CHAPTER 5:

FINDINGS CONCLUSION AND SUGGESTIONS

5.1 Major finding & Implications:

PART A:

SECTION 1: PERSONAL & OCCUPATIONAL DETAILS

AGE GROUP:
Majority i.e. 54.3% -21-30.
34.8% 31-40,
7.8% 41-50 and
3.1 % of 51-60.

EXPERIENCE IN PRESENT ORGANZIATION :
MAJORITY 37.9% HAD 0-5 YEARS EXPERIENCE

GENDER :
57.1% -Male 43.9% -Females.

INDUSTRY :

BANKING -24.2%
CONSULTANCY-20.8%
IT- 20.8%

TOTAL EXPERIENCE:
MAJORITY 64.7 % HAD 0-5 YEARS EXPERIENCE

MARITAL STATUS:
53.5% -married,
46 % - Single
0.5 % were widow.

EDUCATION QUALOFICATION
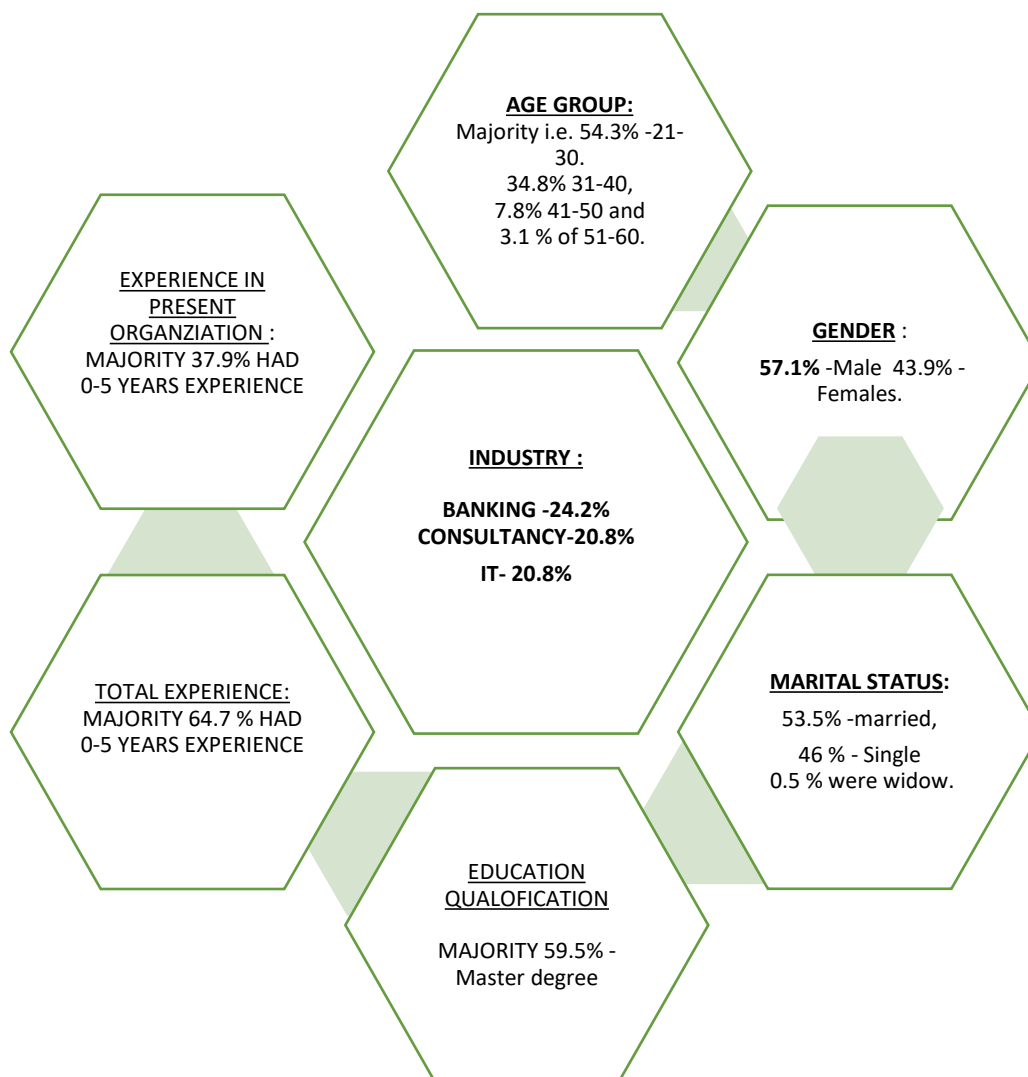MAJORITY 59.5% - Master degree

Fig: 5.1 Personal & Occupation details

SECTION-II: GENERAL INFORMATION ABOUT VIRTUAL CONNECTIVITY

> ➤ The majority of respondents choose a virtual medium to connect based on how formal or informal the medium is.
> ➤ 82.9% of respondents choose the virtual medium according to how fast they get the response.

