HYBRID WORK MODEL FOLLOWED BY PANDEMIC: A BOON OR BANE

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ABSTRACT

Hybrid work, where employees devote some of their work days in the physical office and the rest of their work days working remotely, is developing as a novel form of work worldwide. The hybrid workplace is an idea on the edges of every industry trend today. Through digitalization, fetching is more regularized across every scope worldwide. Every workplace must maximize and excel in difficulties and innovations to ease into the hybrid workplace. The COVID-19 pandemic took a movement for a better essential for a hybrid workplace. The use of digital services to hold meetings, webinars, and conferences has increased at an avalanche-like pace

A hybrid model may seem like an easy solution to the current problems. As with most things, however, the easiest solution isn't always the best. The most challenging part here for the organizations is, giving remote and in-office employees the same experience!

Key words: Hybrid, Pandemic, employees, work from home, remote work

INTRODUCTION

In current years, the work landscape has undergone a noteworthy transformation, driven by technological developments, shifting employee preferences, and the need for businesses to adapt to changing circumstances.

One of the most distinguished developments to emerge from this evolution is the concept of the hybrid work model. The COVID-19 pandemic introduced us to an amazing concept of how remote working is very much feasible.

Every workplace must maximize and excel in difficulties and innovations to ease into the hybrid workplace. The COVID-19 pandemic took a movement for a better essential for a hybrid workplace. With hybrid work, the workplace is no longer inside the four walls of the corporate office—it's a network of employees working from home, in co-working spaces, and the office

Industries are taking their time to establish a more challenging work arrangement. The pandemic has skilled the work a moral of training and scheduling. Outside that is taught the message of elasticity and changeability in the workplace.

The pandemic has disrupted nearly every aspect of our lives, including tasks as vital as going to work. The change has brought with it both opportunities and tasks. The use of digital services to hold meetings, webinars, and conferences has increased at an avalanche-like pace. Before the pandemic, there was a more traditional view of work - with the general insight that work tasks should be performed in the office. For organizations,

This is vastly beneficial, since the organizational and work-related characteristic variables are far more easily influenced by procedures and HR policies rather than individual work style and household factors. The work-from-home trial period induced by the pandemic has obviously revealed the vast number of organizations that have the capabilities to implement remote work permanently and that employees highly regard the opportunity to do so. Equally, it correspondingly exhibited how imperative the office is for colleague interaction as well as collaboration and how immensely this have been longed for the past year.

As with most things, however, the easiest solution isn't always the best. The most challenging part here for the organizations is, giving remote and in-office employees the same experience! The hybrid models have conferred the employees with the flexibility to work when they feel the most productive and where they want to work.

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Additionally, these flexible work arrangements connect the gap between personal and professional lives, helping employees maintain a healthy work-life balance.

OBJECTIVES:

1. To understand the relationship between hybrid work and productivity.

2. To examine employees' experience with work-from-home practices during the pandemic.

3. To regulate employees' post-pandemic work-setting preferences.

4. To discover hybrid workplace model is likely to dislocate a traditional office-centric workplace with a focus on the aspects of economic, social, and environmental sustainability.

LITERATURE REVIEW

Chauhan et al. 2020: THS can be provided in the following modalities: real-time videoconferencing; remote monitoring with instruments operated by patients (e.g., thermometer, blood pressure instrument, pulse oximetry), without HCWs' physical presence; and robotic carts, screens, or medical equipment controlled by HCWs (Celesti et al., 2020; Yang et al., 2020).

Kelly, 2020: While organizations have started to consider extending "working from home" (WFH) arrangements beyond the pandemic, this sudden and exogenous shift has the potential to cause dramatic, and still unknown, effects on workers' behavior, as well as their productivity and well-being.

Staples, Hulland, & Higgins, 2020: Employee productivity is defined as the efficiency and effectiveness of individuals in completing tasks and work responsibilities. Effectiveness refers to the extent to which an employee can complete their responsibilities by a predetermined deadline. Whereas efficiency refers to the extent to which the individual can accomplish tasks and responsibilities without any waste of resources.

Symonds 2020: Reported that 50% of higher education professionals in universities across the globe had switched some of their scheduled courses online, this number is only set to increase as the coronavirus continues.

