

Research Article

An Empirical Study on Future Willingness to Continue their Services Remotely among Employees and Managers

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A B S T R A C T

The people and especially the working group of people, gained numerous new experiences as a result of the unpredictability of pandemic lockdown. It has left an imprint on practically every industry, including the media, the food and beverage industry, the work of the government, schools and so on. People were compelled to remain in their houses while working their jobs on their personal computers and mobile devices. Everyone's responses were all over the place to the same thing, but there was just no other option. Working from a remote location has become essential for everyone during this pandemic so that they may remain current on their work. This study seeks to find out the perspectives and willingness of employees and managers in working from home as opposed to staying at office for work in order to keep up with the times when people are going towards the new era of work.

According to the findings of the study, the percentage of people willing to make the work to working remotely is much greater than the percentage of people who want to remain working in offices. They are willing to work working remotely in the future, despite the fact that they acknowledge the challenges they confront. According to the findings of the study, working remotely is something that many employees would want to do in the future, despite the fact that they are dissatisfied with their current jobs that include this form of work. According to the findings of the study, working from remote in the future may become a viable option to performing one's duties in a conventional office working.

Keywords: Work from Home, Pandemic, Working Remotely

Introduction

The work of workers doing their jobs from a remote location has been there for some work in the information work sector, but it wasn't until this past year, when the entire globe was dealing with pandemic lockdown, that almost every working person in a variety of fields became remote with the notion. The term "working remotely" refers to the

concept of working in an environment where employees and supervisors do not need to communicate face-to-face at a single place of work. This kind of setting is known as a "virtual workplace." To put it another way, it entails working money while remaining in one's own home. It is also known as working from home, but the main distinction between remote working and working from home is that

remote working takes place when the employees are in a different geographical location than the employer, whereas working from home can take place even if the employee lives in the same city as the place of employment.

The worldwide pandemic has resulted in a shift in the manner in which work is performed, such that several meetings have begun to be held remotely using numerous virtual platforms. By working a variety of platforms like as Microsoft Teams and Zoom, businesses in a variety of sectors have been able to communicate their capacity for remote collaboration and communication. The pandemic has spread over the whole nation and impacted each and every region. However, the transition to remote work came with its own set of difficulties and opportunities. The unexpected change was welcomed by the majority of people, but it was met with opposition by some. The purpose of this study is to get a work of people's perspectives on the remote scenario, as well as their levels of contentment when working remotely and whether or not they would be interested in continuing to do so in the foreseeable future.

Objective

- To determine the extent to which individuals are content with their ability to work remotely
- To determine whether or not people are willing to transition to working solely from home in the foreseeable future

Research Methodology

The core data was gathered via the use of Google forms in conjunction with physical surveys. The workers' willingness to working from home was the remote work of the questions, which were structured with that understanding in mind. These data were then used further for the purpose of analysis. The findings of this study are derived from the work provided by fifty volunteers, all of whom come from diverse professional backgrounds. For the secondary data, a wide variety of previously published publications, research papers and journals were utilized.

Literature Review

According to Rysavy and Michalak (2020), a significant proportion of employees are given the opportunity to telecommute by their employers. This is in accordance with the findings of a study conducted by Connect Solutions in 2014. They came to the conclusion that there ought to be some guidelines for managing the performance of remote workers. These guidelines ought to include the status updating of employees who are working, the setting of expectations from managers at the beginning and the building of trust by selecting that finding that schedule which works for both managers and employees.

According to Arora and Suri (2020), the pandemic lockdown

has resulted in a number of difficulties along with some successes. A challenge consists of employees experiencing a sense of being overburdened in addition to having a significant detrimental effect on their physical and mental wellbeing. Another significant obstacle was the fact that a sizeable portion of the population in India does not possess the appropriate information technology infrastructure to facilitate working from home. According to Shareena P and Shahid (2020), working from home and working remotely have tremendously assisted people in striking a balance and differentiating between their work in the workplace and their usual work. During the pandemic, there has been a growth in the moderate use of technology, which has enhanced credibility. For example, there has been an increase in the use of the internet for virtual meetings and fax machines, both of which have made work easier and simpler.

Findings and Analysis

The study was carried out with the input of fifty working people who had previous experience with remote work. The poll was completed by 68% men and 32% females between the years of 25 and 50. Participants were from the United Kingdom. They are affiliated with a wide variety of businesses and have a variety of titles, such as engineers, administrators, managers and employees working in junior and senior executive capacities.

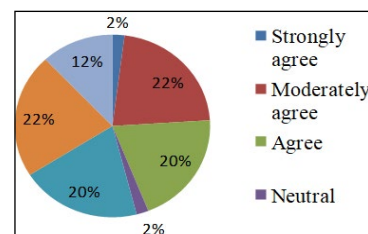


Chart 1. Responses for Satisfaction level towards Remote work

20% of the respondents agree that they are happy and satisfied working remotely, 22% moderately agree and 2% strongly agree. On the other hand, 20% of the respondents disagree that they are happy working remotely, 22% moderately disagree and 12% strongly disagree. The remaining 2% of the respondents neither agree nor disagree.

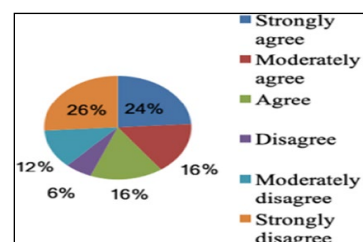


Chart 2. Responses for Willingness to work Remotely in Future

16% of those polled agree, 16% moderately agree and 24% strongly believe that they will prefer to work remotely in the future. On the other hand, 6% of those polled disagree, 12% disagree moderately and 26% disagree strongly with this statement.