It can be implied that promptness to the response and type of medium affect the choice of Virtual Medium to Connect

> ➤ 79.7% of respondents working mode was changed during COVID-19.
> ➤ There were 30.6% who had a permanent change of working mode after COVID-19, while 69.6% of working mode did not change permanently.
> ➤ 44.4% of respondents had the facility of flexi timings
> ➤ 42.3% of respondents have a WFH facility

The findings of the study imply there has been a crucial role of the Pandemic towards making Virtual Connectivity as new normal in Work life. Flexi timings and WFH are now prominent in most of the industry. It is evident that Virtual Connectivity is here to stay and we will see it explore and unfold the traditional work structure.

Section-III: Perception of Virtual connectivity (Benefits & Drawbacks)

Techno Overload

> ➤ Forced by Virtual connectivity to work much faster is agreed the majority of respondents 34.3% i.e. 132 agreed and 10.6% i.e. 41 respondents strongly agreed.
> ➤ Forced by Virtual connectivity to do more work than can handle, most of the respondents 30.6% i.e.118 agreed & 11.2% i.e. 43 respondents strongly agreed.
> ➤ Most of the respondents126 i.e. 32.7% are neutral to the statement ' I am forced by Virtual connectivity to work with very tight time schedules' & 24.9% of the respondents agreed

- Forced to change my work habits to adapt to new technologies, most of the respondents 36.4% i.e. 140 agreed & 15.6% i.e. 60 of the respondents strongly agreed.

The findings of the study imply Technical connectivity has its drawbacks. There is a Constant force to adapt to new technologies and work in tight schedules with more promptness than traditionally. These drawbacks need to become challenges to make it into an advantage for the organization and also for the individuals.

Work Overload

- Most of the respondents 48.8 % i.e. 188 Agreed on the statement 'There is always a Connectivity Pressure with easy access to Virtual media' 17.7 % i.e. 68 of the respondents strongly agreed.
- Most of the respondents 48.8% i.e. 188 Agreed on the statement 'There has been increased response expectation to work calls/mail' 23.6 % i.e. 91 of the respondents strongly agreed.
- Most of the respondents 39.7 % i.e. 153 Agreed on the statement 'There is Constant accountability of work even on odd hours' 23.1% i.e. 89 of the respondents strongly agreed.
- Most of the respondents 36.1 % i.e. 139 Agreed on the statement 'Increased Virtual Meetings/training after working hours' 23.4% i.e. 90 of the respondents strongly agreed.

The findings imply Virtual Connectivity has its share of Work Load weather it is connectivity pressure increased response rate or constant accountability.

Privacy Invasion & Monitoring

- The majority of the respondents 44.7% i.e. 172 Agreed on the statement 'Using Virtual connectivity blurs boundaries between my out-of-home and my home life' and 22.6 % i.e. 88 of the respondents strongly agreed.
- Most of the respondents 39.7 % i.e. 153 Agreed on the statement 'I feel my personal life is being interrupted by Virtual connectivity' and 18.7% i.e. 72 of the respondents strongly agreed.

- Most of the respondents 29.1 % i.e. 112 Agreed with the statement 'I feel uncomfortable that with Virtual connectivity my work can be easily monitored' and 10.6% i.e. 41 of the respondents strongly agreed.

- Most of the respondents 33.2 % i.e.128 Agreed with the statement 'It bothers me that the information created by current technology be traced even years from now' 14 % i.e. 54 respondents strongly agreed

- Most of the respondents 39.5 % i.e. 152 Agreed with the statement 'I feel that my use of virtual connectivity makes it easier to invade my privacy' 15.3 % i.e. 59 respondents strongly agreed

The findings of the study imply there is constant monitoring of work & work can easily be traced & scrutinized. There is a fear of Privacy invasion while using Virtual mediums to connect.

