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AMET GLOBAL MARITIME SUMMIT

(AGMS-2024)



Theme :

Charting the Future of Maritime Excellence

2nd July 2024

PROCEEDINGS
ISBN : 978-93-6290-050-0



Proceedings of

***AMET GLOBAL MARITIME
SUMMIT (AGMS 2024)***

Theme:

***Charting the Future of Maritime
Excellence***

Date: 2nd JULY 2024

Venue: Anna Centenary Library Auditorium

Gandhi Mandapam Road,

Kotturpuram, Chennai-85

This proceeding has been published by the AMET Deemed to be University.

Postal address:

AMET Deemed to be University
135, ECR, Kanathur, Chennai-603112

Statement of review

All papers appearing in these proceedings have been independently peer reviewed, by at least four qualified reviewers.

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Challenges Faced by IT Employees at Work from Home

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Abstract — This study looks at the issues that IT employees face while working from home. Before the development of the deadly covid-19, this phrase was surely used in numerous areas, including IT sectors, the digital world, and others, but we were unaware of how significant it would become in the future. This is not only beneficial to the current situation but also in the future, as WFH is likely to remain in a hybrid form in some organisation or it will implemented along with development of economy.

This research focused not only on the challenges of the employees and also provide how they face the challenges. The information technology industry has undergone a significant transformation in recent years. Without a physical workspace, a firm finds it exceedingly difficult to retain its staff. Reducing face-to-face communication and contracts is the most important thing in today's environment.

To recruit and retain people, a firm must establish a strong work-life balance. The concept of working from home represents a significant departure from standard job features. This approach is applied in practically every industry, including information technology and education. The goal of this article is to present in-depth look at working from home in the IT business. Managers should build adequate motivating structure and support for work-from-home staff when the benefits of remote working decline and the obstacles increase.

This is helpful not just in the present but also in the future, as WFH is likely to continue in a hybrid form in some organizations or will be applied as the economy develops. This study looked not only at the issues that employees experience but also how they deal with those challenges.

Keywords — Covid-19, Physical Workspace, Face-To-Face Communication, Strong Work-Life Balance, Work-From-Home

INTRODUCTION

Working from home is a concept in which employees work from home rather than commuting to the workplace. It is a type of flexible working that allows employees to accomplish their typical work responsibilities from home using information and telecommunications technology and at any time. Work from home refers to an employee working from their home, apartment, or place of residence rather than from the office. Many firms have a work-from-home or remote work policy that permits employees to work from home full-time or on a shift basis.

Video conferencing tools and collaboration technology enable coworkers to interact and keep in touch regardless of their geographic location. There are also work from home positions that are entirely remote, allowing employees to work from home every day. Employees who work from home typically have a home office, which is a designated area where they can focus and be productive. Work from home refers to work done remotely rather than at an office. The abbreviation "WFH" is utilized as a nickname for the concept. Following the pandemic, many organizations transitioned their personnel from the office to a work-from-home strategy.

The Information Technology (IT) industry has seen a fundamental transition in recent years with the raise of work from home as its significant. The transition to work from home has brought the challenges and how they face it. The present study is to explore the challenges of employees at work from home.

a) ADVANTAGES OF WORK FROM HOME (WFH)

There are many advantages while working from home.

- 1) 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.
- 2) Employees feel motivated as they get a good work life balance, and improves their productivity.
- 3) One of the advantages of remote working is the saving of extra expenses. In India, apart from rent, traveling is the second major expense for most employees.
- 4) One of the considerable benefits of WFH is having access to a broader range of job opportunities that aren't limited by geographical location.

Also, employees spend extra in the office cafeterias, on petrol price, toll fees, and other miscellaneous items. With work from home, all such extra expenses have been limited.

b) DISADVANTAGES OF WORK FROM HOME (WFH)

- There are many disadvantages as well
- 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. 4. All jobs doesn't is not suitable for work from home concept. Sometimes communication problem between employees makes it problematic for a job.

There are both advantages and disadvantages with this work from home concept. But still most companies are offering this to its employees and this has been a new trend these days. However some people think the ideal way should be splitting the week with some days working from home and other days visiting office, by doing that many of the pitfalls can be taken care of.

