

Remote Working and Employee Productivity During COVID–19 – A Multi Sector Analysis

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Abstract

COVID-19 has altered the existing organizational dynamics. Almost every sector within a few weeks introduced virtual working, where it was feasible. Even sectors already practicing work from home with select groups made it mandatory for all. The study covers the impact of COVID–19 induced lockdowns on employee productivity in select sectors of the service industry. Respondents from the BFSI, IT, and Education sectors were drawn to record their responses. The results have demonstrated a significant impact of remote working on employee productivity across sectors and constructs. However, the degree of impact varied from sector to sector. This paper also highlights issues in digital adaptation. This study may be considered one of the initial attempts to investigate the impact of the universalization of remote on employee productivity in dominant service verticals. The findings suggest employees have accepted remote working as a feasible alternative to physical workplaces, since they find remote working provides the flexibility to balance work and life. The HR managers can apply the findings from this study to apply remote working as a strategic tool to attract and retain talent. This paper also contributes to the scant literature on employee productivity during an extraordinary global crisis.

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