

# Work from Home v/s Work from Office: An Empirical Assessment of Employee Performance

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## Abstract

This research aims to determine the perception of Indian IT employees towards emerging work arrangements due to COVID pandemic. This research investigates the differences in productivity and performance between employees who work from home and those who work in an office. The study is descriptive & Empirical in nature, and the data was collected using a survey method. The questionnaire was self-prepared based on literature review and included questions about the respondents' demographic information, current work scenarios in the pandemic, workplace challenges, work from home challenges and respondent preference for WFH versus WFO. The author's goal with this study is to determine the mean scores for employee preference for WFH and WFO, as well as the key benefits and demerits of working from home and working from an office. The study discovered that the concept of working from home includes both positive and negative aspects. Employees are more likely to keep connected with their families, which makes them feel less stressed and more productive, but it also causes them to lose connectedness and a sense of authority because they are not aware of regular workplace tasks. Employers, on the other hand, find it handy because their operational costs are lowered, including real estate costs and effective utilization of available office space for everyday work processes.

**Keywords:** Work from Home (WFH), Work from office (WFO), Employee Performance

## Introduction

WFH was a valued bonus for IT employees because of the COVID-19 outbreak. Many IT companies were concerned about the impact of allowing workers to work from home or telecommute on productivity, teamwork, and communication. According to Indian labour data, only 14% of employees worked remotely before the pandemic struck. When the COVID-19 pandemic hit the United States, however, IT companies had no choice but to let all of their staff to work from home. The COVID-19 pandemic has prompted employees not only in India but around the world to stay at home due to widespread lockdowns and to limit social interactions. Despite the fact that telecommuting rules existed prior to the pandemic, it was the pandemic that sparked a surge in popularity for working from home, not just in the IT industry but across all industries. Thousands of employees' working arrangements have changed dramatically as a result of the pandemic, even after the state-wide lockdown has been lifted. For the foreseeable future, this appears to be the pattern. Telecommuting, teleworking, distributed work, flexible work

arrangements, and other terms are used to describe this type of work from home arrangement.

Employees working from home or any other location other than the actual working space are simply referred to as working from home. WFH is accessible due to advances in information and communication technologies (ICTs), particularly high-speed internet connections, user-friendly laptops and desktops, and the availability of inexpensive hotspots and routers. Because of sophisticated technology, people, in this case, IT employees, may now fulfil their responsibilities even while they are not at work. Working from home aids in the upkeep of representatives' models. Working from home might assist working guardians with childcare responsibilities. When a person uses telecommuting, he or she can complete both office and home tasks at the same time.

Employees are happier telecommuting than in the office because they have more time with their families, are less stressed from driving in rush hour traffic, and have more flexibility. It is critical to learn about people's experiences working from home during COVID-19, as well as their preferences. Many IT workers who claimed to work from home actually completed the same work they did at work, including all of the duties and activities they were responsible for on a regular basis. Working from home is generally regarded as being particularly flexible, as many jobs provide flexible hours.

### **Literature Review**

Bick, A., Blandin, A., & Mertens, K. (2020) studied that 35.2 percent of the workforce worked totally from range in May 2020, up from 8.2 percent in February 2020, supported new survey data from roughly 5,000 working-age persons. Following the viral outbreak, highly educated, high-income, and white people were considerably more likely to transfer to remote work and keep their jobs. According to current estimates of the number of potential home-based workers, a substantial majority (71.7 percent) of US workers who could work from home did so in May.

Almarzooqi, B., & Alaamer, F. (2020) highlighted historical empirical information acquired during a global test of working from home during an epidemic that occurs formerly every 100 times. Given that the maturity of concurrent exploration employed pre-gathered labour data to forecast the number of jobs that can survive the epidemic utilising the work-from-home option, thus it was the first study to supply empirical documentation of worker perceptions on the experience.

