Impact on Employees' Productivity On-shift in Workplace Environment During Pandemic

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Abstract

The workplace environment plays an important role in employees' desire for work and outcome. Work and workplace have significant relation, when workers have emotion towards their job, their productivity increases and employees should have a definite environment to work in so that absenteeism will subsidize flexibility in the workplace. An organisation's productivity and success depend on employees' efficiency and commitment to an organization. Employee coherence will increase contribution and productivity to achieve the organization's objective. Technology has made mankind connect people through the internet from any part of the world. Likewise, employees can work from remote areas and communicate with their colleagues.

Keywords: Workplace, Employees Productivity, Technology, Flexibility

1. Introduction

The outburst of COVID- 19 in the world was declared an epidemic by WHO, which originated in Wuhan and has transmitted around the world. Organizations have asked their employees to work from home, as employees are considered an organisation's asset to

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maintain their well-being and health. These are the challenges employees face when there is a shift in the workplace environment (from organization to work from home). Disrupted Organization operation leads to where all the employee's performance will directly or indirectly affect the organisation's productivity. A virtual environment is a challenge without training for managers as well as employees in the organisation. It is a hard time for managers as they are not trained to control and maintain productivity in the organization. The employees are not trained to maintain coordination between colleagues without face-to-face communication. The organization provides two options-either work from home or work in the organization. In India, the majority of employees used to work in the organization, because of this pandemic. It is an essential key to maintaining a dynamic environment in an organization. In this era, implementing flexible strategies in the workplace will increase job satisfaction, productivity and efficiency of an employee. The organization focuses on employees' well-being and health to maintain social distancing, so they were asked to work from home. This shift in the workplace environment has positively and negatively impacted employees' productivity. So, employees should try to adapt to the new domain provided with proper facilities by the organization.

2. Literature review

According to the study of R. Singh & R. Adhikar (2020), the outburst of the COVID 19 in the world was declared an epidemic by World Health Organisation, which originated in Wuhan and has transmitted around the world. In India, home-based provides the key transmission network among the generation. The workplace is a core area where infection can be spread within working age groups, and education institution is being focused on it because children have a lower immunity system. They can be affected easily, likewise, a social gathering will lead to transmission among the people. According to S. Afr. med. J (2020), work place creates a domain that could spread novel coronavirus rapidly. Employees spend nearly 8 hours in an organization. Social distancing is a strategy suggested by the World Health Organization. This has led to a challenge for employees to work at home. Poor hygiene in

workplaces may infect the work area such as sharing food and using utensils in cafeterias can spread the infection. In every organization, employees are considered a valuable asset, so it's the organization's duty to support the well-being of employees to maintain stability and profitability in business.

According to Banita Lal, Yogesh K. Dwivedi (2009), work from home has made employees interact through mobile phone and various technologies to avoid social isolation from colleagues. Innovation in technology, social and industrial development has led employees with various work arrangements in their entity like work from home, which facilitates employees to work either part-time or full-time and be paid with salaries. Their productivity will hamper if there is less face-to-face interactions with colleagues and work area. Home workers use information and communication technology to sustain their interaction with their colleagues. Even though home workers can communicate information, there is still a loophole in work and working from the house creates anxiety and makes it difficult to make decisions. Face-to-face interaction is a rich medium of communication which enables quick response. According to Nina Naharuddin & Mohammad Sadegi (2013), the workplace environment plays an immense role in employees' desire to work and outcomes. Work and the workplace have a significant relation. When workers are attached to their job, their productivity increases and employees should have a definite environment to work in so that absenteeism will subsidize. Chandrashekar, K. (2011), opines that a friendly workplace environment with safe and thriving operating conditions and conducive learning will help an employee advance and progress in his work and ensure his/her job satisfaction.

Abdul Raziqa, R. Maulabakhsh. (2014) Working Terrain has a positive impact on the job satisfaction of workers. Bad working conditions circumscribe workers from portraying their capabilities and attain full eventuality, so it's imperative that the businesses realize the significance of good working terrain. It also ensures that the workers of the association will have the ease of working in a relaxed and free terrain without burden or pressure that would beget their performance to decline. The progress that will be

achieved in the business will directly help the economy of a country as experimental sweats will increase. Baker, E., Avery, G. C. & Crawford, J. (2007) This study examined the goods of four types of factors on the satisfaction and perceived productivity of a sample of educated WFH professional workers. Utmost organisational and job characteristic variables were significantly linked with the outgrowth measures, while individual and ménage variables were less strongly combined. For practitioners, this is fortuitous because organisational and job-related factors are more easily told by HR programs and procedures than individual work style and home factors.

Revati Deshpande (2012) explained that the productivity and success of an organization depend on employees' efficiency and commitment to an organization. Productivity of employees indirectly depends on employees' mental and physical health. Stress taken by employees is a major issue felt in corporate organisations. Organizations must introduce stress Buster's to employees to balance their stress and for their well-being. Paul, R. (2002). The human requires a proper working environment which will allow the people to work comfortably without causing any disturbances. Productivity can be increased by reducing the number of customers taking leave or by taking long lunch breaks. The improvement in performance will also lead to increased quantity and production by the employees who are working actively. Dr. A. H. Massoudi, Dr. Samir. Salah. Aldin. Ham. (2017). There's a relationship between office atmosphere and the productivity of workers. Behavioural factors in the office atmosphere have a lesser effect on productivity than the physical factors alone. Satisfaction of workers towards overall Plant. Environment leads to productivity. Manish Shirsath, Dr. Anil. P. Sarode (2014) workers are veritably important means that the association has. A good organisation is one that can nurture its workers. One fashion to nurture the hand is by paying attention to the office terrain. Numerous workers spend the utmost of their time on generating conditioning in the office. Therefore, the office terrain plays a veritably important part if the organisation would like to maintain better productivity.

