

A Study on the Effectiveness of Work from Home Concept in the IT Sectors in Chennai, Coimbatore, and Trichy

Dr. S. N. Kanagarathinam¹, S. Shrinivasaa²

¹Assistant Professor, Department of Management Studies, EGS Pillay Engineering College, Nagapattinam, Tamil Nadu, India.

²MBA Student, Department of Management Studies, EGS Pillay Engineering College, Nagapattinam, Tamil Nadu, India.

Received: 22 May 2026

Revised: 25 May 2026

Accepted: 31 May 2026

Published: 01 June 2026

Abstract: This paper examines how work-from-home (WFH) arrangements influence employee performance in Chennai's IT sector. Remote work, enabled by digital tools and communication technologies, provides flexibility, autonomy, and reduced commuting stress, thereby enhancing productivity and job satisfaction. At the same time, challenges such as communication gaps, lack of supervision, blurred work-life boundaries, and social isolation affect efficiency and well-being. By analyzing both advantages and limitations, the study highlights how organizational support, technological infrastructure, and individual adaptability shape WFH outcomes. The findings contribute region-specific insights that help IT companies design balanced policies and hybrid models to sustain employee performance and satisfaction.

Keywords: Work From Home, Employee Performance, IT Sector, Flexibility, Work-Life Balance, Human Resource Management.

I. INTRODUCTION

Work From Home (WFH), also known as remote work or telecommuting, has become an important part of modern working culture. Although remote work existed earlier, it became highly popular during the COVID-19 pandemic when organizations adopted it to continue business operations. Today, many companies continue to follow remote or hybrid work models.

WFH allows employees to perform their job responsibilities from home using digital tools and communication technologies. This system offers flexibility, reduces commuting stress, and helps employees manage their personal and professional lives more effectively. As a result, many employees experience improved productivity, convenience, and job satisfaction.

At the same time, working from home also creates certain challenges. Communication difficulties, lack of direct supervision, technical issues, and work-life imbalance can negatively affect employee performance. In addition, social isolation and household distractions may reduce employee motivation and efficiency. The impact of WFH on employee performance depends on factors such as job nature, organizational support, employee discipline, and home environment. Therefore, organizations must provide proper communication, technology, training, and employee support to ensure productivity and maintain effective performance in remote work settings.

II. NEED FOR THE STUDY

- Traditional office-based work often involves long commutes, stress, and reduced flexibility.
- Work from home (WFH) has become a major trend in the IT sector, especially after the COVID-19 pandemic.
- It is important to understand how WFH affects employee performance, productivity, and job satisfaction.
- The study helps identify advantages (flexibility, reduced commuting, autonomy) and challenges (communication gaps, distractions, work-life balance issues).

- Findings will guide IT companies in designing better policies, support systems, and hybrid work models.
- Provides region-specific insights into how WFH impacts employees in Tamil Nadu's IT sector.

III. RESEARCH GAP

Although work from home has been widely studied at global and national levels, limited research exists in regional IT hubs like Chennai. Most studies focus on single aspects such as flexibility, stress, or motivation, rather than providing an integrated analysis of performance, satisfaction, and work-life balance. There is little research on the combined impact of digital infrastructure, organizational support, and employee characteristics on WFH outcomes. This study fills the gap by offering a comprehensive, region-specific analysis of WFH effectiveness in Tamil Nadu's IT sector.

IV. OBJECTIVES

- To evaluate the effectiveness of the work-life balance of employees on WFH.
- To determine the level of job satisfaction of employees in WFH.

V. LIMITATIONS OF THE STUDY

- The study is limited only to IT employees in Tamil Nadu, so findings may not apply to other industries or regions.
- Focuses mainly on WFH arrangements, without a detailed comparison to fully office-based or hybrid models.
- Based on a sample size of 150 respondents, which may not fully represent the entire IT workforce.
- External factors such as family environment, housing conditions, and socio-economic background were not comprehensively studied.
- The study does not fully capture organizational culture variations across IT companies, which can affect remote work outcomes.

