

WORK FROM HOME IS BECOMING THE NEW STANDARD OF EMPLOYMENT

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Abstract

When work from home was approved during COVID-19, technologies like digitization, distributed workforces, asynchronous and virtual collaboration, as well as reskilling and upskilling, were already revolutionizing the workplace. The COVID-19 has reduced the many-year gap in digitization since people who work from home accept it more rapidly than they might have in the past. Many jobs now have the permanent option of working from home thanks to COVID-19, even if not all office work can be done from home. Environments that allow employees to work from home promote the creation of operational models that are more digitally enabled, redesigned workspaces that encourage innovation, and enhanced methods of communication. When we opt for the work from home model or a hybrid of it, technology is vital to carrying out your obligations. Due to technology, working from home is now more common than it was in the IT industry before COVID-19. Future employment will change as a result of technology. The epidemic has accelerated Future of Work trends like the development of hybrid models, more attention to EHS (employee health scheme) and increased workplace flexibility. Government offices quickly transformed into digital environments after permitting remote work. Working from home in a hybrid model is an option for about 85% of employees as the new standard and is projected to continue to be so in the future due to the flexibility of working hours. Following the approval of the work-from-home paradigm, tier 2 and tier 3 cities will play a significant role. Workplaces of the future may undergo numerous modifications. We can categorize tasks into those that can be completed at home or in the office depending on the nature of the work.

Keywords: *Work from Home, New working model after COVID -19, Rapid change in job market, Hybrid model of Work from Home, WFH*

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INTRODUCTION

While many jobs shifted to the work from home (WFH) mode during the first wave of the Covid-19, it ultimately became a "Hybrid" model during the second and third waves (working partially from home and office). Today, working from home is considered the new normal. Telecommuting is the practise of initially beginning work from home both "telework" and "Telecommuting" were first coined by Jack M Teleworking in 1973. His debut work, Telecommunications - Transportation trade-off: Option for Tomorrow, was published in September 1976. (Nilles, 1997). The concept of working from home is credited to Jack M. Nilles because he is known as father of telework and telecommuting. Employees can complete the responsibilities assigned at work while working remotely from a location other than their regular workplace (D.A., 2007) Understanding how people set boundaries between their personal and professional lives in an effort to categorise and simplify their environment is made possible by the widely used paradigm known as boundary theory (Allen T.D, 2014). It describes the dynamics of transition from one life domain (such as family) to another life domain (such as work). Throughout the course of the day, people cross a range of temporal, geographical, and psychological barriers as they transition from one domain to another (Clark, 2000).

