

Prospects of 'Work From Home' Model to be used even after Covid-19 situation in India (A Case Study of Katihar District in Bihar)

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ABSTRACT: COVID-19 started in December 2019, like a viral outbreak in Wuhan city of central Hubei province of China. After China, it starts spreading in all over the countries of world and of course has entered in India on 30th January, 2020. Due to this Covid-19 pandemic, approx. all the countries of the world, except some countries, where there are no case of Covid-19, have locked down by their respective local, state and central governments. India was also facing a very critical condition of Covid-19. After facing the complete lock down for more than 6 months, economy was going down day-by-day. During Covid-19, some companies have started to work under Work from Home model which has already been used in United States since long time. 'Work from Home' is a work arrangement in which employees do not commute or travel to a central place of work like-office building, warehouse or store. While using this model, many companies as well as employers felt it more convenient, productive and cost effective. During this Covid-19, many Educational Institutions also used this model and teachers have started teaching students online from their home. Now, people are thinking about using the same model of 'Work from Home' even after Covid-19 and there is possibility for Educational Institutions also to use this model even after Covid-19 for completing the syllabus of students in colleges. This paper is aimed at finding the Prospects of 'Work from Home' model after Covid-19 in service and Education sector. In this study primary data is used for Education sector and secondary data is used for Service sector for finding the results.

Keywords: Work from Home, Education, Service Sector, Economy, Covid-19

I. INTRODUCTION

COVID-19 started in December 2019, like a viral outbreak in Wuhan city of central Hubei

province of China. After China, it starts spreading in all over the countries of world and of course has entered in India on 30th January, 2020.(Jaiswal & Arun, 2020)The COVID-19 pandemic has brought forth an unprecedented global humanitarian challenge with severe implications for societies, businesses, and individuals.(Spurk & Straub, 2020)Most of the affected countries took several measures, like lockdowns, business shutdowns, hygiene regulations, social distancing, school and university closings, or mobility tracking as a means of slowing down the distribution of COVID-19. Due to this Corona Virus pandemic, everything has been stopped in the world for resisting the spread of Covid-19. All the public transport services, businesses, offices, malls, theatres, parks, National and International game tournaments, everything was locked down by the Government of India also. For the last several months, we have been told by local, state and government officials to stay at home and nonessential businesses must close down operations. But, keeping the economy closed for too long could cause irreparable damage. As a result, we're now watching the work-from-home trend take off. During this pandemic situation, where everything was stopped, there are some services which are allowed to be performed by staying at home, and this model was given a name, i.e. 'Work from Home' model. 'Work from Home' is a work arrangement in which employees do not commute or travel to a central place of work like-office building, warehouse or store. While nations remained partially or fully shutdown, businesses tried operating to the extent possible by directing employees to work remotely. Work from Home model can be applied in Educational and Training services, Professional, Scientific and Technical services, Management of Companies and Enterprises, Finance and Insurance, Media and Information services. Every sector in which working from home facility was possible, employee

had been allowed by their employers to do their work by sitting at their home. Different top Indian IT firms are smoothly working in this Covid-19 situation by applying Work from Home model. This study aimed at highlighting the Prospects and benefits of Work from Home model in different sectors in India and a special emphasis was given on Education sector in this study.

II. REVIEW OF LITERATURE

(Dingel & Neiman, 2020) In their study titled "How many Jobs can be done at Home?" find that 37% of jobs in the United States can be performed entirely at home, with significant variation across cities and industries. After applying their occupational classifications to 85 other countries, they reveal that lower-income economies have a lower share of jobs that can be done at home. Their assessments about whether an occupation could be done at home or not agreed in about 85% of the cases, and their disagreements were only rare. Their study reveals that 98% of the 8.8 million teachers in the U.S. are able to work from home, which seems sensible given the large number of schools currently employing remote learning.

(Spurk & Straub, 2020) Authors in their study titled "Flexible employment relationships and careers in times of the COVID-19 pandemic" have discussed how the work and careers of individuals in flexible employment relationships might get affected by the COVID-19 pandemic including risks and possibilities for workers, specifically for gig workers, outlined ideas how to examine period effects of the COVID-19 pandemic on the work and careers of those individuals, and analysed how the pandemic can contribute to the ramification of flexible employment relationships to minimize risks and optimize opportunities.

(Jaiswal & Arun, 2020) The authors in their study titled "Unlocking the COVID-19 Lockdown: Work from Home and Its Impact on Employees" have assessed the impact of work from home on employees during the COVID-19 lockdown. They concluded that there are inherent differences in the nature of the manufacturing and technology-enabled service sectors therefore they explored the differential impact of work from home during the lockdown across the two sectors.

