

Employees Perception and Satisfaction Towards Traditional (Office) Culture and Work From Home Culture

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Abstract: *Business senses its success depends on the job satisfaction of its employees. It is an essential key part of any organization. There is a need to understand the job satisfaction and need of employees for better output. It will help in increasing business activities. Nowadays most of the employees work from a virtual space which indented the researcher to take up this study on "Employees perception and satisfaction towards traditional (office) culture and work from home culture", concentrating on the Pandemic situation COVID19. This study was conducted using a primary data collected from the employees of various sectors. This shows that majority of respondents are satisfied with their work from home culture than their traditional office culture and even though they are interested in doing routines only at the office culture, this is due to psychological behaviour of humans. This study focused on the current pandemic and the level of employee satisfaction towards their job and technological arrangements like communication and connectivity. The researcher used SPSS statistical software to analyse and interpret the data thereof.*

Introduction

An employee is an individual who was hired by an employer to do a specific job. The employee is hired by the employer after an application and interview process resulting in his or her selection as an employee. This selection occurs after the applicant is found by the employer to be the most qualified of their applicants to do the job for which they are hiring.

A place where individuals from different backgrounds, religions, communities come together on a common platform to work towards a predefined goal is called an organization. Every organization has a set of principles and policies mandatory for all the employees to follow.

The beliefs, ideologies and practices of an organization form its culture which gives a sense of direction to the employees. The work culture goes a long way in creating the brand image of the organization and making it distinct from its competitors. The employees are the true assets of an organization. They are the ones who contribute effectively towards the successful functioning of an organization. They strive hard to deliver their level best and achieve the assigned targets within the stipulated time frame.

The employees play an important role in deciding the culture of the workplace. Their behavior, attitude and interest at the workplace form the culture. A motivated and a satisfied employee would promote a healthy culture at the workplace as compared to a demotivated employee.

There are certain organizations where the employees willingly accept challenges and learn something new each day. The roles and responsibilities are delegated as per the interest and specialization of the employees and thus each one tries hard to perform better than the fellow workers. Such organizations follow a strong culture as employees are serious about their work and abide by the policies. However there are certain organizations where things need to be imposed on the employees. They somehow have to be forced by the management to perform their duties. Team leaders have to be appointed to monitor their performance and make them work. In such cases organizations follow a weak culture.

Some organizations have aggressive employees who promote healthy competition at the workplace. Such organizations follow a culture where every individual tries hard to win the appreciation of the management. Recognition hungry employees encourage a positive culture at the workplace as compared to organizations where people have nothing innovative to do. Constant disputes, disagreements, leg pulling lead to a negative ambience at the workplace. Employees find it difficult to concentrate in such a culture and look for a change.

OBJECTIVES OF THE STUDY

- To emphasize the satisfaction level of the employee in virtual culture during Covid 19 Phase.
- To identify which workplace features and facilities cause differences in employee satisfaction in either new and traditional work environments.
- To study the existing culture of the organization and its impact on employee's perception.
- To justify the challenges faced by the employees in the traditional and work from culture.

RESEARCH METHODOLOGY

Research type and Design

This project is an exploratory research design to study the employee's perception and satisfaction towards traditional work culture and work from home culture. The study mainly focuses on the employee perception towards work from home culture during the Covid 19 pandemic situation.

The research was done by using primary data.s. A questionnaire was prepared based on the objectives of the study and the data was collected randomly. A sample of 88 respondents were chosen for the study. The data analysis was made using SPSS software and interpretation is made thereof.

Sampling technique:

By using random sampling techniques, 88 respondents were chosen for the research.

Sources of data:

The data used in this research is primary data. A structured questionnaire is prepared and responses are collected from the employees of various domains.

Tools for analysis

Research involves four statistical tools for analysis

Correlation

Independent sample t-test

ANOVA

Chi-square test

LIMITATION OF THE STUDY

The study is done in a limited time.

Sample size chosen was not sufficient to conclude efficiently.

The study was based on the prevailing employee perception. But the employee perception may change according to organization commitment, trust, opens and other factors.

There is no area constraint to particular decision making.

