

**A MINI PROJECT REPORT
ON
“A STUDY ON PROBLEMS FACED BY IT
EMPLOYEES DUE TO WORK FROM HOME
SCENARIO AT BANGALORE”**

*MINI PROJECT SUBMITTED IN FULFILLMENT OF THE
REQUIREMENT FOR THE AWARD OF THE DEGREE OF*

**MASTER OF BUSINESS ADMINISTRATION
FROM
BENGALURU CITY UNIVERSITY**



SUBMITTED BY
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UNDER THE GUIDANCE OF
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**AI-AMEEN INSTITUTE OF MANAGEMENT STUDIES
AFFILIATED TO BENGALURU CITY UNIVERSITY
(2021-2022)**

CERTIFICATE OF INSTITUTION

This is to certify that this Project entitled **A Study on Problems Faced by IT Employees Due to Work from Home Scenario at Bangalore** has been successfully completed by **Rubaina Khateeb** of Reg. No. **MB206240** during the year **2021-22** and the report is submitted in partial fulfillment of the requirements for the award of the degree of **Master of Business Administration** as prescribed by the **Bengaluru City University** under the guidance of **Mr. Mohammed Wajid**.

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Date:

Dr. B.A. ANURADHA

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This is to certify that this Project entitled **A Study on Problems Faced by IT Employees Due to Work from Home Scenario at Bangalore** Submitted by **Rubaina Khateeb** bearing Reg. No. **MB206240** is an original work of the student and is being submitted in partial fulfilment of the requirement for the award of the degree of **Master of Business Administration of Bengaluru City University** under the guidance of **Mr. Mohammed Wajid**. This report has not submitted earlier either to this university/ institution for the fulfilment of the requirement of a course of study.

Place: Bangalore

Date:

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This is to certify that this Mini Project Report is submitted by **Rubaina Khateeb** is an original work of students and is submitted in partial fulfilment of the requirements for the award of the degree of **Master of Business Administration of Bengaluru City University** under the guidance of **Mr. Mohammed Wajid**. This report has not submitted earlier either to this university/institution for the fulfilment of the requirement of the course study.

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STUDENT DECLARATION

I hereby declare that the Project Report entitled **A Study on Problems Faced by IT Employees Due to Work from Home Scenario at Bangalore** has been prepared by me under the supervision and guidance of **Mr. Mohammed Wajid**, during the year **2021-22** in a partial fulfillment of the university regulations for the award of the degree of **Master of Business Administration** by **Bengaluru City University**.

I further declare that this project is based on the original study undertaken by me and has not been submitted at any time to any university or institution for the award of any other degree or diploma.

Place: Bangalore

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CHAPTER 1: INTRODUCTION

INTRODUCTION ABOUT TOPIC:

➤ INTRODUCTION OF IT INDUSTRY IN INDIA:

Information Technology in India is an industry consisting of two major components: IT services and business process outsourcing (BPO). The sector has increased its contribution to India's GDP from 1.2% in 1998 to 7.7% in 2017. According to NASSCOM, the sector aggregated revenues of US\$160 billion in 2017, with export revenue standing at US\$99 billion and domestic revenue at US\$48 billion, growing by over 13%. The United States accounts for two-thirds of India's IT services exports. India's IT industry is expected to grow at a rate of 12 - 14% during 2016 - 2017 as per a report by India's software industry body National Association of Software and Services Companies (NASSCOM.) This clearly shows that information technology is a sector which will likely be one of the emerging markets in the days to come as India's economy requires more hardware, software and other IT services.

Information Technology (IT) services companies, as the name suggests, provide IT services such as software development, software maintenance and support, product development, and other related services to domestic and overseas clients. 70% of all the IT companies in India are in the Small and Medium Enterprises (SME) sector. For the purpose of this study an IT services company in small scale sector would be typically 40 to 200 people strong with turnover ranging from Rupees 1 crore to Rupees 20 crore. The IT Industry eco-system in India comprises of large scale tier 1 and tier 2 companies, a number of medium size companies and a plethora of small scale companies and startups. The industry has played a key role in transforming India's image from a government controlled economy to a global player in providing world class technology solutions and business services. People are the most important asset of any service based organisation. People Management, therefore, attains special importance in services companies. The IT industry typically suffers from high attrition rates across the segments. The attrition rates are more pronounced in small scale IT service companies.



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➤ HISTORY OF IT INDUSTRY IN INDIA:

India's IT Services industry was born in Mumbai in 1967 with the establishment of the Tata Group in partnership with Burroughs. The first software export zone, SEEPZ – the precursor to the modern-day IT park – was established in Mumbai in 1973. More than 80 percent of the country's software exports were from SEEPZ in the 1980s. Information Technology has marked a turning point in the history of global trade and services. With ever-increasing availability of international bandwidth and powerful workflow management software, it is now possible to disaggregate any business process, execute the sub-processes in multiple locations around the world, and resemble it, in near-real time, at another location.

This is driving the fundamental changes in the global IT services landscape. The vendors and customers are redefining the levels of value creation in the industry. IT also makes significant contribution in increasing productivity in various sectors of the economy. Indeed, the phenomenal growth of the Indian IT Software and Services and IT-enabled Services-Business Process Outsourcing (IT-BPO) sector has had a perceptible multiplier effect on the Indian economy as a whole. In addition to the direct positive impact on the national income and employment generation, it has triggered a rise in direct-tax collections and propelled an increase in consumer spending, significantly higher disposable incomes.

Today, India has found its niche in the IT world and is regarded as the premier destination for the global sourcing of IT and IT-enabled Services (IT). IT like Medical Transcription, Call Centers, Data Processing, Back-Office Operations, GIS, Revenue Accounting, etc., are considered as niche areas of the country and the IT industry is now getting involved in providing end-to-end business solutions, system integration, remote management, etc. The Indian IT industry has a prominent global presence today and has emerged as the fastest growing segment of the Indian industry both in terms of production and exports. Information technology industry in India is one of the fastest growing industries. Indian IT sector has built up valuable brand equity for itself in the global markets. IT has a major role in strengthening the economic and technical foundations in India. The sector can be classified into 4 broad categories- IT services, Engineering services, IT-BPO services, E business.



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➤ THE ECONOMIC REFORMS IN 1991 AND IMPROVEMENT OF IT AREA IN INDIA:

The Indian government had strict control over the personal enterprise entities in India before liberalization of economic system in 1991. Moreover, the extensive vicinity networks and internet traces had been completely managed by using the significant authorities. As a result, the Indian IT region was absolutely held lower back due to these restraints on the functioning of the software offerings providers. The first essential IT reform by using the Indian Government become the introduction of corporation called Software Technology Parks of India (STPI). This decreased the expenses incurred to the Indian IT groups in addition to helped the clients in US believe Indian industries and opt for outsourcing. Finance minister, Dr. Manmohan Singh, added the predominant financial reforms in 1991 to resolve the debt problem created all through that point.

