

THE IMPACT OF FLEXIBLE WORK CONDITION ON EMPLOYEE SATISFACTION AND PERFORMANCE IN IT SECTOR

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ABSTRACT

The introduction of flexible work arrangements has fundamentally changed the characteristics of the modern workplace, especially in the highly dynamic and demanding IT industry. This study investigates the effect of flexible working arrangements on worker satisfaction and performance in the IT sector. The study aims to determine how various characteristics of flexibility, such as remote work choices, flexible working hours, and hybrid approaches, affect job satisfaction and productivity among IT workers. To understand how the flexible work condition influence the productivity, and to find the satisfaction of IT staffs with given flexible work conditions. This study is completed by collecting primary data through a standard questionnaire from 100 sample respondents from the IT employees .Following the findings, flexible work arrangements considerably increase satisfaction among workers by enhancing work-life balance, lowering stress, and increasing autonomy. Furthermore, the study demonstrates the positive connection between flexible work arrangements and employee performance, as indicated by improved productivity and better workplace engagement. These findings illustrate how crucial it is to implement flexible work arrangements in order to attract and sustain excellent talent in the competitive IT sector. The paper concludes with suggestions for IT firms to implement effective flexible work strategies to maximize employee satisfaction and performance.

Key words: Performance efficacy, Job satisfaction, Working conditions

INTRODUCTION

The concept of flexible work arrangements, which includes telecommuting options, flexible schedules, and customizable work environments, has become central to discussions of employee satisfaction and performance. As technology continues to blur the lines between work and private life, understanding the impact of these flexible work arrangements on employee well-being and productivity has become critical for companies trying to meet the changing demands of the modern work force. This study examines the multifaceted relationship between flexible

work arrangements, employee satisfaction, and job performance. By looking at different dimensions of flexibility, such as telecommuting, shortened working weeks and flexible working hours, we try to highlight the nuanced effects on employee attitudes and work performance. As organizations strive to attract and retain top talent, the ability to strike a balance between flexible work arrangements and operational efficiency has become a critical factor in shaping workplace dynamics.

STATEMENT OF THE PROBLEM

In recent years, the IT sector has seen a growing trend towards implementing flexible work conditions, allowing employees to work remotely, adjust their schedules, or adopt alternative work arrangements. The purpose of this study is to find out the impact of flexible working conditions on both employee satisfaction and performance in IT sector. This study attempts to address this gap by examining the relationship between flexible work arrangements, employee satisfaction levels and performance indicators. Therefore, this study aims to investigate the effects of flexible work conditions on employee satisfaction and performance within IT organizations.

OBJECTIVES OF THE STUDY

- To examine the correlation between flexible work arrangements of individual and team performance metrics.
- To understand the role of organizational culture in shaping the success of flexible work conditions.
- To evaluate the influence of managerial support and training on creating a positive environment for employees working under flexible conditions.
- To assess the effectiveness of technological infrastructure in supporting employee satisfaction and performance in a flexible work environment.

NEED OF THE STUDY

The need for studying the impact of flexible work conditions on employee satisfaction and performance arises from several critical factors. Firstly, with the increasing demand for work-life balance and flexibility among employees, understanding how flexible work arrangements influence their satisfaction is essential for organizations aiming to attract and retain talent. Secondly, as organizations adopt flexible work policies at an accelerating rate, there is a crucial need to assess how these changes affect employee performance to ensure sustained productivity and efficiency.

SCOPE OF THE STUDY

The study will examine the impact of flexible work conditions on employee satisfaction and performance metrics. It will assess various flexible work arrangements and their correlation with employee perceptions and attitudes. The study will compare outcomes with traditional office-based settings, considering factors like work-life balance and job engagement. Additionally, organizational support mechanisms will be explored to understand their role in facilitating satisfaction and performance. The study aims to provide actionable insights for organizations to optimize their workforce strategies and promote a positive work environment conducive to employee well-being and productivity.

RESEARCH DESIGN

A research design is the comprehensive strategy chosen to integrate various components of a study in a coherent and logical manner, thereby ensuring the research problem is effectively addressed. It serves as a blueprint for data collection, measurement, and analysis. The research design provides a framework for the selection of research methods and techniques. It enables researchers to focus on a suitable research method for the subject matter, setting the stage for successful outcomes. It is an overall strategy or plan that a researcher devises to answer a particular research question. It outlines the steps, procedures, and methods that will be used to collect and analyze data. A well-designed research study should be structured in a way that allows the researcher to effectively investigate the research question and draw valid conclusions.

LIMITATIONS OF THE STUDY

- Potential self-reporting biases in data collection methods
- Limited generalizability due to diverse organizational cultures and workforce demographics.
- Difficulty in controlling for confounding variables, impacting result validity.
- External factors such as economic conditions or industry-specific trends may independently affect employee satisfaction and performance, complicating the attribution to flexible work conditions.

REVIEW OF LITERATURE

Dina Siber & Ermin Cero (2024)¹¹ This study investigates the impact of flexible work arrangements (FWA) on employee satisfaction in Bosnia and Herzegovina's IT sector. Surveying 122 IT professionals, the quantitative analysis reveals a significant positive correlation between FWA, including telecommuting and flexible hours, and employee satisfaction.

