A Cross-Sectional Study of Work From Home Arrangement on Job Satisfaction of the Employees of IT Companies

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ABSTRACT

The objective of this study was to determine the impact of work-from-home arrangements (WFHA) on job satisfaction (JS) among workers of information technology enterprises. The precise sample size was determined using Slovin's sample size formula. A total of 348 respondents were picked from the information technology industry. The technique of convenience sampling was utilized. An exploratory and descriptive study approach was used. A well-designed, organized questionnaire schedule was used to examine the variables of inquiry, such as work-from-home arrangements and job satisfaction. To determine the cause-and-effect connection between the independent variable WFHA and the dependent variable JS, correlation and enter method regression technique were employed. The survey findings demonstrated that WFHA had a substantial influence on JS among workers of information technology industry in the Bangalore/Bengaluru city of India. Based on the results, it can be finally concluded that the WFHA had a statistically significant impact on the JS of the employees in the Information Technology sector companies. Therefore, it was found that there is a strong link between working from home and job satisfaction. The work from home gives more quality time for the employees for their families and the social obligations. This kind of job satisfaction resulted from the work from home concept helps in the work motivation and health of the employees in the Information Technology sector companies.

1. INTRODUCTION

The respiratory illness known as coronavirus (COVID-19) is defined as being contagious from one to another person. Investigations have led to the discovery of a navel coronavirus as the causative agent of a coronavirus that has never before been identified in humans. It is believed that the virus can be passed from person to person through droplets created when those infected with coronavirus cough, sneeze, or talk. An outbreak of respiratory illness has been linked to this novel coronavirus, which has been identified as the culprit by the World Health Organization (WHO). Concerning the detection and dissemination of the newly discovered respiratory pathogen, there is still a lack of clarity.

In addition, the cases that have been reported in Wuhan, the WHO has warned of the extremely high risk of the coronavirus spreading to other nations around the world. Because of this, the part that governments, businesses, and employers played in trying to stop the global spread of disease was extremely important. Job satisfaction refers to an individual's perspective that encompasses how an employee feels about job and the organization that employs them.

According to Courtney and Younkyoung (2017), who state that job satisfaction is a pleasurable and positive emotional state. There is a relation among life satisfaction, job satisfaction, job performance, productivity, and work motivation. (Sellar & Peiris, 2021)

2. LITERATURE REVIEW

To the research gaps, the past studies were critically reviewed and it was found that

allowing employees to perform some or all of their jobs from home can be beneficial for both the employees and the employers. These benefits include increased motivation, a healthier workforce with fewer instances of absenteeism and intentions to leave the company, job satisfaction, and increased productivity. Work from home reduced the stress experienced by employees, which in turn increased their daily work activities and decreased their likelihood of considering leaving their jobs. In a similar vein, working remotely can reduce work-life conflict and commuting while simultaneously increasing employee satisfaction, flexibility, and work-life balance. (Sellar & Peiris, 2021)

In this particular investigation, nearly all of these aspects were considered, albeit with a diverse assortment of variables and numerical measurements. People have a tendency to feel less satisfied with their lives if they are required to work longer than the standard office hours, which the researchers referred to as being overworked. (Bhattarai, 2020)

The proportion of time spent working remotely correlates positively with work satisfaction. Employees may benefit from remote work because it may provide a more autonomous work environment and, simultaneously, reduce the stressors associated with work- family life responsibilities. In exchange, this might also be beneficial to the employer, who would then have a more contented workforce. Workers who are able to perform their jobs from a remote location do so on a more regular basis, which contributes to a higher level of overall job satisfaction. (Schall, 2019)

The ability to work from home, workplace motivation, workplace environment, and employee commitment all have a positive impact on job satisfaction. (Nuangjamnong, 2022)

The comparative study found that employee satisfaction when working from home in the United States is higher than employee satisfaction when working from home in India. United States have been more successful in transitioning to work from home than employers in India. (Jain et al., 2021)

The most significant difficulties that workers have to deal with during WFH are issues with sluggish internet connectivity that arise during client calls and meetings; these problems make it difficult for workers to deal with multiple challenges at once. (Hemanth kumar Professor et al., 2020)

Workfrom-home have a negative and direct influence on job performance. The sudden change in working method from offline to online caused the reduction in employee's performance. (Anh et al., 2022)

It was discovered that working from home for long periods of time had a negative impact on job satisfaction. This was due to the lack of a suitable workspace, digital social support, and an appropriate monitoring mechanism. However, job autonomy is not always required in order for employees to report high levels of job satisfaction. These findings have significant repercussions for both theoretical frameworks and actual clinical settings. (Yu & Wu, 2021)

Working from home has on one's ability to perform their job. Therefore, job satisfaction becomes an important factor in determining job performance; more specifically, employees need to be happy in their jobs before they can improve their performance. (Susilo, 2020)

In recent years, the practice of limiting one's exposure to social warmth by working from home has gained popularity as a means of mitigating the effects of the COVID-19 pandemic. (Tabassum & Sarker, 2021) .