As in step with these economic reforms the international integration have become feasible. The huge regulations on distant places business had been lifted and foreign investments had been welcomed. Also, the inception of Windows and other person pleasant working offerings made the PC experience even greater easy and much less time eating. The Indian IT sector boomed and grewed at gain of nearly 50% each 12 months. The venture of rectifying the Y2K worm become thrown to the Indians and as a end result the amendment of all of the codes and software's, which have been to begin with designed until a date of 1999 was to be edited and huge paintings turned into outsourced to the Indian IT industries. The Indian IT industry has helped provide a national GDP of extra than 6% due to the fact those financial reforms occurred 20 years in the past and today, India is called the IT hub of the arena.

➤ NATIONAL TASK FORCE, NTP AND IT ACT, 2000 HELPED IT AREA GROW IN INDIA:

The NDA (National Democratic Alliance) authorities, underneath the leadership of high minister Atal Bihari Vajpayee, protected the improvement of IT because the pinnacle priority of their long term agenda. Indian National Task Force changed into formed for this purpose which overtook the development of IT offerings in huge and small IT firms in India.



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The National Task Force, within three months, supplied a detailed document on the Indian IT and technological industries with extra than a hundred suggestions which might help enhance the IT offerings in India. IT services boom became executed and all the hints have been acted upon sooner than later. The end result of those efforts from the Indian Government bore fruit with the IT exports touching extra than \$50 billion. Indian economy turned into now not that of a developing kingdom, however at par with those of the developed nations within the global. The New Telecommunications Policy, 1999 (NTP 1999) helped unfastened the telecommunications zone in India. The satellite, towers and other telecom associated organizations were now not owned with the aid of the Central Government. The access of personal zone in these departments helped the telecom zone grow unexpectedly resulting the boom in IT quarter in India eventually. The boom of IT is completely depending on the innovation and development of telecom enterprise.

The Information Technology Act 2000 provided felony reputation of the electronic documents, virtual signatures, offences and contraventions. This helped an extended manner in placing offers with US clients as no longer the man or woman to individual meeting was required for finalization of enterprise deals. The IT area in India these days outsources software offerings the world over and because of the economic reforms in 1991 and the various liberalization acts brought by the subsequent Governments helped the IT sector in India develop immensely. The IT quarter has provided employment to more than 30 lakh Indians and has turn out to be a supply of income for more than 2 crore Indians not directly. Because of the IT region, Indian middle elegance has attained a crucial popularity and popular of dwelling has accelerated extensively in India because of the IT revolution.

➤ INTRODUCTION OF IT (INFORMATION TECHNOLOGY) INDUSTRY IN BANGALORE, KARNATAKA:

The software industry in Karnataka state in India has become one of the main pillars of economy. Karnataka stands first among all the states of India in terms of revenue generated from software exports. Software exports from Karnataka amounted to excess of US\$30.41 billion in 2017-18 (up to September 2017). This achievement has earned Karnataka's capital city Bangalore the sobriquet of Silicon Valley of India. This is because of the presence of major software companies in Bangalore and the revenue generated by exports of computer software.



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Though most software companies are located in Bangalore, some have settled in other cities like Mysore, Mangalore, Belgaum and Hubli in Karnataka. The Nandi Hills area in Devanahalli outskirts is the site of the upcoming \$22 Billion, 12,000-acre (49 km²) BIAL IT Investment Region, one of the largest infrastructure projects in the history of Karnataka. This endeavor expected to create four million jobs over by the year 2030. The infrastructure required for setting up software industries in Karnataka is provided by STPI.

➤ ORIGIN OF IT INDUSTRY IN BANGALORE, KARNATAKA:

Starting in the 1980s, Karnataka emerged as the information technology capital of the country. A total of 1973 companies in Karnataka are involved in Information Technology related business including big firms like Infosys and Wipro who have their headquarters in Bangalore. The origin of the growth of the software industry in Karnataka seems to have been the entry of Texas Instruments which was the first multinational to set up base in Sona Tower, Millers Road, Bangalore in 1985.

Texas Instruments was searching for a location to set up their overseas development centre in India in the early 1980s. They first looked at the states of Maharashtra and Tamil Nadu but when both states refused permission, Karnataka was approached with a condition that land allotted must be near an airport. The then chief minister of Karnataka Gundu Rao agreed to their terms and granted land near the HAL Airport in Bangalore. Texas Instruments currently has a big facility in Bagmane Tech Park in Bangalore near the airport.

There were many factors conducive to the development of the software industry in Karnataka state. The software industry requires large numbers of skilled engineers which are regularly churned out of the engineering colleges in Karnataka. The presence of Public sector undertakings like BEL, HAL, BHEL, ITI and BEML gave ready access to manpower as well as trial opportunities of newly developed software. There were many advanced laboratories like NAL and ISRO in and around Bangalore which provided necessary basic knowledge required for software development. The successive state governments have been proactive in providing necessary facilities for growth of the industry. The salubrious climate of Bangalore also helps in the growth of the software industry there.



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➤ EFFECTS OF IT INDUSTRY IN BANGALORE, KARNATAKA:

There has been both positive and negative effects of software industry's tremendous growth. The per capita income of state has risen. The software engineers of the current generation earn salaries at the beginning of their career more than what their parents used to earn at the end of their career. This affluence can be seen with young engineers flaunting new electronic gadgets. Cars once considered a luxury has become a commodity, often leading to traffic jams and unavailability of space for parking. More people are traveling abroad for work as well as for tourism.

Growth in income has had an effect on the real estate prices with the land rates skyrocketing. Land prices have shot much beyond rate of inflation and in some places rate of land doubles every two years. Agriculture has slowed down as people find it more lucrative to sell the land rather than use it for agriculture. The surge in income of software professionals has led to increased interest among youth opting for computer science and information technology courses in college. The basic science, arts and commerce fields have felt a shortage of quality manpower.

➤ LIST OF IT COMPANIES IN BANGALORE:

WIPRO

HONEYWELL

INFOSYS

CGI INC.

ACCENTURE

MPHASIS

TCS

EY

IBM

NOKIA

ORACLE

DELOITTE

COGNIZANT

INTEL

CAPGEMINI

HUAWEI



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CISCO	GOLDMAN SACHS
MINDTREE	FLIPKART
HCL	MICROLAND
MU SIGMA	SONATA SOFTWARE
AMAZON	NETCRACKER TECHNOLOGY
DELL	TESCO HINDUSTAN PVT LTD
HP	EDGEVERVE
TECH MAHINDRA	MICROSOFT
SAP	KPMG
SAMSUNG R&D	HITACHI
ROBERT BOSCH	SIEMENS
THOMSON REUTERS	GOOGLE
WIPRO	INTUIT
PHILIPS	SOCIETE GENERALE

➤ INTRODUCTION TO WORK FROM HOME:

Work From home (WFH) is a concept where the employee can do his or her job from home. Work from home gives flexible working hours to the employee as well as the job for the employer is done with ease. Work from home is helpful to delivering work life balance to the employee, and also parallelly helps the company to get the work done. Nowadays, most of the employers are offering this option to their employees.



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Work from home (or Working from home) is a modern work approach enabled through internet and mobility wherein irrespective of the physical location of an individual work can be done. Work from Home is also known as Working Remotely or telecommuting which implies that the employee is working from a remote location usually home. A work-at-home scheme is a get-rich-quick scam in which a victim is lured by an offer to be employed at home, very often doing some simple task in a minimal amount of time with a large amount of income that far exceeds the market rate for the type of work. The true purpose of such an offer is for the perpetrator to extort money from the victim, either by charging a fee to join the scheme, or requiring the victim to invest in products whose resale value is misrepresented.