Wang et al. 2020 found that teleworkers experienced a more positive sense of well-being and fewer job-related adverse effects on well-being. This varied by personality type, with individuals expressing more 'openness' to the idea of WFH being more likely to report positive outcomes. Importantly, strong social networks beyond work seem to be linked to higher levels of positive effects, indicating that the sense of 'physical isolation' from the working environment can be compensated by maintaining a strong social network. Additionally, WFH may provide tangible benefits of increased family time, especially for new mothers through a reduction of commutes and more time available to spend with children at home (Wang et al., 2020).

Pros Of Hybrid Work Model

In these changing times, the facility of being able to work from home is now a priority for employees.

According to Envoy with Wakefield Research, 47% of individuals would likely look for a new job if their company didn't accept a hybrid model.

Another worldwide survey by McKinsey revealed that 64% of employees would like to work from home one to four days a week.

This means that extra and added businesses are bearing in awareness accepting hybrid working permanently. The elasticity accessible by a hybrid work is unique. Let's debate some of the benefits that it deals:

1) **1.** Improved Efficacy

One of the most important lessons from the pandemic has been that working at a selected counter is not essentially extra creative as working from the mounts or a close coffee shop. Hence, one of the major pros of the hybrid work model is an increase in employee productivity.

In fact, a study by Stanford researchers says that employees are 13% more productive at home.

When employees work at all, the focus moves from how long they are driven to how many tasks they finish. It is no extended about the hours they have worked. What difficulties is work quality and regularity, which lead to a more fruitful work situation? Once employees have the freedom to choose when and where they work, they frequently do a better and more efficient job.

2. Better Work-**Life Balance**

When employees have the lack of restrictions to work from anywhere, they want—whether it is at home, in a co-working galaxy, or in a coffee shop—it has a positive impact on their work-life balance and complete job fulfilment.

Employees have larger switch over their schedules and do not have to waste hours traveling. This allows them to get home earlier, sleep better, take care of the elderly and kids, and spend more time with their loved ones.

Travel time can also be used for other activities such as going to the gym, reading, or socializing with friends. This can have a significant impact on employee mental health and overall well-being, resulting in increased employee satisfaction and fewer early-morning traffic rants.

2) **3.** Reduced Costs

One of the clearest profits of a hybrid working plan is lower working costs. When employees are not required to work from the office every day, businesses can reduce use levels to save money on rent, office supplies, electricity bills, and other company expenses. Companies can then use those cost savings to expand their businesses by hiring new employees and investing in marketing and promotional activities.

Employees' traveling costs are also reduced in a hybrid workplace. They can save money on transportation by not having to commute to the office every day.

3) **4.** Greater Retention

It can be time-consuming and costly to interest and train new talent. Hybrid work enables companies to hold their employees and lower their turnover rate.

In fact, 82% of employees surveyed in 2023 by Forrester study said they would be more loyal to their businesses if they had flexible work options.

4) **5.** Larger Talent Pool Availability

Hybrid work gives businesses access to a larger pool of talent and expands their hiring criteria. This way, they can recruit employees from remote locations and open themselves to hiring employees who need more elasticity around their schedules.

Hybrid occupation permits your organization to draw people who would not have otherwise been able to satisfy the character if it were office-based five days a week. When it comes to finding the top peoples, location is no longer an issue.

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Cons Of Hybrid Work Model

Clearly, the above-mentioned rewards of the hybrid work model are very attractive to many companies. But any work that wants to device a robust hybrid working strategy needs to be aware of the possible downsides as well. In particular, the hybrid model has a few disadvantages that companies should think about before committing to it. Let's look at some problems with the hybrid work model:

5)   1. Lack of Workplace Culture

Implementing team-building exercises and activities to develop a workplace culture in a hybrid environment can be difficult. Employees may find it challenging to build and sustain relationships with their co-workers because they do not interact with them every day.

Around are many ways to encourage team building in a hybrid workplace. Using video conferencing software for meetings allows employees to talk face-to-face. It's also a good idea to organize regular in-person or virtual activities to allow staff to bond and get to know one another.

6)   2. Communication Issues

When it comes to real-time communication, nobody knocks being in the same office and being able to walk up to someone's counter and ask a question.

There are tools like Skype and Zoom that can help your team visit connected no matter where they are, but it can be hard to escape statement intervals.