After reviewing the previous researches, it was found that there was little work on the statistical link between the work from home arrangement on job satisfaction of employees of information technology sector companies.

3. AIM AND HYPOTHESES OF THE STUDY

Based on the literature review and research gaps, the aim and hypotheses of this research is formulated as follows:

• To know the effect of WFHA on JS of employees of information technology sector companies.

The null and alternative hypotheses of

the study are as follows:

• *Null Hypothesis*: There is no significant effect of WFHA on JS of employees of information technology sector companies

• *Alternative Hypothesis*: There is a significant effect of WFHA on JS of employees of information technology sector companies.

2.1   Conceptual Research Model

The figure 1 depicts those two variables such as Independent Variable- WFHA and Dependent Variable- JS of the Employees of Information Technology sector companies.

Figure 1: Conceptual Research Model
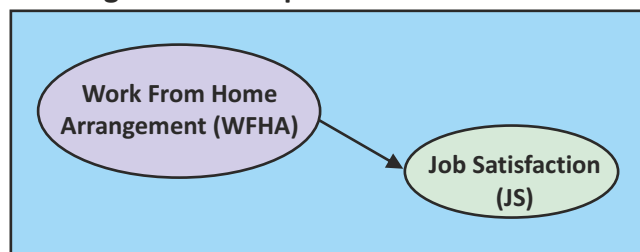
2.2   Regression Equation

Based on the research gaps, objective, hypothesis, and conceptual research model, the regression equation is written as: $Y = a + b X$

Where Y is dependent Variables, X is independent variable.

Y (JS) = a + b X (WFHA), where a is the constant. b is the coefficient of independent variable, Where JS is the Job Satisfaction whereas WFHA is the Work from Home Arrangement.

4.   MATERIALS AND METHODS

4.1   Participants and The Study Design

The population (N) is comprised of the employees of the IT sector companies situated in Bangalore/Bengaluru form the list of the source found on the website as https://www.fundoodata.com The N is taken as 2500 on an average., A margin of sampling error of 0.05 was considered for the survey, Using Slovin's formula, we arrived at the required web sample survey size which is as follows: n = N /(1 + Ne2); where, n = sample size, N = Total population, e = Error tolerance.,
n = 2500/(1+2500*0.052) = 344.8

Thus, post rounding off the figure, we decided the sample size, to be nearing 345, but we successfully received 348 responses. Hence

348 respondents were the sample size for this study. The non-probability convenience sampling method was used to get fast and easy data collection. The research design used in this study was an exploratory and descriptive one. The exploratory research design seeks out new facts, new knowledge, and new information as well as the formulation of null and alternative hypothesis whereas the descriptive research design was used to test that formulated null and alternative hypothesis.

4.2   Data Collection Methods

A well-planned, web based-structured questionnaire was used to collect the required primary data from the employees of the IT sector companies from the Bangalore/Bengaluru city of India. For demographic profile variables, the nominal or grouping scale was used. To measure the scale items under different constructs, the 5 points Likert scale was used.

1 represents strong disagreement; 2 represents disagreement; 3 represents both agreement and disagreement; 4 represents agreement; 5 represents strong agreement.

4.3   Statistical analysis

The find the cause-and-effect relationship between independent and dependent variable, the correlation and enter method regression technique were used. Descriptive analysis, model summary, ANOVA and coefficient table SPSS 23.0 results were used for the data analysis and interpretation in this research.

5.   RESULTS

The descriptive statistics explains the mean and standard deviation of the measured values for the JS and WFHA.

The mean score of the items under the Job Satisfaction is 4.3145 which is near to 4 points Likert scale, hence the statements for the JS were the range of agreement whereas the mean score for the items under the construct WFHA is 4.1761 which is again near the 4 points Likert scale, hence the statements related to the WFHA is in the range of agreement, therefore it can be concluded that both the constructs JS, and WFHA items statements were agreed by the respondents/ employees of the information

Table 1: Descriptive Statistics

Variables	Mean Std.	Deviation	N
JS	4.3145	.51218	348
WFHA	4.1761	.51534	348

Source: SPSS 23.0 output

technology sector companies. (See Table 1: Descriptive Statistics)