Work-at-home schemes have been recorded since the early 20th century; the earliest studied "envelope stuffing" scam originated in the United States during the Great Depression in the 1920s and 1930s. In this scam, the worker is offered entry to a scheme where they can earn \$2 for every envelope they fill. After paying a small \$2 fee to join the scheme, the victim is sent a flyer template for the self-same work-from-home scheme, and instructed to post these advertisements around their local area – the victim is simply "stuffing envelopes" with flyer templates that perpetuate the scheme. Originally found as printed adverts in newspapers and magazines, variants of this scam have expanded into more modern media, such as television and radio adverts, and forum posts on the Internet.

In some countries, law enforcement agencies work to fight work-at-home schemes. In 2006, the United States Federal Trade Commission (FTC) established Project False Hopes, a federal and state law enforcement sweep that targets bogus business opportunities and work-at-home scams. The crackdown involved more than 100 law enforcement actions by the FTC, the Department of Justice, the United States Postal Inspection Service, and law enforcement agencies in eleven states. Legitimate home-based business and telecommuting opportunities do exist, and many people do their jobs in the comfort of their own homes, but anyone seeking such an employment opportunity can be scammed by accepting a home employment offer. A 2007 report in the United States suggested that about 97% of work-at-home offers were scams. Many legitimate jobs at home require some form of post-high-school education, such as a college degree or certificate, or trade school, and some experience in the field in an office or other supervised setting.



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Additionally, many legitimate at-home jobs are not like those in schemes are portrayed to be, as they are often performed at least some of the time in the company's office, require more self discipline than a traditional job, and have a higher risk of firing. Common types of work found in work-at-home schemes include:

- Stuffing envelopes. The victim sees a flyer advertising a job stuffing envelopes, with "up to 1,000 envelopes a week that you can stuff... with postage and address already affixed!", offering a payment of \$1–2 per envelope. To apply for the job, the victim is required to send a self-addressed stamped envelope for information and a small processing fee. In return, the victim is sent a template for the flyer they had originally seen; the envelopes they stuff are from other people who answer the flyer, and the payment is the processing fee.
- Assembly of items of some type, such as crafts, jewellery or medical equipment. The worker is required to pay upfront for materials and construction kits, and when they attempt to sell the finished products back to the scheme's organizer they are told that the products "don't meet our specifications", leaving the worker with assembled products and no buyer.
- Processing medical claims. The worker pays several hundred dollars for medical billing software, but will later discover that most medical clinics process their own bills, outsource their billing to established firms rather than individuals, or have stricter requirements than the purchased software can provide.
- Forum spamming. Usually advertised as some variant of "email processing", the worker is simply given instructions on spamming online forums and told they can make money by selling these same instructions online.
- Sales of a product or service that is difficult or impossible to sell. This is often done in the form of a pyramid scheme.
- Talking on a phone sex hotline.
- Money mule, where the victim is required to receive and cash the fraudulent check and send back part of the proceeds and keep the other part. This is money laundering and will get the victim in trouble with the bank as well as with the law, as the check bounces (where the victim is liable for the bounced check) and can and often does lead to prosecution.



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- Re-shipping, where the victim is required to receive the merchandise (often high-priced merchandise such as iPhones, iPads, MacBooks, or Pixel smartphones) purchased with stolen credit cards (or picked up at carrier service centers or retail stores such as Best Buy), then ship them eventually overseas, usually to Eastern Europe. The package may be re-shipped to multiple U.S. addresses before leaving for the scammers. The victim is usually in it for about a month, after which their communications with the scammers cease. The victims are usually never paid and lose money, often as a result of paying for shipping supplies, and usually further victimized with identity theft but are generally not prosecuted unless a warning from law enforcement is ignored. This type of scam usually occurs during the winter holiday season.

Beginning in 2020 due to the COVID-19 pandemic, work-at-home schemes, as well as victims affected by such schemes, have become extremely common. Some advertisements offer legitimate forms of work that really do exist, but exaggerate the salary and understate the effort that will have to be put into the job, or exaggerate the amount of work that will be available. Many such ads do not even specify the type of work that will be performed. Some similar schemes do not advertise work that would be performed at home, but may instead offer occasional, sporadic work away from home for large payments, paired with a lot of free time. Some common offers fitting this description are acting as extras, mystery shopping (which in reality requires hard work, is paid close to minimum wage, and most importantly, does not require an up-front fee to join) and working as a nanny.

➤ CONSEQUENCES OF WORK FROM HOME:

The consequences of falling for a work-at-home scheme may be as follows:

- Loss of money: It may be only the initial fee to join, which may be a large or small amount. Some scammers will cease contact with the victim after receiving just this fee. Others will continue to ask for more in order for the promise of high pay to be fulfilled. Some will actually issue paychecks, while receiving payments of greater value in return, which in some cases have exceeded tens of thousands of US dollars. In other cases, the employer may obtain the victim's personal information for purposes of identity theft.



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- Loss of legitimate job: Those with a real job may quit in hopes of a better one, only to find they cannot get their original job back after they discover their dream job was only a hoax.
- Damaged reputation: Those who engage in sales of a faulty or otherwise controversial product may be tarnishing their own name as the salesperson of such a worthless item.
- Trouble with law: Some victims may actually receive money. But at the same time, they may be unknowingly breaking the law, on behalf of the perpetrator of the scheme, but will be fully legally responsible. Such violations may be criminal or civil in nature. In other cases, they will not be committing any criminal acts, but they will end up framed in an investigation for the crimes of the perpetrator.
- Wasted time: Victims will often invest huge amounts of time with no pay in return. This is time that can be spent earning money at a legitimate job.
- Victim's contact information is sold to other scammers, who then contact the victim with new scams.

➤ IMPORTANCE OF THE WORK FROM HOME:

Work from home as a concept is very important in current times. It helps to keep productivity of the employee same or even better and at the same time supports the employee for being with family or handling some personal work. Also in the case the employee is facing some health issue of self or family, Work from Home (WFH) can be a great tool for helping employee stay at home and work at the same time. In 2020, during Coronavirus (COVID-19) Pandemic, Work from Home enabled many companies to remain productive and keep themselves relevant. Roles like IT, Management, Designing, Media etc. continued to work with the WFH option

➤ ADVANTAGES OF WORK FROM HOME:

There are many advantages while working from home.

- There is more job applicant for a particular job with certain people with location constraint or disabled people can apply for the job. Even parents with children who tend to leave job can be retained for the job.



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- There is more work life balance. Many people claim that a more quieter or friendly atmosphere is found at home which helps to concentrate on the work as well as they can complete the assigned work quickly.
- There is a lot of savings with respect to cost of office infrastructure like spaces, electricity bills etc.
- Employees feel motivated as they get a good work life balance, and improves their productivity.

➤ DISADVANTAGES OF WORK FROM HOME:

- There is always a major problem with monitoring the work.
- The cost of technological infrastructure that is required for implementing the concept.
- There is always a security problem with data being transferred and that can't be monitored easily.
- All jobs doesn't is not suitable for work from home concept. Sometimes communication problem between employees makes it problematic for a job.