CHALLENGES OF WORKING FROM HOME

- Managing own schedule and time.
- Blurred line between personal and professional life.
- Distractions.
- Reduced supervision and direction.
- Communication and co-ordination challenges.

WORK FROM HOME POLICY

Work from home (WFH) is a growing trend in today's work environment in which employees can easily plug-in from just anywhere they are. A work home policy is nothing but an agreement between the employer and the employees who prefer to have the work from home privileges. The policy defines the expectation responsibilities, the eligibility and the other work from home guidelines. In short, it ensures that all employees understand what is required of them when they choose to work from home.

REVIEW OF LITERATURE:

Mr. Abhishek Kumar Singh (2024) This study is based on a NASSCOM survey, from which we learn that a new level of employment emerged following the acceptance of remote work. The new working from home must be recognised as the new standard. The culture and philosophy of working from home are completely different from working in an office. Both the job and trends in India's future will alter.

Rajendra Tupe, et al (2023) from their view Most of the companies are now leveraging WFH (Work from home) as one of the talent attracting intervention as post covid employees have begun to realize essence of family. They are seeking right balance between personal and professional life. WFH or remote working jobs in another sense are a virtual work space of organization, if the company find their employees being able to successfully perform in their work while working from home, the global trends may show exponential growth in WFH. Therefore companies need to have a documented policy considering all pros and cons of the WFH.

Anubhav Mishra et, al (2022) The outbreak of the novel coronavirus (COVID19) and the subsequent. The working culture and function of almost every industry, city, and career in the world are influenced by these factors. In this paper we tried to give a better understanding of the benefits and challenges derived from the new normal, work from home. To compare working from home with working from an office, we used SWOT analysis.

Dr. Sudha Arogya Mary Chinthamani et al (2023) The research of remote work challenges and an opportunity in the IT sector reveals a complicated terrain that is transforming the way this industry functions. Because of technology improvements and global events, remote work has developed from a flexible working arrangement to a critical component of the IT sector.

Grzegorz Wojtkowiak et, al (2022) In the survey, the highest importance was attributed to team communication and the area of tasks. At the same time, following the SWOT analysis conducted during the workshop, it was revealed that, when determining the principles and tasks to be implemented, the managers focused on how work is organised (mainly in terms of time, but also of communication), accountability at work and team relationships. This may have come as somewhat of a surprise as it was the areas of organisation and team relationships that were initially evaluated as less important.

Research Methodology

The research is emphasis mainly on secondary data sources. The work centered on secondary data from journals, article etc.

Secondary data analysis

1. Critical analysis of positive and negative impact of work from home

#Dimension 1 : Technology and Infrastructure

Statements	Mean	S.D
Remote collaboration	3.28	.376
The adoption of cloud-based services	4.31	.168
Cybersecurity concerns	4.67	.194

Table 1.1

#Dimension 2 : Productivity and Performance

Statements	Mean	S.D
Remote work influences productivity	4.45	.227
Remote work influences performance metrics	4.24	.203
Explore the factors affecting work output and employee effectiveness	3.72	.345

Table 1.2

#Dimension 3 : Mental Health and Well-being

Statements	Mean	S.D
Impact mental health	4.56	.281
Strategies for maintaining employee preventing burnout	4.61	.272
Strategies for maintaining employee well-being	3.28	.379

Table 1.3

#Dimension 4 : Costs and Savings

Statements	Mean	S.D
How organizations can optimize their financial strategies.	3.79	.355
Remote work can lead to cost reductions and new expenses	3.91	.311
Remote work can lead to new expenses	4.26	.241

Table 1.4

2. Challenges of Amazon employees at work from home

2.1 MANAGING CAPACITY OF RESPONDENTS

MANAGING CAPACITY	NO.OF.RESPONDENTS	PERCENTAGE
MATAINING REGULAR HOURS	97	64
DESIGNATE SPACE	30	20
CREATE A DAILY AND WEEKLY TO DO LIST	16	11
CREATE A ROUTINE	9	5
TOTAL	152	100

