

## PANDEMIC PULSE: EXPLORING SMART DEVICE ADOPTION AND USAGE

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### ABSTRACT

*This paper attempts to examine perceptions of working executives on the work-from-home experience during the pandemic. Single cross sectional descriptive research design method was used for this study. Non-probability convenience sampling Technique was chosen for this study. Working executives in Gujarat were defined as the sampling unit for the purpose of the study. Total 196 questionnaires were distributed among the sampling units out of that 150 were received back so the response rate for the study is 76.53 percent. There were few returned questionnaires out of that some were not filled properly and blanked so they were discarded from the further study and final 150 responses were considered for the final data analysis. Data were collected from primary and secondary sources. To get an insight into the research area and to develop the hypothesis, the information was collected from various books, journals, and websites and research projects. Structured Questionnaire was administered to respondents to get information about research objectives. Researcher has thankful to Dr. Kaushal Bhatt (GTU) for research instrument, questionnaire developed by him is used for this research paper.*

**KEYWORDS:** Pandemic, Coronavirus, COVID-19, Working from Home.

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### Introduction

Since the official declaration of the COVID-19 spread an international pandemic by the World Health Organization-WHO on the 11<sup>th</sup> of March 2020 (WHO,2020), the government of the Gujarat has adopted the work-from-home option for numerous jobs and organizations in order to motivate social distancing and race with time in combating the local spread of the virus. This situation presents a research opportunity to understand the perceptions of working executives' work-from-home from diverse perspectives.

The concept of the workplace is shifting from ideas of a physical location to a state of mind. Physical location of a working place has been gradually losing its importance due to growth of information technology. Work from home referred as the concept of working in a concern where the employees do not have to commute to a central and single place of work. It is also called telecommuting and remote work. The development in information and communication technologies has made it very easier to complete the tasks outside of the workplace because of good internet connectivity as well as reasonable price, more user-friendly computers, laptops and other similar gadgets. This made working from home easier as well as feasible to perform tasks and likely reduced the employer costs of providing such arrangements.

### Research Objective

- To examine perceptions of working executives on the work-from-home experience during the pandemic

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### Research Methodology

Single cross sectional descriptive research design method was used for this study. Non-probability convenience sampling Technique was chosen for this study. Working executives in Gujarat were defined as the sampling unit for the purpose of the study. Total 196 questionnaires were distributed among the sampling units out of that 150 were received back so the response rate for the study is 76.53 percent. There were few returned questionnaires out of that some were not filled properly and blanked so they were discarded from the further study and final 150 responses were considered for the final data analysis. Data were collected from primary and secondary sources. To get an insight into the research area and to develop the hypothesis, the information was collected from various books, journals, and websites and research projects. Structured Questionnaire was administered to respondents to get information about research objectives.

### Profile of Sample

**Table: 1 Profile of Sample**

Particulars	Categories	Frequencies	Percentage
<b>Gender</b>	Male	70	46.7
	Female	80	53.3
	Total	150	100.0
<b>Age</b>	Less Than 30	30	20.0
	30-40	63	42.0
	40-50	41	27.3
	Above 50	16	10.7
	Total	150	100.0
<b>Marital Status</b>	Unmarried	48	32.0
	Married	71	47.3
	Other	31	20.7
	Total	150	100.0
<b>Type of family</b>	Joint Family	81	54.0
	Nuclear Family	69	46.0
	Total	150	100.0
<b>Types of organization</b>	Service	41	27.3
	Manufacturing	69	46.0
	Other	40	26.7
	Total	150	100.0
<b>Monthly Income</b>	Less Than 25000	22	14.7
	25000-50000	52	34.7
	50000-75000	46	30.7
	Above 75000	30	20.0
	Total	150	100.0
<b>Work level</b>	Top	48	32.0
	Middle	35	23.3
	Supervisory	30	20.0
	Lower	37	24.7
	Total	150	100.0

### Marital Status

**H<sub>0</sub>:** There is no significant difference among perception of working individual regarding work from home factors (Work Performance, Value for Money, Family Distraction, Motivation, Responsibility Fulfillment, Working Environment and Loneliness) with respect to Marital Status.

Marital status of respondents has more than two categories so one way ANOVA is applied to find out the difference in the mean score of the study variables with respect to marital status of the respondents.

