

# A Comparative Study on Employees' Perception of Work From Home and Work from Office in the IT Industry

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**Abstract:** *This study analyses employees' perception towards Work from Home (WFH) and Work from Office (WFO) in the IT industry. The rapid transformation of work culture after the COVID-19 pandemic has significantly influenced organizational practices and employee preferences. The research focuses on comparing overall perception, factors influencing work mode preference, communication and collaboration effectiveness, trust levels towards management and co-workers, and challenges faced in WFH arrangements.*

*Primary data were collected from 51 IT employees using a structured questionnaire measured on a 5-point Likert scale. Statistical tools such as Percentage Analysis, Chi-Square Test, and ANOVA were applied using SPSS for interpretation. The findings reveal that employees generally maintain positive perceptions towards both WFH and WFO models. No significant differences were observed in communication, collaboration, or trust levels across work modes. However, reduced commuting time strongly influences preference for WFH, while face-to-face communication motivates preference for WFO.*

*The study concludes that a flexible hybrid model supported by strong communication systems and trust-based management practices is the most sustainable work arrangement for the IT industry..*

**Keywords:** *Work from Home*

## I. INTRODUCTION

The evolution of digital technology has transformed traditional workplace structures in the IT industry. Work From Office (WFO) has historically been the dominant employment model, promoting structured supervision, direct interaction, and collaborative teamwork. However, the widespread adoption of Work from Home (WFH), especially after the COVID-19 pandemic, has reshaped organizational dynamics.

WFH offers benefits such as flexibility, reduced commuting time, cost savings, and improved work-life balance. At the same time, it presents challenges including communication barriers, digital fatigue, isolation, and difficulty in maintaining work-life boundaries. Conversely, WFO promotes stronger collaboration, cultural integration, and structured work routines but may result in commuting stress and limited flexibility.

Understanding employees' perception towards these work models is essential for IT organizations aiming to design effective and sustainable policies. This study attempts a comparative analysis of WFH and WFO by examining employee satisfaction, communication effectiveness, trust levels, productivity, and challenges in remote work settings.

## OBJECTIVES OF THE STUDY

- To analyse employees' trust levels towards management and co-workers under both work modes.
- To identify challenges faced by IT employees in Work from Home arrangements.



### **STATEMENT OF THE PROBLEM**

The IT industry faces challenges in determining which work model—Work from Home or Work from Office—better enhances employee satisfaction, productivity, collaboration, and trust. While remote work provides flexibility and cost advantages, it may affect communication, coordination, and organizational culture. On the other hand, office-based work ensures structured supervision and team interaction but reduces flexibility.

Limited empirical evidence exists regarding comparative employee perceptions of WFH and WFO in the IT sector. Organizations may struggle to design balanced policies without clear insights into employee experiences and expectations. Therefore, this study addresses the need for a systematic comparative analysis to support evidence-based decision-making in work policy formulation.

### **SCOPE OF THE STUDY**

This study focuses on IT employees who have experience working in WFH, WFO, or hybrid modes. It examines employee perceptions related to:

- Job satisfaction
- Work preference factors
- Communication and collaboration
- Trust towards management and co-workers
- Challenges in remote work

The study is limited to a sample of 51 IT employees and follows a quantitative research approach using statistical analysis tools. The findings may not be fully generalizable to all sectors due to the limited sample size.

### **RESEARCH METHODOLOGY**

The study adopts a descriptive research design.

- Sample Size: 51 IT employees
- Sampling Method: Convenience sampling
- Data Collection Tool: Structured questionnaire (5-point Likert scale)
- Data Analysis Tools:
  - Percentage Analysis
  - Chi-Square Test
  - ANOVA

Primary data were collected directly from respondents, while secondary data were obtained from journals, research articles, books, and online sources related to WFH and WFO practices.

## **II. REVIEW OF LITERATURE**

**Agalya and Emiliya (2025)<sup>1</sup>** studied employee perceptions of work-from-home (WFH) and hybrid work models, demonstrating how technological advances and the pandemic have altered organizational routines and expectations. Their analysis underscored that WFH provides flexibility, cost savings and convenience while also presenting challenges such as isolation, blurred work–life boundaries and reduced collaboration. They wrote that hybrid work enables interaction and balance but raises problems of coordination, commuting, and fairness between workers. Demographic variables such as age, job role, family status and organizational culture were associated with perceptions for both models. The results indicated that employees — especially those younger and unmarried — favoured WFH for job security, financial benefits and comfort. The implication of the study overall is finding that a balanced and demographically based hybrid/remote work policy is important for ongoing satisfaction level and organizational performance to be secured.

