

An Analytical Study on Hybrid Working and its effect on the Future Working of the Personnel's in Mumbai

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ABSTRACT:

Every industry trend in the world today is talking about the hybrid workplace. as digitalization becomes more commonplace in all facets of the global village. To ease into the hybrid workplace, every workplace must maximize and overcome obstacles and innovations. The work from home likewise turns out to be more pertinent during the pandemic. The research was carried out at a corporate IT company in Mumbai. The purpose of this research paper was to comprehend the effects of both the hybrid and work-from-home models, as well as their various drawbacks and advantages and the employees' preference for the future work model. The study was conducted using primary data and a simple random sampling method with a sample size of 120 employees. to investigate the advantages and disadvantages of the hybrid and work-from-home models, as well as the employees' preferences regarding the future work model. This data collection made use of simple frequency analysis, the independent sample T-test, the Chi square test, and one-way ANOVA as statistical tools. According to the study's findings, employees are pleased with their decision to adopt a hybrid work model in the future. Employees are free to work where and when they feel most at ease.

Keywords: Work from home, hybrid model, challenges, and advantages.

I. INTRODUCTION

1.1 Introduction

Hybrid work is a flexible method that lets employees work from home and in the office at the same time. Hybrid models combine fundamental knowledge with data-driven techniques to

model fundamentally unknown dependencies, and more attention should be paid to their future application. The hybrid working model is a location-flexible arrangement that allows employees to combine onsite and offsite work as they and their employers see fit. In fact, it has been demonstrated that combining first-principles knowledge with multivariate data analysis techniques to create a hybrid semi-parametric modelling strategy has the potential to enhance process comprehension and significantly boost prediction accuracy.

The term "working from home" refers to individuals who earn money by working from home or another location of their choice other than the workplace. In recent years, working from home has become increasingly popular. because the rise of work-from-home networking means that employees can finish their work at home. The work will be done from home. It depends on arrangements for teleworking and telecommuting in which an employee does not have to be present with their employer during business hours. There is an urgent requirement for homework in today's expanding world. In the midst of a hectic and stressful life, some leisure time was required to improve employee retention. Working from home gives you free access to a specific job with fewer interruptions from co-workers in the office and more time for communication.

The term "Hybrid" is not brand-new. It has seen assorted use over the course of the years in different representations. In later times, mixture is utilized to depict an entirely different element of technology's infusion into human beings' lifestyles. A hybrid system is otherwise known as the mixed framework. It usually happens when two different kinds of demands need to be balanced fairly to avoid clashing or fighting. The mixture framework is an initiative introduced to take special care of the explicit requirements of a framework or organization's dynamic parties. If existing in a circumstance of extraordinary prerequisites, a cross breed game plan should serve as a solution to the challenges of location, distance, cost, availability, and management. It's safe to say that technological advancements led to hybridity. The hybrid working system makes sure that the company that uses it can take advantage of the unique benefits of the mobile working system.

1.2 Statement of the problem

The IT industry was significantly affected by COVID 19. Individuals get more mindfulness about half breed work model and work from home during the pandemic time. So, this

examination is going to gather the representative's inclination towards different working models. This study contains the information of the respondents based on the advantages and difficulties of the work from home and mixture work model. This study is an attention to different representatives who have no clue about the new working models.

1.3 Objectives of the study

- To learn about the advantages of the representatives in WFH and half and half work model.
- To investigate the difficulties employees in the WFH and hybrid models face.
- To know about the interest of employees towards hybrid model, remote work, work from home and telecommunicating.

1.4 Research methodology

An outline of how a particular piece of research is carried out is known as a research methodology. It specifies the methods or procedures used to locate and evaluate data related to a particular research topic.

A. Research Design

This study employs a "descriptive research" design that makes use of open-ended and closed-ended surveys. Employee demographic profiles, as well as information on the advantages and drawbacks of the WFH and Hybrid work models, are included in the structured questionnaire.

B. Sample size

120 employees make up the study's sample. Only the employer population in SRV INFOTECH (MUMBAI BRANCH) is the subject of the study.

C. Sampling method

In this study, a simple random sampling method was used to select a small, randomly selected group of samples from a larger population. The employees of SRV INFOTECH (MUMBAI BRANCH) serve as the samples.

1.5 Method of data collection

The data used in this study are both primary and secondary.

A. Primary data

Essential information is the information that is gathered by the analyst from direct sources, utilizing strategies like studies. This study solicits responses from SRV INFOTECH (MUMBAI BRANCH) employees through a variety of questionnaires.

B. Secondary data

Data that has already been gathered from primary sources and is readily available for researchers to use in their own work is referred to as secondary data.

1.6 Statistical tools used for analysis

The following tools are used for analysis

- Percentage analysis
- Chi-square test
- One-way ANOVA
- Weighted average method

1.7 Scope of the study

The employers of SRV INFOTECH (MUMBAI BRANCH), Mumbai, are covered in the study. Through the use of a questionnaire survey, the purpose of the research was to determine the level of employee satisfaction and to investigate the IT staff's interest in the work-from-home and hybrid work models.

