



# Comparative Study On Job Satisfaction Of Employees Working From Home And Work From Office Mode

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## **ABSTRACT**

*This study seeks to compare the levels of job satisfaction among employees who work remotely and those who work in a traditional office setting. Over the past few years, remote work has become increasingly popular, driven by advancements in technology and a shift in attitudes towards achieving a better work-life balance. This shift has prompted organisations to reassess conventional office-based work arrangements and delve into the potential advantages and obstacles of remote work. Having a clear understanding of the factors that impact job satisfaction in both remote and office environments is essential for effective workforce management and making informed organisational decisions. This study thoroughly investigates the effects of work mode on different aspects of job satisfaction, such as work-life balance, productivity, social interactions, autonomy, and job fulfilment. It combines a detailed literature review with empirical analysis to provide a comprehensive understanding of the topic. We will collect data by conducting surveys among employees from various industries and job roles. Our analysis will focus on identifying any notable differences and predictors of job satisfaction between these two groups. This study's findings are anticipated to offer valuable insights for employers aiming to maximise work arrangements, promote employee engagement, and improve overall organisational performance in the changing landscape of remote and office-based work environments. In addition, we will discuss the implications for policy-making, employee training, and workplace design to ensure the successful integration of remote work practices into organisational culture.*

## **INTRODUCTION**

In recent years, there has been a notable shift in the way people work, with more and more employees opting for remote work arrangements. This shift has been propelled by the rapid progress of technology, evolving societal norms, and the growing acknowledgment of the significance of maintaining a healthy work-life balance. As organisations adapt to these changes, it is increasingly important to grasp the effects of various work modes on employee job satisfaction. This research project aims to fulfil this need by conducting a comparative study on the job satisfaction of employees who work remotely versus those who work in a traditional office environment.

Amidst the COVID-19 pandemic, the widespread acceptance of remote work became a necessity for organisations worldwide. In order to maintain business operations and prioritise the well-being of

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employees, work-from-home policies were swiftly implemented. Working remotely comes with its fair share of advantages and disadvantages. On one hand, it allows for flexibility and independence. On the other hand, it can be challenging to effectively communicate, collaborate, and maintain a healthy work-life balance. On the other hand, the office environment provides structure, social interaction, and access to resources but may also be associated with commuting stress and rigid schedules.

### IMPORTANCE OF JOB SATISFACTION

- **Employee Happiness:** A person's level of happiness is greatly affected by how satisfied they are with their job. Better mental and physical health is a direct result of work satisfaction, which in turn reduces stress, anxiety, and burnout.
- **Retention and Turnover:** Workers who are happy in their jobs are less inclined to look for work elsewhere, which has a positive effect on retention rates. It is economically preferable for organisations to keep pleased staff rather than deal with high turnover rates, which may lead to expensive recruiting, training, and lost productivity.
- **Productivity and Performance:** Work happiness is positively associated with performance on the work, according to several studies. Staff members who report high levels of job satisfaction are more likely to go above and beyond in their work, which benefits both the company and its customers.
- **Reputation of the Organisation:** A happy staff helps to build a great reputation and culture. Better recruiting results and stronger employer branding are the results when top talent considers working for companies that prioritise employee pleasure.
- **Customer Satisfaction:** Happier workers are more inclined to go out of their way to help consumers and clients. Businesses may achieve success and profitability when employee satisfaction is high and customers are satisfied as well.
- **Creativity and innovation :** Creativity and innovation flourish in workplaces where employees are happy in their work. When workers are content in their jobs, they are more likely to take initiative, work well with others, and think beyond the box, all of which add to the company's capacity for innovation and growth.
- **Employee Engagement:** The level of emotional investment and devotion that workers feel towards their job and company is a strong predictor of job satisfaction. Employees who are fully engaged in their work show great enthusiasm for their roles, are always prepared to go above and beyond, and help foster a healthy work environment.