ABUBAKAR Musa Ibrahim & OLANIYI Ololade Adedoyin (2022)ⁱⁱ This study investigated flexible work practices and employee performance in 4,444 IT sectors in Nigeria, focusing on job sharing and telecommuting.

Irina Yanchovska & Zhelyu Vladimirov (2023)ⁱⁱⁱ This study explores the impact of five factors, including pay and promotion, nature of work, work atmosphere and co-workers, job performance, and flexible work, on job satisfaction among IT workers before and during COVID-19.

Mohammad Asif (2021)^{iv} The study in India investigates the impact of job flexibility on employee engagement, loyalty, and job satisfaction in the IT sector, involving 4,444 participants.

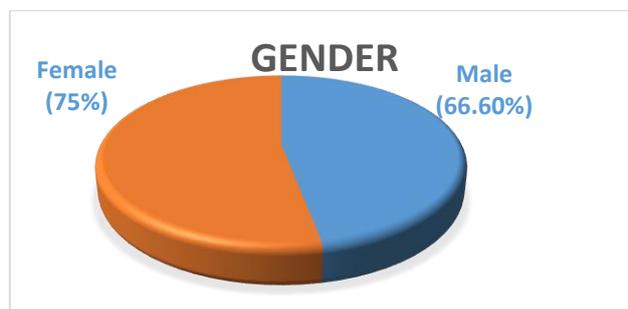
Yohanes Suryadi, John E.H.J FoEh & Henny Manafe (2022)^v This article examines the factors that influence employee work productivity, namely: work-life balance (WLB), work from home (WFH), information technology (IT), and work flexibility as mediating variables.

DATA ANALYSIS AND INTERPRETATION:

This part deals with the analysis of the data collected through primary source and interpretation of the same.

GENDER

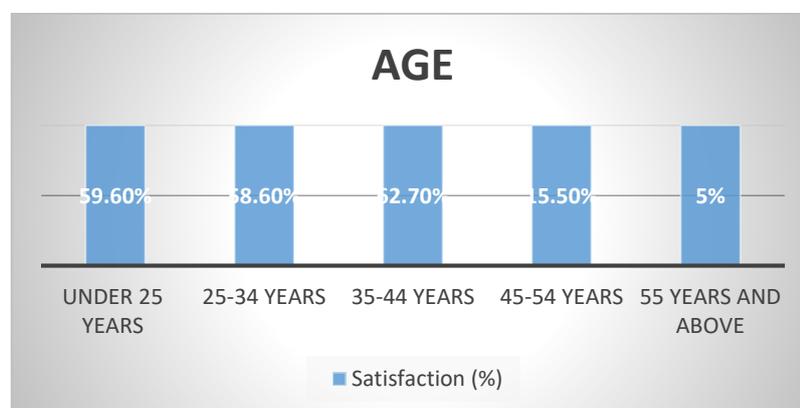
Gender versus Satisfaction level on flexible work conditions provided by employer:



Source: Primary Data

AGE

Age groups helps to understand the preferences of employee belonging to different age ranges.



Source: Primary Data

WORK EXPERIENCE

It helps to know employment continuity within one organization.

EXPERIENCE	Satisfaction (%)	Chi square	p
Less than 1 year	72%	2.105	.901
1-5 years	70.6%		
6-10 years	84.6%		
More than 10 years	66.7%		

Source: Primary Data

JOB ROLE

The current job role helps to know wide range of positions.

Options	Satisfaction (%)	Chi square	p
Enter- level	66.6%	17.208	.372
Mid-level	53.3 %		
Senior-level	35.5%		
Managerial	8.8%		
Executive	11.1%		

Source: Primary Data

DEPARTMENT

Department that employee primarily works helps to know specialized division within an organization

DEPARTMENTS	Satisfaction (%)	Chi square	p
Human resource	35.5%		

Finance and accounting	66.6%	10.304	.850
Marketing	28.8%		
Sales	11.1%		
Others	33.3%		

Source: Primary Data

MODE OF WORK

Mode of work helps to know how tasks are executed and collaboration is facilitated within a workplace.



Source: Primary Data

WORKING HOURS

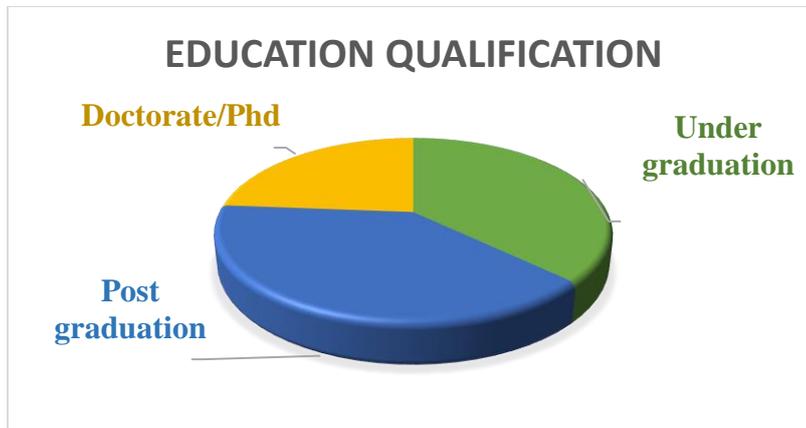
HOURS	Satisfaction (%)	Chi square	p
Less than 8 hours	63.2%	20.424	.059
8 hours	50.9%		
9 hours	50%		
10 hours	0%		
More than 10 hours	33.3%		

Working hours per day helps to know the duration a employee spends actively working on tasks during each day.

