

Remote Work and Hybrid Model: Impact of Challenges and Future Trends at TRDFIN Support Service Private Limited, Chennai

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ABSTRACT

The rapid adoption of remote work and hybrid work models has transformed the way organizations operate. These models, accelerated by the COVID-19 pandemic, have introduced new challenges and opportunities for Human Resource (HR) management. Predictive analysis has emerged as a critical tool for organizations to optimize workforce management, improve employee engagement, and ensure productivity in remote and hybrid settings. The study is conducted at TRDFIN, a leading financial services and consulting firm based in Chennai. TRDFIN is a global financial services and consulting firm established in 2021. The company specializes in financial analytics, investment consulting, and digital transformation services. TRDFIN has embraced remote and hybrid work models to adapt to the changing work environment. By leveraging predictive analysis, organizations can identify patterns and trends in employee behavior, develop targeted retention strategies, and enhance training programs to meet the evolving needs of the workforce. The primary objective of this study is to gain a better understanding of the challenges and future trends of remote and hybrid work models at TRDFIN. Primary data was collected through structured questionnaire method. The population size is 205 and the sample size is 100. The research focuses on the challenges and future trends of remote and hybrid work models, with an emphasis on employee training, performance, and productivity.

Keywords: Recruitment Process, Remote Work, Hybrid Model, Training Programs, Digital Transformation Services.

Introduction

In recent years, remote work and hybrid work models have transitioned from being rare perks to mainstream strategies reshaping the modern workforce. Accelerated by the COVID-19 pandemic, organizations across the globe adopted remote work at an unprecedented pace, leading to a significant transformation in how, when, and where people work. What began as a necessity has evolved into a long-term shift, with many businesses now offering flexible arrangements that blend in-person and virtual work environments. This shift has brought a range of positive impacts, including increased flexibility, better work-life balance, and access to a wider talent pool. However, it has also introduced complex challenges such as maintaining productivity, ensuring effective communication, preserving company culture, and addressing cybersecurity risks.

Scope of the Study

The scope of this study encompasses a comprehensive analysis of **remote and hybrid work models** at TRDFIN, focusing on their impact on employee engagement, performance, and organizational productivity. The study aims to provide actionable insights into the challenges and opportunities presented by these work models, with a particular emphasis on the role of predictive analysis in optimizing workforce management strategies.

Need of the Study

The study aims to analyze training policies for remote and hybrid employees at TRDFIN, evaluate their impact on performance using predictive analysis, identify selection criteria for remote and hybrid work, assess the effectiveness of these models in improving organizational productivity, and optimize recruitment.

Objective of the Study

- The primary objective of this study is to gain a better understanding of the challenges and future trends of remote and hybrid work models at TRDFIN.
- To evaluate the impact of training on employee performance using predictive analysis.
- To identify the criteria for selecting employees for remote and hybrid work.

Review of Literature

Remote Work and Employee Productivity

A Post-Pandemic Analysis, Year: 2021 Journal of Organizational Behavior (Wiley) This study investigates the long-term effects of remote work on employee productivity in the post-pandemic era, with a focus on industries such as financial services. Addressing a notable research gap, the authors employ a quantitative methodology, analyzing productivity data from 500 employees across 10 organizations. Key parameters include remote work dynamics, employee performance, productivity levels, and work-life balance. The findings indicate an initial boost in productivity due to reduced commute times; however, prolonged remote work led to performance declines attributed to employee isolation and inadequate collaboration tools.