**Table: 2 ANOVA (Marital Status and Constructs)**

ANOVA						
		Sum of Squares	df	Mean Square	F	Sig.
Work Performance	Between Groups	4.178	2	2.089	1.586	.208
	Within Groups	193.641	147	1.317		
	Total	197.819	149			
Value for Money	Between Groups	53.630	2	26.815	30.109	.000
	Within Groups	130.919	147	.891		
	Total	184.549	149			
Family Distraction	Between Groups	19.840	2	9.920	8.800	.000
	Within Groups	165.713	147	1.127		
	Total	185.553	149			
Motivation	Between Groups	6.962	2	3.481	2.803	.064
	Within Groups	177.590	143	1.242		
	Total	184.552	145			
Responsibility Fulfillment	Between Groups	23.118	2	11.559	11.439	.000
	Within Groups	148.542	147	1.010		
	Total	171.660	149			
Working Environment	Between Groups	24.004	2	12.002	18.970	.000
	Within Groups	93.006	147	.633		
	Total	117.010	149			
Loneliness	Between Groups	16.824	2	8.412	6.503	.002
	Within Groups	190.144	147	1.293		
	Total	206.968	149			

**Table: 3 marital status wise mean score and constructs**

Marital status wise mean score			
		Mean	Std. Deviation
Work Performance	unmarried	3.6417	1.49436
	married	3.2648	.99184
	other	3.4839	.81285
	Total	3.4307	1.15223
Value for Money	unmarried	3.8611	1.03790
	married	2.5399	.93328
	other	2.6882	.80248
	Total	2.9933	1.11292
Family Distraction	unmarried	3.1458	.91715
	married	3.9577	1.28103
	other	3.8280	.61386
	Total	3.6711	1.11594
Motivation	unmarried	3.0739	1.19663
	married	2.5951	.98775
	other	2.6048	1.26124
	Total	2.7414	1.12817
Responsibility Fulfillment	unmarried	4.1250	1.14777
	married	3.2676	1.02913
	other	3.9032	.64517
	Total	3.6733	1.07335
Working Environment	unmarried	4.2292	.62325
	married	3.3521	.82016
	other	3.9892	.96026
	Total	3.7644	.88617
Loneliness	unmarried	4.1875	1.26165
	married	4.0845	1.22470
	other	3.3065	.58705
	Total	3.9567	1.17858

ANOVA table revealed that p value for Value for Money, Family Distraction, Responsibility Fulfillment, Working Environment and Loneliness are less than 0.05 which conclude that factors Value for Money, Family Distraction, Responsibility Fulfillment, Working Environment and Loneliness are statistically significant at 5 percent level of significance. Where factors Work performance and Motivation are not statistically significant as both variables has p value greater than 0.05. ANOVA test conclude that there is significant difference among perception of working individual regarding work from home factors (Value for Money, Family Distraction, Responsibility Fulfillment, Working Environment and Loneliness) with respect to marital status.

#### Organization Sector Type

**H<sub>0</sub>:** There is no significant difference among perception of working individual regarding work from home factors (Work Performance, Value for Money, Family Distraction, Motivation, Responsibility Fulfillment, Working Environment and Loneliness) with respect to Organization Sector Type.

Organization Sector Type of respondents has more than two categories so one way ANOVA is applied to find out the difference in the mean score of the study variables with respect to Organization Sector Type of the respondents.

**Table 4: ANOVA (Sector Type and Constructs)**

ANOVA						
		Sum of Squares	df	Mean Square	F	Sig.
Work Performance	Between Groups	1.222	2	.611	.457	.634
	Within Groups	196.597	147	1.337		
	Total	197.819	149			
Value for Money	Between Groups	20.821	2	10.411	9.347	.000
	Within Groups	163.727	147	1.114		
	Total	184.549	149			
Family Distraction	Between Groups	14.361	2	7.180	6.166	.003
	Within Groups	171.192	147	1.165		
	Total	185.553	149			
Motivation	Between Groups	19.303	2	9.652	8.352	.000
	Within Groups	165.248	143	1.156		
	Total	184.552	145			
Responsibility Fulfillment	Between Groups	83.066	2	41.533	68.914	.000
	Within Groups	88.594	147	.603		
	Total	171.660	149			
Working Environment	Between Groups	25.177	2	12.588	20.150	.000
	Within Groups	91.834	147	.625		
	Total	117.010	149			
Loneliness	Between Groups	63.265	2	31.632	32.358	.000
	Within Groups	143.703	147	.978		
	Total	206.968	149			

**Table 5: Organization Sector type Wise Mean Score and Constructs**

Organization sector type wise mean score			
		Mean	Std. Deviation
Work Performance	service	3.3854	1.50956
	manufacturing	3.3710	1.17437
	other	3.5800	.54688
	Total	3.4307	1.15223
Value for Money	service	3.0163	.90355
	manufacturing	2.6522	.96919
	other	3.5583	1.31263
	Total	2.9933	1.11292

Family Distraction	service	3.4715	.71093
	manufacturing	4.0000	1.30609
	other	3.3083	.94699
	Total	3.6711	1.11594
Motivation	service	3.1284	.99760
	manufacturing	2.3587	.96870
	other	3.0438	1.29705
	Total	2.7414	1.12817
Responsibility Fulfillment	service	3.7236	1.07730
	manufacturing	2.9903	.58570
	other	4.8000	.69512
	Total	3.6733	1.07335
Working Environment	service	4.3984	.47270
	manufacturing	3.4106	.94479
	other	3.7250	.75443
	Total	3.7644	.88617
Loneliness	service	4.8537	.65425
	manufacturing	3.9275	1.17660
	other	3.0875	.91208
	Total	3.9567	1.17858

ANOVA table revealed that p value for all the variables except work performance is less than 0.05 which conclude that all the variables except work performance are statistically significant at 5 percent level of significance. ANOVA test conclude that there is significant difference among perception of working individual regarding work from home factors except work performance with respect to organization sector type.