RESEARCH REVIEW

Before covid-19 work from home is explain as home base worker who work for own or self-employed and described as: - Home-based workers who use their actual homes as their places of employment deal with a variety of difficulties, such as inadequate housing, sanitary conditions, and access to essential services. Since there is no distinction made between living spaces and work spaces, they are also exposed to different occupational health risks and hazards. (Samantroy1, 2019) Working from home during a lockdown gives us all the chance to rebalance our lives and adopt healthier, happier routines, which can eventually result in significantly better mental health. To fight these disorders, one must adopt a healthy lifestyle that includes a properly balanced diet, regular exercise, and respect for the body's biological clock. Steps must be taken by the software sector to balance work and family. In the long run, this will have an impact on both industry growth and the national economy. There should be social and emotional support for workers. They should be permitted to continue having close relationships with their family, co-workers, and peers because doing so could improve their ability to manage stress and, ultimately, their quality of life. (pandey, 2020) A sizable majority of computer professionals were experiencing weariness, eye strain, headaches, and other physical ailments. The two main contributors to these issues are extended workdays and a heavy reliance on visual display devices. (Mishra, 2014) The current study adds to our understanding of how Indian leaders (as supervisors, assistant managers, team leads, and project leads) have acted as mediators in the creation of a systems approach to change, foster employee commitment at the individual and team levels, and display organisational citizenship behaviour's all at the same time. The findings have proven that virtual leadership behaviour's is necessary for employee engagement in the virtual work environment during the transformation process, but even more so for employees' willingness to stick with the company and adopt new online working practices. The findings, however, emphasis the need for training materials for IT-based virtual work environment in order to be effective. Training is also required in order to understand the rate of change, employee readiness, and difficulties that can be overcome in order to make the transition to the virtual work environment simpler. (Verma, 2022) According to study findings, attitudes of WFH policies, productivity when teaching from home using digital technology, work-life balance (save for gender), and the effectiveness of teaching from home are significantly influenced by gender, designation, age, and stream of instruction (except for stream teaching).The outcome will be a decrease in overtime, stress, and burdens at work and an increase in family time, leisure time, and flexibility at home. (Katoch, 2022) To enable employees to strike a balance between work and life outside of work, organisations should pay closer attention to providing them with comfortable working environments. An organisation should think about setting up an online counselling service if there is a chance that employees will struggle to combine work and personal obligations. Employees may be able to keep their zeal for both work and extracurricular activities with the support of an organization's proactive innovation in a demanding work environment. (Dr. Kaushal Kishore Shukla). There are benefits to working from home, such as the chance to strengthen relationships with family members. (Mok soon sim, 2021) Employee productivity and job satisfaction were much enhanced by working from home, but their chances of promotion were lower than those of their similarly performing colleagues in an office setting (singh, 2023).

DATA COLLECTION

My research is emphasis mainly on Secondary data. My work centred on secondary data that the Boston Consulting Group and NASSCOM, or the National Association of Software and Service Companies, issued on June 7, 2022. (NASSCOM and BCG group, 2022)Work from home has mostly developed into a hybrid paradigm and significantly embraced digitalization, which closes ten years' worth of gaps and making employees independent and unicorns.

Future employment is being driven by technology.

Overview of Indian Work in the Future:

Technology is changing the nature of the workforce. 92% of organisations believe that technological advancements that support the future of work have been critical to their resilience throughout the epidemic. In a digital India that is changing quickly, work from home policies may be successfully adopted, leveraged to increase important human resources, and be advantageous to both employers and employees. (Chitranshi, 2022)Web-based video-conferencing platforms such as Teams, Webex, and Zoom; cloud-based file-sharing services such as Box, Drive, and Dropbox; and collaboration software such as Asana and Slack are essential tools for working remotely, In the year 2000, there were none of them (Nicholas Bloom, 2023). In the second wave of the future of work, technological advancements allowed >90% of the tech industry's employees in India to work remotely within a matter of years. The market for future of work technologies in India is currently worth USD 1.1 billion, and during the past two years, it has garnered USD 115 million in funding. Spending on future-of-work technologies has climbed 57% YoY in 2021, with an increase of 1.6X in the number of HR systems used by businesses. According to 75% of the firm's, utilising technology is making the employee life cycle leaner and more efficient. Employees who work from home are at serious danger due to a lack of cybersecurity knowledge as hackers are taking advantage of the general fear and effectively targeting weaker targets (Tabrez, 2020). The most widespread use of technology has been in talent attraction and recruitment, with >80% of post-pandemic hiring

being conducted remotely thanks to future of work technologies and HR Tech solutions. 73% of business decision-makers are thinking about renovating physical spaces to better support hybrid work arrangements and are concentrating on utilising workplaces to boost organisational culture, worker wellbeing, innovation, and creativity. Organisational design and transformation may be necessary for a variety of reasons, including hybrid workforces or a mix of full-time workers and independent contractors (Singh, Opportunities for Working from Home and How Technology has Affected People, 2023).