**Saha et al. (2025)<sup>2</sup>** studied how IT staff views virtual training, with an awareness of its increasing significance as technology providers in the industry move more towards the adoption of virtual learning platforms. Using a survey of 200 IT professionals in Kolkata for their survey, they discovered that virtual training is widely accepted and considered



helpful, relevant and integral to employees' job roles. The authors found a compelling consensus among employees around the ease of use and utility of virtual training systems, and found that most respondents felt that it meets their job expectations. Statistical evaluation by Kruskal-Wallis Test yielded no significant demographic differences, consistent across the board perceptions to virtual training. The results stress the benefits of virtual training as a viable substitute to face-to-face courses, particularly in the context of constant upskilling. In sum, the study indicates the vital importance of virtual training, on the part of IT organization in sustaining continuous learning and organizational competitiveness.

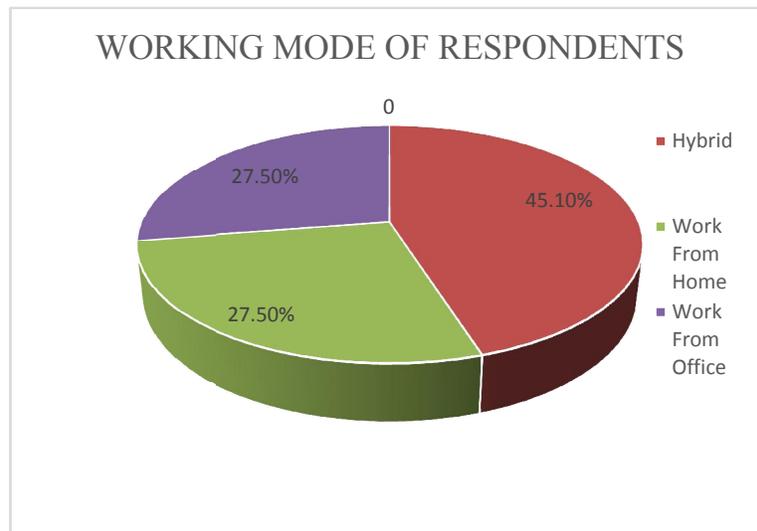
### III. DATA ANALYSIS AND INTERPRETATION

#### PERCENTAGE ANALYSIS

#### WORKING MODE OF THE RESPONDENTS

Working Mode	No. of Respondents	Percentage
Hybrid	23	45.1
Work From Home	14	27.5
Work From Office	14	27.5
<b>Total</b>	<b>51</b>	<b>100</b>

#### WORKING MODE OF THE RESPONDENTS



#### INTERPRETATION

The above table reveals that 45.1% of the respondents are currently working in Hybrid mode, 27.5% of the respondents are working from Home, and 27.5% of the respondents are working from Office.

**Majority (45.1%) of the respondents are working in Hybrid mode.**

#### CHI-SQUARE TEST

##### Hypothesis:

**H0:** There is no significant association between the Gender and the challenges faced by IT employees in Work from Home.

**H1:** There is a significant association between the Gender and the challenges faced by IT employees in Work from Home.

Particulars	Value	df	Asymptotic Significance (2-Sided)
Pearson Chi-Square	22.990 <sup>a</sup>	19	0.238



Likelihood Ratio	30.373	19	0.047
No. Of Valid Cases	51		

### INTERPRETATION

Since the p-value (0.238) of the Pearson Chi-Square test is greater than the 0.05 level of significance, the null hypothesis (H0) is accepted. This indicates that there is no statistically significant association between gender and the challenges faced by IT employees while working from home. The differences observed in WFH challenges between male and female employees are not strong enough to establish a meaningful relationship. Hence, the variations identified are likely due to random chance rather than a true association in the IT industry.

**It has been concluded that, gender has no significant association with the challenges faced by IT employees in the Work from Home environment.**

### ANOVA TEST

#### Hypothesis:

**H0:** There is no significant difference in employee trust level towards management and co-workers across work modes.

**H1:** There is a significant difference in employee trust level towards management and co-workers across work modes.

Trust and Management Support in Both Work Modes					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.232	2	.116	.118	.889
Within Groups	47.180	48	.983		
<b>Total</b>	<b>47.412</b>	<b>50</b>			

### INTERPRETATION

Since the p-value (0.889) is greater than the 0.05 level of significance, the null hypothesis is accepted. This indicates that there is no significant difference in employee trust levels towards management and co-workers across different work modes. The variations in trust are mainly within groups rather than between work modes. Hence, the observed differences are not statistically meaningful and are likely due to random variation.

**It has been concluded that, there is no significant difference in employee trust levels towards management and co-workers across different work modes in the IT industry**

### IV. CONCLUSION

The study concludes that neither Work from Home nor Work from Office is universally superior. Employees demonstrate positive perceptions towards both models, with flexibility being a major advantage of WFH and interpersonal communication being a key strength of WFO. Statistical analysis confirms that communication, collaboration, and trust levels do not significantly differ across work modes. Reduced commuting time and face-to-face interaction remain primary influencing factors in work preference. A well-structured hybrid model, supported by effective communication systems, leadership transparency, and technological infrastructure, emerges as the most sustainable and employee-friendly work arrangement in the IT industry. Organizations adopting flexible and balanced work policies can enhance employee satisfaction, productivity, and long-term organizational success.

### REFERENCES

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