#### Work Level

**Ho:** There is no significant difference among perception of working individual regarding work from home factors (Work Performance, Value for Money, Family Distraction, Motivation, Responsibility Fulfillment, Working Environment and Loneliness) with respect to work level.

Work level of respondents has more than two categories so one way ANOVA is applied to find out the difference in the mean score of the study variables with respect to work level of the respondents.

**Table 6: ANOVA (Work Level and Constructs)**

		ANOVA				
		Sum of Squares	df	Mean Square	F	Sig.
Work Performance	Between Groups	19.005	3	6.335	5.172	.002
	Within Groups	178.814	146	1.225		
	Total	197.819	149			
Value for Money	Between Groups	44.659	3	14.886	15.537	.000
	Within Groups	139.890	146	.958		
	Total	184.549	149			
Family Distraction	Between Groups	28.641	3	9.547	8.883	.000
	Within Groups	156.911	146	1.075		
	Total	185.553	149			
Motivation	Between Groups	55.391	3	18.464	20.299	.000
	Within Groups	129.161	146	.910		
	Total	184.552	149			
Responsibility Fulfillment	Between Groups	58.300	3	19.433	25.029	.000
	Within Groups	113.360	146	.776		
	Total	171.660	149			
Working Environment	Between Groups	14.812	3	4.937	7.054	.000
	Within Groups	102.198	146	.700		
	Total	117.010	149			
Loneliness	Between Groups	68.368	3	22.789	24.006	.000
	Within Groups	138.600	146	.949		
	Total	206.968	149			

**Table 6: Work level wise mean score and Constructs**

<b>Work Level wise Mean Score</b>			
		<b>Mean</b>	<b>Std. Deviation</b>
Work Performance	top	3.4750	1.22917
	middle	3.9257	1.39586
	supervisory	2.8467	.81483
	lower	3.3784	.78710
	Total	3.4307	1.15223
Value for Money	top	2.6736	1.24435
	middle	3.3429	.54525
	supervisory	2.2333	.51155
	lower	3.6937	1.17163
	Total	2.9933	1.11292
Family Distraction	top	3.1389	1.01719
	middle	4.3048	1.05834
	supervisory	3.8444	1.00089
	lower	3.6216	1.06910
	Total	3.6711	1.11594
Motivation	top	1.8854	.45241
	middle	3.3929	1.16203
	supervisory	3.0673	1.13260
	lower	3.0068	1.07446
	Total	2.7414	1.12817
Responsibility Fulfillment	top	3.1528	.64489
	middle	3.4857	.70174
	supervisory	3.4111	.71483
	lower	4.7387	1.31500
	Total	3.6733	1.07335
Working Environment	top	3.8750	.87418
	middle	3.8381	1.14439
	supervisory	3.1556	.79140
	lower	4.0450	.31586
	Total	3.7644	.88617
Loneliness	top	4.5833	1.00177
	middle	4.4429	.57868
	supervisory	2.8667	.77608
	lower	3.5676	1.31847
	Total	3.9567	1.17858

ANOVA table revealed that p value for all the variables is less than 0.05 which conclude that all the variables are statistically significant at 5 percent level of significance. ANOVA test conclude that there is significant difference among perception of working individual regarding work from home factors (Work Performance, Value for Money, Family Distraction, Motivation, Responsibility Fulfillment, Working Environment and Loneliness) with respect to work level.

#### **Income**

**H<sub>0</sub>:** There is no significant difference among perception of working individual regarding work from home factors (Work Performance, Value for Money, Family Distraction, Motivation, Responsibility Fulfillment, Working Environment and Loneliness) with respect to income level.

Income level of respondents has more than two categories so one way ANOVA is applied to find out the difference in the mean score of the study variables with respect to income level of the respondents.