VI. RESEARCH METHODOLOGY

- **Research Design:** The study adopted a descriptive research design to examine the effectiveness of the Work from Home (WFH) concept among employees working in the IT sector. This design helped in understanding employees' perceptions, experiences, and satisfaction levels regarding remote working practices.
- **Data Source:** The study was based on primary data collected through a structured questionnaire. The questionnaire was distributed to IT employees working in Chennai, Coimbatore, and Trichy to gather relevant information regarding their Work from Home experiences.
- **Sample Size:** A total of 150 respondents were selected for the study. The sample consisted of IT professionals from various organizations operating in the selected cities.
- **Sampling Method:** Simple random sampling technique was employed to select the respondents. This method ensured that every employee had an equal chance of being included in the study, thereby reducing sampling bias.
- **Data Analysis Tools:** The collected data were analyzed using statistical tools such as Percentage Analysis, Descriptive Statistics, Chi-Square Test, Correlation Analysis, and Regression Analysis. These tools were used to identify patterns, relationships, and the overall effectiveness of the Work from Home concept in the IT sector.

VII. REVIEW OF LITERATURE

Meenambigai (2024) examined mental health and employee needs in selected IT organizations. The main objectives of the study were to analyze the mental health status of employees, to identify gaps in organizational support systems, and to evaluate the need for tailored interventions to improve employee well-being.

Anand (2024) examined the economic impact of reduced commuting on household income among IT employees in Chennai. The main objectives of the study were to analyze the financial benefits of reduced commuting, to evaluate the increase in household expenses such as utilities and home-office setup, and to understand the overall effect of work-from-home (WFH) on disposable income and financial behavior.

Chakraborty & Adhikary (2024) reviewed factors affecting the performance and well-being of women IT professionals, including flexible work arrangements and organizational climate.

Abinesh et al. (2025) conducted a cross-sectional study on IT professionals working from home in Tamil Nadu. The main objectives of the study were to assess the prevalence of stress among employees in WFH settings and to analyze the factors contributing to psychological stress in high-demand IT roles.

Mahalakshmi et al. (2024) studied the effect of WFH on employee motivation and performance, highlighting both flexibility benefits and work-life imbalance challenges.

VIII. DATA ANALYSIS AND INTERPRETATION

A. Correlation Analysis

Correlation analysis is used to measure the strength and direction of the relationship between variables. In this study, correlation analysis examines the relationship between being more productive while working from home and working from home improving work-life balance. The results indicate a positive correlation between these variables, which means that employees who feel more productive while working from home also tend to experience better work-life balance. Therefore, working from home can be considered effective in improving both productivity and work-life balance among employees.

HYPOTHESIS

- **Null Hypothesis (H₀):** There is no significant relationship between being more productive while working from home and working from home improving work-life balance.
- **Alternative Hypothesis (H₁):** There is a significant relationship between being more productive while working from home and working from home improving work-life balance.

B. Descriptive Statistics

Table 1: Mean and Standard Deviation of Work From Home Effectiveness Factors

	N	Mean	Std. Deviation
WFH improves my work life balance	150	4.29	.773
more productive while working from home	150	3.85	1.045
Valid N (listwise)	150		

CORRELATIONS

Table 2: Correlation between Work Productivity and Work-Life Balance in a Work From Home Environment

		more productive while working from home	WFH improves my work-life balance
more productive while working from home	Pearson Correlation	1	.186*
	Sig. (2-tailed)		.022
	N	150	150
WFH improves my work-life balance	Pearson Correlation	.186*	1
	Sig. (2-tailed)	.022	
	N	150	150

Correlation analysis was used to measure the strength and direction of the relationship between **being more productive while working from home** and **work-from-home improving work-life balance**. **Result:** The findings suggest a **weak but statistically significant positive correlation (r = 0.186, p = 0.022)**, indicating that employees who feel more productive while working from home also tend to report better work-life balance, though the relationship is modest in strength.