➤ WORK FROM HOME TIPS:

The companies should encourage the employees to WFH but should provide certain tips to enable effective Work from Home like:

- Asking employee to work for the hours he/she would work otherwise in office.
- Maintain a proper work schedule.
- If personal breaks are being taken for personal work, proper status should be sent to manager.
- Designate a place at home where work can be done in a professional setting.
- Make sure you have proper internet and mobile connectivity (many companies provide reimbursement policies as well).
- Have a proper routine with breaks.



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➤ WORK FROM HOME STEPS:

A company before allowing work from option should be enabled as a mobile organization

- Make sure that the employees can work from home securely.
- Provide office laptop and hardware if work has to be ensured with proper security.
- Have professional partners for video and audio conferencing.
- Put proper WFH policy in place for employees to follow.
- Make sure you have reimbursement policies in place for internet, mobile bills etc.

➤ INTRODUCTION TO COVID - 19:

A novel coronavirus (CoV) named ‘2019-nCoV’ or ‘2019 novel coronavirus’ or ‘COVID-19’ by the World Health Organization (WHO) is in charge of the current outbreak of pneumonia that began at the beginning of December 2019 near in Wuhan City, Hubei Province, China. COVID-19 is a pathogenic virus. From the phylogenetic analysis carried out with obtainable full genome sequences, bats occur to be the COVID-19 virus reservoir, but the intermediate host(s) has not been detected till now. Though three major areas of work already are ongoing in China to advise our awareness of the pathogenic origin of the outbreak.

These include early inquiries of cases with symptoms occurring near in Wuhan during December 2019, ecological sampling from the Huanan Wholesale Seafood Market as well as other area markets, and the collection of detailed reports of the point of origin and type of wildlife species marketed on the Huanan market and the destination of those animals after the market has been closed. Coronaviruses mostly cause gastrointestinal and respiratory tract infections and are inherently categorized into four major types: Gamma coronavirus, Delta coronavirus, Beta coronavirus and Alphacoronavirus. The first two types mainly infect birds, while the last two mostly infect mammals. Six types of human CoVs have been formally recognized.



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These comprise HCoVHKU1, HCoV-OC43, Middle East Respiratory Syndrome coronavirus (MERS-CoV), severe acute respiratory syndrome coronavirus (SARS-CoV) which is the type of the Beta coronavirus, HCoV229E and HCoV-NL63, which are the member of the Alphacoronavirus. Coronaviruses did not draw global concern until the 2003 SARS pandemic, preceded by the 2012 MERS and most recently by the COVID-19 outbreaks. SARS-CoV and MERS-CoV are known to be extremely pathogenic and spread from bats to palm civets or dromedary camels and eventually to humans. COVID-19 is spread by dust particles and fomites while close unsafe touch between the infector and the infected individual. Airborne distribution has not been recorded for COVID-19 and is not known to be a significant transmission engine based on empirical evidence; although it can be imagined if such aerosol-generating practices are carried out in medical facilities. Faecal spreading has been seen in certain patients, and the active virus has been reported in a small number of clinical studies. Furthermore, the faecal-oral route does not seem to be a COVID-19 transmission engine; its function and relevance for COVID-19 need to be identified.

For about 18,738,58 laboratory-confirmed cases recorded as of 2nd week of April 2020, the maximum number of cases (77.8%) was between 30 and 69 years of age. Among the recorded cases, 21.6% are farmers or employees by profession, 51.1% are male and 77.0% are Hubei. However, there are already many concerns regarding the latest coronavirus. Although it seems to be transferred to humans by animals, it is important to recognize individual animals and other sources, the path of transmission, the incubation cycle, and the features of the susceptible community and the survival rate. Nonetheless, very little clinical knowledge on COVID-19 disease is currently accessible and details on age span, the animal origin of the virus, incubation time, outbreak curve, viral spectroscopy, dissemination pathogenesis, autopsy observations, and any clinical responses to antivirals are lacking among the serious cases.

➤ PROBLEMS FACED BY EMPLOYEES DUE TO WORK FROM HOME SCENARIO:

When contemplating the various challenges of working from home, the focus is often placed on how workers can resolve them, but it is important to understand that employers face a number of challenges that they must find solutions for too. These range from ensuring



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productivity remains high and collaboration is still possible, right through to making sure employees still feel connected to the organization.

In recent years, much has been made of the various benefits that are associated with home working arrangements, but the challenges of working from home also deserve some attention. After all, telecommuting has fundamentally altered the way many people think about work, and the way work is carried out, and any transformation of this kind will have hurdles that need to be cleared and difficulties that need to be addressed.

- **Workers Experiencing Social Isolation:** One of the main advantages of office-based working is the social element that is built into the arrangement. While employers do not want any of this socializing within the workplace to impact productivity, it is clear that interacting with other people on a daily basis is good for workers' mental health and morale.
 - **Solution:** Communications technology can assist with this particular issue, providing something akin to typical work-based social interaction. Solutions like Microsoft Teams and Zoom can at least limit the negative impact. Management should work to create a company culture in which employees use online communication tools as much as possible, and not only for business-related conversations. Creating a channel for personal sharing can encourage employees to discuss things such as trips, weekend plans, and social events. It may also be sensible to provide a degree of flexibility so that staff can attend the workplace at times if they feel it will help them.
- **Productivity Levels Dipping:** Although research indicates that productivity among remote workers tends to be high, this will not be the case for each and every remote worker. For employers, a key challenge involves making sure employees maintain the levels of productivity they typically achieve in the workplace, despite them working away from any in-person supervision.
 - **Solution:** Regular contact with staff can help to keep productivity levels up, especially when combined with clear target setting. When further action is required, performance and activity monitoring software may be able to help employers to identify the remote workers that are not working hard enough, but this needs to be balanced against privacy concerns. Furthermore, ensure employees are equipped with a monitor setup that is conducive to productivity as working from a laptop can be



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slow and inefficient. For help choosing the right monitor, see our guide on how to choose a computer monitor for business.

- **Physical Discomfort in a Home Office:** When purchasing chairs and desks, many employers prioritize ergonomics. In doing so, you can potentially limit issues associated with physical discomfort, which can lead to a loss of productivity and increased absenteeism. However, remote workers may not have access to good equipment, and this could lead to physical discomfort in the long-term.
 - **Solution:** Taking the time to educate your workforce about issues related to physical discomfort – including how to sit, how to position their screen, and the importance of light – can be important. For a detailed breakdown of all these factors, read our guide to setting up a productive workspace at home. In many cases, employers may also need to bite the bullet and invest in desks, chairs, and other equipment for their employees to use when working remotely.
- **Issues with Teamwork and Collaboration:** The physical separation of your workforce and the reliance on remote teams can lead to issues with collaboration. At the same time, employees also miss out on the kind of chance encounters that often spark new ideas. These various issues can then potentially have a knock-on effect on creativity and innovation within your organization.
 - **Solution:** Again, Microsoft Teams and similar software solutions play a key role in remote collaboration, but management will also need to pay careful attention to discussions in order to encourage universal participation. While digital collaboration software is quickly advancing, it is also important that employees be equipped with the right hardware. Monitors that are optimized for video conferencing will go a long way to facilitate more efficient online collaboration between remote team members.
- **Workers Not Having Access to Software:** In an office environment, it is easy to control access to software, and this means you can ensure all employees can use the tools they need to do their job. When managing remote teams, potential issues can develop, with some employees not having access to the right software, or with employees using different versions, leading to compatibility problems.
 - **Solution:** Cloud-based software solutions like Microsoft Office 365 and Google Workspace can help to provide consistency across the board in terms of the software employees have access to. Platforms such as these provide the kind of comprehensive



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solution to a centralized communication and information sharing strategy that is vital to the success of remote teams.