Thorstensson, E. (2020) examined five study papers published within the time 2000 and five study papers published within the times 2019 and 2020 to work out the factors impacting the productivity of workers who work from home, whether these factors have a positive or negative impact on productivity, and whether the factors have changed since 2000. Working from home had an impact on hand productivity, according to the findings of the study. While some of the criteria have a good or negative impact, the impact of others is dependent on the workers' traits and stations, as well as the circumstances.

P., S., & Shahid, M. (2020) aimed to understand about workers' gestures working from home versus working in an office. The study discovered that parents' amenability

to work from home is completely contingent on the presence of their children at home, as well as the vacuity of a affable workspace, a calm atmosphere, and decent internet connectivity. Indeed, if they're willing to work from home, the maturity of repliers believe that they don't enjoy working from home.

Shivaramu,M. (2019) investigated the differences in productivity and performance between workers who work from home and those who work in an office. The study's major aspect is to see if there's a difference in productivity situations between help who work from home and those who operate from an office.

Haynes, B. P. (2007) depicted a theoretical framework for measuring office productivity that has been validated. The strength of the study comes from the fact that it is based on two large data sets. The information gathered includes information about the physical aspects of the office environment as well as information about the behavioural environment. The behavioural environment has the largest impact on office productivity, according to this study. It reveals that dynamic workplace features, interaction, and distraction are regarded as the most positive and negative factors on self-assessed productivity.

Despite the fact that employees spend a lot of money on commuting, WFH has produced a lot of uproar and tension due to online working during the COVID-19 epidemic, and this stress has been felt disproportionately by younger employees from the beginning of the COVID-19. This study aimed to investigate the productivity and performance of IT workers who work from their homes and offices.

### **Objectives of the Study**

- To understand the perceptions of employees regarding their work-from-home experience during the pandemic.
- To determine the difference in the level of Employee Performance who Work from Home and Work from Office.

### **Hypothesis**

- $H_0$ : There is a uniform level performance of employees who Work from Home and Work from Office.
- $H_1$ : There is significant difference in the level of performance of employees who Work from Home and Work from Office.

**Test Applied:** Independent Sample t-Test is applied to test the Statistical differences between the mean scores of two groups namely Employee's working from Home and those working from office.

### **Variables of the Study**

Flexible work arrangements, Saving Time, Tools and Equipment, Ergonomic, Work Environment, Occupational Safety and Health, Work-life Balance, Communication, Discipline, Reduced Stress levels, Connectivity with Family, Work Convenience.

### **Research Methodology**

The study is descriptive and empirical in nature. A quantitative research design

has been chosen for the study because the variables are continuous. A self-prepared questionnaire supporting the available literature was used for this study. Twelve items under both work from home and work from office were considered to induce response for employee performance.

A survey method via Google forms was used for this study and therefore the questionnaire was filled by 150 employees working within the IT sector. The Sample was determined using Krejcie & Morgan Table (1970). A convenient sampling method was adopted to gather the data from the respondents. Descriptive statistics like frequency, percentage, mean & median are employed to draw inferences from the data collected.

**Descriptive Analysis**

Following figures depict the perception of employees towards their Work from Home and Work from Office experiences.

1. According to your opinion your performance was better in which of the following working mode?

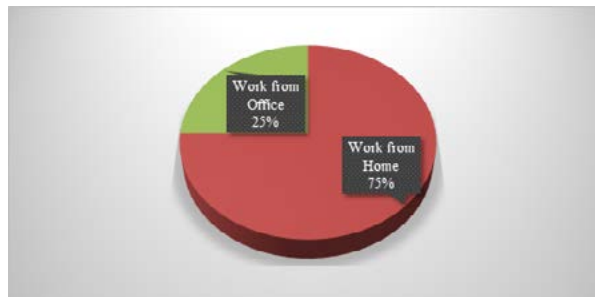


Figure 1

**Interpretation**

Above Figure 1 depicts that according to employees’ perception their performance was better in work from home which is 75% and 25% belongs to Work from Office.

