried out. It defines the techniques or procedures that are used to identify and analyse information regarding a specific research topic.

### A. Research Design

The research design used here is "Descriptive research" which uses surveys with close ended and open ended questionnaire. The structured questionnaire contains demographic profiles of employees and the benefits and challenges of WFH and Hybrid work model.

### B. Sample size

Sample size of the study is 120 employees. The study covers only the population of employees in SRV INFOTECH.

### C. Sampling method

The sampling method used in this study is simple random sampling method which uses selecting a small random group of samples from a larger group of population. The samples are employees working in SRV INFOTECH.

## 1.5 Method of data collection

This study is conducted based on both primary and secondary data.

### A. Primary data

Primary data is the data that is collected by the researcher from first-hand sources, using methods like surveys. This study collects data using various questionnaire through surveys from employees in SRV INFOTECH.

### B. Secondary data

Secondary data is the data that has already been collected through primary sources and made readily for researches to use for their own research.

## 1.6 Statistical tools used for analysis

- The following tools are used for analysis
- Percentage analysis
  - Chi-square test
  - One-way ANOVA
  - Weighted average method

## 1.7 Scope of the study

The study covers the employees of SRV INFOTECH, Kannur. The research was conducted to analyse the interest of IT employees towards Work from home and hybrid work model and to know about the satisfaction level of employees through a questionnaire survey.

## 1.8 Limitations of the study

- Small size of sample (92)
- Time is limited
- The study is limited only in SRV INFOTECH
- Less interest shown by respondents in filling their opinion

## II. REVIEW OF LITERATURE

**(Danijela, 2022)** Conducted study on some of the key factors that influence work performance at the organizational and individual levels. The goal of this study is to provide insight on the impact of workplace flexibility on work and the broader implications for both companies and employees. This article is about broadening the perspective on the future of work, focusing on the effects of remote work on employees and organizations. In summary, telecommute focuses on replacing the employer's premises with another workplace for at least part of the working time, resulting in fewer or no trips to work. It also includes ICT and thus a subset of telework and remote work. The study concludes that both employees and employers have found arguments to consider remote work, and especially working from home, as a worthy competitor to traditional on-site work. Although many see remote work as beneficial, especially because it offers more flexibility to both sides, there are some visible and hidden drawbacks related to human, social and organizational factors.

**(Antoni & Bohdan, 2022)** Conducted study on work engagement as the dependent variable and considers its determinants in the form of stress factors and attitudes toward remote work. This study concludes that the characteristics of work, is related to only two variables: Control and Relationships. In the case of Control, the strongest relations occur with respect to the hybrid and remote modes. In the case of the Relationships variable, the strongest relations occur with respect to the hybrid and on-site modes. This study concludes that the characteristic of work, is related to only two variables: Control and Relationships. In the case of Control, the strongest relations occur with respect to the hybrid and remote modes.

**(Baker, 2021)** Conducted study as a collaboration with the staffs situated in Stockholm working with the East Link Project at the Swedish Transport Administration. The aim of this study is to explore if a hybrid workplace model has the potential to disrupt a traditional office-centric workplace with focus on the aspects of economic, social and environmental sustainability. It concluded that the management supports synchronous and asynchronous communication, problem solving, brainstorming as well as encourage virtual socialization, mentoring, team building, ensure regulatory compliance, invest in, enforce data security and set an example by engaging in remote work, hybrid organizations could certainly emerge as the future of work.

**(Aczel, Marton Kovacs, Tanja van, &**

**Barnabas, 2021)** Conducted study on whether working from home is the key or impediment to academics' efficiency and work life balance became a daunting question for both scientists and their employees. The main aim of the study is to find the personal and professional factors influence the relationship between productivity and work from home and to find a solution for working without disturbance by colleagues and being able to manage work life balance. Based on the results almost half of the respondents reported reduced work efficiency during the lockdown, the majority prefer the current remote work to some extent in the future. The results strongly indicate that some can boost work efficiency and wellbeing when working from home, others need external solutions, such as the office, to provide boundaries between their life domains.