- **Security Issues Stemming from Remote Work:** Having a team of workers accessing your network remotely, sometimes from their own devices, potentially opens your organization up to a range of security threats, from viruses, malware, and ransomware, through to phishing and other forms of social engineering. Minimizing any associated risk, therefore, needs to be a top priority.
 - **Solution:** All computers being used for remote work should have up-to-date virus software installed. A remote-access VPN can be used to encrypt the connection between employees' devices and the company network. Regular cybersecurity awareness training should also be provided, and a strong password policy should be adopted. In some cases, it may be best to invest in dedicated work computers for employees, rather than allowing them to use their own devices.
- **Workers Becoming More Sedentary:** Concerns about sedentary lifestyles are common in relation to office environments, but they apply to remote work too. After all, when dealing with remote teams, it becomes more difficult to enforce breaks and lunch hours, and the commute to and from the workplace is also removed, which could reduce daily exercise.
 - **Solution:** Organizations should clearly communicate the importance of taking scheduled lunch breaks and rest breaks. If you get wind of employees who are failing to do so, discuss this with them and re-iterate the associated problems. It may also be worth scheduling a team meeting to discuss the importance of exercise, and sit-stand desks could also help.
- **Issues Surrounding Work/Life Balance:** Work/life balance is among the biggest challenges of working remotely, and it can have consequences for employers. The issues here could involve over-working, where employees spend too much of their time working or thinking about work, but they could equally involve doing too little work, especially if there are distractions at home. In the US, Gartner found that a proper work/life balance is more valued by employees than health benefits.
 - **Solution:** Monitor how much time your employees are actually spending at work. While overtime can play an important role in some companies, it needs to be balanced against ensuring a proper work/life balance is maintained. When possible, offer access



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to a physical workplace, too, as this could allow employees to escape home-based distractions.

- **Problems Linked to Understanding Work:** When employees are in the same workplace, ensuring everyone understands the tasks they have been assigned is relatively simple, and management staff and colleagues are typically available to assist anyone who is struggling. When staff are working remotely, it becomes harder to identify those who are having difficulties.
 - **Solution:** With this particular challenge, constant communication is absolutely critical. Apart from team meetings, also make time to have regular one-on-one meetings with individual employees. You should also encourage employees to ask if they have a problem and take care to avoid making them feel like a nuisance if they do so. In some cases, it can also be helpful to encourage workers to contact their colleagues for remote assistance and support.
- **Reluctance to Work from Home Regularly:** Finally, one issue you may encounter is a reluctance from some employees to work from home regularly. There may be all kinds of reasons behind this reluctance, from distractions at home to being in a long-term habit of going into the workplace. Simply ignoring this issue may cause unhappiness and even lead to people looking for work elsewhere.
 - **Solution:** The best solution here is to provide choice, where possible. Allow employees to work in the office if they genuinely prefer it, and provide a level of flexibility, so they can change their work arrangements on occasion, in order to break things up. It may also help to offer incentives for working from home, such as flexible start times.



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STATEMENT OF THE PROBLEM:

The statement of the problem is to study the problems faced by IT (Information Technology) employees due to work from home scenario at Bangalore. Work-from-home is now the new normal. During these times, jobseekers are more interested in finding work-from-home jobs to keep their future secure and find relevant job opportunities. Although remote working has its own benefits such as no commuting time, more work hours at hand, etc., there are some common challenges also that come along with it. The COVID-19 pandemic has brought many new challenges to our professional and personal lives. Employees around the world are in a crisis, as businesses are suddenly distant. Since the majority of the global workforce is not used to working from home, this sudden change has led to many problems. Therefore, an attempt has been made to study the problems faced by IT employees due to work from home scenario at Bangalore.

NEED AND RELEVANCE OF THE STUDY:

The IT sector is one of the important sectors that contribute to the growth of Indian economy. The industry adopted many measures to achieve a higher level of performance and to sustain their higher market share; one of such measures is working from Home (WFH). The Covid-19 pandemic badly affected the world economy. Therefore, to sustain the work progress the IT firms across the globe have adopted WFH method. Though there are many studies conducted to identify the challenges of working from home in the early stage of the covid-19. But, there are scant studies those who made attempt to identify the challenges of working from home and changes in these challenges in the persistent covid-19 environment. Until now, remote working was seen more as a perk or luxury that companies provided to meet the needs of the employees and vice versa. But now, it has taken centre stage in our work culture.



CHAPTER: 2

METHODOLOGY



CHAPTER 2: METHODOLOGY

REVIEW OF LITERATURE:

- **Kretschmer, Nick Bloom and Tobhios Renan Van John (2019)**, training is determining the factor and values of Family friends work place practices- FFWP via industrialized companies in many countries like United Kingdom and United States. The invention of progressive relation between company and also FFWP. Therefore the industrial wanes, through one time controller measure the quality of organizational carry outs for additional invention using by the industrial sophisticated share for female supervisors as well as, new experienced staffs, in addition to good control organization frequently open the new branches. On the other hand the organizational background did not the substantial control to the company staff delivers to clients.
- **Brummelhuis ten, Lippi Darvon & Tanja (2018)**, involves a comprehensive variation to the organization using a particular requirement as well as income, after that one approaches, balance the efforts and workers daily routine. Our own training discovers companion may or may not have a several kinds of WORK FROM HOME maintain process increase worker facilitating activities plus presentation between each personnel, workers through another personnel, also organizational manpower for their family and family members. Exhausting supply of work life balancing in 508 Workers from 34 administrations and there outcome is industrial employee culture increase daily routine task between family members, at the same time concentrated their daily task from each employees. Employees' daily task effects enhanced, but they have direct contact with their comfortable working schedules are combined profit to the organizational administrating group care. Finally, repercussion status of staff members arranging, while allowance for suitable care designed for matching their staffs daily routine. Effects which are used in employees counseling in their work place and done the proper daily task fulfillment, revenue goals.
- **Muhammad Razed Irfan, Muhammad Bilal & Rahman Zaire (2017)**, tells about the work from home fight to negative outcome of professional consumption and



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administrative obligation and the organization check the quarter production gross revenue also the employee absence. The employee is equal to work from home struggling with the related through workers stress. Hence the work from home is essential dispute to financial transactional business and in relation to administrative efficiency as well as job related strength. Extended unyielding daily working time remains a dependable analyst to work from home between back office workers and predominantly individual occupied work place. The extensive conflict assumption are used in innovative techniques should be planning for lending business. The document terms statistical analyzes estimate trapped the daily as well as weekly task in the study. Quantifiable is relating to information is existing show with useful indication and creativity for their workers. The appraisal offers common law and also another daily task allocation develops work from home as well as commercial administrations. The paper completes plan groupings offer best facilities and creativities will support the great presentation effective structures in financial segments.