Objectives of the Study

1. To find out the different sectors in India in which 'Work from Home' Model can be used even after the Covid-19.
2. To find out different prospects and problems in adopting 'Work from Home' Model in Education sector after Covid-19.

3. Perception of students towards 'Study from Home' even after Covid-19.

III. RESEARCH METHODOLOGY

The present study is based on the exploratory research and examines the Prospects of 'Work from Home' Model to be used even after Covid-19 situation in India. This study is based on both the primary and secondary data. Primary data is collected through questionnaire that has been framed in both English and Hindi language for the purpose of ease in understanding the questions to the respondents. The secondary data that is collected through research papers, news-paper, periodicals etc. The questionnaire involves question relating to the acceptance of 'Study from Home' even after Covid-19, from the students of Katihar District of Bihar. These questionnaires were sent to the respondents through whatsapp and e-mails for collection of data and responses were taken on a likert scale of 1 to 5. Whatsapp and e-mails were used for collection of data because physical collection of data is not possible in this Covid-19 situation. An attempt has been made to collect data from 600 students of Under Graduate and Post Graduate using convenience sampling method, by sending questionnaire to them through whatsapp and e-mail. The reason for targeting more respondents is to remove those respondents who has given incomplete information or whose information are baseless. Out of these 600 targeted respondents, 310 respondents have given complete and full information. The period of data collection for the present study is ranged from April, 2020 to July, 2020.

IV. SIGNIFICANCE OF THE STUDY

'Work from Home' model is very popular in all over the world and has also been introduced by many Companies, businesses and Educational Institutions in India after Covid-19. Before Covid-19 situation, there were also some sectors which were using 'Work from Home' model based upon their convenience but after this pandemic situation Work from Home model has become necessary. By adopting this 'Work from Home' model, not only employees but employer was also benefitted. In this model, employees feel many benefits like convenience of staying at home while working, saving of conveyance cost, freedom for working timing etc. on the other hand employer had also experienced some benefits like reduction in cost of operating office, reduction in electricity charges etc. In this study, the author has tried to highlight all the benefits of Work from Home model in different sectors and specially emphasised on Educational sector so that education of students

cannot be hampered due to any type of lockdown in future. This study will benefitted the teachers, students, coaching centres, other Educational Institutions, businessman, organisations and policy makers as well as Government.

LIMITATIONS OF THE STUDY

1. The data used in the study is both primary and secondary in nature.
2. This study is limited only to the Katihar District of Bihar therefore results of this study may or may not apply on other Districts.
3. The analysis is for a particular period of time and results will change for an analysis made at any other time.

Discussion on Work From Home Model on different sector

During this Covid-19 pandemic, the high-speed internet, a proliferation of devices, applications, and changing attitudes about the nature of work have given a surprise by making working at home a reality for millions of people around the world. According to the study, in fact, half of all American employees work at home. And it is not only the case of United States, 79 percent of knowledge workers globally now do at least some work outside the office. In India, Work from Home model can be applied in Educational and Training services, Professional, Scientific and Technical services, Management of Companies and Enterprises, Finance and Insurance services, Media and Information services. Different top Indian IT firms are smoothly working in this Covid-19 situation by applying Work from Home model. (COMMUNITY BY NASSCOM INSIGHT, 2020) “Top Indian IT firms have managed to have over 90% of their employees Work from Home. The top Indian IT firms which have released their results this month have highlighted their shift to WFH to the tune of over 90%, surpassing the

country average of 70%. As of April 15, 2020, 93% of Wipro employees were approved to work from home by customers with 90% of our employees being actually engaged in delivering projects globally, Over 93% of Infosys workforce was enabled to work from home, in countries still under lockdown, and from the company’s offices, wherever possible, TCS had enabled close to 90% of our employees to work remotely and securely, through its Secure Borderless Work Spaces (SBWS) operating model.” Employees working under Work from Home model are benefitted in many ways like- flexible work space, saving of conveyance cost, saving of maintenance cost, freedom of work, working for more than one company at a time etc. Not only employees, but employers are also benefitted with this model like- Increase in productivity, saves operating cost, electricity cost, help in hiring and retaining top talent etc. Based upon above mentioned benefits of employer as well as employees, we can conclude that those sectors where coming to work place for job is not necessary, i.e. where employees can work from Anywhere, those sectors should go for Work from Home model, it will increase the productivity as well as have proved more convenient for the employees also.

Analysis, Results and Discussion of Primary Data

The respondents in this study are Under Graduate and Post-Graduate. Response from the respondents have taken on the scale of 1 to 5, where 5 means Completely agree, 4 means Very much agree, 3 means Moderately Agree, 2 means Slightly agree and 1 means Completely Disagree.

Perception of Students towards ‘Study From Home’ even after Covid-19.