2. Flexible work arrangements would or do allow me to be more productive

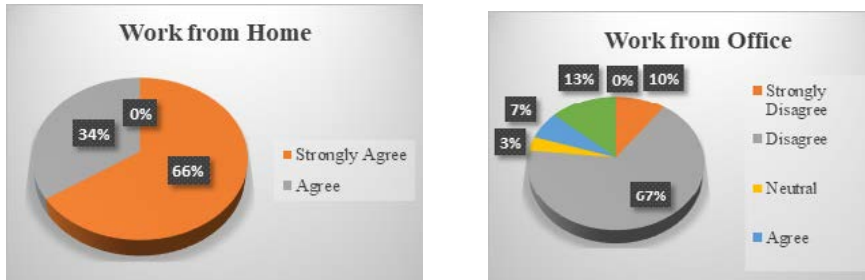


Figure 2

**Interpretation**

The Figure 2 shows that the flexible work arrangements allow people to be more productive. In Work from Home out of 90 Respondents, 65.6% of employees strongly agree, 34.4% of employees are Agree, while in Work from Office out of 60 Respondents, 66.7% of employees Disagree, 13.3% of employees strongly agree ,10.0%of employees strongly disagree, 6.7% of employees agree and 3.3% of employees are neutral, and with this aspect of flexible work arrangements.

**3. The time spent on roads can be spent on something more productive.**

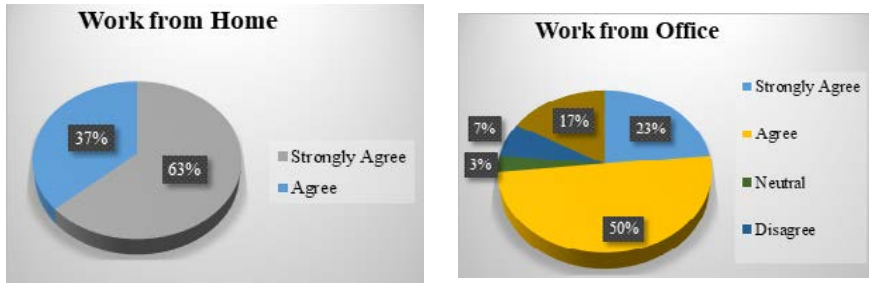


Figure 3

**Interpretation**

The Figure 3 shows that the time spent on roads can be spent on something more productive. In Work from Home out of 90 Respondents, 63.3% of employees strongly agree, 36.7% of employees are Agree, while in Work from Office out of 60 Respondents, 50.0% of employees Agree, 23.3%of employees strongly agree, 16.7% of employees strongly disagree, 6.7% of employees disagree and 3.3% of employees are neutral, with this aspect of time spent on roads can be spent on something more productive.

**4. Physical facility constraints (for example, building height, column spacing, floor types and finishes and wall types).**