**(Monika, Mario Mariniello, Laura Nurski, & Tom Schraepen, 2021)** Conducted study on telework may even unlock new working processes with the ultimate effect of increasing productivity. The pandemic crisis has also emphasised the need for the creation of safeguards within the work environment to protect workers' well-being and to ensure an efficient blending of remote and on-site workers, with no differences in the way they are treated or their career opportunities. The reasons for low levels of telework before COVID-19 generally fall into three categories of constraints: (1) the underlying structures and features of jobs and tasks; (2) infrastructure and technology; and (3) market failures in work organisation.

**(Muhammad, Farooq Khalid, & Sergey Yevgenievich, 2021)** Conducted study on the hybrid workplace, the future of work, and the need to embrace the hybrid workplace model. It defined hybridity as, something in a workspace, that combines the physical work arrangement and the remote work system. This article shows that hybrid work model can increase productivity, the main reason for this increased productivity is primarily because the employee sees that the company has his best interest at heart.

**(Berger, 2021)** Conducted study on the latest trends on hybrid work model. They surveyed a large-scale HR and senior executives. They compared the approach towards hybrid work model during the pre-COVID and post-COVID time. From the results of the survey they conducted the shift towards hybrid models is taking place across industries. Public organizations plan the strongest shift, from only 25% exploring hybrid work models pre-pandemic to 86% post-pandemic.

**(Lenka, 2021)** Conducted study on a unique Hybrid model with the help of the

organizations to overcome many challenges faced by Human resource managers due to remote work. They found that a unique hybrid model is the best solution as in this model maximum times employees will be working remotely and whenever there is a requirement they can come to office. This arrangement will help in smooth work operation, increased performance, motivation, employee engagement and good team work can happen. They concluded that every organization worldwide should adopt Unique Hybrid Work model for the betterment of the organization.

(Beno, 2021) Conducted study on the practice that help to build the positivity and effectiveness of a work place environment. This paper examines the positivity and effectiveness of an on-site and hybrid working model from Austria. The main research question investigated in this paper concerns the difference between negative and positive approaches toward different working environments while following the aspects of respect and dignity, support, caring, rewards, forgiveness and inspiration, and asking whether these differ fundamentally and represent different theoretical mechanisms.

(Thorpe & Gordon, 2012) Conducted study to identify the nature of participation in the online environment, the relationship between online participation and the offline context, and the implications for conceptualisation of online learning environments to support work-related learning. The aim of the study is to enable social workers to learn from practice and in practice, by using online resources and communication that expand what is immediately available to them in their workplace and to research how an online learning environment for professional and work-related learning is used and what factors influence usage and participation.

### III. FINDINGS OF THE STUDY

#### 3.1 Frequency analysis

##### 3.1.1 Based on the demographic details of the respondents

- Majority (91.3%) of the respondents belong to the age group of 20-30 years
- Majority (69.6%) of the respondents are female
- Majority (68.5%) of the respondents are unmarried
- Majority (67.4%) of the respondents studied up to bachelor's degree
- Most (46.7%) of the respondents have 1-3 years of work experience in SRVINFOTECH
- Most (26.1%) of the respondents are working in the

digital market department

- Majority (72.8%) of the respondents are working in the middle level

##### 3.1.2 Based on the benefits of work from home and hybrid work model

- Majority (58.7%) of the respondents agree that less time consumption as a benefit of the work from home
- Most (35.9%) of the respondents agree that more flexibility as a benefit of the work from home
- Most (46.7%) of the respondents neither agree nor disagree that the improved work-life balance as a benefit of work from home
- Most (47.8%) of the respondents neither agree nor disagree that cost efficiency as a benefit of work from home
- Most (46.7%) of the respondents neither agree nor disagree that independent work culture as a benefit of work from home
- Majority (54.3%) of the respondents neither agree nor disagree that better productivity as a benefit of work from home
- Most (46.7%) of the respondents neither agree nor disagree that fewer sick days as a benefit of work from home
- Most (48.9%) respondents neither agree nor disagree that job satisfaction as a benefit of work from home