Table 1: Opinion of Respondents on Acceptance of Online Teaching during Covid-19

Course of Respondents	Scale of 1 to 5					Total
	Completely Disagree	Slightly Agree	Moderately Agree	Very Much Agree	Completely Agree	
Graduation	14	59	57	47	21	198
Post-Graduation	10	32	34	24	12	112
Total	24	91	91	71	33	310

Source : Authors’ Computation through SPSS 25

The above table reveals that out of 310 respondents, 91 respondents are Moderately Agree and 71 respondents are very much agree on the question that whether students have accepted the

Online teaching provided by their Colleges or Coaching Institutes during Covid-19 situation. However, 33 respondents are complete agree and

24 students are completely disagree with acceptance of online teaching during Covid-19.

Table 2: Opinion of Respondents on acceptance of Onlineclasses during summer Vacation.

The author has asked the respondents that whether students are agree if they are provided online classes during the summer vacation in addition of

regular classes, for their benefitslike- for completing their due syllabus, for their revision classes, for their doubt clearing classes etc. so that quality of education cannot be hampered due to any type of lockdown.

Course of Respondents	Scale of 1 to 5					Total
	Completely Disagree	Slightly Agree	Moderately Agree	Very Much Agree	Completely Agree	
Graduation	27	31	68	51	21	198
Post-Graduation	16	18	38	26	14	112
Total	43	49	106	77	35	310

Source : Authors' Computation through SPSS 25

The above table exhibit that 49,106 and 77 respondents are slightly agree, moderately agree and very much agree respectively on the above asked question from them. While 35 respondents are completely agree and 43 respondents are completely disagree with the statement.

Table 3: Opinion of Respondents on acceptance of Online classes for 1 or 2 Hours during Holidays.

The author has also interested to know that what would be the response of the students if they are provided some online classes for one or two hours during holidays also except Sunday for keeping the students always in touch with their respective objectives.

Course of Respondents	Scale of 1 to 5					Total
	Completely Disagree	Slightly Agree	Moderately Agree	Very Much Agree	Completely Agree	
Graduation	26	35	74	41	22	198
Post-Graduation	14	20	42	23	13	112
Total	40	55	116	64	35	310

Source : Authors' Computation through SPSS 25

The above table shows the positive response of students towards the above asked question. 116 respondents are moderately agree and 64 respondents are very much agree with the statement. While 40 respondents are completely disagree and 35 respondents are completely agree. There are 55 respondents also who are slightly agree with the statement.

Table 4: Opinion of Respondents on Quality of Online classes provided to students.

At last it was important to know for the author that what are the responses of students towards overall all quality of online classes provided to them during Covid-19 and whether they are satisfied or not.

Course of Respondents	Scale of 1 to 5					Total
	Completely Disagree	Slightly Agree	Moderately Agree	Very Much Agree	Completely Agree	
Graduation	13	41	65	48	31	198
Post-Graduation	10	22	37	26	17	112
Total	23	63	102	74	48	310

Source : Authors' Computation through SPSS 25

In this case also the above table reflects the positive response by respondents. 63, 102 and 74 respondents are slightly agree, moderately agree and very much agree with the above statement, while 23 respondents are completely disagree and 48 respondents are completely agree.

V. CONCLUSION

From the analysis of above tables regarding Study from Home, it can be observed that opinions of respondents are positive in all the above tables. While analysing the table, author found following results:-on the question that whether the respondents have accepted online teaching, 286 out of 310 respondents have rated between slightly agree to completely agree and only 24 respondents are completely disagree with the statement, which shows acceptance of online teaching on large scale during Covid-19. In the same way, when the respondents were asked that whether they accept online classes if provided during summer vacation for betterment of student like- completion of due syllabus, extra classes, revision classes etc. then 267 out of 310 respondent have given their consent towards the statement by rating the question between slightly agree to completely agree, however a very little crowd i.e. 43respondents have rated the statement as completely disagree. Once again one question was asked by the author from respondents that whether they accept online classes for 1 or 2 Hours during Holidays except on Sundays, here once again respondents have given positive response and 270 out of 310 respondents have rated between slightly agree to completely agree. At last, one question was asked about experience of students towards online classes during Covid-19, i.e. whether they are satisfied with the quality of online classes provided to them by their colleges and coaching institutes during Covid-19, here also 287 out of 310 respondents have rated between slightly agree to completely agree.

Based upon the above findings, we can conclude that in Colleges/Universities or any Educational Institutions lock down cannot hamper the quality of Educational services provided to the students, if those institutes will follow this model. Moreover, this model can also be used by the Educational Institutions for completing the syllabus of the students, revision classes, extra classes even in the summer vacations and holidays also.

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