Table 2.1

2.2 OBSTACLES FOR COMPLETING THEIR WORK

OBSTACLES	NO.OF.RESPONDENTS	PERCENTAGE
SELF DOUBT	88	58
FEAR	35	23
UNDEFINED GOALS	19	13
DISTRACTION	10	6
TOTAL	152	100

Table 2.2

2.3 DIFFICULTIES FACED BY THE REPONDENTS

DIFFICULTIES FACED	NO.OF.RESPONDENTS	PERCENTAGE
NET WORK PROBLEM	102	68
DISTURBING FROM UNWANTED NOISE	34	22
FACED HEALTH ISSUE	14	9
OTHERS	2	1
TOTAL	152	100

Table 2.3

2.4 BIGGEST CHALLENGE FACED BY THE RESPONDENTS

BIGGEST CHALLENGE	NO.OF.RESPONDENTS	PERCENTAGE
LONELINESS	70	47
TIME MANAGEMENT	39	25
MISCOMMUNICATION	25	16
PROBLEMS WITH TECHNOLOGY	17	11
OTHERS	1	1
TOTAL	152	100

Table 2.4

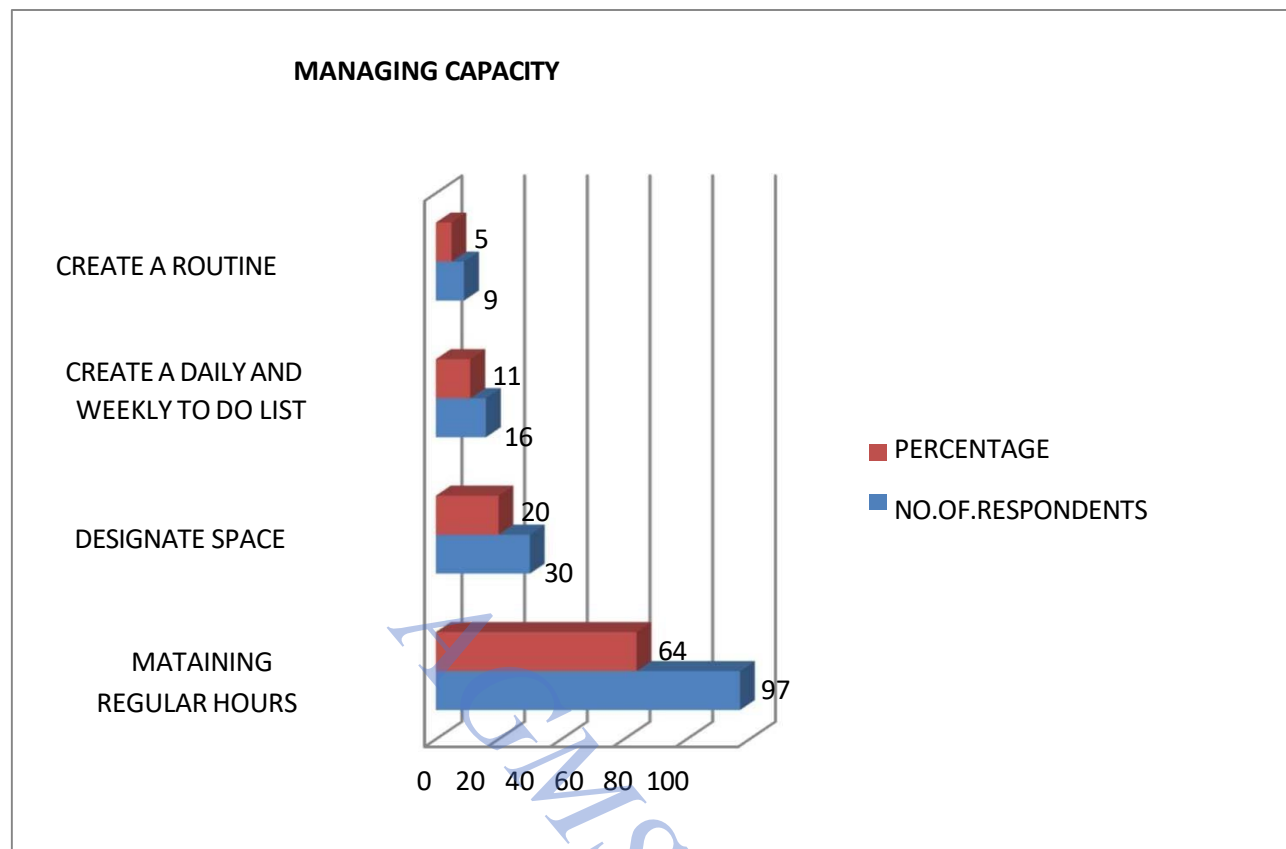


Chart 2.1

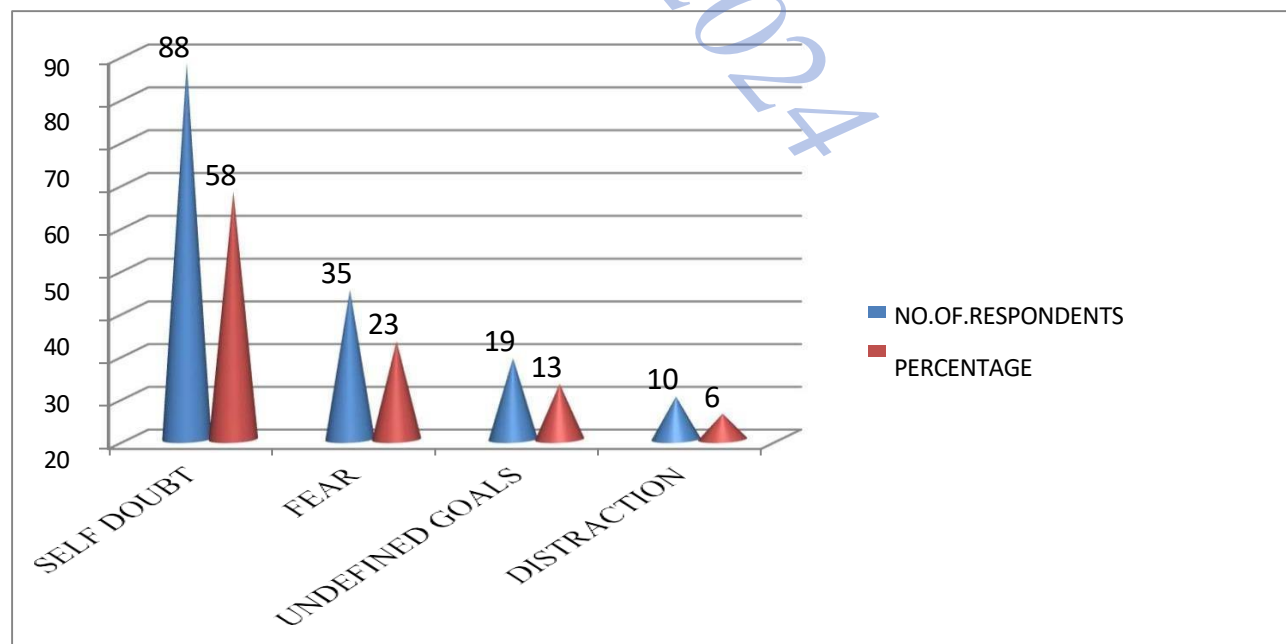


Chart 2.2

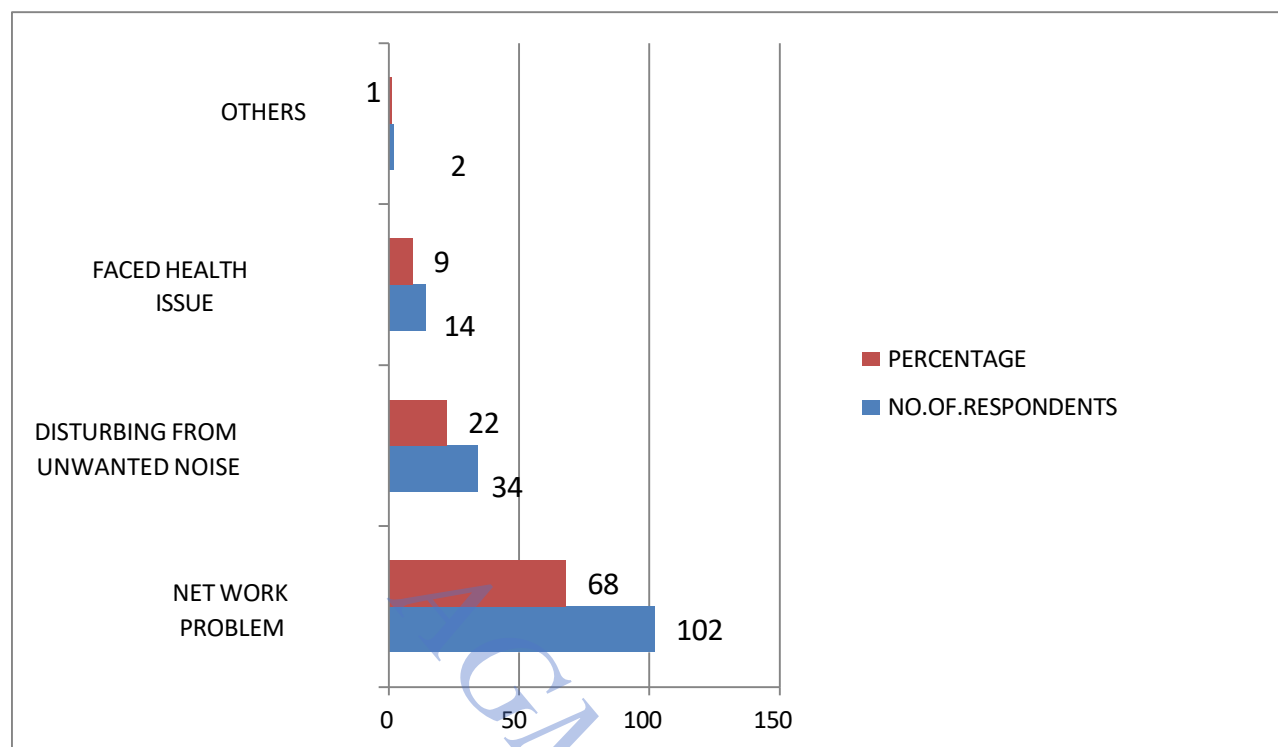


Chart 2.3

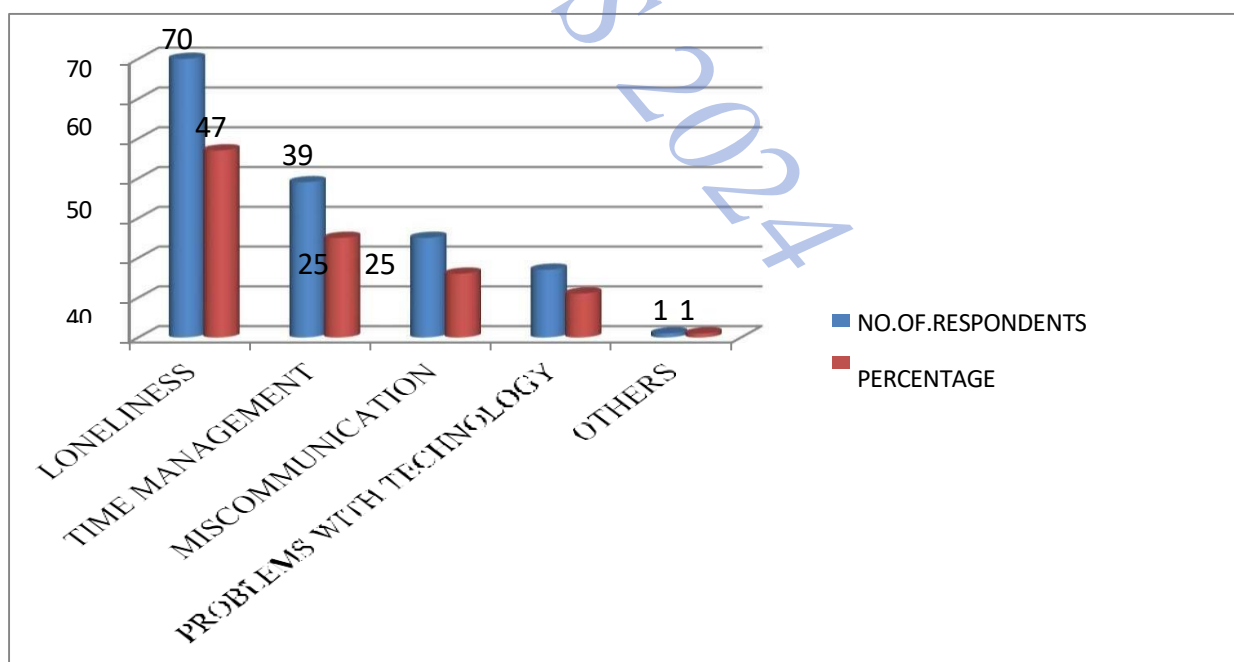


Chart 2.4

Findings

- The successful adoption of remote work in the IT sector is dependent on the availability of a robust technological infrastructure. Table 1.1 presents a study of the necessary parameters for successful remote collaboration, the extent of cloud-based service utilization, and the current cybersecurity concerns.