- **Linda, volley (2016)**, tells about the work from home is most important existing productions other country employees surrounding determines all workers difficulties as well as manager need are to create a staff attention in fixed employment in one solution. The work from home main objective is well trained workers are important to the organization that staffs easily resolving all the problems and also save time. The investigating work from home rules and regulation structure is essential to the business, staff knowledge as well as selecting and to developing the working infrastructure facilities. The work from home studies to facilitate the group of firm strategy structure as well as logically helpful to improve their knowledge.
- **Amy, Rebecca Benet & Douglas Mohamed Darrat (2015)**, a logical involved the possessions in WORK FROM HOME variance as well as wholesaler exceptional ways not in an acknowledged satisfactory concentration in Human resources journals. The paper examines the WORK FROM HOME clashing a most important proceeding to the organizational clients. The representatives are well knowledgeable in their work and also in daily task expected act in response, ignoring the managerial standards to facilitate certainly influencing another input executive result.



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- **Glen Krieger, Sheep & Elaine, Mathew (2014)**, analyzing how the employees handle the limitations in agree their difficulties in daily task as well as family life. The particular establishments as well as the confidential variety imitational employees' strategy in work, which may be useful to the personal life and innovating perfect stage along with own technical combinations. We are also establishing the essential variation is comprehensive situation to employees complete the daily task in work from home clash as well as certain boundaries, which the employees describe the performance moreover to probably ignore the limitations in the work.
- **Rahul Sachidhanand (2013)**, the data to schedule the shifts for employees daily routine especially the lot of women employees working in the business processing outsources sector. WORK FROM HOME is innovative encouragement to women employees in BPO sector. Nowadays, women are interested to join in the BPO sector, as well the company providing more security to the women employees. Knowledge is most important and also the BPO sectors create opportunity will change the developments.
- **Vartha Raj & Vasanth (2012)**, In this article the author said that the Work Life balance of occupied women in service sector. The enumerated teams that the vital concert of its personnel which in turn depends on frequent dynamics. The relationship between personnel and focused life can be proficient over warm intelligence. Better emotion management is necessary in order to accomplish objective of life.
- **Carmela (2011)**⁹, In this article the author said they have to extent their senior executives with high emotional intelligence, employed in public sector organizations develop positive attitudes behaviour & outcomes. Results show senior managers who had high emotional intelligence were more likely to be effectively control work-family conflict than those who have low emotional intelligence.
- **Alan Fisted (2010)**, In this research paper the author explained the “opportunities for work at home in the perspective of Work-Life Balance” finds work-life balance & Family friendly work is much to vogue among the representatives and professional leaders.



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- **Crosby and Moore (2009)**, In this research paper author explained concluded that home working was not panacea for modern working life. Careful consideration should be given to aspirations and personality skills of those who are thinking of working from home. Those who have tendency to work long hours outside the home might find that home life is even further marginalized by work life.
- **Gajendhran and Harrison, (2008)**, revealed in their study that it is difficult to monitor a worker's effort at home, especially when occasionally being interrupted by private responsibilities and family members. In a competitive labour market, such productivity effects would be respected in a worker's wage level. Evidence on the productivity effects of Work from home is inconclusive, but seems to suggest positive effects more often than negative effects.
- **Stevenson and Woofers (2007)**, In this article explained the investigated that depending on the interactions between work and private life work from home could be more or less favorable to overall life satisfaction. As illustrated by the paradox of the decline in female happiness, these interactions are likely to differ by parental status and gender.
- **Go, (2005)**, In this research paper said that there are stating the focus on major failures and dark side of work from home, the cultural differences faced during webinars by the employees. Work from home creates a big gap in communication between superior and the subordinates.
- **Amiable & Kramer, (2006)**, In this article explained there are found that work from home is helping the employees to balance and differentiate their office work with their routine work. The study also added that work from home saves time, increases the productivity, Anises the targets on time and also helps the employees to give time for their personal life.



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OBJECTIVES OF THE STUDY:

- To study about work from home due to coronavirus.
- To know the problems faced by IT employees due to work from home scenario at Bangalore.

SCOPE OF THE STUDY:

The research of the present study covers the scope which deals with the work from home due to coronavirus and problems faced by IT employees due to work from home scenario at Bangalore. The study enables the students to develop independent critical thinking skills and it can be utilized by the juniors as reference material for their relevant research study.

METHODOLOGY OF THE STUDY:

The study is descriptive in nature. It has been carried out with the help of secondary data taken from various journals, text books, newspapers, magazines, internet sources and online research reports.

SOURCES OF DATA:

➤ SECONDARY DATA:

Secondary data is a data which is readily available. The data for the present study covers the secondary sources such as magazines, websites, journals, newspapers, various books related to the topics and other references were made.

LIMITATIONS OF THE STUDY:

- Time constraint.
- In depth research was not made.
- There might be bias in the secondary information.



CHAPTER: 3

SWOC ANALYSIS



CHAPTER 3: SWOC ANALYSIS

STRENGTHS:

The empirically evidenced advantages of remote working such as more flexible hours, better work life balance, greater productivity & responsibility, cost savings, increased job satisfaction, reduced absenteeism, increased retention, reduced traffic congestion & air pollution, increased trust between superior – subordinate, increased autonomy for employees, greater flexibility with time between work & family can be identified as strengths based on their similar nature of providing the positive experiences in the present time to employees, employers and other stake holders.

WEAKNESSES:

The negative consequences of remote working such as tendency to work long hours, difficulty to collaborate with colleagues, tendency for higher work intensity, constraints with making the technology set up and running, inability to access timely information, difficulty with organizing time, negative effects on subjective well-being, reduced social contact, resulted loneliness, deteriorating self-esteem & motivation are identified under the theme ‘weaknesses’ from the thematic analysis based on their similar nature that stakeholders tend to experience these negative outcomes in the short term.

OPPORTUNITIES:

Out of the benefits/advantages of remote working evidenced from the literature, thematic analysis tried to extract the benefits that can be experienced in the longer term and which cover wider scope including external environments and defined such benefits/advantages as ‘opportunities’. Possibility to work during most productive time, suitability of work location at home, time saving due to reduced time to commute, productive time due to reduced time otherwise spent on hanging with colleagues, subjective career opportunities, being able to look after dependents at home, viewed as an alternative for work-life balance by generation Y employees, higher organizational commitment, allow entities to upgrade in terms of technology, employees being able to access sophisticated high tech and better enhanced equipments are among the factors identified under the theme ‘opportunities’.



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CHALLENGES:

The challenges of remote working identified from the literature review which are more of external in nature and experienced in the longer term are categorized under the theme ‘threats. Such included health issues of employees, resulting in higher work intensification, could be exacerbating pre-existing inequalities in labor market, inability to separate work and home life, possible too many distractions including children, lack of organizational & manager support in the long run and less visibility on fairness in performance review.