According to the data in the table 2, the Pearson correlation coefficient was 0.606, indicating that the WFHA and JS are more than moderate positively correlated. The significance value (p value = 0.000) shows that both the variables are statistically significantly correlated to each other, therefore it can be concluded that WFHA and JS were moderate positively correlated to each other. (See Table 2: Correlations)

According to Model summary table 4,

Table 2: Correlations

Variables		JS	WFHA
Pearson Correlation	JS	1.000	.606
	WFHA	.606	1.000
Sig. (1-tailed)	JS	-	.000
	WFHA	.000	-
N	JS	348	348
	WFHA	348	348

Source: SPSS 23.0 output

Table 3: Variables Entered/Removed

Models	Variable Entered	Variable Removed	Methods
1	MFHA	-	Entered

Dependent Variable: JS
All Required Variables Entered

Source: SPSS 23.0 output

the R2 was 0.367, which indicates that the model explained 36.7 percent of the variance, indicating that it was moderate appropriate model for selection and further interpretation of the ANOVA and Coefficients table. According to the ANOVA table 5, F=200.924 & Sig. Value p value=0.000 was less than 0.05, indicating that the model was highly statistically significant. At a 5% level of significance or a 95 percent confidence interval, the coefficient table 6 showed that the WFHA (Sig value 0.000) was significantly less than 0.05, indicating that it was highly significant. Since the Null Hypothesis stated that H01: There is no significant effect of WFHA on JS of employees of information technology sector companies. As a result, the Null Hypothesis is rejected, and it can be concluded that the there is a significant effect of WFHA on JS of employees of information technology sector companies. The regression equation in this case is Y (JS) =1.799+ (0.606) (WFHA), and it can be concluded that if the parameters of WFHA are increased by one unit, then there is an increase of 0.606 unit in the (JS, assuming that all other variables remain constant. This is also confirmed by the regression line shown by the figure 2.
(See Table 4: Model Summary, Table 5: ANOVA, and Table 6: Coefficients).

6. CONCLUSION

Based on the results, it can be finally concluded that the WFHA had a statistically

Table 4: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin -Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.606 a	.367	.366	.40797	.367	200.924	1	346	.000	1.653

Predictors: (Constant), WFHA Dependent Variable: JS

Source: SPSS 23.0 output

Table 5: ANOVA

Model	Sum of Squares	df	Mean Square	F	Sig.	Results
1. Regression	33.441	1	33.441	200.924	.000[b]	Significant
Residual	57.587	346	.166			
Total	91.028	347				

Dependent Variable: JS Predictors: (Constant), WFHA

Source: SPSS 23.0 output

Table 6: Coefficients

Model	B	Unstand. Coefficients Std. Error	Stand. Coeff. Beta	t	Sig.	95.0% Confidence Interval for B Lower Bound	Upper Bound	Hypothesis Result
1 (Constant)	1.799	.179	-	10.060	.000	1.447	2.151	Significant H01
WFHA	.602	.042	.606	14.175	.000	.519	.686	Rejected
Dependent Variable: JS								

Source: SPSS 23.0 output

Figure 2: Regression Line Between WFHA and JS
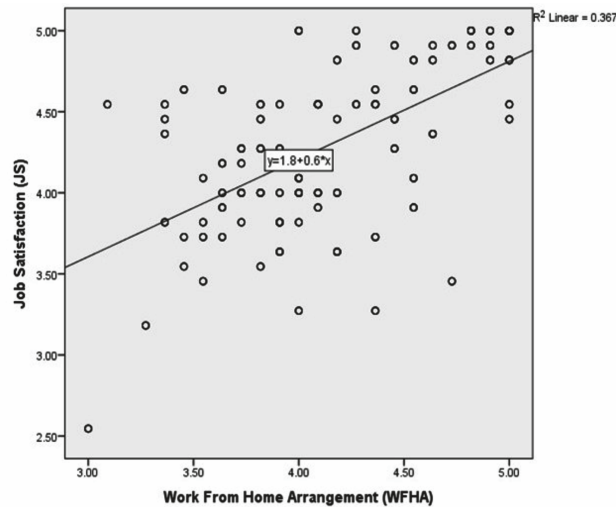
Source: SPSS 23.0 output

significant impact on the JS of the employees in the Information Technology sector companies. It was also found that, if the parameters of WFHA are increased by one unit, then there is an increase of 0.607 unit in the JS of the employees in the Information Technology sector companies. Therefore, it was found that there is a strong link between working from home and job satisfaction. The work from home gives more quality time for the employees for their families and the social obligations. This kind of job satisfaction resulted from the work from home concept helps in the work motivation and health of the employees in the Information Technology sector companies. ∎

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