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## Challenges of Working from Home in Persistent Covid-19 Environment

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**Mandapati Harika**

MBA Student, Malla Reddy University, Hyderabad, Telangana, India

**Dr. Sayyad Saadiq Ali**

Associate Professor, Malla Reddy University, Hyderabad, Telangana, India

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### Abstract:

*One of the major sectors that supports the growth of the Indian economy is the IT sector. The industry took many steps to improve standards of performance and maintain them. Working from Home (WFH) is one of these strategies for market share.*

*The global economy was severely impacted by the Covid-19 pandemic. Therefore, WFH approach has been adopted by IT companies worldwide in order to maintain the work progress. In spite the fact that numerous researches have been done to determine the difficulties of working from home in the early stages of the COVID-19. The COVID-19 pandemic outbreak has significantly changed the nature of work around the world and increased the use of remote work settings. Working from home is now a common reality for many people across many professions as the globe struggles to deal with COVID-19's enduring presence. While working remotely has many benefits, like flexibility and greater safety, there are also several drawbacks that may have an adverse effect on employee well-being and business productivity.*

*The purpose of this paper is to examine the difficulties that workers who work from home encounter in a constant COVID-19 setting. It analyses the complexity of these issues and how they might impact individual performance, work-life balance, and overall job satisfaction. Corporations can create plans to reduce their risks by understanding and dealing with these difficulties.*

**Keywords:** COVID-19 pandemic, home office, mental well-being, physical well-being, work from home

### Introduction:

The Covid-19 outbreak faced the world economy with never-before-seen difficulties. In December 2019 it began in Wuhan, China, and later it has become widespread all across the world. The pandemic has severely affected a large number of industrial sectors in numerous countries. The Covid-19 also has an impact on the Indian economy. It was predictable that different steps would be taken by governments all across the world to reduce the impact of COVID-19. Many nations have implemented curfews, social isolation, lockdowns, and other measures to stop the spread of the coronavirus. Lockdown has been implemented in numerous nations all over the world as a precaution against pandemic transmission. India announced a state-wide shutdown in March 2020 for 21 days; it was eventually extended till May 17.

Later, the lockdown expanded into new forms like lock down 1.0 and 2.0, which were extended in the containment zones until July 31, 2021. Even though the central and state governments started taking these precautions to stop the spread of Covid-19, they were unable to stop it. It has recently started to spread once

more in the form of new infections. According to the WHO, as of May 19th, 2021, India has a total of 283,248 fatalities, 2, 54, 96,330 confirmed cases, 31 27, 640 active cases, and 2, 54, 96,330 confirmed cases. It was observed that the pandemic affected an important amount of young people during the second wave.

Even though countries have taken numerous measures to stop Covid-19 from spreading. However, the country was unable to stop a second wave of infections. However, because a lot of these businesses weren't ready for it during the first wave, adapting to home-based work is difficult for the corporations (Ralph P et al, 2020). Many IT companies have requested that their staff work remotely in order to comply with government directives and social distance norms (Duffy, 2020). The ability to work from home is one of the top benefits of employment that can be completed using computers. Consequently, a lot of IT companies have asked allowing their staff to work remotely. This type of work from home is different from earlier forms of it. This quick change is unexpected. during this exceptional crisis, assignment. Everybody being urged to stay at home has presented a number of issues, many of which are new and unusual. Working from home during a pandemic may not always have the typical benefits.

One of the great success stories that has experienced explosive growth over the past ten years is the Indian IT industry. Both exist in the Indian IT sector. There are several foreign IT companies working in India in addition to well-known Indian IT companies like TCS, Infosys, Wipro, and others. The IT sector has become a key factor in India's continuous growth and national competitiveness.

According to the NASSCOM poll from 2020, "CEO Pulse Review: Covid-19 Impact on Indian Tech Sector," 80% of CEOs were in business as of June 2020. a commitment to develop more structured employment from home. Consequently, the current study attempted to explore the difficulties of working from home in a constant covid-19 setting.

### **Covid-19 and Indian IT Industry:**

In India, the IT sector has become one of the main factors of the country's growing economy. The IT industry has grown considerably contributing to the GDP of India. It had provided over 1.2 percent of GDP in the Financial Year (FY) 1998, and in the Financial Year (FY) 2019–2020, it had contributed more than 8 percent of India's GDP. There are more than 4 million jobs in the Indian IT sector in more than 80 countries in the financial year 2019–20.