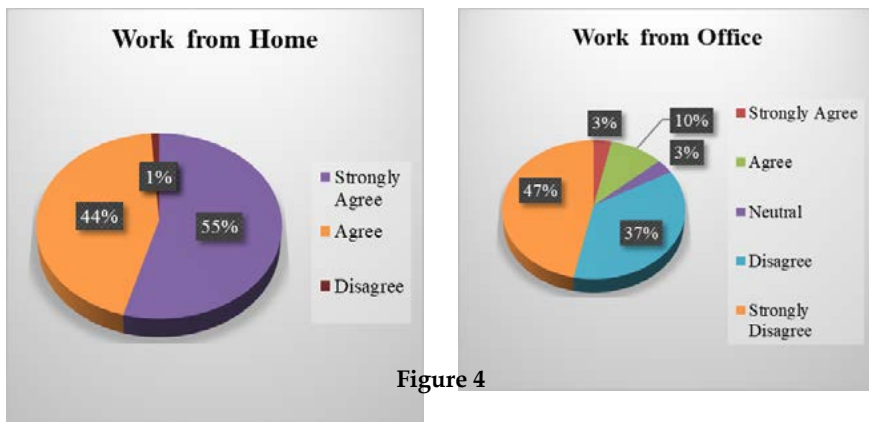


Figure 4

### Interpretation

Above Figure 4 portrays the Physical facility constraints experienced by employees while working from office from home. In Work from Home out of 90 Respondents, 54.4% of employees strongly agree, 44.4% of employees are Agree, 1.1% of employees are Disagree, while in Work from Office out of 60 Respondents, 47% of employees strongly disagree, 37% of employees disagree, 10% of employees agree, 3% of employees strongly agree and 3.3% of employees are neutral, with this aspect the Physical facility constraints (for example, building height, column spacing, floor types and finishes and wall types).

### 5. Specification of ergonomic products for raising productivity at the workplace (for example, adjustable furniture).

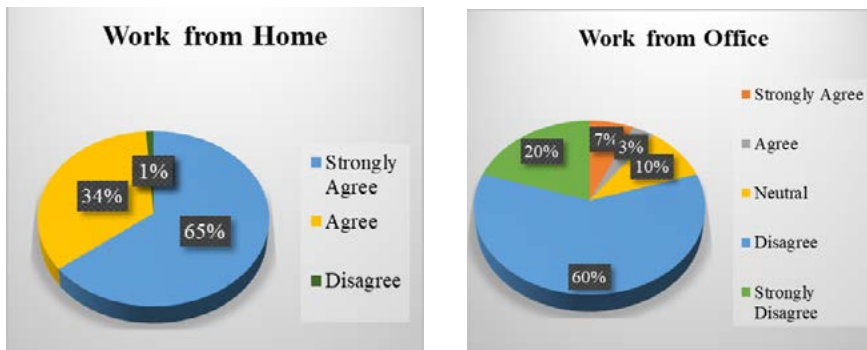


Figure 5

### Interpretation

The Figure 5 depicts the importance of ergonomic products for raising productivity at the workplace. In for Work from Home option out of 90 Respondents, 64.4% of employees strongly agree, 34.4% of employees are Agree, 1.1% of employees are Disagree, while for Work from Office settings out of 60 Respondents, 60% of employees disagree, 20% of employees strongly disagree, 10.0% of employees are neutral, 6.7% of employees strongly agree and 3.3% of employees agree with this aspect of specification of ergonomic products for raising productivity at the workplace (for example, adjustable furniture).

### 6. Provisions to accommodate individuals with sensory and cognitive impairments in the workplace.

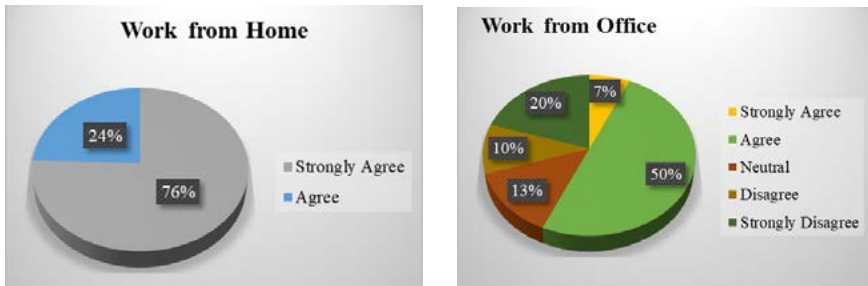


Figure 6

**Interpretation**

The above Figure 6 shows that In Work from Home out of 90 Respondents 75.6% of employees strongly agree, 24.4% of employees are Agree, while in Work from Office out of 60 Respondents 50% of employees Agree, 20% of employees strongly disagree, 13.3% of employees are neutral, 10.0% of employees disagree and 6.7% of employees strongly agree, with this aspect of provisions to accommodate individuals with sensory and cognitive impairments in the workplace.