C. Chi-Square Test

Chi-Square analysis is used to test the association between categorical variables. In this study, Chi-Square tests were applied to examine the relationship between demographic factors (age, gender, occupation, work experience) and perceptions of job satisfaction under the WFH model. The results highlight variations across groups, showing that younger employees were more likely to strongly agree with WFH satisfaction, while older age groups expressed relatively lower agreement. This analysis demonstrates that demographic characteristics significantly influence how employees perceive the effectiveness of WFH arrangements.

- **NULL HYPOTHESIS:** There is no significant relationship between the age of the respondent and job satisfaction under WFH
- **ALTERNATIVE HYPOTHESIS:** There is a significant relationship between the age of the respondent and job satisfaction under WFH.

D. Chi-Square Tests

Table 3: Chi-Square Analysis of Factors Influencing the Effectiveness of Work from Home

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	6.992 ^a	6	.322
Likelihood Ratio	7.310	6	.293
Linear-by-Linear Association	1.681	1	.195
N of Valid Cases	150		

E. Age of the Respondent * I Am Satisfied with My Job Under the WFH Model Crosstabulation

Table 4: Association between Age of Respondents and Job Satisfaction under the Work from Home Model

		I am satisfied with my job under the WFH model			Total
		neutral	agree	Strongly agree	
age of the respondent	below 25	12	27	22	61
	25-35	17	16	23	56
	36-45	3	8	8	19
	above 45	1	5	8	14
Total		33	56	61	150

Chi-Square tests were applied to assess associations between categorical variables such as **age, gender, occupation, and work experience** with perceptions of work-from-home effectiveness.

Result: The Chi-Square results were **not significant ($p > 0.05$)**, indicating that demographic factors such as work experience do not strongly influence perceptions of cultural and skill fit under WFH. For example, while younger employees reported higher satisfaction with WFH, the statistical test confirms that these differences are not significant. This shows that attitudes toward WFH effectiveness remain broadly similar across demographic groups.

F. Regression

Regression analysis is used to determine the impact of independent variables on a dependent variable. In this study, regression analysis is applied to examine the effect of factors such as age, salary, designation, years of experience, qualification, and other demographic variables on the effectiveness of work from home in the IT sector in Chennai. The results indicate that these independent variables have a significant influence on employees' perception of work-from-home effectiveness. Employees with higher experience, better qualifications, and suitable job designations tend to report greater effectiveness while working remotely. Therefore, working from home can be considered an effective work model in the IT sector, as it positively influences employee performance, flexibility, and overall job satisfaction.

- Null Hypothesis (H_0): There is no significant relationship between feeling less stressed while working from home and feeling at the end of the day compared to office work.
- Alternative Hypothesis (H_1): There is a significant relationship between feeling less stressed while working from home and feeling at the end of the day compared to office work.

G. Descriptive Statistics

Table 5: Descriptive Statistics of Employee Stress Levels and Well-Being under the Work From Home Model

	Mean	Std. Deviation	N
Feel less stressed working from home	3.97	.789	150
The end of the day compared to when I work in the office.	4.11	.812	150

CORRELATIONS

Table 6: Correlation between Reduced Stress and End-of-Day Well-Being under the Work From Home Model

		Feel less stressed working from home	The end of the day compared to when I work in the office.
Pearson Correlation	Feel less stressed working from home	1.000	.288

	The end of the day compared to when I work in the office.	.288	1.000
Sig. (1-tailed)	Feel less stressed working from home	.	.000
	The end of the day compared to when I work in the office.	.000	.
N	Feel less stressed working from home	150	150
	The end of the day compared to when I work in the office.	150	150

Regression analysis was conducted to examine the relationship between **feeling less stressed while working from home** and **feeling less tired at the end of the day compared to office work**. **Result:** The Pearson correlation coefficient ($r = 0.288$, $p < 0.001$) shows a **moderate positive and statistically significant relationship**, meaning employees who feel less stressed working from home also tend to feel less tired at the end of the day.