India's Future Work Trends: - A hybrid work model has been implemented by about 70% of Indian IT companies, and 85% of the country's tech workforce works remotely or in a hybrid environment. 63% of Indian businesses have increased their spending on hybrid cloud services. According to 25% of employees, during the past two years, mental wellness has become the most important non-financial factor. 74% of workers questioned want the option of flexible remote work to continue. The majority (57%) of firms have already started the transformation process towards the Future of Work, and early adopters are seeing the results of their investments in HR-centric technology. While the hybrid work paradigm has the potential to increase productivity and flexibility for both enterprises and employees, it also has drawbacks, including isolation, a lack of possibilities, and a lack of face-to-face engagement and cooperation (Racherla, 2020). Rise in the popularity of hybrid work arrangements, that ICT will play an increasingly important role in facilitating and supporting Work from home (Bardoel, 2023). Because the majority of employees choose hybrid work from home over permanent work from home, hybrid work from home is expected to become the norm in the workplace in the future. (Singh, PRESENT SCENARIO OF WORK FROM HOME, 2023) The market for future work technologies is anticipated to develop at a compound annual growth rate of almost 19% over the following four years to reach USD 2.2 billion by 2025. In India, 93% of tech companies are considering switching to a hybrid work paradigm after the outbreak. Due to the rising demand for on-demand workspaces and the expansion of satellite offices in tier 2 cities and beyond, workplaces are changing to adopt hybrid operating models that are in constant flux.

The effects of technology

1. In the upcoming year, robotic process automation (RPA) adoption rates in India will increase by 57%. By 2025, the deployment of AI in India would create 20 million new employments.
2. India's rate of growth in cloud adoption is 1.4 times that of the rest of the world.
3. Industry 4.0 implementation solutions is predicted to increase staff productivity by around 300%.
4. There has been an 80% increase in the number of workers using virtual collaboration tools in the last two years; • Robotic process automation (RPA) adoption rates will increase by 57% in India in the upcoming year.
5. AI deployment will add 20 million jobs in India by 2025; and
6. Cloud adoption in India is growing at a rate that is 1.4X higher than the global average.
7. Industry 4.0 implementation solutions is expected to increase staff productivity by around 300%.
8. In the past two years, there has been an 80% growth in the number of employees adopting virtual collaboration technologies

Table 1 Future of Work in India Outlook

Research and Strategy	Business and Operating Model	Sourcing and Organizational Change
According to Physical process	According to Digital process	According to human process
Safe and Secure Workspace	Unified communication and collaboration Enabled Devices	Team Virtualisation
Seamless Physical/Digital Integration	Secure Cloud Hosted Applications	Culture Performance / Leadership Change
Adaptable Smart Facilities	Automated Proactive Technical Support	Uberization / Contingent Workforce
Collaboration Focused Workspace	Digital/Human Augmentation and Automation	Ability to Work from Anywhere/ Anytime

The pandemic has fuelled Future of Work trends such as adoption of Hybrid model, enhanced focus on EHS and greater flexibility in work.



Figure 1: Key Trends Driving the Future of Work in India

Organization need Organizations must pressure test and review their IT security in light of the shifting workforce composition brought about by hybrid models and the growing digitization of business.

The standards for client security have been loosened to account for the change in working style. However, some regulated businesses demand stringent IT security regulations. Cloud adoption has grown substantially, putting the system at risk from virus, hacking, data loss, etc. Investment in IT infrastructure has increased for enterprises as well, enabling employees to connect from any location. However, some regulated businesses demand stringent IT security regulations.

After allowing work from home, the workplace underwent a rapid digital transformation.