Source: Primary Data

EDUCATION QUALIFICATION

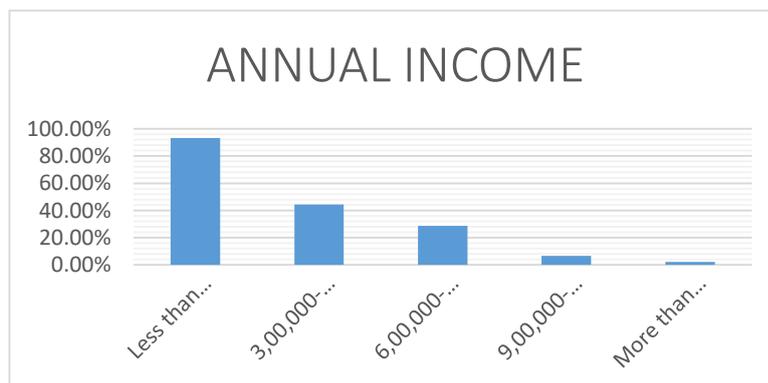
Helps to know the satisfaction of employee and different education level.



Source: Primary Data

ANNUAL INCOME

Helps to know the annual income of a employee



Source: Primary Data

ARRANGEMENTS OF FELXIBLE WORK CONDITION

Helps to know the arrangement of flexible work condition for the employee.

TABLE 4.2.10

OPTIONS	Satisfaction (%)	Chi square	p
Yes	81.5%	17.106	<.001
No	36.8%		

Source: Primary Data

FINDINGS OF THE STUDY

From this study the following findings, suggestions and conclusions regarding the impact of flexible work condition on employee satisfaction and performance. Findings are the observation from the data analysis chapter and suggestions are recommendations or perceptions that researchers offer in accordance with their findings. Conclusion is the scope for the future analysis in the same topic.

- In this study, from the gender it is observed that the 75% of female employees and 66.6% of male employees are satisfied with the flexible work condition. Out of 100 respondents.
- In this study, under different age group it is observed that there is no significant association between the age groups of the employees.
- In this study, It is noted that there is no significant association of employees continuing in the same organization
- Out of 100 respondents,It indicates that there is a significant difference between the current job role, the null hypothesis is reject
- In this study,It indicates that there is a significant difference between the current job role, the null hypothesis is rejected
- In this study, that there is a significant difference between the employees selecting the mode of work
- Out of 100 respondents,It is noticed that there is significant association between the working hours of the employees.
- •In this study, it is a null hypothesis since there is no significant difference between the employees from different education level.
- In this study,It indicates that there is a significant difference between the employees with their level of income
- Out of 100 respondents it is noted that there is significant difference between the employees satisfaction on flexible work condition

SUGGESTIONS

The following are the suggestions of this study which is based on the data collected from the IT employees.

- Evaluate how flexible work arrangements affect the mental health and general wellbeing of IT workers, taking into account variables such as job satisfaction, work-

life balance, and stress levels. Examine how these circumstances impact overall performance and offer solutions to any possible drawbacks.

- Examine how flexible work arrangements encourage creativity and innovation within IT teams, and consider the effects of different levels of flexibility on problem-solving skills and teamwork. Analyze the long-term implications for the success of the organization and employee engagement.
- Assess the positive and negative aspects of introducing flexible work arrangements in the IT sector, as well as how they affect overall business performance.

CONCLUSION

In conclusion, there are a lot of potential and challenges associated with flexible work arrangements in the IT sector when it comes to employee performance and satisfaction. Studies regularly demonstrate that more autonomy, better work-life balance, and a reduction in commuting stress are some of the ways that remote work, flexible scheduling, and hybrid work arrangements may improve job satisfaction. Higher employee morale and retention are a result of these variables, which is important in a fierce sector like IT where retaining talent is critical. But the shift to flexible work schedules in IT also brings with it difficulties in preserving efficient communication, encouraging teamwork in remote teams, and guaranteeing fair access to opportunities and resources. To preserve productivity and collaboration among teams in the face of these problems, strong technology infrastructure, encouraging leadership, and effective communication techniques are needed. Adopt project management software for transparent work flows and technologies like Slack to facilitate clear communication in order to deal with the issues presented by factor IT work schedules. To keep the team together, set up frequent virtual meetings and encourage teamwork using resources like Google Workspace. By implementing flexible policies that guarantee balanced access to resources, you can encourage remote work best practices through team-building exercises and training.

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