### DIMENSIONS OF JOB SATISFACTION

Job satisfaction is a multi-dimensional construct that encompasses various aspects of an individual's experience and perception of their job. Some key dimensions of job satisfaction include:

- **Work Environment:** This dimension includes factors such as workplace culture, physical work conditions, and the overall atmosphere of the workplace. A positive work environment can contribute significantly to job satisfaction.
- **Work-Life Balance:** This dimension refers to the balance between work responsibilities and personal life. Employees who feel they have sufficient time and flexibility to pursue personal

interests and fulfills family obligations tend to experience higher job satisfaction.

- **Salary and Benefits:** Compensation plays a crucial role in determining job satisfaction. Adequate pay, along with benefits such as health insurance, retirement plans, and bonuses, can contribute to employees feeling valued and satisfied in their roles.
- **Career Development Opportunities:** Employees often seek opportunities for growth and advancement within their organizations. Job satisfaction can be influenced by the availability of career development programs, training opportunities, and prospects for promotion.
- **Relationships with Colleagues and Supervisors:** Positive interpersonal relationships at work, including those with colleagues and supervisors, can significantly impact job satisfaction. Supportive relationships, effective communication, and mutual respect contribute to a positive work environment.
- **Recognition and Appreciation:** Feeling valued and appreciated for their contributions is essential for job satisfaction. Recognition can come in various forms, including praise, rewards, and acknowledgment of achievements.
- **Alignment with Personal Values and Goals:** When the values and goals of employees align with those of the organization, they are more likely to experience job satisfaction. Feeling that their work is meaningful and aligned with their personal values contributes to overall job satisfaction.

### FACTORS INFLUENCING JOB SATISFACTION

Employees' age, sex, level of education, marital status, and other personal details as well as their family history, socioeconomic situation, and other relevant factors are examples of personal factors.

- **Age:** It's possible that there is a complicated link between age and work happiness. It seems to reason that a person's level of work satisfaction should increase in direct correlation to his or her level of experience and, by extension, the competence with which they are able to carry out their duties.

- **Gender:** Despite lower occupational aspirations on the part of women, there is no consistent evidence to suggest that they are more content with their occupations than males. This would be expected given that job and occupational level are constant variables.

- **Degree of education:** A higher degree of education is associated with lower levels of work satisfaction. A person's reference group for evaluating his work incentives grows in proportion to his level of education.

- **Marital Status:** Being married does seem to have an effect on how happy you are with your employment. One would think that a married person would regard his career no more than an unmarried one, given the added obligations that come with being a husband.

### Elements that Motivate

Whether a business succeeds or fails is largely dependent on the level of engagement and motivation of its personnel. Men, machines, materials, and capital are the four pillars upon which manufacturing rests.

There are essentially two categories into which employee motivation falls:

#### 1. Extrinsic factors

### 2. Intrinsic factors.

#### Extrinsic factors –

Extrinsic factors are monetary related factors an employee will have positive feeling. Extrinsic source of satisfaction are situational & depends on environment such as pay, promotion or job security.

- **Salary** : Salaries and wages are complicated and multi-dimensional aspects of a person's happiness at work. income should be inversely proportional to work satisfaction; a lower income should have the opposite effect.
- **Comparison of Outputs** : People have a tendency to compare their outputs to those of other people. People have a tendency to compare their outputs to those of other people. The outcomes consists of primarily of rewards such as pay, status, promotion and intrinsic interest in the job. Comparison is mainly with ratio of the inputs or he puts in and ratio is equal he will be satisfied otherwise the person in an effort to restore equity may after the inputs or outcomes, cognitively distort the inputs or out comes, leave the field, act on the other, or change the other.
- **Job expectation**: When an employee joins in an organization he expects something from job. Job satisfaction of an employee can be based on the fact to what effect his job meets his expectations. Employee expectations may include about working conditions work, colleagues, supervision etc.

#### Intrinsic factors –

Intrinsic factors keeps the employees motivated and make them satisfied from work. The intrinsic factors are:

**Recognition and praise**: People are egotistical and always want approval. They crave for approval and acknowledgment for their efforts. When they do a good job, they want their bosses to notice and thank them. They will be more content and engaged as a result.

**Autonomy or freedom**: Workers would want to have some leeway in how they go about their jobs. Freedom to make one's own choices and have an impact on others around them. If this freedom is absent and it will have its effect on the job satisfaction. The person, who has maximum of autonomy, will have high satisfaction Otherwise it will be low.