The easiest way to improve this is to make sure everyone on your team understands what is likely of them in terms of message.

7)   3. Burnout

Working from home can be a disadvantage for some employees due to the lack of boundaries. Employees may feel the need to be on call more regularly and whole more work than those in the office. While this means that employees force gets more done, it might lead to a lower quality of work.

Not only do burned-out employees experience a failure in quality, but when they leave, organizations have to invest additional resources, time, and money into training their alternates.

By making it clear when employees should be online and when they should be offline, businesses may be able to create a healthy work environment that both attracts and keeps good employees.

8)   4. Increased Threat of Cyber Attacks

When employees work from home or in public places, cyberattacks become a pressing issue.

Businesses need to protect their company and employee data with regular software updates, ad hoc testing, password management systems, and multi-factor authentication systems. They should also have a plan in place in case a data breach happens.

RESEARCH METHODOLOGY

The study is purely based on the responses of 50 respondents working from home belonging to different sectors during COVID-19. Data is collected during April 2023, the time frame when all the employees are compelled to work from home. The majority of the respondents of this study are from the teaching and IT sector. All the respondents of this study are working from home for one month continuously.

 Secondary Data has been also collected from various journals, websites, and newspaper reports.

Nature of Study: Descriptive

Sample Size: 50

Data Collection Tool: Questionnaire

Sampling Technique: Convenient Sampling

LIMITATIONS

• This study has been taken from the sample taken by a survey from different streams and mostly from IT employees and employers.

• Most of the questioner is dedicated to the analysis of the work environment and how they are handling their work without out office and receiving the work done from their place and meaningful how it has been boon or bane to them.

Data Analysis & Interpretation

Communication assists as the foundation of every facet of a business.

Effective communication is communication between two or more persons to deliver, receive, and understand the message successfully. It is the procedure of information allotment between squad members in a way that keeps in mind what you want to say and what your audience interprets.

1. Pandeic work chice

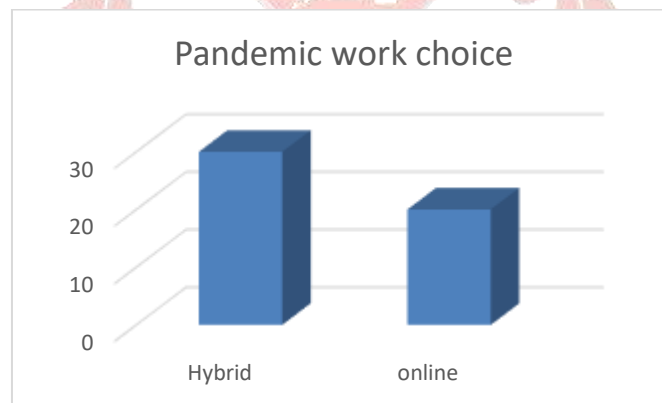| Particular	Responses		Total
	Hybrid	**Online**	
Pandemic Work Choice	35	15	50
Percentage	70%	30%	100%

Fig.1: Pandemic Work Choice

Interpretation:

It is observed that in the pandemic working choice as 35% of respondent work mode as Hybrid and 15% of respondents respond online mode working. From the above analysis it is found that majority of the respondents are satisfied with hybrid work model of working

2. Remote work experience

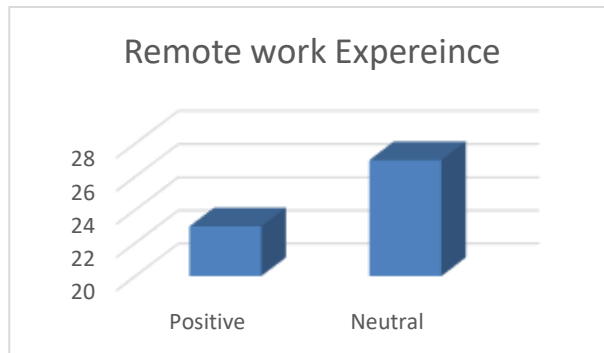| Remote Work Experience			
Particular	**Responses**	**Total**	
Remote Work Experience	23	27	50
Percentage	46%	54%	100%

Fig 2: Remote Work Experience

Interpretation: It is observed that in the Remote working option respondent respond 46% remote work choice is positive and 54% respondents respond neutral remote work experience. From the above analysis it is found that the employes favor remote working experience.