Data show there is Rapid change in government E-file after COVID-19

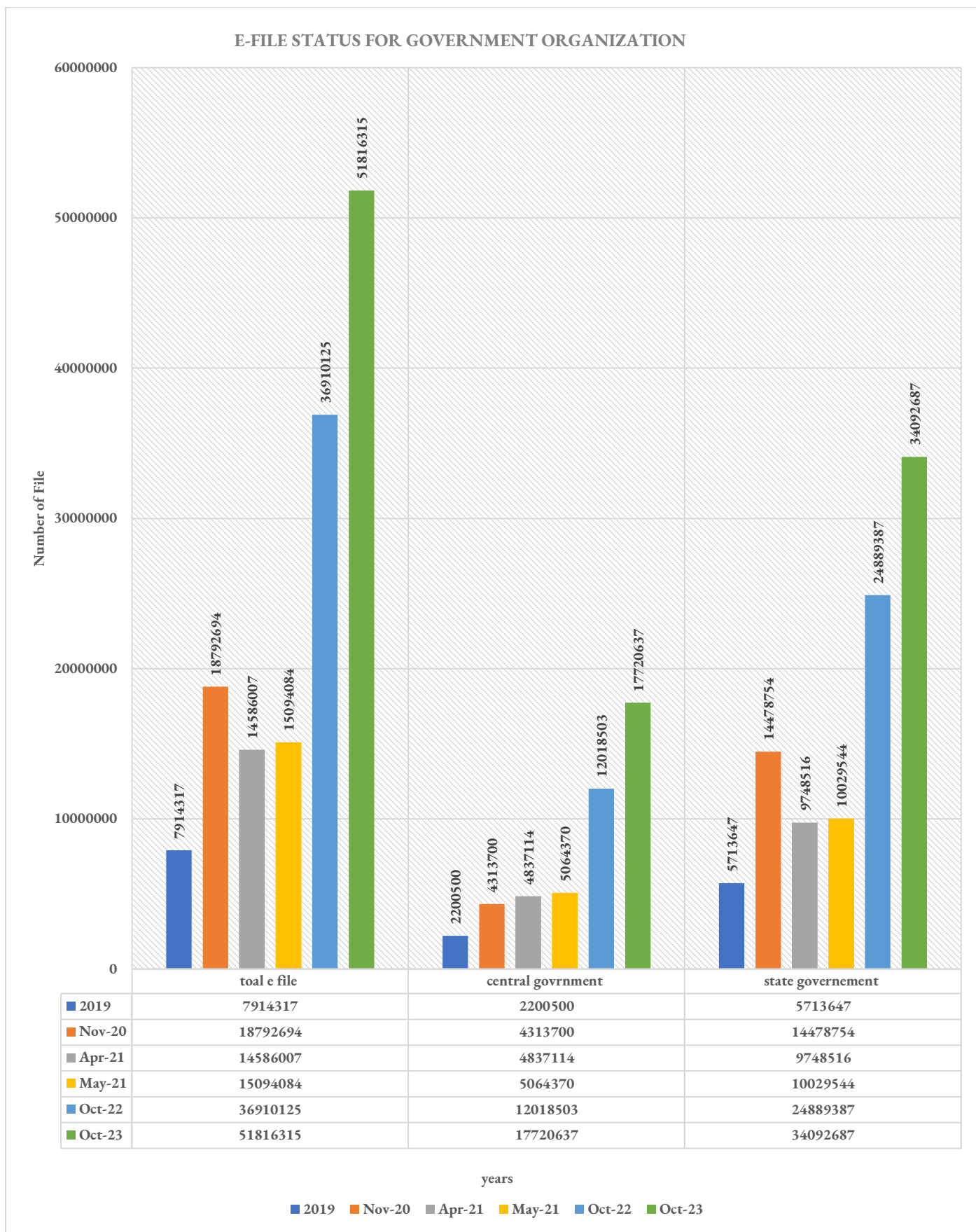


Figure 2 E-File Status for Government organization

Source: -darpg.gov.in

Data demonstrate a comparison of the five years before to Covid-19, the first and second waves, and the current condition of e-files. According to the data above, there was a sharp increase in the e-file processing during COVID-19 when we compared the dates of 2019 and 2020. According to a comparative analysis, e-file demand will significantly increase between 2020 and 2023. Thus, we conclude that the government sector is experiencing a sharp rise in file demand as a result of work from home.