According to research done by Wayne F Cascio (2000), this study states that at the present situation, organizations can adopt the virtual workplace method. Through this, one can even remain safe in their respective places and even make sure the working goals are also accomplished. Henceforth employees should be trained to adapt to this dynamic environment at any point in time. It is also necessary that we should learn from our past but not live in it and try to be more proactive. According to Wen Fan (2020), workplace flexibility is essential to maintaining an organisation's dynamic environment. There is positive as well as negative impact on flexibility. In this competitive era, implementing a flexible strategy in the workplace will increase job satisfaction, productivity and efficiency of an employee. Grant, C. A., Wallace, L. M. & Spurgeon, P. C. (2013) organizations have offered e-working options and flexible opportunities with smart technology where workers can work from remote areas to stay with their families. This opportunity has bought a negative impact on employees psychologically. They are not able to balance work life and family life. L. Errichiello, T. Pianese. (2016) Management in an organization faces a huge challenge in interacting and exchanging information between remote workers. A remote workplace creates a loophole for managers to direct and control employees' work and uphold productivity.

3. Research Gap

Workplace and productivity are the main aspects focused in this research, keeping in mind the current scenario of COVID 19. The reviewed articles don't focus on how to increase the productivity and challenges employees face working from home. Researchers use both primary data (Questionnaire) and Secondary data. Interviewing few employees would give us more clarity on research.

3.1. Research questions
- Due to shift in the workplace of employees from organisation environment to work from home. Can

employees balance their work-life when they work from home?

- How will an organisation control and coordinate employees?
- How to increase employee productivity?

3.2. Research objectives

- To understand how the workplace impacts employees' productivity.
- To examine the challenges faced by employees.
- To explore how the employees manage work from home.

3.3. Research methodology

Data was collected from articles published in Google scholar, Emerald and research gate. Theories and concepts were collected from topic-related resources. Out of 30 grey literature, only 20 were included based on the understanding of the impact on shift in the workplace of environment.

3.4.   Significance of the study

We are trying to find the productivity level of employees in pre and post-COVID-19 when there is a shift in a workplace environment. The virtual environment is new for all employees where they are not trained in virtual platforms, especially managers, to control and coordinate the employee's productivity. Organisations should provide the facilities and flexibility for employees in remote areas and help employees to overcome challenges. Productivity of employees indirectly depends on employees' mental and physical health. There is a hindrance to teamwork among the employees. Technology has been a boon for all organisations to continue their business despite the pandemic, but employees are facing problems balancing work and family life.

3.5. Theoretical framework

Two Factor Herzberg Theory: Fredrick Herzberg developed the model in 1959. This theory deals with 2 factors

> ➢ Motivators will encourage employees to work harder.
> ➢ Hygiene will not encourage employees to work harder, and it can discourage them if they are not present.

The two-factor theory states that enhancing the workplace in which a job is performed motivates the workers to perform better and increases productivity. Due to COVID-19, the workers were asked to work at home where their responses to prevalence that do in the plant terrain will affect hand performance, organisational commitment and job satisfaction. The workplace is a core area where infection can be spread within the working-age group, and in order to maintain hygiene, employees are asked to work from home.

System Management Theory: This theory was first applied by Katz & Kahn in 1966 and was proposed by L. V. Bertalanffy in the 1940's.

This theory asserts the organisations' success depends on synergy, interdependence and interrelation between the sub-systems. The employees need to collaborate and work together on programs to success. But in the current situation, there is a lack of coordination and interaction with each other[subsystems], which leads to less productivity. An organisation's management faces huge challenges in interacting and exchanging information between remote workers.

Person Environment Fit Theory: This theory was initially proposed by French Rodgers & Cobb in 1974.

Person Environment Fit Theory substantially focuses on the commerce between characteristics of the individual and the terrain whereby the existent not only influences his or her terrain but the terrain can also affect the existent. In this epidemic, the commerce between the individual and the terrain is less, which can reduce productivity. The sudden shift in the workplace environment and if the employees cannot adapt to the changes, with no proper facilities to work from home, can lead to productivity reduction.

4. Conclusion

A shift in the workplace environment will have an impact on employee productivity. During this pandemic shift from organisation to work from home has created difficulty in the adaptation of the work environment by the employees. Not all the companies have provided their employees with facilities whereas few employees live in remote areas, they face difficulties in management, online facilities, gadgets etc. Technology has played an immense role in helping an organisation survive during this pandemic. A major task of managers is ensuring employees' productivity is stable. Workplace and technology are independent variables because the workplace is not fixed. It can be either working in an organisation or working from home and technology depends on where they are working with all proper facilities. Productivity is a dependent factor because employee performance can be affected based on the workplace and technology. Reviewing all the literature articles, we understood the core impact of the workplace environment affecting employee productivity.

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