- **Career advancement**: Employee desire to in higher position if they perceive that they have opportunity to grow in their career they will be motivated and show this in their performance. If the employees feel that they reached to a level of saturation in their career they will be de motivated and will be dissatisfied.

### LITERATURE REVIEW

The comparison between employees working from home and those in office settings has garnered significant attention in recent literature due to the rising prevalence of remote work arrangements and the need to understand their impact on job satisfaction.

Autonomy and flexibility emerge as crucial factors influencing job satisfaction among remote workers. Remote work allows employees to exercise greater control over their work schedules and environments, leading to higher levels of satisfaction (Golden & Veiga, 2005). This autonomy enables individuals to balance their professional responsibilities with personal commitments more effectively, contributing positively to job satisfaction (Allen et al., 2015).

However, remote work poses challenges related to communication and collaboration. Effective communication channels and technological infrastructure are vital for maintaining connectivity and job satisfaction among remote workers (Hill et al., 2003; Bailey & Kurland, 2002). Feelings of isolation and disconnection from colleagues can negatively impact job satisfaction (Olson-Buchanan & Boswell, 2006).

Conversely, the traditional office environment fosters face-to-face interactions and a sense of community among employees. Social interactions in the workplace play a significant role in shaping job satisfaction and organizational commitment (Eby et al., 2000; Grant et al., 2007). Office-based employees benefit from informal exchanges, mentorship opportunities, and a supportive work culture that enhances satisfaction (Sias et al., 2004).

Work-life balance is another critical consideration in comparing job satisfaction between remote and office-based workers. Remote work offers the potential for improved work-life balance by eliminating commute times and providing greater flexibility (Vega & Brennan, 2006). However, it may also blur the boundaries between work and personal life, leading to challenges in disconnecting from work-related tasks (Gajendran & Harrison, 2007).

Overall, the literature underscores the multifaceted nature of job satisfaction among employees in different work settings. While remote work offers autonomy and flexibility, it may lack the social interactions and support found in traditional office environments. By conducting a comparative study on job satisfaction, this research aims to provide valuable insights into optimizing work arrangements and supporting employee well-being in today's dynamic work landscape.

## **METHODOLOGY**

### **PROBLEM STATEMENT**

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### **VARIABLES**

- 1) **Independent Variable** – Mode of Work, i.e, (Work from home and Work from office).
- 2) **Dependent Variable** – Job Satisfaction.

### RESEARCH OBJECTIVE

- To assess and compare the overall job satisfaction levels of employees working from home and those working in the office environment.
- To identify the key factors influencing job satisfaction in remote work settings, including Allowance, Working Condition, Flexibility, Work-life balance, and Communication effectiveness.
- To examine the impact of organizational support and resources on job satisfaction among employees in both remote and office-based work modes.
- To explore the relationship between job satisfaction in work from home and office-based work environments.
- To understand the preferences and challenges associated with remote work and work from office among employees, including factors influencing their satisfaction in both arrangements.
- To provide actionable recommendations for organizations to optimize work arrangements, enhance employee job satisfaction, and promote overall well-being in both remote and office-based work environments.

### HYPOTHESIS

**Ho** : Employees working from home have higher levels of job satisfaction compared to those working in office settings.

**Questionnaire to be used:** Job satisfaction survey

The test- Test reliability is 0.978 with N= 52 and a gap of 25 days.

The validity coefficient is 0.743 and the coefficient of correlation was 0.812.

### INSTRUCTIONS

The following instructions were given

“Here are a few statements, dealing with a job, vis-a-vis yourself. Each statement has five alternatives. You are requested to select the one, which candidly expresses your response and encircle the same. Usually the spontaneous choice is the most response. Therefore, you need not unnecessarily give a longer thought over any statement. Act spontaneously, kindly make sure that you have dealt with all statements. Thanks. Rest assured your response will not be in any way a reflection of your job or your personality.”

### PRECAUTIONS

It was checked every statement was attempted. It was made sure that all the respondents were genuine.