The distribution centres for Indian IT companies operating in China faced difficulties during COVID-19 and discovered that working from home is necessary. As a result, 50% of IT companies were prepared (NASSCOM, 2020) before the lock down announcement in India in March 2020. These businesses gave their staff laptops, and they made use of solutions for remote collaboration. In one case, the Indian IT company Mindtree predicted the difficulties associated with the activities during COVID-19. So, before the lockdown, the company ran an initial test for working from home. On March 3, 2020, a two-tier war room with central leadership in Bangalore and local underground teams in each zone was activated.

The IT industry had developed a four-point strategy to address the issues brought on by COVID-19. Among these is the establishment of a war room with centralised improving IT infrastructure and ensuring network security, data privacy, and ongoing monitoring by deploying VPNs, necessary tools, and hardware; securing stakeholder approvals, with service continuity assurance to clients, and extending support and flexibility in

addressing sudden requirements in this time of crisis; using Apps for regular communication, COVID-19 awareness, and providing support for health and work-related challenges.

After Unlock 1.0, companies began to reduce employees after the first four weeks of lockdown in 2020 saw an increase in productivity of over 90%. increasing remote working capabilities at the same time because the NASSCOM was predicting a second wave of infections. As a result, the NASSCOM has suggested using a strategy to gradually return employees into the workforce. Since the second wave of viruses hit the nation, IT companies have urged their staff to work remotely.

## **OBJECTIVES OF THE STUDY:**

When working from home during the pandemic, IT personnel experienced different difficulties than they had when working from home before. Therefore, it is discovered that there are different obstacles experienced by IT industry employees when working from home during pandemic in the earlier studies (Butler and Jaffe, 2021; Prasad et al., 2020; Ralph et al.2020). The issues experienced by personnel of the IT sector may not be the same as those they faced at the early stage of the pandemic as the covid-19 environment persisted and the second wave of illnesses affected India.

Two research questions in particular are addressed in the study:

- (i) What difficulties do IT staff members have in a severe COVID-19 environment?
- (ii) Has anything changed about the issues that IT staff members are facing in the growing COVID-19 environment.

In particular, the study's goals are as follows:

1. To identify and evaluate the difficulties IT workers in India face when working from a constant covid-19 situation at home.
2. To determine if the difficulties IT workers encounter when working from home in a permanent covid-19 environment have changed.

## **METHODOLOGY:**

An exploratory study has been carried out to meet the study's goals and investigate the many aspects of difficulties associated with working from home in a long-term Covid-19 setting. The study's secondary data was gathered from published sources such books, journals, and magazines.

## **SCOPE OF THE STUDY:**

Since the study's goals are to analyse the difficulties IT staff members encountered in the ongoing COVID-19 environment and to Determine any changes in the difficulties of working from home as a result of the ongoing COVID-19 environment. The researchers obtained samples from IT workers in India because the state is considered to be the IT hub of India. No of the employees' positions, the sample is still taken.

## Review of Literature:

**Working from home and pandemic:** Working from home or working from different locations that enables employees to carry out their jobs with the assistance of information and communication technologies is referred to as from my house.

Working remotely is viewed as an alternative to the ordinary system of managing workloads. Since it enables the worker to work from home or their preferred location (often their home), it has attracted interest from both academics and practitioners.

Working from home increases productivity, as shown in earlier studies, and individuals who do so report seeing greater increases in output. Additionally, it aids in maintaining operational capacity and corporate activities amid disasters.

However, due to the temporary shutdown of educational institutions, fitness centres, travel bans, etc., during COVID-19 lockdowns, remote workers experienced greater stress. Frustration, worry, and fear were all increased by the intensity of the pandemic, which is linked to uncertainty and isolation. As a result, employees who operate remotely during emergencies could feel demotivated. Thus, in a sustained pandemic setting, the benefits of working from home may not be present.

**Time management:** One of the major benefits of working from home is the ability to schedule the work around the convenience of the employee in particular, help parents of young children. This might not be the case in a long-term covid-19 situation because it might be difficult to balance work and family obligations when everyone in the family is at home when the workers are unable to manage their time and take longer to complete the assignment. Thus, it causes employees to experience severe mental stress.

**Lack of interaction:** A major disadvantage of working from home is social isolation, which Wilson and Greenhill (2004) list as one of the main drawbacks.

As the workers must work from home, they are unable to maintain the same level of regular communication that they did while working in the office. As a result, those who work from home experience a sense of separation from their co-workers in the office. In their study, Prasad et al. (2020) discovered that employees in India experienced unsatisfactory interactions with higher authorities during the first COVID-19 shutdown because of a lack of reliable network access. Organisations address the problem of low connectivity while workers continue to work from home as a result of COVID-19.

Additionally, remote workers might not see a decline in their social life during the pandemic. as the majority of the family members are present at home. The employees might not feel alone as a result of the pandemic because they can interact with family members and, in the event of a working couple, can support one another at work. Therefore, working from home during the pandemic may reduce the likelihood of feeling lonely.

