

A STUDY ON HYBRID WORKING MODEL AND ITS IMPACT ON EMPLOYEE PERFORMANCE AND PRODUCTIVITY

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*Corresponding authors | Received: 10/11/2023 | Accepted: 02/01/2024 | Published: 21/01/2024

Abstract

This study is to examine effects of hybrid working model on performance of employees and productivity, with a specific focus on Samsung Electro Mechanics in Bangalore. With the rapid changes in the work environment due to the COVID-19 pandemic, organizations have adopted hybrid working models that combine remote and in-office work. This study aimed to shed light on how this new working arrangement affects employee outcomes. A survey was conducted among employees to gather quantitative data on their perceptions of the hybrid working model, as well as their self-reported performance and productivity levels. The findings of the study revealed several key insights. Firstly, employees at Samsung Electro Mechanics in Bangalore generally perceived the hybrid working model positively. They reported benefits such as increased flexibility, reduced commuting time, and improved work-life balance. These factors were found to contribute to higher job satisfaction levels among employees.

Key words: Flexibility, Remote work, In-person collaboration, Work-life balance, Employee satisfaction, Increased productivity, Communication and collaboration tools, Technology infrastructure, Performance measurement, Managerial skills, Workplace culture.

Introduction

In recent years, the concept of hybrid working models has gained significant attention in the corporate world. Hybrid working refers to a work arrangement that combines remote work and on-site work, allowing employees to have flexibility in choosing their work location and schedule. This model has become increasingly popular due to advancements in technology, changing employee preferences, and the global COVID-19 pandemic, which forced many organizations to adopt remote work practices.

The purpose of this study is to investigate the impact of the hybrid working model on employee performance and productivity. Understanding the effects of this emerging work arrangement is crucial for organizations aiming to optimize their workforce strategies and create a productive work environment that meets the needs of both the employees and the organization. The study will explore various aspects related to hybrid working, including its advantages and challenges, the factors influencing employee performance and productivity in this model, and potential strategies to enhance effectiveness. By examining these factors, this

research aims to provide valuable insights for organizations considering or already implementing hybrid working arrangements.

Literature of Review

Argaw Tarekegn Gurmu, (2021) Accidents on construction sites have a negative impact on worker productivity. On the other hand, employing good safety management practises (SMPs) can boost output. Therefore, it is crucial to evaluate the levels of safety practise application and their effects on production in order to increase productivity. The purpose of this study is to create innovative methods for estimating SMP adoption levels and predicting labour productivity in multistory building projects. 39 multistory building projects in Melbourne, Australia, were examined for data on safety management procedures, project start dates, and project completion dates.

Ronald, Busse; Steffen, Mitteldorf. *Advances in Management* (2021). In an era of intense market competition, globalization, and high dynamics, a new strategy is needed to survive³⁸. Work-related ways to measure results might be predicated on normative assumptions like commitment, engagement, motivation, or satisfaction as well as logical assumptions like performance, productivity, or turnover. On the other hand, performance may be sustained if workers are happy. (normative).

Shruti Gupta, Asha Prasad (2011), Nine items underwent factor analysis, and the results showed that the instrument had four main dimensions. The issues in question in the case of Indo-Japanese businesses include workforce planning and engagement, talent motivation, in-service training, and training needs assessment. The following variables are important for Indian businesses: talent recruitment and retention; talent motivation and need identification; talent planning; and talent development.

S. Rañeses, Noor un-Nisa, Edgar Suliva Bacason, Salvacion Martir(2022), The purpose of this study was to examine how remote work affects employee productivity and work-life balance in the business consulting sector. A quantitative investigation has led to the conclusion that remote work is essential for improving employee productivity and worklife balance. Despite having more work to do each day than they would in an office setting, the majority of the employees felt that working remotely had improved their odds of finishing their assigned duties. The study concluded that remote working had no effect whatsoever on how well employees balanced their professional and personal lives.

Spitzhirn, et al., (2022) Combining simulation with motion capture maximises the advantages

of each technique. The ability of planners to remotely collaborate as they evaluate and create future digitally enhanced workplaces is another crucial factor. Hybrid Work Systems provides ergonomics specialists and workplace designers with a digital platform where they may work together to create workplaces that are both financially feasible and ergonomically sound. An assembly use case for a cylinder head of an internal combustion engine serves as a demonstration of the concepts, systems, and interfaces, as well as the interactions with assessment methods for time and ergonomic analysis.

Majid Parchami Jalal, Shahab Shoar (2019), The findings showed that labour productivity is most driven by things like weariness, a lack of worker motivation, and a lack of skill, whereas aspects like schedule delays and inflation in execution costs are most influenced by factors like fatigue. Finally, a list of suggestions for enhancing worker productivity in the construction industry was also provided.