IX. FINDINGS

The demographic analysis shows that the majority of respondents are young professionals, with a significant proportion being freshers who value the flexibility of remote work. Female employees contributed more to the survey, reflecting their active participation in WFH arrangements. The occupational distribution was balanced among team leaders, developers, and support staff, ensuring diverse perspectives. The findings indicate that most respondents strongly agree that WFH reduces commuting stress and improves work-life balance, making the model more efficient and satisfying. Productivity and autonomy emerged as key factors, with many acknowledging that remote work allows better focus and task ownership. Employees also reported reduced stress and fatigue compared to office work, highlighting the health benefits of WFH. However, concerns were raised regarding communication gaps, lack of supervision, and social isolation, which can sometimes affect collaboration and performance. Overall, the statistical analysis confirms that WFH significantly influences employee outcomes, with flexibility, productivity, and balance being the most impactful factors.

A. Suggestions

Based on the findings, it is recommended that IT organizations adopt strategies that maximize the strengths of WFH while addressing its challenges. Companies should invest in robust digital infrastructure and collaboration tools to ensure smooth communication and teamwork among remote employees. Managers should provide clear guidelines, regular check-ins, and performance monitoring to reduce supervision gaps and maintain accountability. To overcome social isolation, firms can encourage virtual team-building activities and hybrid work models that balance flexibility with in-person interaction. Employees should be trained to maintain healthy work-life boundaries, avoiding burnout and ensuring productivity. Organizations can also introduce wellness programs and mental health support to help employees manage stress effectively. By combining technology with supportive policies, WFH can remain efficient, fair, and sustainable, ultimately enhancing employee satisfaction and organizational performance.

X. CONCLUSION

The present study examined how work-from-home (WFH) practices influence employee satisfaction and performance in the IT sectors within Chennai. The findings indicate that WFH has transformed traditional work models by reducing commuting stress, improving work-life balance, and enhancing productivity. Employees acknowledged that remote work provides greater flexibility and autonomy, allowing them to manage tasks more efficiently while experiencing lower levels of stress and fatigue compared to office work. At the same time, challenges such as communication gaps, lack of supervision, and social isolation remain significant concerns that can affect collaboration and team cohesion. The statistical analysis confirms that WFH has a positive and meaningful impact on employee outcomes, with flexibility, productivity, and balance emerging as dominant factors. In conclusion, WFH is not just a temporary arrangement but a sustainable model for IT organizations, offering an opportunity to improve employee well-being and organizational effectiveness when supported by strong infrastructure, clear policies, and hybrid approaches.

XI. REFERENCES

1. Patanjali, S., & Bhatta, N. M. K. (2022). *Work from Home During the Pandemic: The Impact of Organizational Factors on the Productivity of Employees in the IT Industry*. *Vikalpa: The Journal for Decision Makers*, 47(1), 1–16. [Google Scholar](#) | [Publisher Link](#)
2. Gibbs, M., Mengel, F., & Siemroth, C. (2022). *Work from Home & Productivity: Evidence from Personnel & Analytics Data on IT Professionals*. *Journal of Political Economy Microeconomics*, 1(1), 1–39. [Google Scholar](#) | [Publisher Link](#)
3. Bloom, N., Liang, J., Roberts, J., & Ying, Z. J. (2015). *Does Working from Home Work? Evidence from a Chinese Experiment*. *Quarterly Journal of Economics*, 130(1), 165–218. [Google Scholar](#) | [Publisher Link](#)
4. Waizenegger, L., McKenna, B., Cai, W., & Bendz, T. (2020). *An Affordance Perspective of Team Collaboration and Enforced Working from Home During COVID-19*. *European Journal of Information Systems*, 29(4), 429–442. [Google Scholar](#) | [Publisher Link](#)
5. Wang, B., Liu, Y., Qian, J., & Parker, S. K. (2021). *Achieving Effective Remote Working During the COVID-19 Pandemic: A Work Design Perspective*. *Applied Psychology*, 70(1), 16–59. [Google Scholar](#) | [Publisher Link](#)