### PROCEDURE

Google form was created using JSS survey circulated among employees who were working in both (Work from home and Work from office). All statements were marked compulsory and data was collected and calculated respective to the manual.

### RESULT AND INTERPRETATION

The table no 1 is showing the Score of 15 respondent working from home.

The calculated score is 72.46 which shows the employees are most compatible in working from home which summarises how satisfied one is with ones job as a whole. The reasons may vary from person to person for some it could be environment and for others it could be less fresher, freedom to schedule once owns working hours, opportunities to take care of families and Personal Responsibilities. All these determinants may results in less work load, increased job satisfaction, low work pressure and increased in well-being and happiness.

The table no 2 is showing the Score of 15 respondent working from Office.

The Average calculated score is 59.13 which shows the employees are not satisfied with this mode of working. The reasons could vary the monotonous of this routine, getting less time for family, personal care and office politics. Fear of always being watched by someone ,fixed working hours. All this can make person unsatisfied .Decrease in the holistic well-being of a person.

The table no 3 is showing the Score of 30 respondent where 15 are work from Home Employees and 15 are work from Office employees in 2 different categories of statements.They are as follow-

- 1) **Job Intrinsic Statement:-** This Intrinsic statement is when you consider only the kind of work you do, the tasks that make up the job more satisfied and is further divided into 2 sub categories such as-
  - a) **Job-Concrete Statement :-** Concrete statements are those which measures the employees job satisfaction level on the basis of specific factors like Personal space, family, comfort and care in working environment. for ex- Excursion, Place of Posting, Working condition, etc.
  - b) **Job-Abstract Statement :-** Abstract statements are those which measures the employees job satisfaction level on the basis of specific factors like politics, environments, monopoly, freedom in work place. for ex- Cooperation, Democratic functioning, etc.
  
- 2) **Job Extrinsic Statement:-** The Extrinsic Statement are those external factor which affects the satisfaction level of employees and provides motivation through external rewards and they are also divided in 3 sub-categories such as-
  - a) **Psycho-Social factors:-** these are the factors that impacts the motivation and satisfaction level of individual through social connections, societal image, Intelligence, Social Circle, etc.

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- b) **Economic factors:-** it includes various factors that gives motivation to individual by assuring the future security, benefits, pensions, Salary, Allowance, etc.
- c) **Community/ Nation Growth:-** it includes factors like Quality of life, National Economy, etc.

### **CONCLUSION**

There are many reasons why people prefer to work from home rather than an office. It offers more flexibility, reduces stress and transportation costs, creates a comfortable and personalised workspace according to personal preferences, boosts productivity, and helps achieve a better work-life balance. Working from home also contributes to overall well-being.

When workers are happy and fulfilled by their jobs, we say that they are satisfied with their jobs. Considerations such as job description, working relationships with superiors and peers, career progression chances, work-life balance, and value and goal alignment are all part of it. Job satisfaction is associated with increased motivation, engagement, and commitment to one's work, which in turn boosts productivity and well-being.

The average score for workers who work from home is 72.46, whereas the average score for those who work in an office is 59.13. Since the results of the computation support our hypothesis, we can say that remote workers are more likely to be satisfied with their jobs. Thirty statements make up the inventory, and each item has five possible answers. There are affirmative and negative statements on the scale. The remaining numbers are all positive, with the exception of 4, 13, 20, 21, 27, and 28. The importance of positive comments is 4, 3, 2, 1, 0, whereas negative statements are like 0, 1, 2, 3, 4. Workers' levels of contentment or discontentment with their jobs may be quickly gauged by looking at the overall score.

It is critical for the success of both the organisation and its remote workers that they be happy in their jobs. When workers have the option to work remotely, they have more control over their schedule and may choose their own priorities, which can increase their happiness at work. Employees who work remotely and have some say over their schedules and work environments report more happiness with their jobs and are more invested in their work as a result. But difficulties like loneliness, poor communication, and a lack of separation between work and home life may have a detrimental impact on contentment in one's employment. Consequently, to increase job satisfaction and maintain effectiveness in a remote work environment, it is essential to cultivate a remote work culture that supports employees, give them opportunities to connect socially, provide them with sufficient resources and support, and promote a work-life balance.

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