Interruption of Work

- Most of the respondents 42.6 % i.e. 164 Agreed with the statement 'My work routine is disturbed by Internet/network disturbance' 20 % i.e.77 of the respondents strongly agreed

- most of the respondents 36.1% i.e.139 Agreed on the statement 'Social Media is a distraction while working virtually' 25.7% i.e. 99 of the respondents strongly agrees

- Most of the respondents 36.9% i.e. 142 Agreed with the statement 'Advertisement and instant popups are a distraction while working virtually'28.3 % i.e. 109 respondents strongly agreed

The findings imply there is a constant distraction while working, internet connectivity, social media, and advertisement popups can interrupt the work while working Virtually.

Accessibility & Flexibility

- Most of the respondents 48.6% i.e. 187　Agreed with the statement 'I can Instantly access my work' 33.8 % i.e. 130 respondents strongly agree

- Most of the respondents 46.2% i.e. 178 Agreed with the statement 'I can access my work outside of regular work hours' 30.9% i.e. 119 respondents strongly agreed
- Most of the respondents 48.3% i.e. 186 Agreed with the statement 'There is Remote access to information' 28.6% i.e. 110 respondents strongly agreed
- Most of the respondents 42.3 % i.e. 163 Agreed with the statement 'It is easy Flexibility to reschedule work meetings' 25.2% i.e. 97 respondents strongly agreed

The findings of the study imply that there is an advantage of Accessibility & Flexibility while working virtually.

Communication & Coordination

- Most of the respondents 49.9% i.e. 192 Agreed with the statement 'I have co-worker/team members connecting after work hours' 16.6% i.e. 64 respondents strongly agreed
- The majority of the respondents 51.2 % i.e.197 Agreed with the statement 'It has been easy to interact with work team /Coworker with Virtual Connectivity' 21.8 % i.e. 84 of the respondents strongly agreed
- The majority of the respondents 48.8 % i.e. 188 Agreed with the statement 'Managing information flow has been easy with Virtual Connectivity' 24.9% i.e. 96 respondents strongly agreed
- Most of the respondents 47.5 % i.e. 183 Agreed with the statement 'There is no Geographical boundary when connecting virtually' 33.2 % i.e. 128 respondents strongly agreed
- Most of the respondents 32.2% i.e. 124 Agreed on the statement 'There is Lack of informal Discussion and advice' 19.5 % i.e.75 of the respondents strongly agreed.

The findings of the study imply there is an advantage of improved Communication and coordination with the use of Virtual Connectivity. On one had there is an ease of interaction & geographical boundaries on another hand there is a drawback of connectivity after work hours.

Productivity

- Most of the respondents 39.2 % i.e. 151 Agreed with the statement 'Virtual connectivity has improved my Quality of work' 14.8 % i.e. 57 respondents strongly agreed
- Most of the respondents 39 % i.e. 150 Agreed with the statement 'Virtual connectivity has improved my accuracy at work' 9.9 % i.e. 38 respondents strongly agreed
- Most of the respondents 43.1 % i.e. 166 Agreed with the statement 'There is Quiet time for uninterrupted work with Virtual connectivity' 11.7% i.e. 45 respondents strongly agree

The findings of the study imply there is an increase in productivity with Virtual Work.

Section-IV: Impact of virtual communication (WFH & FLEXI TIMINGS) on WORK-LIFE BALANCE

- There was the majority of 255 i.e. 66.2% respondents are exhausted in managing the balance between work, personal & family life with the usage of Virtual Connectivity.
- There was a majority of 248 i.e. 64.4% who responded yes, they can discuss challenges and concerns of using Virtual Connectivity with their immediate manager.
- There were 229 i.e. 59.6% who responded yes, the Immediate manager creates an environment where mental health can be discussed
- There was the majority of 193 i.e. 50.1% of respondents who favor Hybrid mode & 21% i.e.81 who preferred WFH (Work from home).

The implication of the above findings implies there is an exhaustion in maintaining the work-life balance & Hybrid mode is the preferred mode for work-life balance.

Conflict in work-life with family connectivity:

- Family worries or problems distract you from your work, 43.1 % i.e. 166 Agreed & 16.4% i.e. 63 respondents strongly agreed with the statement.
- Family activities stop you from getting the amount of sleep you need to do your job well30.9% i.e.119 Agreed & 8.8% i.e. 34 of the respondents strongly agreed
- Family obligations reduce the time you need to relax or be by yourself, 35.6% i.e. 137 Agreed &12.2 % i.e. 47 of the respondents strongly agreed.