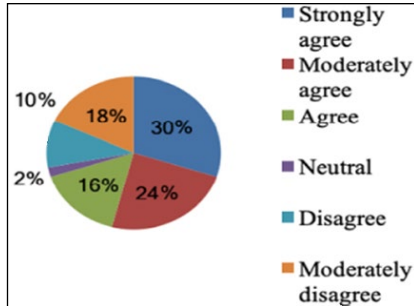


Chart 3. Responses for need of Training for Remote work

When asked whether training is required for people working remotely, 16% of respondents agreed, 24% moderately agreed and 30% strongly agreed. In contrast, 10% of respondents disagreed, 18% disagreed moderately and 2% neither agreed nor disagreed with the statement.

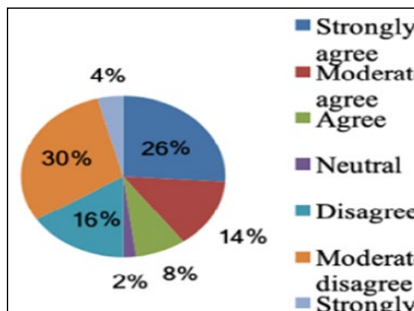


Chart 4. Responses for whether they faced Problems while Working Remotely or not

Also, among the respondents, 8% agree that they had difficulty interacting with their team when working remotely, 14% moderately agree and 26% strongly agree. On the other hand, 16% disagree with this statement, 30% disagree moderately, 4% disagree strongly and 2% neither agree nor disagree.

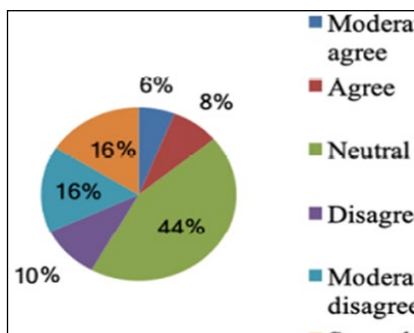


Chart 5. Responses for whether they faced Problems while working Remotely or not

Out of the total respondents, 8% are in agreement that working remotely is the optimum alternative, 6% are moderately agreeing, 10% are disagreeing, 16% are moderately disagreeing and 16% are strongly disagreeing. However, 44% neither agree nor disagree, indicating that they are unsure.

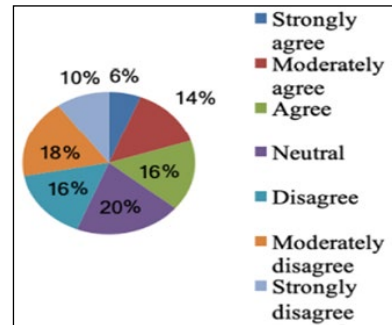


Chart 6. Responses for Negative Impact of Remote work on Performance level

16% of respondents agree, 14% moderately agree and 6% of respondents strongly agree that working remotely has a negative impact on the standard of performance. On the other hand, 16% of respondents disagree, 18% moderately disagree, 10% strongly disagree and 20% of respondents neither agree nor disagree with this statement. According to the findings of the study, 21 of the respondents had time working remotely before the pandemic lockdown, while 29 of the respondents had their first experience working remotely during the pandemic lockdown.

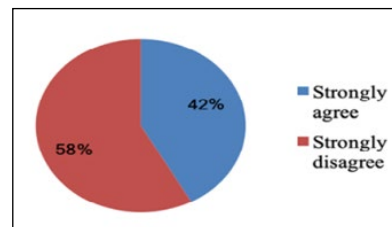


Chart 7. Responses for Involvement in Remote work before Pandemic Lockdown

When asked about the most difficult obstacles faced when working remotely during pandemic lockdown, respondents drew remarks from the questionnaire. Five of the individuals that participated in the respondent were of the opinion that “working remotely leads to improper communication with team and also feels lack of motivation and team spirit.” Although some of the respondents were of the opinion that “working remotely requires effective time management and a healthy balance between the office work and routine work,” other respondents did not share this view. According to the respondents of the vast majority of those who participated in the survey, “working remotely requires good internet issue and efficient connectivity.”

When respondents were questioned if they were able to

learn some new things while working remotely or not and therefore, respondent's statements were retrieved from the questionnaire, Only a small percentage of respondents agreed with the statement that "working remotely helped them to learn new skills and give more time for them to develop themselves." "Remote working helped to learn many new technologies and enjoyed comfortable space," was the sentiment expressed by the vast majority of the respondents.

Summary

The purpose of the current study is to gain a better understanding of the experiences that employees and managers had while working remotely for the first time, as well as to determine the employees' and managers' levels of satisfaction while working remotely, as well as whether or not they would be willing to choose remote work in the future. On the basis of the present study, we came to the conclusion that the majority of employees are willing to work remotely in the future if they are supplied with the appropriate facilities, as well as support and inspiration from higher-level management. When working remotely, it is remote for employees and managers to have open lines of contact with one another. Additionally, the ability to effectively adjust to a changing environment in the workplace requires a strong sense of team spirit, along with cooperation and teamwork. On the one hand, workers need to put in more effort to improve their abilities, while on the other, employers need to put in more effort to improve their technological infrastructure.

The findings of the present study suggest a number of different directions that may be taken by researchers in the future. It is made up of employees and managers who were working remotely during the pandemic lockdown and had varying points of view. The majority of employees were exposed to the idea of working remotely for the very first time and the study provides insight into the willingness and satisfaction of employees working remotely who are employed in a variety of fields.

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