1.8 Limitations of the study

- Small size of sample (92)
- Time is limited
- The study is limited only in SRVINFOTECH
- Less interest shown by respondents in filling their opinion

II. REVIEW OF LITERATURE

(Danijela,2022) conducted research on a few of the most important factors that influence individual and organizational work performance. The study's objective is to shed light on how work is affected by workplace flexibility and its broader implications for businesses and employees. The purpose of this article is to provide a broader perspective on the future of

work by focusing on the effects that remote work has on businesses and employees. In a nutshell, telecommuting involves substituting one's employer's location for another for at least a portion of the working day, resulting in fewer or no trips to the office. It is also a subset of telework and remote work because it includes ICT. The review presumes that both workers and employers have tracked down contentions to think about remote work, and particularly working from home, as a commendable contender to conventional on location work. Even though many people think that working from home is beneficial, especially because it gives both parties more flexibility, there are some obvious and unnoticed disadvantages related to human, social, and organizational factors.

(Antoni & Bohdan, 2022) conducted a study with work engagement as the dependent variable and looked at its determinants, which included attitudes toward remote work and stressors. The findings of this study indicate that only two variables are associated with work characteristics:

Relationships and control. On account of Control, the most grounded relations happen regarding the hybrid and far off modes. The hybrid and on-site modes have the strongest relationships with respect to the Relationships variable. This study reasons that the trademark delicate work, is connected with just two factors: Relations and control. The hybrid and remote modes have the strongest relationships in the case of Control.

(Baker,2021) Conducted study as a collaboration with the staff situated in Stockholm working with the East Connection Task at the Swedish Vehicle Organization. The point of this study is to investigate in the event that a half and half work environment model can possibly upset a traditional office-driven working environment with centre around the parts of monetary, social and environmental sustain ability. It was concluded that hybrid organizations could emerge as the future of work if managers support synchronous and asynchronous communication, problem-solving, and brainstorming, encourage virtual socialization, mentorship, and teambuilding, ensure regulatory compliance, invest in, and enforce data security, and set an example by working remotely.

(Aczel, Marton Kovacs, Tanja van, & Barnabas, 2021) Whether or not academic efficiency and work-life balance are aided or hindered by working from home became an intimidating question for scientists and their employees. The study's primary objective is to

identify the personal and professional factors that influence the relationship between productivity and working from home, as well as a means of working without interruption from co-workers and maintaining a work-life balance. In light of the outcomes close to half of the respondents detailed decreased work effectiveness during the lockdown, the greater part favours the ongoing remote work somewhat from here on out. The findings strongly suggest that while some people benefit from increased productivity and well-being at work when they work from home, others require external boundaries, such as the office, to divide their lives.

(Monika, Mario Mariniello, Laura Nurski, & Tom Schraepen, 2021) A study on telework could even open up new ways of working that could ultimately boost productivity. The pandemic has also brought to light the importance of putting safeguards in place at work to safeguard employees' well-being and ensure that remote and on-site workers are treated equally and have equal career opportunities. Prior to COVID-19, there were typically three categories of constraints that contributed to the low rate of telework: 1) the fundamental designs and highlights of occupations and tasks;(2) infrastructure and innovation; and, thirdly, organizational failures in the market.

(Muhammad, Farooq Khalid, & Sergey Yevgenievich, 2021) Directed concentrate on the half and half work place, the fate of work, and the need to embrace the cross-breed work place model. The term "hybrid" refers to something in a workplace that incorporates both the traditional work system and the physical work arrangement. This article shows that mixture work model can increment efficiency, the principal justification behind this expanded efficiency is essentially in light of the fact that the worker sees that the organization has his wellbeing on the most fundamental level.

(Berger, 2021) conducted research on the most recent hybrid work model trends. They conducted a survey of numerous senior executives and HR personnel. They compared how they approached the hybrid work model before and after the covid. According to the survey they conducted, hybrid models are becoming increasingly popular across industries. Public associations plan the most grounded shift, from just 25% investigating half breed work models pre-pandemic to 86% post-pandemic.

(Lenka, 2021) Developed a one-of-a-kind hybrid model with the assistance of organizations to address a number of issues that HR managers face when working from home. They observed that novel half breed model is the best arrangement as in this model most extreme times representatives will be working from a distance and at whatever point there is a prerequisite they can come to office. The operation of the workplace will run more smoothly as a result of this arrangement, as will improved performance, motivation, employee engagement, and teamwork. They inferred that each association overall ought to take on Special Half breed Turn out model to improve the association.

(Beno,2021) conducted research on the practice that contributes to the improvement of a workplace's positivity and effectiveness. An Austrian on-site and hybrid working model is examined in this paper for its positive aspects and efficiency. The main question that this paper tries to answer is whether there is a fundamental difference or if they represent different theoretical mechanisms between approaches to different working environments that emphasize respect and dignity, care, support, rewards, forgiveness, and inspiration.