Hypothesis:

H₀= There is no significant relationship between respondents’ age and satisfaction level ...

H₁= There is a significant relationship between respondents’ age and satisfaction level.

Descriptive Statistics

	Mean	Std. Deviation	N
Satisfaction of WFH	2.68	1.120	88
Age	1.25	.592	88

Correlations

		Satisfaction of WFH	Age
Satisfaction of WFH	Pearson Correlation	1	.156
	Sig. (2-tailed)		.147
	Sum of Squares and Cross-products	109.091	9.000
	Covariance	1.254	.103
	N	88	88
Age	Pearson Correlation	.156	1
	Sig. (2-tailed)	.147	
	Sum of Squares and Cross-products	9.000	30.500
	Covariance	.103	.351
	N	88	88

Correlations

		Satisfaction of WFH	Age

Spearman's rho	Satisfaction of WFH	Correlation Coefficient Sig. (2-tailed) N	1.000 88	.202 88
	Age	Correlation Coefficient Sig. (2-tailed) N	.202 .059 88	1.000 88

Since $P > 0.01$ which is 0.059, therefore H_0 is accepted i.e., the null hypothesis is accepted. Thus there is a significant relationship between respondents' age and satisfaction level.

Age and satisfaction level have statistically significant linear relationship ($r=0.024, p>0.01$)

The direction of relationship is positive, that is Age and satisfaction level are positively correlated. The direction of relationship is positive, that is Age and satisfaction level are positively correlated.

INDEPENDENT SAMPLE T TEST

The Independent Sample T Test compares the means of two independent groups in order to determine whether there is statistical evidence that the associated population means are significantly different. The Independent Sample T Test is a parametric test.

Hypothesis:

Null hypothesis: H_0 : There is no significant difference between marital status and satisfaction towards work from culture

Alternative hypothesis: H_1 : There is significant difference between marital status and satisfaction towards work from culture

Group Statistics

Marital Status	N	Mean	Std. Deviation	Std. Error Mean
Satisfaction of WFH Married	14	3.00	.877	.234
Unmarried	74	2.62	1.155	.134

Independent Sample T Test

	Levene's Test for Equality of Variances		t-test for Equality of Means						
	F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
								Lower	Upper
Satisfaction of WFH Equal variances assumed	1.400	.240	1.162	86	.249	.378	.326	-.269	1.026
Equal variances not assumed			1.401	22.501	.175	.378	.270	-.181	.938

As the significance level is 0.240 and it greater than the P value i.e., 0.05, hence there is no significant difference between marital status and work from a culture environment. Thus the null hypothesis (H_0) is accepted and alternative hypothesis (H_1) is rejected.

ANOVA

An ANOVA test is a way to find out if survey or experiment results are significant. In other words, they help the researcher to figure out if he/she needs to reject the null hypothesis or accept the alternate hypothesis. One-way or two-way refers to the number of independent variables (IVs) in Analysis of Variance test.

One-way has one independent variable (with 2 levels).

Two-way has two independent variables (it can have multiple levels).

ANOVA

Difference in Work cultures

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	6.539	4	1.635	1.144	.341
Within Groups	118.552	83	1.428		
Total	125.091	87			

Descriptive

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Education	24	2.08	1.349	.275	1.51	2.65	1	5
Telecommunication	4	2.00	1.414	.707	-.25	4.25	1	4
IT	32	1.53	1.047	.185	1.15	1.91	1	5
Consultant	4	1.25	.500	.250	.45	2.05	1	2
Others	24	2.00	1.251	.255	1.47	2.53	1	5
Total	88	1.82	1.199	.128	1.56	2.07	1	5

Difference in Work cultures Homogeneous

Tukey HSD

Type of Sector	N	Subset for alpha = 0.05
		1
Consultant	4	1.25
IT	32	1.53
Telecommunication	4	2.00
Others	24	2.00
Education	24	2.08
Sig.		.625

Means for groups in homogeneous subsets are displayed.