**7. Adherence to life safety requirements mandated by the local legislation (for example, fire safety systems).**

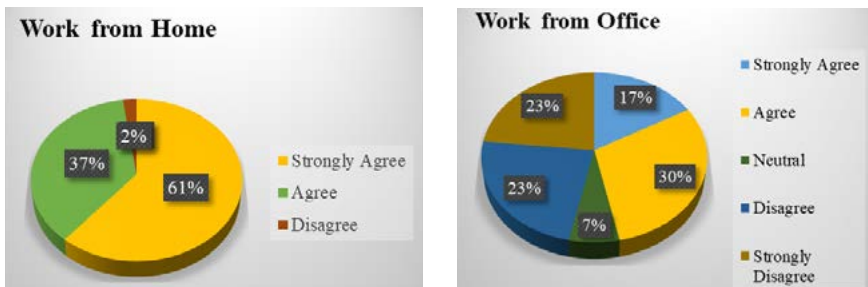


Figure 7

**Interpretation**

The above Figure 7 reveals the importance of adherence to life safety requirements mandated by the local legislation. In Work from Home out of 90 Respondents, 61.1% of employees strongly agree, 36.7% of employees are Agree, 2.2% of employees are Disagree while in Work from Office out of 60 Respondents 30.0% of employees Agree, 23.3% of employees strongly disagree, 23.3% of employees disagree 16.7% of employees strongly agree and 6.7% of employees are neutral.

**8. Accommodation of effects caused by operating certain equipment (for example, high levels of noises and fire hazards).**

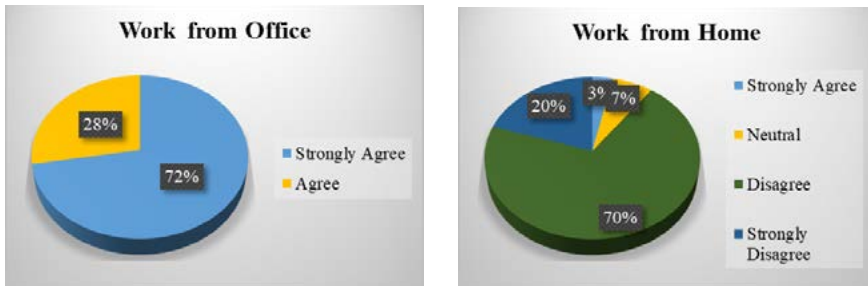


Figure 8

**Interpretation**

The above chart-8portrays the effect of accommodation caused by operating certain equipment. In Work from Office out of 60 Respondents, 72.2% of employees strongly agree, 27.8% of employees are Agree, while in Work from Office out of 90 Respondents, 70.0% of employees disagree, 20.0% of employees strongly disagree ,6.7% of employees are neutral and 3.3%of employees strongly agree.

**9. Employees have the necessary protection and safety equipment, as well as the correct equipment and tools to operate safely at home.**

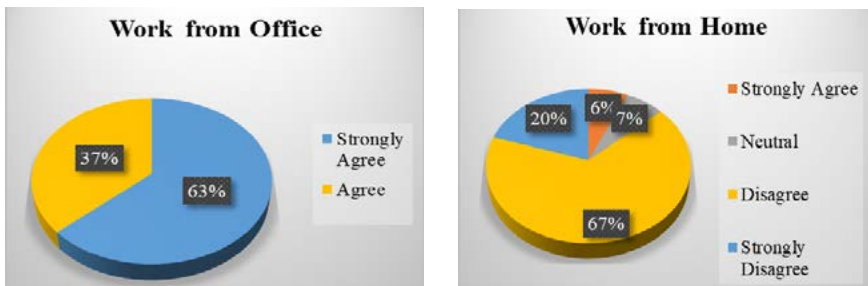


Figure 9

**Interpretation**

The above chart-9 show the awareness of employees having right equipment and tools to work safely at home, including the required protective or safety equipment. In Work from Office out of 60 Respondents, 63.3% of employees strongly agree, 36.7% of employees are Agree, while in Work from Home out of 90 Respondents, 66.7% of employees disagree and 20.0% of employees strongly disagree, 6.7% of employees strongly agree, and 6.7% of employees are neutral.