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III. FINDINGS OF THE STUDY

3.1 Frequency analysis

3.1.1 Based on the demographic details of the respondents

- The majority of respondents (91.3%) are between the ages of 20 and 30;
- The majority of respondents (69.6%) are female;
- The majority of respondents (68.5%) are not married;
- The majority (67.4%) have at least a bachelor's degree;
- The majority (46.7%) have 1-3 years of work experience in SRVINFOTECH;

- The majority (26.1%) are employed in the digital market department;
- The majority (72.8%) are employed in the middle level.

3.1.2 Based on the benefits of work from home and hybrid work model

- The majority of respondents (58.7%) agree that working from home cuts down on time spent
- (35.9%) of respondents agree that working from home provides more flexibility.
- Most (46.7%) of the respondents neither concur nor differ that the gotten to the next level balance between fun and serious activities as an advantage of work from home
- The majority of respondents (47.8%) do not agree or disagree that working from home improves cost efficiency.
- The majority of respondents (46.7%) do not agree or disagree that working from home fosters an independent work culture.
- The majority of respondents (54.3%) do not agree or disagree that working from home increases productivity.
- The majority of respondents (46.7%) do not agree or disagree that working from home results in fewer sick days.
- Most (48.9%) respondents neither concur nor differ that work fulfilment as an advantage of work from home

3.1.3 Based on the challenges of work from home and hybrid work model

- The majority of respondents (45.7%) concur that the challenge of working from home is unbalanced timing.
- The majority of respondents (45.7%) do not agree or disagree that working from home causes a lack of teamwork.
- The majority of respondents, (53.3%), do not agree or disagree that working from home poses a challenge in terms of employee coordination.
- Greater part (52.2%) respondents neither concur nor differ that absence of web accessibility as a test of work from home
- Greater part (52.2%) respondents concur that the opportunity of digital gamble as a test of work from home

- The majority of respondents (48.9%) do not agree or disagree that working from home presents challenges due to a lack of communication.
- The majority of respondents (50%) agree that one of the challenges of working from home is the difficulty in resolving technical issues.

3.2 Weighted average mean

- With an average mean of 2.28, the hybrid work model ranks first among working models.
- Remote work model is positioned 2 with a typical mean of 2.12
- With an average mean of 2.11, working from home ranks third.

3.3 Other analysis

3.3.1 Independent sample T-test

- Male and female agreeability regarding the advantages of the hybrid and work-from-home models is not significantly different.

3.3.2 One-way ANOVA

- Based on respondents' educational qualifications, there is no significant difference in the level of agreement regarding the advantages of the hybrid work model and the work from home model.
- Based on job level, there is no significant difference in the level of agreement regarding the challenge of the hybrid work model and work from home.

3.3.3 Chi-Square

- Based on marital status, there is no significant correlation between the level of agreement regarding the challenges of a hybrid work model and work from home.
- Based on years of work experience, there is no significant correlation between the level of agreeableness regarding the challenges of the hybrid work model and work from home.

IV. SUGGESTIONS

The following suggestions have been made regarding the employees' future concept of remote, hybrid, and work from home based on the data's analysis and interpretation.

- The hybrid work model is a modern approach to work that prioritizes employee comfort.
- The majority of respondents are female and between the ages of 20 and 30.
- It ranks first in the weighted average mean method and demonstrates that female employees are more at ease in the hybrid work model.
- The majority of employees are employed in the digital market department, and the company SRV INFOTECH (MUMBAI BRANCH) is the source of the data.
- Although the hybrid working model has advantages as well as drawbacks, it is more comfortable than remote or work from home models.
- The advantages of working remotely—such as employee flexibility and reduced travel time—of the hybrid work model outweigh the disadvantages of having people in the office for collaboration and productivity. Teamwork is essential for achieving success, but this work model lacks it.
- A few representatives are attempting to adjust efficiency in the work place. Additionally, they believe that full-time employment is more adaptable than hybrid employment.
- The challenges of the hybrid work model include social isolation and longer working hours. Therefore, select a suitable time frame for this, similar to a full-time job.
- Additionally, the lack of communication, isolation from the outside world, and other issues are the primary drawbacks of working from home.
- Since by keeping a legitimate outline towards the crossbreed work model it become the most proper working model particularly for ladies.

V. CONCLUSION

India is one of the world's fastest-growing nations. Since working from home is much more comfortable for many people, the country prioritized it more during the pandemic. Employees can save a lot of time and money by not having to travel, but there are also some drawbacks. Direct interactions between co-workers will be reduced by working in a personal space. Cross breed work model can offer more adaptability than telecommute and enable representatives to

work to their assets and lifts efficiency. The majority of respondents, based on the data collected, preferred the hybrid work model as their working model. However, full-time employment is still preferred by some workers because it relieves stress without the office atmosphere. This study was conducted at SRV INFOTECH (MUMBAI BRANCH), and the majority of respondents, particularly females, prefer the hybrid work model. They can work where they feel most at ease; if they want to work from an office, they can go there; if they want to work from anywhere else, like their home, they can do so. However, hybrid work models not only help the nation's economy grow but also provide more opportunities for the future.

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