Hybrid model of work from home (NASSCOM and BCG group, 2022)

If given the option, many in the digital industry work from home Only 5% choose totally on-site work from an office, while 25% prefer completely remote work. 70% prefer a combination of remote and onsite work. Due to the many advantages of working from home, the majority of respondents are willing to take a pay reduction of up to 10% in exchange for remote work, and the majority of respondents prefer hybrid work models (Khurjekar, 2022). With the help of the hybrid employment model, workers may supplement their income from their place of employment and devote more time to their families and personal life (Mel Tomeo, 2022).

workforce to rea

Table 2 Future of Work in India Outlook – All four aspects of Future of Work

Work, Workplace, Workforce, and Work Culture will continue to transform.

<10%	10%-85%	85%-95%	> 95%
Fully co-located	Hybrid /Flexible remote	Connected remote	Fully remote
In office 100% of the time	On-site On demand Go to office only as needed	Scheduled Remote Fixed schedule i.e., alternate days or 2-3 designated days a week in office	Once-a-month attendance for affiliation or other purposes No requirements to ever go into the office

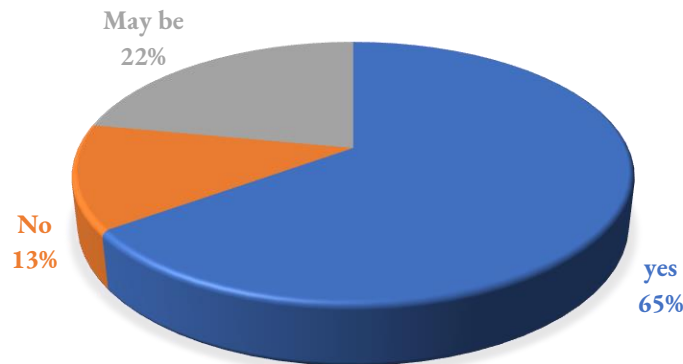
Tech enablement has mostly benefited talent attraction and recruitment, with virtual hiring becoming common.

Indicated by more than 85% of organisations an expansion of candidate reaches Geographical barriers to hiring the ideal employee are no longer an issue. Powerful automation solutions from AI-based tools help cut the workload of recruiters by 80%. Nearly 50% of organisations experienced shorter recruitment cycles, which improved time management. One in three major businesses used an application tracking system with robust dashboards and analytics to spot opportunities for scale-up efficiencies. 51% of businesses reported this Reduced hiring costs—travel, relocation, and other expenses were eliminated. However, some people still complained about excessive agency prices. Improved interaction with Gen Z Utilizing social media and recruitment portals, businesses may attract the modern workforce and demonstrate their command of cutting-edge technology. Employers may attract skilled workers from many regions and drastically cut costs associated with office space and equipment by allowing employees to work remotely. (Panchuk, 2023)

Overview of future work after adoption of Work from home

1. Providing the availability of a large talent pool and the relocation of employees to their home places, businesses aim to relocate or create new satellite offices in tier 2 or tier 3 cities.
2. Understanding the advantages of working from home, Employees can successfully combine their personal and professional commitments; returning to the workplace location will cause some degree of resentment.
3. Reduce the effects of employee disengagement by allowing businesses to establish satellite offices in specific Tier 2 or Tier 3 cities based on employee surveys and relevant locations.
4. Long-term business strategy: When in-person work resumes, workers are anticipated to return to the base office first before gradually switching to the hybrid work model from tier 2/3 offices.

DO YOU WANT TO SHIFT TO A TIER 2/3 CITY?