3. Challenges faced while hybrid working

Challenges Faced			
Particular	**Yes**	No	**Total**
Challenges /faced	35	15	50
Percentage	70%	30%	100%

Fig 3: Challenges Faced

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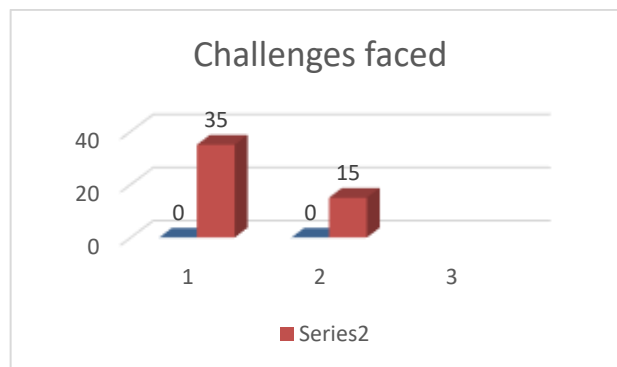
Interpretations: It is observed that in the hybrid work model 35% of respondents faced challenges are 15% of employees are comfortable with the hybrid working environment. Its is found that when it comes to challenges of hybrid working employees prefer offline work mode.

4. Satisfied with remote work

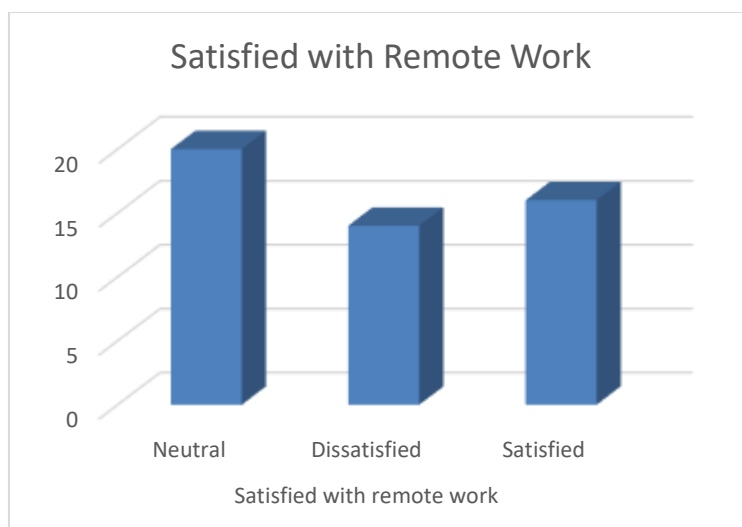| Satisfied with Remote Work				
Particular	**Neutral**	Satisifed	Dis-satisfied	**Total**
Satisfied with Remote Work	20	14	16	50
Percentage	40%	28%	32%	100%

Fig:4 Satisfied with Remote Work

From the above analysis it is observed that 40% of respondents respond neutral as far as 28% of the respondents are satisfied with hybrid work 32% are dissatisfied with the remote working style.

Findings

1. Work from home is a boon when it is related to time, health, safety, traveling, and other expenses and work from their places.

2. Employees who cannot spend time with their families due to workload at office premises and the time taken in the traveling, but with work from home all these can be possible.

3. Work from home is also a bane, due to lack of communication with colleagues.

4. Lack of coordination and the effect on productivity, the motivation in the work premises cannot be gained in the work from home.

5. To some extent people and management are satisfied but most of the time there is no satisfaction and enthusiasm to do work from home.

6. Work timings have been increased in a few organizations to gain productivity.

7. Due to connection issues or network issues productivity will be affected, and the extension of work time should be increased.

8. The quality of the work might be affected and also the health due to the overload of work from home.

CONCLUSION

Work from home is the process of working from home completely online using the internet where work with a specific project or a client. Employers have to define their objectives and outcomes through it and they have to be more proactive than before. Workers' rights at home have good equipment to perform good productivity. Managing work, health, and safety while being at home and being updated on technology. The Work from home process will be dependent on different Stakeholders, Work life balance, connection, and support. With the shift to working from home, both during and after the pandemic, it will be necessary to confirm that home-workers are providing the same rights and profits as if they were working at their employers' site, including equality of action in remuneration and other working conditions.

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