S. Araujo., et al., (2019) study is based on social issues like attitude and workplace harassment that have an indirect impact on an organisation's financial and economic health. This method enables the development of expert systems to help managers manage their teams more effectively and deal with circumstances that result in social and financial losses for the company in areas where they do not use computational resources based on AI.

Omogbai Oleghe, Konstantinos Salonitis (2019), notion of hybrid simulation modelling was used in a lean manufacturing scenario where quality performance was inconsistent mostly due to production constraints.

Research GAP

While hybrid working models have gained popularity in recent years, there is still a significant research gap in understanding their impact on employee performance and productivity. Although there have been studies on remote work and its effects, the specific dynamics of hybrid working and its unique implications on employee outcomes require further investigation. One key research gap is the limited understanding of how the hybrid working model affects different types of employees. Studies often focus on the overall impact without considering individual differences such as job roles, personalities, or preferences. Exploring these nuances can provide valuable insights into the varying effects of hybrid working on different employee groups, allowing organizations to tailor their strategies accordingly.

Objectives of the Study

1. To analyse Hybrid Working Model Practices in SEM-B
2. To analyse the level of Job Satisfaction in Hybrid Working Model
3. To analyse the level of communication and collaboration in Hybrid Working Model
4. To study the impact of Hybrid Working Model on employee performance and productivity at SEM-B.

Testable hypothesis:

H1: Job satisfaction and performance of the employees are correlated significantly.

H2: Communication and collaboration and performance of the employees are correlated significantly

Data Analysis

Descriptive Statistics

		N	Mean	Std. Dev.	Std. Error	95% Confidence Interval for Mean	
						Lower Bound	Upper Bound
Hybrid Model Job Satisfaction	20-30 Years	38	2.0789	.27328	.04433	1.9891	2.1688
	31-40 Years	50	2.1000	.30305	.04286	2.0139	2.1861
	41-50 Years	12	2.1667	.38925	.11237	1.9193	2.4140
Hybrid Model Performance	20-30 Years	38	1.6053	.49536	.08036	1.4424	1.7681
	31-40 Years	50	1.8000	.57143	.08081	1.6376	1.9624
	41-50 Years	12	2.3333	.49237	.14213	2.0205	2.6462
Hybrid Model Communication Collaboration	20-30 Years	38	2.2368	.43085	.06989	2.0952	2.3785
	31-40 Years	50	2.3600	.48487	.06857	2.2222	2.4978
	41-50 Years	12	2.5000	.52223	.15076	2.1682	2.8318

Correlations

		Hybrid Model Job Satisfaction	Hybrid Model Performance	Hybrid Model Communication Collaboration
Hybrid Model Job Satisfaction	Pearson Correlation	1	.679**	.241
	Sig. (2-tailed)		.000	.182
Hybrid Model Performance	Pearson Correlation	.679**	1	.364**
	Sig. (2-tailed)	.000		.008
Hybrid Model Communication Collaboration	Pearson Correlation	.241	.364**	1
	Sig. (2-tailed)	.182	.008	

** . Correlation is significant at the 0.01 level (2-tailed).

There is a strong positive correlation (0.679) between Hybrid Model Job Satisfaction and Hybrid Model Performance. There is a weak positive correlation (0.241) between Hybrid

Model Job Satisfaction and Hybrid Model Communication Collaboration, but it is not statistically significant. There is a moderate positive correlation (0.364) between Hybrid Model Performance and Hybrid Model Communication Collaboration, which is statistically significant.

Conclusion

The "Hybrid Working Model and Its Impact on Employee Performance and Productivity with Special Reference to Samsung Electro Mechanics Bangalore" study reveals the important effects of introducing a hybrid work style in the company. The findings emphasise both the advantages and disadvantages of this model and offer insightful advice to Samsung Electro Mechanics and other businesses thinking about employing comparable work arrangements.

The hybrid working approach had a beneficial impact on staff performance, according to the study. It gave workers more freedom to manage their work-life balance, which boosted their motivation and job satisfaction. Employees were able to devote more time and focus to their responsibilities because to the flexibility to work remotely, which increased productivity levels.

Findings

- As per the survey 70% of them say that coordination and planning is reasonably good in the team tasks.
- As per the survey for 55% of them sometimes impacted on coordination and planning team tasks and for 44% there is a slight impact. Thus there is a medium level impact sometime.
- Between Hybrid Model Performance and Hybrid Model Job Satisfaction, there is a significant positive association (0.579).
- Hybrid Model Job Satisfaction and Hybrid Model Communication Collaboration do have a slight positive association (0.141), but it is not statistically significant.
- Hybrid Model Performance and Hybrid Model Communication Collaboration have a somewhat positive association (0.264), which is statistically significant.

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