- It is critical to assess the effects of remote work on productivity and performance metrics. Table 1.2 presents the findings on the variables that influence both job productivity and staff efficacy.
- The potential consequences of remote employment on mental health include the experience of isolation the findings shown in Table 1.3 elucidate the techniques that were examined in relation to the preservation of employee well-being.
- Remote employment has the ability to save money while also incurring additional expenses. The findings reported in Table 1.4 investigate the possibility for organisations to improve their financial strategy.
- From the table 2.1 it intimates that 64 percentage of the respondents are managing their work by maintaining regular hours, 20 percentage of the respondents are have a designate space to managing their work at home and the remaining 11 and 5 percent of the respondents create a daily and weekly to do list and routine to managing the work.
- The table 2.2 indicates that 58 percentage of the respondents are having a self doubt to complete their work efficiently, 23 percentage respondents are in fear to complete their work, 13 percentage of the respondents are having distraction to complete their work.
- The table 2.3 shows that the 68 percentage of the respondents faced net work issue while doing a work from home 22 percentage of the respondents are disturbed by unwanted noise, and 9 percentage of the respondents are faced health issue. Thus the employees are facing difficulties during work from home.
- The table 2.4 shows that the 47 percentage of the respondents felt loneliness is the biggest challenge to work and 11 percentage of the respondents have miscommunication problem, 25 percentage of the respondents apprise that time management is the wide challenge in work from home, 16 percentage of the respondents having miscommunication challenge and rest of the respondents are facing problems with technology and other challenges.

Suggestions

- Challenges of IT employees at work from home indicates the a complex landscape that is changing

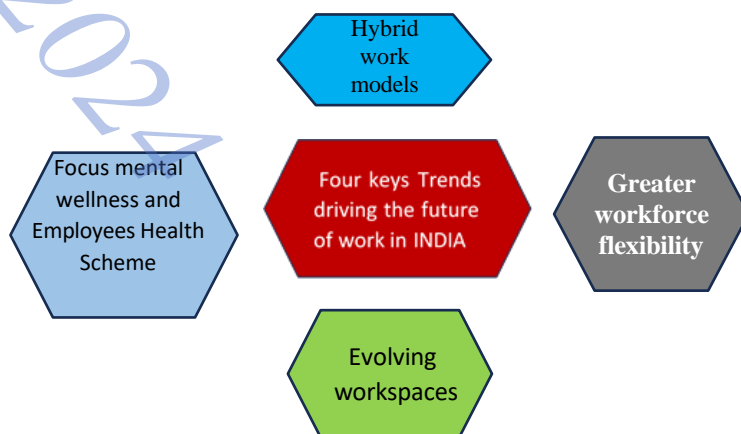
the way the industry operates. Because of technological advancements and global events, work from home evolved from a flexible working arrangement to a key components of the IT industry. On the one hand remote work has several advantages for IT sectors.

- The employees of Amazon Company managing them by maintaining regular hours create a routine time to done their daily work.
- Some of the respondents are unable to define their goals in work from home. So the leader should take responsibilities and to help the employees to define their goals.
- Most of the respondents are not satisfied because many of the responses felt lonely.

Conclusion

Balancing the advantage and disadvantages of remote of employment requires careful planning and adaptability. Looking ahead to the future of remote work in the IT sector, its clear that a hybrid model incorporating the benefits of both in person and remote work is emerging.

To ensure employee well being, organization should invest in solid digital infrastructure, prioritize good communication and collaboration technologies and implement regulations



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