Source :-NASSCOM and BCG

Figure 3 Status Tier 2 and Tire 3 cities

Tier 2 and Tier 3 cities have lower living costs than Tier 1 cities by a factor of 50 to 30. When compared to Mumbai, the cost of living in Surat is 50% lower. Comparing Delhi to Jaipur, the cost of living is reduced by 35%. When compared to Kochi, the cost of living in Chennai is 30% less. The growth of facilities in tier-2 and tier-3 cities like Bhopal, Shimoga, Bhubaneshwar, Calcutta, etc. is being examined by 70 to 80 percent of the corporations to give temporary local workspaces for remote teams to communicate. Coworking spaces are preferred by companies over setting up permanent offices, especially small and medium-sized organisations.

Table 3 Future of Work in India Outlook – All four aspects of Future of Work

Work, Workplace, Workforce, and Work Culture will continue to transform

Work	Workplace	Workforce	Work Culture
<p>*First-line managers' evolving responsibilities now include educating younger employees and fostering peer connections with them one-on-one.</p> <p>*Growing use of AI and analytics in job activities requiring cognitive skills as well as increased automation of repetitive work procedures.</p>	<p>*Satellite offices are expanding in tier 2 and tier 3 cities to access huge talent pools.</p> <p>*Demand-driven workspaces</p> <p>Increasing flexibility and the support of the hybrid work style will lead to increased usage.</p>	<p>*In organisations, there is an increase in the gig economy and contingent labour with a shift from noncore to core and specialised work.</p> <p>*Increasing representation of women and people with disabilities in the workforce</p>	<p>*Office Culture Digital social intimacy is growing as virtual tools are used for cooperation, coaching, and feedback.</p> <p>*Localized decision-making with increased employee initiative, frequent communication with top management, and participation in important meetings and decision-making processes.</p>

Companies have begun to make their offices available. Selecting the roles that should be performed on-site and those that could be done remotely is necessary for adopting the hybrid work model.

1. Workplaces should serve two functions: delivering work and serving as hubs for collaboration and innovation, with a healthy mix of synchronous and asynchronous activity.
2. Employer preferences and job criteria are used to cluster job roles based on workforce personas, and suitable work models are modelled.
3. Giving people the freedom to choose the best model based on their career aspirations, project lifecycles, client requirements, etc.

To find the best-fit hybrid models for enterprises, it is crucial to consider job requirements across workforce personas.

1. **Patterns-based expert:** - Accounts processing, Human resources processing etc.
2. **Flexible professional:** - Digital marketing, web application development.
3. **Guiding leaders:** - Leaders and managers with people management responsibilities.

4. **Hourly digital connectors:** - Phone based customer service-oriented agents.
5. **Stewards and keepers:** - Database administration, network security etc.

CONCLUSION AND RECOMMENDATION

This study is based on a NASSCOM survey, from which we learn that a new level of employment emerged following the acceptance of remote work. The new working from home must be recognised as the new standard. The culture and philosophy of working from home are completely different from working in an office. Both the job and trends in India's future will alter. Since working from home is entirely dependent on technology rather than human labour, it is the most significant component. In the fields of cloud computing, IT security, and AI, working from home creates demand and jobs. Following Covid-19's approval of work from home, there has been a significant surge in online government file uploads. After working from home, the hiring process is also impacted. There will be development in tier 2 and tier 3 cities. Work, the workplace, the workforce, and the office culture will completely change. The hybrid approach to working from home will become more and more popular, but there are still numerous challenges to overcome.

FURTHER RESEARCH SUGGESTIONS

Rising cloud computing use, hybrid work from home, greater employee flexibility, transforming workplaces, a priority on psychological well-being, and the Employees Health Scheme are some of the major trends influencing the future of work in India. Future Research may concentrate on the digital transformation of the workplace (home office) and the hybrid work from home paradigm. In future it is needed to compare work from home and hybrid work from home for the betterment of both potential employers and employees. Researchers and practitioners who wish to work on the same field connected to hybrid work from home are given a scope and direction. The cost of living in an employee's home city is significantly lower than in a metropolitan area if they work from home so detail Research is needed. Particular duties can be completed outside of an office or as a permanent work from home position that needs additional knowledge.

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