**10. Employees have relevant information, instruction, supervision and training, including measures to deal with emergencies.**



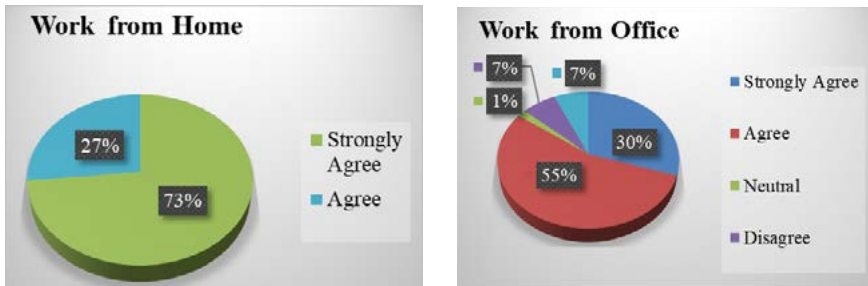


Figure-10

**Interpretation**

The above Figure 10 reveals that Employees have relevant information, instruction, supervision and training, including measures to deal with emergencies. In Work from Home out of 90 Respondents 73.3% of employees strongly agree, 26.7% of employees are Agree, while in Work from Office out of 60 Respondents 55% of employees agree, 30% of employees strongly agree, 1% of employees are neutral, 7% of employees disagree and 7% of employees strongly disagree.

**11. Arrangements are made for Employees physical and mental welfare.**

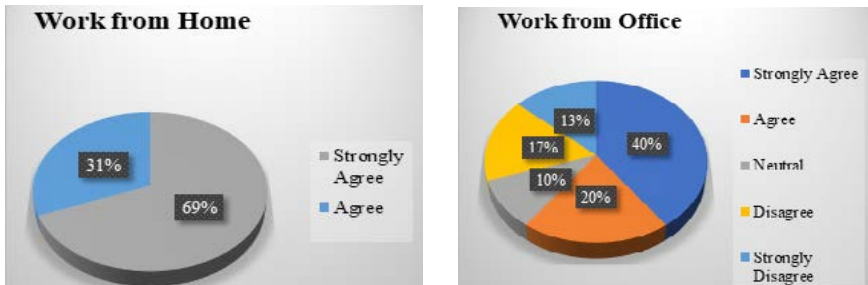


Figure 11

**Interpretation**

The above Figure 11 shows that In Work from Home out of 90 Respondents 68.9% of employees strongly agree, 31.1% of employees are Agree, while in Work from Office out of 60 Respondents 40% of employees strongly agree, 20% of employees agree, 10.0% of employees are neutral, 17% of employees disagree and 13% of employees strongly disagree with this aspect that Arrangements are made for Employees physical and mental welfare.

**12. Working environment keeps me updated and connected with companies functioning.**

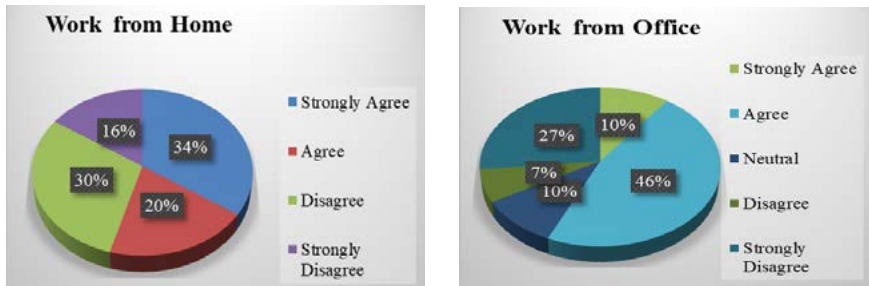


Figure 12

**Interpretation**

The above Figure 12 show that the Working environment keeps the respondents updated and connected with companies functioning. In Work from Home out of 90 Respondents 34% of employees strongly agree, 30% of employees are disagree, 20% of employees agree and 16% strongly disagree, while in Work from Office out of 60 Respondents 46.7% of employees agree, 26.7 % of employees strongly disagree 10.0% of employees strongly agree, 10.0% of employees are neutral and 6.7% of employees disagree.