**Pressure of family members and pets:** It has been noted in earlier research that working from home enables employees to take care of their families. This might not be the case while the covid-19 environment is persistent. Typically, in previous forms of working from home, family members (such as spouses and children)

used to leave the house for numerous purposes, such as going to school or the office. But because everyone in the family—children, partners etc.—remains at home during COVID-19, this may have a detrimental impact on work. They might therefore experience pressure. As a result, family-related factors including children, partners and family types are included in the current study. Additionally, pet owners become disturbed.

**Physical infrastructure:** One of the crucial factors in determining if working from home is successful is physical infrastructure. According to Bailey and Kurland's (2002) analysis. According to their research, an unsuitable workplace has a detrimental impact on employee productivity. Working from home during the COVID-19 pandemic was an abrupt transition, and the majority of IT sector employees lacked the necessary ergonomics and preparation (Chung et al., 2020; Ford et al., 2020; Raiien et al., 2020). According to Prasad et al. (2020), "there were communication problems caused by internet glitches," which point to subpar infrastructure.

However, in the ongoing pandemic environment, organisations may have offered some minimal amenities for working from home, and employees may have established their own physical workspace. Thus, the difficulty of maintaining physical infrastructure may have changed as the pandemic spread.

**Increased mental stress:** There is definitely more strain on the people who work from home during the pandemic. It could result from poor management. Lack of time for both job and family, the longer time needed to complete tasks, inadequate physical infrastructure, and other issues. Researchers Prasad et al. and Butler and Jaffe observed that employees in the IT sector who worked from home during COVID -19 reported higher levels of mental stress.

**Organizational support and communication channels:** Computers, assurances (such accepting decreased production during a pandemic), job security guarantees, assurances that there won't be any pay cuts, Connectivity via virtual socialisation, employee self-care, fitness equipment, and technological infrastructure (VPNs) are crucial for increasing employee engagement and productivity. If these amenities are not available, working from home becomes difficult.

## Summary of Findings:

In earlier research, issues with working from home during COVID-19, such as selecting an attire for the day, slow internet, The difficulty of working with animals, pressure from children and spouses, worry about salary cuts, declining social life, and loneliness have become issues.

The organisations' resolution of the problems could be the cause of this shift in challenges.

As an example, the organisations concerned may have addressed the issue of internet connectivity, and the worry about pay reductions has diminished. As a result of the COVID-19 environment, organisations have been paying salaries continuously for the past year without making any reductions. It could have altered as a result. The employee may have successfully managed the stress brought on by their children, spouse, and pets, or they may have learned to adapt to their surroundings or manage them. Consequently, these difficulties are likewise addressed. Since the employees are working from home, they may believe that their social life has not diminished. Additionally, when researchers speak with the employees, they see that thanks to the development of ICT, the employees are able to keep linked to one another.

## The Results for Organisation:

The Indian economy is heavily dependent on the IT sector. Working from home is one of the key strategies the sector has adopted to reach its objectives. Since the COVID-19 pandemic touched every industry worldwide. Adopting the method of working from home is now necessary. Although numerous researches have been done to determine the difficulties experienced by workers in the IT business when working from home in COVID-19. However, they haven't tried to pinpoint the difficulties of working remotely in the enduring covid-19 context. The study aids managers in identifying difficulties associated with working from home in chronic pandemic situations, among other management implications of the current research.

Consequently, they are able to make decisions to address these issues, which helps the firms maintain their growth. The research aids in In order for managers to determine whether the challenges IT employees initially faced were only temporary in nature and that the employees were able to adapt to this environment and carry out their duties, they must determine whether the problems they had previously been facing have been resolved or not as the pandemic continues. The research's ramifications assist the IT industry in overcoming the difficulties of operating in a continuous pandemic environment like COVID-19.

## Conclusion:

The study attempted to identify and examine the difficulties associated with working from home in the ongoing COVID-19 context, and adjustments various difficulties in the ongoing epidemic situation. Based on the study's findings, it can be deduced that only seven of the statements outlining challenges are considered to be of a higher level, such as scheduling time for work and family, taking longer to complete tasks, lacking adequate home infrastructure, experiencing increased mental stress, fearing for one's job, lacking supervisory support from higher authority, and lacking face-to-face interaction. Other lines indicating difficulties with working from home have been altered to "moderate difficulties," such as "choosing what to wear each day" and "low internet speed."

Additionally, it is determined that there is a considerable difference in the difficulties faced by married and single employees; Additionally, IT professionals with different educational backgrounds face very varied problems.

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