##### 3.1.3 Based on the challenges of work from home and hybrid work model

- Most (45.7%) respondents agree that unbalanced timing as a challenge of work from home
- Most (45.7%) of the respondents neither agree nor disagree that lack of team spirit as a challenge of work from home
- Majority (53.3%) of the respondents neither agree nor disagree that coordination among employees as a challenge of work from home
- Majority (52.2%) respondents neither agree nor disagree that lack of internet availability as a challenge of work from home
- Majority (52.2%) respondents agree that the chance of cyber risk as a challenge of work from home
- Most (48.9%) of the respondents neither agree nor disagree that lack of communication as a challenge of work from home

- Most (50%) of the respondents agree that the difficulty in resolving technical challenges as a challenge of work from home

### 3.2 Weighted average mean

- Hybrid work model is the most preferred working model with an average mean of 2.28 and it is ranked 1.
- Remote work model is ranked 2 with an average mean of 2.12
- Work from home is ranked 3 with an average mean of 2.11

### 3.3 Other analysis

#### 3.3.1 Independent sample T-test

- There is no significant difference in the level of agreeableness about the benefits of work from home and hybrid work model between male and female

#### 3.3.2 One-way ANOVA

- There is no significant difference in the level of agreeableness about the benefits of work from home and hybrid work model based on educational qualification of the respondents.
- There is no significant difference in the level of agreeableness about the challenge of work from home and hybrid work model based on job level.

#### 3.3.3 Chi-Square

- There is no significant relationship in the level of agreeableness about the challenges of work from home and hybrid work model based on marital status
- There is no significant relationship in the level of agreeableness about the challenges of work from home and hybrid work model based on the year of work experience.

## IV. SUGGESTIONS

Based on the analysis and interpretation of the data the following recommendations have been made regarding the future concept of the employees towards remote, hybrid and work from home.

- Hybrid work model is a modern way of doing work based on the comfort of the employees
- Most of the respondents are from the age group of 20-30 and majority of them are female
- It shows that women employees are more comfortable in hybrid work model and is ranked one in the weighted average mean method

- Data is collected from the company SRV INFOTECH and most workers are working in the digital market department
- Hybrid work model is more comfortable than remote or work from home but there are benefits and challenges for this working model
- Hybrid work model is a good with the advantages of working virtual based on the flexibility of the employees, saving travel time etc but at the same time it has to keep the advantage of having people at work for productivity, team work etc. Team work is an important one in building success it lacks in this work model.
- Some employees are struggling to adapt productivity in the work place. And they are in the opinion that full time work is more adaptable than hybrid work.
- Social isolation, Longer working hours are all challenges of hybrid work model. Some are a suitable time period for this like in the full time work.
- A major problem of work from home is also the lack of communication, disconnection from the external world etc.
- Since by maintaining a proper chart towards the hybrid work model it becomes the most appropriate working model especially for women.

## V. CONCLUSION

India is a fast-growing country in the world. During the pandemic time the country gave more importance to working from home as it is a lot more comfortable for lots of people. Employees can save a great deal of time and money and do not have to travel but it has disadvantages also. Working in the personal space will reduce direct interactions among colleagues. Hybrid work model can offer more flexibility than work from home and empower employees to work to their strengths and boost productivity. Based on the data collected most of the respondents preferred hybrid work model as their working model. But some employees are still preferring full time work as it reduces the stress of doing work without the office atmosphere. This study is conducted in SRV INFOTECH and most of the respondents are preferring the hybrid work model especially the females. They can work as per their comfortable zone, if they are interested in doing work from office they can go there if they are interested to work from any other places like home they can work from there. However hybrid work model are

providing more opportunities for the future world and it also helps in the economic growth of the country.

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