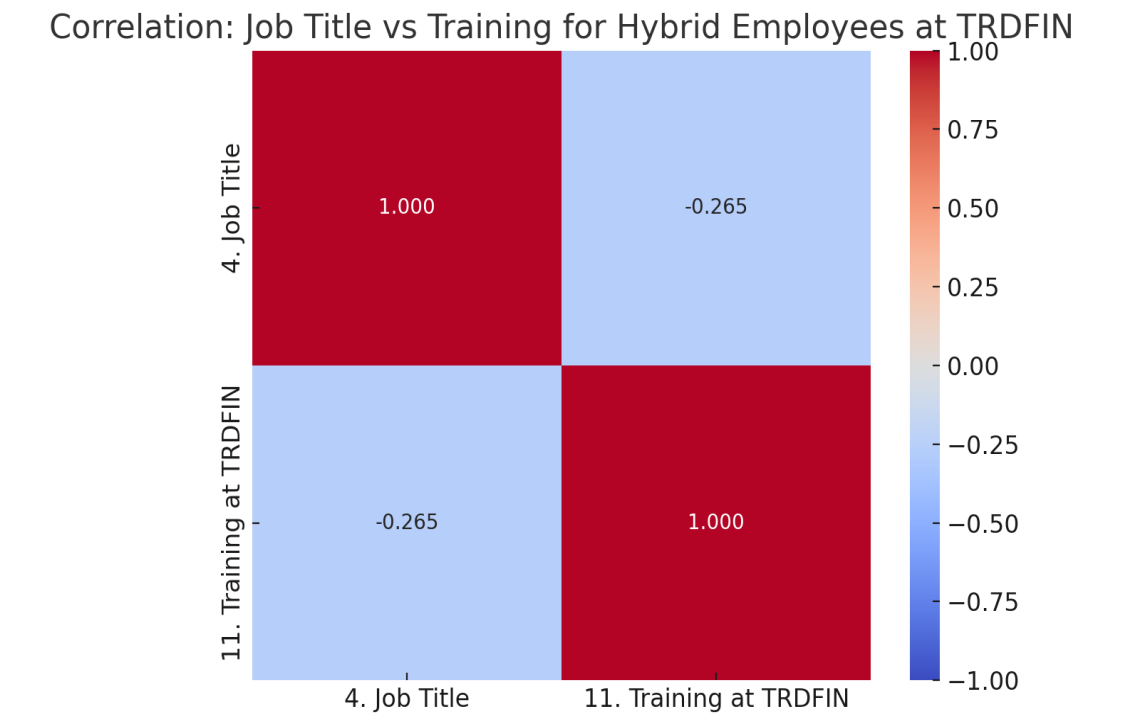
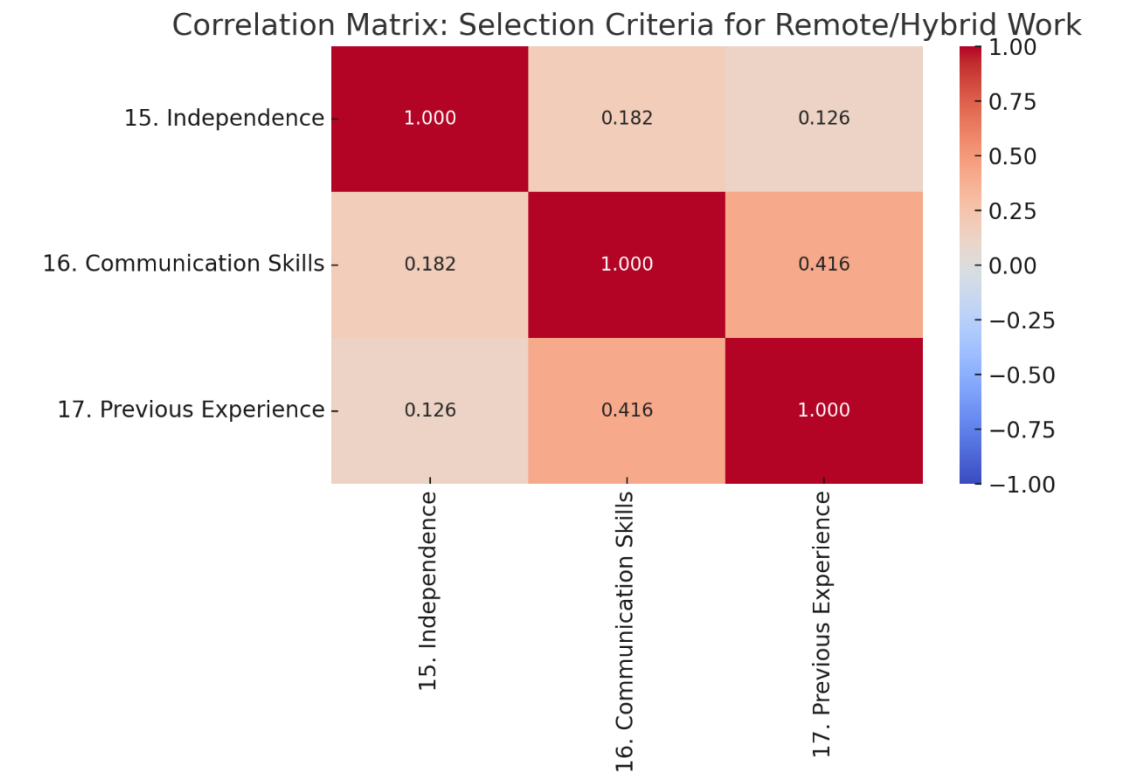
Harvard Business Review (2022), published by Harvard University Press. *Hybrid Work Models: Balancing Flexibility and Collaboration*, This article explores how organizations can implement hybrid work models that offer employees flexibility while still fostering meaningful in-person collaboration. Through case studies of three organizations, it examines best practices for developing hybrid work policies that maintain engagement and uphold company culture. The study addresses a significant research gap: how to effectively balance the benefits of remote work—such as improved satisfaction and retention—with the need for strong team collaboration and communication. The findings emphasize that success in hybrid models depends on clear policies, a strong organizational culture, and investment in communication tools to bridge the physical divide between remote and in-office employees.