The implication of the above findings implies there is a conflict in work-life because of family distraction as there is constant connectivity.

Conflict in family life with work connectivity:

➢ Most of the respondents 41.3 % i.e. 159 Agreed with the statement 'Work demand of WFH or while working virtually often put issues in personal life "on hold' & 11.4 % i.e.44 of respondents strongly agreed.

➢ Most of the respondents 37.1 % i.e. 143 Agreed with the statement 'Thoughts of work with WFH/Virtual connectivity makes me Unable to enjoy other non-work related activities' 11.2% i.e. 43 of the respondents strongly agreed.

➢ Most of the respondents 39 % i.e. 152 Agreed with the statement 'Problems of Virtual work make you irritable at home.' & 13 % i.e. 50 of the respondents strongly agreed

➢ Most of the respondents 39.2 % i.e. 151 agreed on the statement 'Find it difficult to schedule vacation time with WFH/ Virtual connectivity' & 13.5% i.e. 52 of the respondents strongly agreed.

➢ Most of the respondents 41.3% i.e. 159 Agreed with the statement 'With WFH/ Virtual connectivity, constantly feel too tired after work to engage in non-work activities' & 15.1% i.e. 58 of the respondents strongly agreed

The implication of the above findings implies there is a conflict in family life because of work as there is constant connectivity. Work becomes a priority while working from home or virtually even after working hours, it becomes difficult to enjoy non-work-related activities. It sometimes becomes difficult to take a break and prioritize family life.

VIRTUAL WORK/ FLEXI TIMINGS/WORK FROM HOME

➢ The majority of the respondents 60.3 % i.e. 232 Agreed with the statement 'Easy to take short work breaks with Virtual Work' & 20.8% i.e. 80 the respondents strongly agreed.

➢ The majority of the respondents 51.2% i.e. agreed on the statement 'Spending more time in planning things than doing things while working virtually /Flexi timings/WFH' &16.1% i.e. 62 of the respondents strongly agreed.

➢ Most of the respondents 45.7% i.e. 176 agreed on the statement 'There is more time for recreational activities while working Virtual' &14.8% i.e. 57 of the respondents strongly agreed.

➢ Most of the respondents 42.5% i.e. 162 Agreed on the statement 'Trouble scheduling meetings within flexible starting and quitting time' and 9.9% i.e. 38 of the respondents strongly agreed.

➢ Most of the respondents 51.7 % i.e. 199 Agreed on the statement 'Can Multitask official and home duties with ease with Virtual work /Flexi timings/WFH' & 12.2% i.e. 47 of the respondents strongly agreed.

➢ Most of the respondents 43.9% i.e. 169 Agreed on the statement 'Flexi timing/ Virtual connectivity/WFH improved Job satisfaction' &15.1 % i.e. 58 of the respondents strongly agreed.

➢ Most of the respondents 44.4% i.e. 171 Agreed with the statement 'Travelling/ commuting time has reduced to a great impact with Virtual work /Flexi timings/WFH' 31.7% i.e. 122 of the respondents strongly agreed.

➢ Most of the respondents 44.9% i.e. 173 Agreed with the statement 'Comfortable clothing while attending virtual meetings or WFH' & 33.2% i.e. 128 of the respondents strongly agreed.

The implication of the above findings indicates there are a lot of opportunities that Virtual connectivity has introduced for new ways of working. On the one hand, there are opportunities and advantages like reduction in commuting time, multitasking work, and improved job satisfaction. On the other hand, there are certain disadvantages or drawbacks like more time in planning and no time for recreational activities.

Section-V: Health & Wellbeing

Lifestyle

- The sleeping schedule has been hampered, 33% i.e. 127 Agrees & 17.1% i.e. 66 of the respondents strongly agree.
- There is a Change in Appetite/ diet pattern, 36.9% i.e. 142 Agreed on the statement &16.6% i.e. 64 strongly agrees.
- There is Increased Procrastination, 34.8% i.e. 134 Agreed & 15.8% i.e. 61 of the respondents strongly agrees.
- There is Increased Mood swings, 37.1% i.e. 143 Agreed & 13.2% i.e. 51 of the respondents strongly agree.
- There is a Sedentary lifestyle, 39.2% i.e. 151 Agreed & 21.3% i.e. 82 of the respondents strongly agree.