**Table 7: ANOVA (Income and Constructs)**

<b>ANOVA</b>						
		<b>Sum of Squares</b>	<b>df</b>	<b>Mean Square</b>	<b>F</b>	<b>Sig.</b>
Work Performance	Between Groups	11.761	3	3.920	3.076	.030
	Within Groups	186.058	146	1.274		
	Total	197.819	149			
Value for Money	Between Groups	16.757	3	5.586	4.860	.003
	Within Groups	167.792	146	1.149		
	Total	184.549	149			
Family Distraction	Between Groups	52.574	3	17.525	19.241	.000
	Within Groups	132.978	146	.911		
	Total	185.553	149			
Motivation	Between Groups	4.627	3	1.542	1.217	.306
	Within Groups	179.925	142	1.267		
	Total	184.552	145			
Responsibility Fulfillment	Between Groups	19.080	3	6.360	6.086	.001
	Within Groups	152.580	146	1.045		
	Total	171.660	149			
Working Environment	Between Groups	21.813	3	7.271	11.151	.000
	Within Groups	95.197	146	.652		
	Total	117.010	149			
Loneliness	Between Groups	12.133	3	4.044	3.031	.031
	Within Groups	194.835	146	1.334		
	Total	206.968	149			

**Table 8: Income Wise Mean Score and Constructs**

<b>Income wise mean score</b>			
		<b>Mean</b>	<b>Std. Deviation</b>
Work Performance	less than 25000	3.6091	1.50741
	25000-50000	3.3308	.86581
	50000-75000	3.7478	1.12383
	above 75000	2.9867	1.22157
	Total	3.4307	1.15223
Value for Money	less than 25000	3.0000	1.37629
	25000-50000	3.0449	1.47311
	50000-75000	2.5797	.44129
	above 75000	3.5333	.54386
	Total	2.9933	1.11292
Family Distraction	less than 25000	3.0606	.33549
	25000-50000	3.0769	1.11753
	50000-75000	4.2174	.72765
	above 75000	4.3111	1.21905
	Total	3.6711	1.11594
Motivation	less than 25000	2.3750	.64312
	25000-50000	2.6490	1.17496
	50000-75000	2.8696	.98141
	above 75000	2.9250	1.42809
	Total	2.7414	1.12817
Responsibility Fulfillment	less than 25000	2.8636	.16775
	25000-50000	3.8013	1.34352
	50000-75000	3.9565	.96253
	above 75000	3.6111	.79309
	Total	3.6733	1.07335

Working Environment	less than 25000	4.1061	.42893
	25000-50000	3.2692	.74401
	50000-75000	3.8696	1.05287
	above 75000	4.2111	.67514
	Total	3.7644	.88617
Loneliness	less than 25000	4.4318	.92961
	25000-50000	4.0865	1.23955
	50000-75000	3.5870	1.12696
	above 75000	3.9500	1.19157
	Total	3.9567	1.17858

ANOVA table revealed that p value for all the variables except motivation is less than 0.05 which conclude that all the variables except motivation are statistically significant at 5 percent level of significance. ANOVA test conclude that there is significant difference among perception of working individual regarding work from home factors (Work Performance, Value for Money, Family Distraction, Responsibility Fulfillment, Working Environment and Loneliness) with respect to income level.

### Major Findings and Conclusions

All the factors show the different mean score for male female in the gender wise mean score table. Female has the comparative higher mean score compare to male. It can be conclude that female has the more positive perception regarding work from home compare to male.

All the factors show the different mean score for joint family and nuclear family respondents in the family type wise mean score table. Joint family member has the higher mean score for factor namely work performance, working environment and loneliness. Where, nuclear family member has the higher mean score for factor namely value for money, family distraction, motivation and Responsibility Fulfillment.

All the factors show the different mean score for job/service and business respondents in the occupational level wise mean score table. Job/service respondent has the higher mean score for factor namely works performance, Value for Money, Motivation, Responsibility Fulfillment and loneliness. Where, business category respondent has the higher mean score for factor family distraction and Working Environment.

The difference in the mean score of various factors with respect to different age group. Lower age group respondents has the higher mean score for work performance, value of money, Family Distraction, Responsibility Fulfillment and Loneliness compare to the higher age where higher age group has the higher mean score for Motivation and Working Environment compare to lower age group respondents.

Unmarried group has the higher mean score for Work Performance, Value for Money, Motivation, Responsibility Fulfillment, Working Environment and Loneliness where married has the higher score for Family Distraction. Service sector has the higher mean score for Motivation, Working Environment and Loneliness where Manufacturing has the higher mean score for Family Distraction. Where, other than service and Manufacturing industry has the higher mean score for work performance, value for money and Responsibility Fulfillment.

Middle level has the higher mean score for Work Performance, Family Distraction and Motivation. Where lower level has the higher mean score for Value for Money, Responsibility Fulfillment and Working Environment and top level has the higher mean score for Loneliness. Above 75000 income group has the higher mean score for Value for Money, Family Distraction, Motivation and Working Environment. Where 50000-75000 income group has the higher mean score for Work Performance and Responsibility Fulfillment.

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