International Journal of Human Resource Management (2022), published by Taylor & Francis. *The Role of Predictive Analytics in Workforce Management*. The article investigates how predictive analytics can be applied to enhance workforce management, particularly in remote and hybrid work environments. By analyzing employee performance data from a multinational corporation, the study aims to uncover how data-driven insights can inform decision-making in areas such as training, retention, and performance optimization. Addressing a notable research gap, the article emphasizes the underexplored potential of predictive analytics in managing modern, distributed workforces. Findings show that leveraging predictive tools can identify skill gaps, tailor training programs, and improve employee retention strategies—ultimately resulting in a 20% boost in productivity. This highlights the growing value of analytics in shaping future HR practices.

Research Methodology

The research methodology for this study was designed to provide a comprehensive understanding of the challenges and opportunities presented by remote and hybrid work models at TRDFIN. A **Descriptive research design** was employed to gather and analyze data, ensuring a holistic approach to the study. Primary data was collected through structured questionnaire method. Likerts 5 poi scale was used in the questionnaire. The population size is 205 and the sample size was 66. The sampling area was **TRDFIN support service private limited**. Convenience sampling was used in this study. Data Analysis was made through Advanced AI software. The study was analyzed through frequency, correlation, regression, and chi-square test.

Data Analysis and Interpretation



Findings

60 % of respondents are under the age category of below 25 years, 52 % of the respondents hold UG degree & 47 % have completed their PG, 49% of the respondents have 0 to 2 years of work experience 30 % of the respondents have experience of 3 to 5 years. 16 % of the respondents have an experience of 6 to 8 years, 65% of the employees are unmarried and 36% of the respondents are married, 86% of the respondents under the salary range from 18000 to 25000, 52% of the respondents are been designated as recruitment executive.

Only 30% of the respondents strongly agree that hybrid mode is more satisfactory compared to outside work. 25% the respondents strongly Agree that previous work experience is needed for recruitment.

61% there are Key challenges in implementing hybrid work models and 40% of them don't have any idea regarding this. 97 percentage are agreeing with the training concepts. 93% accepts that the candidates need communication skills for selection. 83% agrees with the employees independence in selection process.

There is a **moderate positive correlation**, which is **statistically significant at the 0.01 level**. This means that recruiters who prioritize communication skills also tend to value candidates' previous experience in remote/hybrid work settings. The relationship is both **stronger and reliable**. The Regression analysis says that there is a **significant, weak negative relationship** between employees' current job titles and their responses regarding training for remote/hybrid employees at TRDFIN.

Suggestions

- Implement **structured on-boarding and mentorship programs** to support early-career employees adapting to hybrid environments.
- Offer **up-skilling opportunities** such as certifications in remote collaboration tools, communication, and project management, because highly educated respondents are likely to value continued learning and professional growth.
- Conduct **targeted training on remote hiring practices**, digital assessment tools, and virtual interviewing, as front-line recruitment professionals, they need modern tools to assess candidates effectively in hybrid contexts.
- Employees with **higher or more senior job titles** may **perceive less training being provided**, or may **not require it as much** due to their experience.
- Conversely, employees in **junior or support roles** might be **more likely to receive or notice training efforts**.
- **Develop a hybrid-readiness scorecard** for employees to self-assess their preparedness and areas for growth.
- **Introduce simulation-based training** that mimics real hybrid challenges like managing remote teams or asynchronous communication.
- **Invest in digital infrastructure** (project tracking, communication tools) to ensure smooth operations in hybrid setups.
- **Encourage two-way feedback** between management and employees to continuously refine hybrid policies.

Conclusion

This study reveals that a majority of the workforce at TRDFIN is young, with most respondents under 25 years of age and possessing limited work experience. This highlights the importance of structured onboarding and mentorship programs to support their adaptation to hybrid work environments. With over 99% of respondents holding undergraduate or postgraduate degrees, there is a clear opportunity to offer upskilling initiatives in remote collaboration, communication, and project management—skills essential for success in hybrid roles.

Recruitment professionals, who form a significant portion of the respondents, would benefit from targeted training in digital hiring tools and virtual assessments. The findings also show a moderate positive correlation between communication skills and prior experience, indicating that recruiters value candidates who possess both. Furthermore, a significant negative correlation between job titles and perceived training access suggests the need for inclusive training tailored to all levels of staff.

To enhance readiness, organizations should introduce hybrid-readiness scorecards, simulation-based training, and invest in digital infrastructure. Two-way feedback systems can help continuously refine hybrid work policies. Overall, success in hybrid work hinges on understanding employee needs and providing the tools, training, and support necessary to thrive in this evolving work model.

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