**Hypothesis Testing**

Independent sample t test is used to compare the Employee Performance with respect to different variables between the Work from Home and Work from Office.

Table 1: Group Statistics

	Working mode	N	Mean	Std. Deviation	Std. Error Mean
Performance of Employees	Work from Home	90	1.4989	.20893	.02202
	Work from Office	60	3.2033	.91434	.16694

**Inference**

The Table 1, describes group wise mean, standard deviation and standard error of mean. There is a difference in the mean and standard deviation between Work from Home and Work from Office. The table shows that the Standard Deviation of Work from Office is more than the Standard Deviation of Work from Home on the basis of all the aspects of performance of employees, flexibility, saving time, better work life balance, Connectivity with family and Reduced stress levels. With the Standard Deviation value, it can be concluded that the level of performance of employees in Work from Home is more as compared to Work from Office in IT industry.

**Table 2: Independent Samples Test**

F		Levene's Test for Equality of Variances		t-test for Equality of Means						
		Sig.	T	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference		
								Lower	Upper	
Performance of Employees	Equal variances assumed	106.216	<.001	-16.559	118	<.001	-1.70444	.10293	-1.90828	-1.50061
	Equal variances not assumed			-10.122	30.015	<.001	-1.70444	.16838	-2.04832	-1.36057

### Inference

Above Table 2 depicts that the Significance Value (p-value) of all the variables (performance of employees) is 0.001 ( $p < 0.05$ ) indicating that the null hypothesis is rejected, and it can be concluded that there is a significant difference between the performance level of employees in Work from Home and Work from Office in IT industry.

### Findings

According to the present research, employees who work from home have higher productivity and performance than those who work from an office. Convenience, connectivity with family, fewer stress levels, time and professional progress, less absenteeism from work, mental stability, reduced break time, and a better work-life balance are just a few of the benefits of working from home.

### Mangerial Implications

- In order for employees who work from home to perform well, flexible work arrangements in the company should be made available.
- A work-life balance programme should be created in the workplace to boost and improve the performance of employees who work from home.
- Administrative expenditures should be lowered to improve employee performance in the office so that the working atmosphere is pleasant and employees can perform successfully.

- Employees should supply ergonomic office items to improve the performance of employees who work from home so that they do not have to deal with any issues.
- Employees who work from home should be given the necessary equipment and tools to improve their productivity. So that they are able to work from home conveniently and safely.

### **Limitation and Scope for Future Research**

The sample size for this study is limited to the city of Jaipur. As a result, the research project might be expanded to include IT workers in other Rajasthan cities. A study on IT employees in other Indian states might also be undertaken to better assess the impact. Because the study is limited to employees of the IT sector in a single city in Rajasthan, the findings may only be able to characterize the study's specific location rather than the entire universe. Employees that work from home and from the office provided data, and because they were preoccupied with their work, they were less responsive and preoccupied, however, there is a risk of biasness in the responses, which is a major weakness of the current study. In-depth study can be carried out on both WFH and WFO staff. By comparing the opinions of WFH and WFO, it is possible to gain a deeper understanding of the wide range of perceptions held by IT personnel.

### **Conclusion**

It may be concluded that employees who work from home have higher levels of productivity and performance than those who work from an office. This result can be attributed to a number of factors. The research assisted in identifying the primary characteristics that act as guiding agents in assisting employees who work from home to be more productive. Some of the primary advantages that make the work from home concept beneficial include reduced stress levels, connectivity with family, work convenience, and cost reduction.

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