It can be inferred that the Lifestyle of the employees working has deteriorated in terms of Health and wellbeing. The sleeping schedule has been hampered, Changes in Appetite/ diet pattern, increased Procrastination &Mood swings and a Sedentary lifestyle have affected Health and wellbeing

Burnout

- There 35.8 % i.e., 138 Sometimes face Burnout, 32.7% i.e.,126 of the respondents often face burnout because of virtual connectivity, and 9.4% i.e.,36 respondents always face burnout. There is frustration of working virtually, physical & mental exhaustion, & feeling of worn-out

Initiatives for the wellbeing

- There were 82.3% i.e. 317 respondents who disagreed with initiatives of digital well-being implying there are No initiatives towards digital wellbeing.
- The majority 7.9% i.e. 300 of respondents's organization do not use any app or a feature that forces you to take breaks during your working hours.
- The majority 321 i.e. 83.4% of respondents's organization didn't set a time limit for social media screen time during working hours.
- The majority 236 i.e. 61.3 % responded their organization doesn't follow set working hours for Virtual connectivity.

- ➤ The majority 73% i.e. 281 responded the organization did not encourage to enforcement of gadget-free meals.
- ➤ The majority 68.8% i.e. 265 did not put their phone in do not disturb' mode when they sleep.

Digital Wellbeing still being the most important initiative for virtual connectivity was not taken by most of the organization. There is no provision to set limits for social media screen time during work hours nor do organizations follow set working hours for Virtual connectivity. Organizations are also not encouraging gadget-free meals or using any app or feature that takes breaks during working hours

Health Problems

- ➤ There is a maximum number of respondents 71.2% i.e. 274 who are facing Eye Strain, 63.9% i.e. 246 are facing Neck Pain, 50.1% i.e.193 facing Shoulder pain,49.1% of respondents i.e. 189 who has Back Strain, 45.7% i.e.176 are facing Headache, 40.8% i.e. 157 of the respondents each are facing Weight gain and are Snacking More respectively.
- ➤ There were also 28.8% i.e. 111 respondents who were facing Muscle aches, 27.3% i.e. 105 Eating More, 19.5% i.e. 75 Mindless Eating, 18.7% i.e. 72 Insomnia, 15.3% i.e. 59.
- ➤ Eating less, 9.4% i.e. 176 Hearing loss, and 3.6% i.e. 14 are facing Weight loss. There are 1.8% i.e. 7 respondents who say they aren't facing any problems.

It implies that the majority of the respondents faced some or other health problems due to the use of virtual connectivity proving there is a negative influence of Virtual Connectivity over health.

PART B

- ➤ HYPOTHESIS (H1) There is no relationship between Virtual Connectivity and health and wellbeing is **REJECTED.**

  The p-value is less than the significance level, **suggesting that there is a significant association.**

  Hence, we can imply there is a significant association between health and wellbeing and virtual connectivity.

- HYPOTHESIS 2: There is no association between Virtual Connectivity and Work-life balance is **REJECTED.**

  The p-value for lifestyle, digital wellbeing, and burnout is less than the significance level **suggesting that there is a significant association.**

  Hence, we can imply there is a significant association between work-life balance and virtual connectivity.

Chi-square- Association Between Variables :

- There is a significant association between "Total Years of Experience" and "Techno Overload" perceptions, while no significant associations were found for the other personal variables.

- There is a significant association for the variable "Age group &Total years of experience at the current organization" with Work Overload perceptions respectively, while no significant associations were found for the other personal variables.

- There is a significant association of the variable "Gender" with "Privacy invasion & Monitoring" perceptions, while no significant associations were found for the other personal variables.

- There is no significant association found between the above-mentioned "Personal variables" and "Interruption of work" perceptions.

- There is a significant association between the variables "Total years of experience" and "Industry" with Accessibility & Flexibility perception, while no significant associations were found for the other personal variables.

- There is no significant association between the above captioned personal variables and "Communication & Coordination" perception.

- There is no significant association between "Personal variables" and "Productivity" perception.

➤ There is a significant association between "Total years of experience", "Total years of experience at the current organization, "Industry" and " Lifestyle" perception, while no significant associations were found for the other personal variables.

➤ There is a significant association between "Age group, Total years of experience, Total years of experience at the current organization and Industry" and "Health & well-being: Burnout " perceptions, while no significant associations were found with gender & Education variables.