CHAPTER: 4

OUTCOMES OF THE STUDY



CHAPTER 4: OUTCOMES OF THE STUDY

OUTCOMES:

The fear and threat evolved from the COVID -19 pandemic significantly impacted the businesses and communities of all continents of the world in most unprecedented ways and the pandemic resulted in major trends on how the work is been performed. From the strategic management perspective, it's vital that the top managements evaluate the impact and effect that each trend will have on the business continuity and strategic aims, distinguish immediate and long-term actions required, assess to what extent these trends have changed and will change the strategies that the company has been practicing before the COVID outbreak. It was all visible that within overnight the workforce across the world was put into few definite working conditions – either frontline/ essential employees, work from home employees and being furloughed/laid off following the countries lock downs and boarder closures. As most organizations shifted to remote work operations during the pandemic season it was expected from the strategy makers to be prepared to adjust employee experience strategies and make sure the employees have the competencies to collaborate remotely and digitally.

Remote working though it came in various dimensions such as working from home, telework, telecommuting, virtual work etc. was already becoming popular even before the pandemic, reflecting a range of motivations for both employers and employees. However, as the COVID-19 pandemic sparked a lasting shift in the nature of work in organizations, now remote working is experiencing a huge attention and becoming more popular and powerful. Also, it's identified that normal employment patterns will not be restored immediately even once the safety concerns of pandemic are at minimum because by then businesses will be battered financially and operationally by the pandemic and also certain percentage of the work force would opt for work from home in the long term. Given these reasons, remote working will become the 'new normal' for millions of employees worldwide (Pennington & Stanford, 2020). Remote working 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.



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Remote working entails undertaking a significant digital transformation in any business organization. Hence in accurately identifying the strengths and weaknesses, the organizations would need to consider factors such as employees accessibility to company data remotely, the user level permissions placed on files and documents, scalability and flexibility of the current IT infrastructure to link or upgrade existing solutions to be compatible with new platforms used in remote work, compatibility of the business systems on cloud platforms, level of security measures for internal and external threats, investment in technologies that support the agility and mobility of the work force, whether the existing technologies help or frustrate the employees, number of platforms & apps that an average employee uses daily, whether software solutions blend well, presence of an existing system for making data-driven decisions and the availability of up-to-date technology to adapt to the changes in the setup of work (Traqq,2020). When identifying threats and opportunities of working from home, the organizations require to conduct unbiased research on the industry in which it operates, the structure of the organization and the target market.

Leaders in organizations have a vital role to support and guide the workforce to ensure a successful work from home setup. And the strategy makers will have to acknowledge the threats and opportunities that this setup would bring. In a geographically scattered team, some employees are independent enough to quickly adopt to the changes in the way of working while some find the transition quite challenging. Hence efficient communication is crucial in successful implementation of a working from home strategy. There are number of communication tools available that would make the teams connect together from different locations and also some project management programs will help the management in monitoring tasks and progress of employees who are working from home. Hence with the right tools and preparation, organizations can ensure a smooth transition which was once seemed like a big hurdle in the organizational environment (Traqq,2020). Working from home can be an appealing career move. A work-from-home job is a job you can perform from home. They often require an internet connection so you can collaborate and network with colleagues and managers. Working from home—or telecommuting—gives employees the flexibility and freedom to perform their work tasks from their home offices. Some telecommuting employees even travel while they work, as long as there's a reliable internet connection so they can complete their job duties. While working from home can be



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highly appealing and come with many benefits, there are also potential drawbacks to consider when switching to a work-from-home position.

➤ POSITIVE IMPACT OF WORK FROM HOME DUE TO COVID-19:

- **More independence:** Working from home can provide autonomy and independence in your job that might be absent in a physical workplace. Additionally, these types of roles require self-discipline and motivation enough to manage time responsibly and complete job tasks.
- **No commute to work:** Work-from-home jobs mean you can eliminate your commute. Even if you work from home one or two days during the week, you travel less.
- **Save on expenses:** This benefit can have several far-reaching effects. For instance, when you eliminate commuting, you can reduce your fuel and transportation expenses. Telecommuting can also help you reduce other expenses like work clothing, meals and even childcare. Saving on the costs of childcare can be especially advantageous to parents working from home.
- **Increased productivity:** When you work independently in a quieter environment, you may be more productive. Increased productivity relates to several more factors including the ability to move around your home freely and take breaks whenever you feel the need to. Being able to step away from your work when you feel like you need a break can help you stay motivated and reduce burn-out.
- **Improved technical skills:** Telecommuting often requires using technical applications, such as online meeting, communication and team collaboration platforms. You are able to develop technical skills that you may not typically use in a physical workplace.
- **Improved communication skills:** Working from home requires consistent communication between teams and managers, which likely requires more emails, phone calls, video calls and chats in messaging platforms. Regular use of communication tools will improve your skills.
- **More work flexibility:** You have a lot of flexibility with most telecommuting jobs. For instance, many work-from-home positions are unaffected by normal business



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hours, making it easier to attend to life events like medical appointments. Work-from-home roles can be a huge benefit for parents who work unconventional schedules to accommodate their families.

- **No office distractions:** You have no office distractions when you work from home. Office noise like coworkers talking, office equipment running or phones ringing can be highly distracting in a work environment. A home office doesn't have these same distractions.
- **Collaborate across locations:** Telecommuting can be an advantage to multi-divisional companies that have office locations around the world. The ability to communicate with professionals in diverse areas can open additional paths for business development. This can be beneficial to your career as you can work with a variety of industry professionals that you can learn from.
- **Build professional networks:** Being able to work with a diverse range of people can result in adding to your professional network. You can develop professional relationships through networking that can lead to future advancement opportunities.
- **Grants and incentives:** Depending on the industry you work in and where you live, you may be eligible for various grants or telecommuting incentives. Some states have remote worker incentive programs that offer monetary allowances in order to motivate workers to relocate to those areas.
- **Reduction in work absences:** Since working from home offers flexibility, it can also reduce work absences. Whether you're sick or have to schedule an important appointment, working from home can reduce how often you need to take a day off.
- **Increases satisfaction:** Employee satisfaction in remote positions may be higher because of the flexibility in performing their jobs. Not only are you able to make decisions independently, you're also able to work comfortably without the worry of office-related stress, interruptions or other challenges you might find in a traditional workplace. This can have a direct influence on your overall job satisfaction.
- **Provides more job opportunities:** Remote positions can open up additional job opportunities for individuals with limitations to working in traditional roles. For instance, people with disabilities that prevent them from traveling or working long hours can build their careers remotely.



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- Provides work-life balance: In many cases, working from home can help you foster your work-life balance by allowing you to schedule your work around your personal life. Working remotely can afford you more time in your home to take care of essential tasks that benefit your lifestyle.

