A study on impact of work from home on work life balance of employees in IT sector during pandemic

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Introduction:
During the lockdown, Indian IT industry made employees "Work from Home" (WFH) as per government's mandate. As a result, about 90% of employees worked from home with 65% of them from homes in metros and rest 35% from homes in small towns. During the lockdown, the IT industry transitioned to Work from Home model rather smoothly providing business continuity to clients without lowering quality or productivity, surprising industry leaders and customers alike. Two reasons for this smooth transition are IT industry's strict adherence to quality processes and availability of communication bandwidth both from homes in metros and in small towns.

Definition:
Work life balance (WLB) is maintaining equilibrium between personal life and career by employees. If priority is given to one element then it will have negative impact on the other element. Employees spend their quality time in a day at office but due to shift systems the scenario had changed in modern work culture. Organizations either in service manufacturing or service sector are operating in three shifts. In Information Technology (IT) sector it is common for employees to be in duty during odd hours. During night shifts clients may communicate their work and other issues. Therefore compare to traditional jobs, employees in IT sector face the issue of work life balance (WLB). Both work and life are equally important for employees to be happy and healthy.

Keywords: Work from home, Work life balance
The study is confined to the work life balance of IT employees and challenges faced by them during pandemic. The scope of the study includes the different factors that affect the work life balance of IT employees during the remote work in a pandemic situation. The factors that influence employee work life balance include work load, work efficiency, health issues and job satisfaction. In this study, my objectives are

- To identify the challenges faced by the IT employees while Work from Home during pandemic.
- To understand the job satisfaction levels of IT employees.

Data Analysis:

Table.1 Productivity of IT employees while working from home

Name of variable	Respondents	Percentage
High productivity	28	43%
Moderate	26	39%
Low productivity	12	18%

Table.2 The challenges that are faced by IT employees during Work from Home

S.no	Challenges of work from home	Employee Response	Percentage
1	Internet connectivity	22	31%
2	Distraction at home	17	24%
3	Communication with co-worker	15	21%
4	Anxiety about the impact of covid	8	12%
5	Keeping a regular schedule	4	6%
6	I don't have access to the tool I need	2	3%
7	Stress	2	3%

Table.3 Job satisfaction levels of IT employees

Variables	Employees Response	Percentage
Satisfied	27	56%
Neutral	15	31%
Dissatisfied	6	13%

Table.4 Employees willingness to work from home

Variables	Employees Response	Percentage
Strongly agree	11	16%
Agree	34	48%
Disagree	16	23%
Strongly disagree	9	13%

Table.5 Benefits of IT employees while working from home

Variable	Employees Response	Percentage
Flexible Schedule	25	40%
Working from any location	19	30%
Family time	16	14%
Working from home	15	13%
Others	6	3%

Findings:
- ➢ It is identified that most of the IT employee's productivity levels has increased while work from home during covid.
- ➢ It is found that most of the IT employees are facing internet connectivity problem while work from home.
- ➢ IT Employees are highly satisfied with their job during Work from Home.
- ➢ Most of the IT employees are willing to do their work, from home.
- ➢ IT employees having benefit of flexibility in their working schedules.

Conclusion:
We concluded that, work from home is turning into a most popular and convenient nowadays and it also considered easy way to do their job without any barrier, those barriers which are occurring due to this pandemic. Due to lockdown, IT companies moved their work online because that is the condition of demand. When we talk about work from home, everyone wants to do job from their living place because it is quite relaxed to balance their routine life in both ways personal and professional. Those employees who have very hectic schedule in their offices, sometimes they wanted to get to opportunity to do their job from their home, but some company not follow the work from home policy, so that time they did not get any change to do their work from home.

With the help of this study, we can say that employees of IT sector is satisfied with their work from home system and most of the employees are putting to work from home, but they are also experiencing some challenges. Those challenges affect employees a lot. Most of employee's responded and shared their situation that they are facing many challenges during work from home. Employees responded that internet connectivity, too many distractions at home and communication with co-worker is hard, are 3 big challenges for employees. The outcome of this present research gives a numerous possible direction of future research. It comprises of differences in the point of views of employees toward work from home system.