➤ There is no significant association between "Personal variables" and "Digital well-being" perception.

5.2 Conclusion

By and large, it can be said the objective set to study the *benefits & drawbacks* of virtual connectivity for employees has been achieved. It can be concluded from the study that respondents perceived there was Technical Overload and work overload because of Virtual Connectivity. The majority of the respondents also perceived there is Privacy Invasion and increased monitoring because of Virtual Connectivity. There is an agreement among the respondents that social media, advertisement pop-ups, and internet disturbance interrupt the work. Though there is always a positive side to Virtual Connectivity it can be observed that most of the respondents agree as they can access the work instantly and remotely and also scheduling meetings virtually brings flexibility. Managing information flow and meetings & interaction with team members is an advantage for communication and coordination while there is a lack of informal discussion & team members connecting after work timings is a drawback to virtual connectivity. Quality and Accuracy of work with quiet time for uninterrupted work has improved and added to Productivity.

Concerning analyzing the new trends/opportunities of Virtual Connectivity - the implication of the findings of the study indicates there are a lot of opportunities that Virtual Connectivity has introduced for new ways of working. On the one hand, there are opportunities and advantages like reduction in commuting time, multitasking work, and improved job satisfaction. On the other hand, there are certain disadvantages or drawbacks like more time in planning and no time for recreational activities.

Work-life balance - Hybrid mode is a preferred mode to work for work-life balance. There is exhaustion in managing the balance between work, personal & family life with the usage of Virtual Connectivity. Though yes there are employees who can discuss challenges and concerns of using Virtual Connectivity with immediate manager. The immediate manager creates an environment where mental health can be discussed. The implication of findings also implies there is a conflict in work-life because of family distraction as there is constant connectivity.

Concerning the Impact of virtual connectivity on the physical and mental health of employees-

- *The lifestyle* of the employees working has deteriorated in terms of Health and wellbeing. The sleeping schedule has been hampered, Changes in Appetite/ diet pattern, increased Procrastination &Mood swings and a Sedentary lifestyle have affected Health and wellbeing. There are a lot of factors that are adding to the Burnout of the employees. Working virtually frustrates and wears out the employees. They often are tired, physically & emotionally exhausted because of working virtually.

-Digital Wellbeing still being the most important initiative for virtual connectivity was not taken by most of the organization. There is no provision to set limits for social media screen time during work hours nor do organizations follow set working hours for Virtual connectivity. Organizations are also not encouraging gadget-free meals or using any app or feature that takes breaks during your working hours.

- It can be concluded, that there are *health issues* faced while using Virtual Connectivity. Eye Strain, Neck Pain, Shoulder pain, Back Strain, and Headache are the most common problems faced. Weight gain, snacking more, Muscle aches, Eating More, Mindless Eating, and Insomnia follow the list of problems. There are Problems like Eating Less, Hearing loss and Weight loss also faced by some minor sections.

The hybrid mode of work emerges as a promising middle ground in the current dynamic scenario. However, the primary challenge is establishing robust support systems and nurturing a culture that fully harnesses the benefits of this approach. Tailoring work modes according to demographic and personality traits, as well as considering industry-specific factors, can provide valuable insights into optimizing productivity and collaboration.

5.3 Suggestions

These are the segregated suggestions by the respondents

➤ The majority of respondents have suggested Hybrid mode is much better for work-life balance. (50.1%)

➤ It is important to take short breaks while working virtually. The time limit should be scheduled for any meeting. Breaks in between the work should be made mandatory.

➤ There should be fixed working hours while working virtually. Limited hours- Auto shutoff mode should be there to limit prolonged time on virtual media. A screen time reduction mechanism needs to be put in place.

➤ Exercising is very important in the sedentary lifestyle because of Virtual Connectivity. Minor breaks for a quick walk/run/workout/eye rest.

➤ When working from home it is recommended to have a separate place for work at home. It lowers distraction and improves concentration.

➤ Well-being workshops for employees should be incorporated by the organization for the awareness of digital wellbeing. Awareness related to ergonomics should be encouraged. Boundaries created between professional life & personal life should not be condemned by management, it should be encouraged.

➤ The organization should encourage their employees to take regular breaks not just because of their health but also to increase productivity and there should be fixed times during virtual connectivity

➤ Blue ray protective screens

➤ Proper facilities and supportive devices should be provided while working virtually.