➤ NEGATIVE IMPACT OF WORK FROM HOME DUE TO COVID-19:

- Increased isolation: You can become quite isolated working from home if you spend the majority of your time by yourself, working independently. The key to avoiding loneliness and isolation as a remote worker is to schedule outings and events with friends and family. Some remote workplaces offer regular team events to encourage socialization.
- Home office costs: Some remote positions require specific equipment like headsets, webcams or software to perform essential tasks and projects. If you want to set up a desk, chair and other furniture, you can expect to cover some initial costs to get your home office organized. Keep your costs low by spending only what you need to perform your job.
- Risk of overworking: Telecommuting also comes with the risk of working longer than you should. This can definitely lead to burn-out and increased work-related stress. You can avoid this by clearly defining your schedule and allocating specific times for your job tasks and personal tasks. For some people, it's important to have a designated workspace that you can leave when the workday is over.
- Risk to productivity: Although working from home can help increase your productivity, it can also be a challenge to it. With the freedom to move around and take breaks whenever the mood arises, it might be difficult to stay focused on the tasks you're working on. This can ultimately lead to slower productivity. One way to combat this is to implement productivity tools like time trackers and task management applications.
- Distractions at home: Distractions like the television, pets or household chores can affect how you perform your job. Too many distractions can lead to a decrease in your productivity and motivation. You can avoid this by limiting anything that you find



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distracting in your home. Use noise-canceling headphones and play relaxing music to block out noises like traffic and neighborhood activity.

- **Workplace disconnect:** Telecommuting can sometimes lead to a disconnect between you and your coworkers. Working from home means you won't have access to immediate information about important business processes until someone in the company communicates it to you. Make sure to stay connected with your physical workplace through constant communication whenever you have questions or concerns.
- **Disproportionate work-life balance:** Although working from home can offer you the opportunity to balance your home life with your job, it can also be challenging to create a distinct separation between your career and personal life. Set clear boundaries between your work hours and personal time, and communicate these boundaries with others in your home.
- **Less face time:** With isolation and workplace disconnect comes less face time. Working remotely, you won't have the same opportunities to speak face-to-face with coworkers and the community unless you get out and about. You can also integrate more face-to-face interactions within online conference platforms to engage with coworkers.



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SUGGESTIONS:

- **Maintain Regular Hours:** Set a schedule and stick to it...most of the time. Having clear guidelines for when to work and when to call it a day helps many remote workers maintain work-life balance.
- **Create a Morning Routine:** Deciding you'll sit down at your desk and start work at a certain time is one thing. Creating a routine that guides you into the chair is another.
- **Set Ground Rules With the People in Your Space:** Set ground rules with other people in your home or who share your space when you work.
- **Schedule Breaks:** If you work for an organization, know the policy on break times and take them. If you're self-employed, give yourself adequate time during the day to walk away from the computer screen and phone.
- **Take Breaks in Their Entirety:** Don't short-change yourself during breaks, especially your lunch hour or meal break. There are apps, such as TimeOut for Mac and Smart Break for Windows, that let you set a schedule for when you'll lock yourself out of your computer.
- **Leave Home:** To the extent that it's allowed and safe during the pandemic, get out of the house and move your body. Your body needs movement and blood circulation.
- **Don't Hesitate to Ask for What You Need:** If you're employed by a company or organization that supports your work-from-home setup, request the equipment you need as soon as you start working from home, or within a few days of realizing you need something new.
- **Keep a Dedicated Office Space:** In an ideal world, remote employees would have not only a dedicated office, but also two computers, one for work and one for personal use.
- **Maintain a Separate Phone Number:** Set up a phone number that you only use for calls with colleagues and clients. It doesn't have to be a landline or a second mobile phone, or even require a SIM card.
- **Use a VPN:** Use a VPN whenever you're connected to a network that you don't control. That includes Wi-Fi at co-working spaces, cafes, libraries, airports, hotels, and so forth.



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- **Socialize With Colleagues:** Loneliness, disconnect, and isolation are common problems in remote work life, especially for extroverts. Companies with a remote work culture usually offer ways to socialize.
- **"Show Up" to Meetings and Be Heard:** Certainly, you'll take part in video conferences and conference calls while working remotely, but it's a good idea to attend optional meetings sometimes, too.
- **Get Face Time:** If your employer is lax about getting you in a room with other employees, ask to have an annual or semi-annual trip in your contract.
- **Take Sick Days:** When you're not well, take time off. If sick days are part of your compensation package, take the time off that you need. Not taking it is like throwing away money!
- **Look for Training and Learning Opportunities:** When you're not in an office with your fellow employees, you might miss out on training and skills development courses that are taught in person.



CHAPTER: 5

LEARNING EXPERIENCES AND CONCLUSION



CHAPTER 5: LEARNING EXPERIENCES AND CONCLUSION

LEARNING EXPERIENCES:

- Opportunity to learn new concepts.
- Opportunity to get explore new insights.
- Added value to the learning.
- Learned professional communication.
- Learned to collect relevant information.
- Learned to be persistent to complete the task.
- Learned to create a balance between collaborative and individual work.
- Learned to work independently.
- learned about the methods and issues.
- Studied about work from home.
- Studied about COVID-19.
- Studied about the advantages and disadvantages of working from home.
- Studied about positive and negative impact of working from home.
- Studied about the problems faced by employees due to work from home scenario.



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CONCLUSION:

The novel coronavirus (COVID-19), a pandemic sweeping across the globe, has challenged society in ways once considered unimaginable, forcing people to reconsider a wide variety of practices, from work, to leisure, to basic travel and daily tasks. Not only has this had individual impacts, but it has also impacted countries as a whole from an economic standpoint, bringing an array of economic sectors to a complete standstill. While there was a lot anticipated and there were countless warnings, especially from those working in public health, the challenge remained as a substantial change which requires planning, training, and facilitating. While the society did mentally prepare, the extent and solution still remained unthinkable and remains to be a big challenge. COVID-19 is a new disease that has begun circulating in the human population since December 2019. It is part of the coronavirus family, the same group of viruses that caused the severe acute respiratory syndrome outbreak in South East Asia in 2002 and the Middle East Respiratory Syndrome outbreak in 2012. Currently, the known main mode of transmission is through respiratory droplets, and hence is considered to spread through close contact with other people. At present, the only tools to combat the viral spread are using masks properly, introduction of social distancing measures, and practice of good hand hygiene (Centre for Health Protection [CHP] 2020a). The World Health Organization (WHO) declared the outbreak of COVID-19 as a global health emergency on 31 January 2020 (World Health Organization 2020). Since then, the virus has spread rapidly. Some say that it would be better if the majority of employees worked from home instead of traveling to a workplace every day. Office has no longer been the only work place since many people are considering working from home. Some may argue the majority of employees should change their work place from office to home. Working from home is a lot more comfortable for lots of people. Employees can save a great deal of time and money since they do not have to travel so often, which means people will have more time for work and for themselves, too. Less travelling will also help reduce traffic jam and pollutants to our environment. Besides, working at home does not mean staying inside all day long, people can choose to work in their garden or backyard, wherever makes them feel convenient to work. Moreover, employees are under less stresses since they get to decide when to work and when to take rest. These things will help giving out better performance to tasks.



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DATE OF MEETING WITH GUIDE	TOPICS DISCUSSED	SIGNATURE OF GUIDE
23-Nov-2021	Discussion of title of the study, objectives of the study, statement of the problem, and need of the study.	
01-Dec-2021	Discussion of research methodology, tools for data collection and limitations of the study.	
13-Dec-2021	Discussion of IT, work from home, problems faced by IT employees due to work from home scenario, and SWOC analysis.	
25-Dec-2021	Discussion of outcomes of the study, learning experiences and conclusion.	