Multiple Comparisons

Difference in Work cultures

Tukey HSD

(I) Type of Sector	(J) Type of Sector	Mean Difference (I- J)	Std. Error	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
Education	Telecommunication	.083	.645	1.000	-1.72	1.88
	IT	.552	.323	.433	-.35	1.45
	Consultant	.833	.645	.697	-.97	2.63
	Others	.083	.345	.999	-.88	1.05
Education	Telecommunication	-.083	.645	1.000	-1.88	1.72
	IT	.469	.634	.947	-1.30	2.24
	Consultant	.750	.845	.901	-1.61	3.11
	Others	.000	.645	1.000	-1.80	1.80
IT	Education	-.552	.323	.433	-1.45	.35
	Telecommunication	-.469	.634	.947	-2.24	1.30
	Consultant	.281	.634	.992	-1.49	2.05
	Others	-.469	.323	.596	-1.37	.43
Consultant	Education	-.833	.645	.697	-2.63	.97
	Telecommunication	-.750	.845	.901	-3.11	1.61
	IT	-.281	.634	.992	-2.05	1.49
	Others	-.750	.645	.773	-2.55	1.05
Others	Education	-.083	.345	.999	-1.05	.88
	Telecommunication	.000	.645	1.000	-1.80	1.80
	IT	.469	.323	.596	-.43	1.37
	Consultant	.750	.645	.773	-1.05	2.55

As the significance value is 0.341 and it greater than 0.05. Null hypothesis H_0 is accepted. Thus there is no difference between different sector of employees and reason for difference in their working culture

FINDINGS

It is found that 83.1% of the respondents are of age 20-25 years, 9% of the respondents are of 26-30 years, 5.6% of respondents are of 31-35 years, 2.2% of respondents are of 36-40 years of age.

It is found that 44.9% are Male respondents and 55.1% are female respondents.

It is found that 15.7% are married respondents and 84.3% are unmarried and single.

It is found that 52.9% are Undergraduate employees, 36% are post graduate employees and 11.2% are professionals.

It is found that 77.9% of respondents are private employees, 1.2% of respondents are public sector employees and 20.9% of respondents are self employees.

It is found that 28.9% respondents are from the educational sector, 4.8% are from the telecommunication sector, 33.7% are IT sector employees, and 3.6% are consultant and 28.9% are other service sector employees.

It is found that 15.5% are top level employees and bottom level employees respectively and 69% of the employees are middle level employees.

It is found that 31% of respondents prefer work from home and 69% of respondents prefer to work in an office environment.

It is found that 12.6% of respondents are highly satisfied, 35.6% of respondents are satisfied, 31% of respondents are neither satisfied or dissatisfied, 12.6% are dissatisfied, 8% of respondents are highly dissatisfied.

It is found that 21.8% of respondents are frequently working from home prior to Covid 19, 8% of the employees work once in a quarter, 28.7% of the employees works during limited circumstances, 41.4% of the employees never worked in virtual place prior to Covid 19 pandemic.

It is found that 59.8% of respondents' organizations make arrangements for working from home and 40.2% of respondents' organization does not make necessary arrangements for work from home.

It is found that 27.9% of respondents work life balance is well managed at work from culture and 72.1% of employees work life balance is well managed at traditional work environments.

RECOMMENDATION

The senior employees should also motivate the new fresh employees in the organization in today's competitive environment as the new entrants have a different perception at their entry level and making them stable in the organisation are more important than experimentation.

Individual contributions are to be valued and to be given priorities.

CONCLUSION

In modern days there is a need for modern working techniques. Employers, employees and end users are showing interest in workplace flexibility. Technology helps to achieve present needs so work flexibility. Today all the employees from various sectors are working in a virtual space. Therefore, understanding the level of job satisfaction is an important factor for any organisation. The virtual workplace is poles apart from any traditional workplace settings, predominantly in the remoteness that telecommuters regularly practice from other employees and their superiors, potentially contributing to a lower level of job satisfaction (Harrington & Santiago, 2015). However, approach toward work and satisfaction are assumed to be imperative in both the traditional and virtual settings. There are also a few disadvantages that are associated with employees working in a virtual environment such as lesser communication effectiveness puts forward that certain circumstances or factors should be there in the workplace for attaining a higher level of employee satisfaction (Zhang, 2016).

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