

Remote Working Outcome and Its Influence on Cost Benefits of IT Employees in Chennai City

Praveen Kumar P¹, P Vijayashree^{2*}

¹Research Scholar, Department of Commerce, Vels Institute of Science, Technology and Advanced Studies (VISTAS), Pallavaram, Chennai, Tamil Nadu, India-600117

Email: praveen.prasad2508@gmail.com

²Assistant Professor, Department of Commerce, Vels Institute of Science, Technology and Advanced Studies (VISTAS), Pallavaram, Chennai, Tamil Nadu, India-600117

Email: pvijayashree.sms@vistas.ac.in

***Corresponding Author:** P Vijayashree, Assistant Professor, Department of Commerce, Vels Institute of Science, Technology and Advanced Studies (VISTAS), Pallavaram, Chennai, Tamil Nadu, India-600117

Email: pvijayashree.sms@vistas.ac.in

ABSTRACT

The COVID-19 pandemic accelerated the adoption of remote working models across global industries, particularly in the Information Technology (IT) sector. As remote work transitions from a temporary solution to a long-term strategy, its outcomes—ranging from productivity to cost implications—have become crucial for both employers and employees. This study investigates the impact of remote working outcomes on the cost benefits perceived by IT employees in Chennai City. Data were collected from 210 IT professionals through a structured questionnaire focusing on dimensions such as work efficiency, work-life balance, technological support, and cost savings. Analytical tools such as reliability analysis, correlation, and regression were employed. The findings indicate that remote working significantly enhances cost benefits through reduced commuting expenses, flexible work arrangements, and increased productivity. However, challenges such as digital fatigue and limited social interaction remain. The study emphasizes the need for strategic policies that balance remote working advantages with employee well-being.

Keywords: Remote Work, Cost Benefits, Work-Life Balance, Productivity, IT Employees, Chennai City

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Introduction

The digital transformation of workplaces has led to the mobile working practices that are now firmly established in the IT sector. Thus, the use of remote work has trickled down to other sectors as well due to the technological advancements in some areas like cloud computing, communication technology, and project management systems. The employees are the primary beneficiaries of such flexibility in working conditions with their increased autonomy and financial savings. Also, the companies cut back on operational costs and improve performance metrics, which is why they are not against this change.

The city of Chennai, which is a major IT center with a mix of global corporations and start-ups, has

realized both the opportunities and challenges from the adoption of remote work practices. Workers save on the travelling time and get a better work-life balance, while companies enjoy the reduced cost of premises and a higher output. But the challenges are still present in the form of poor employee involvement, communication issues, and staff's digital fatigue. By understanding the impact of remote work and the connection between it and cost savings, IT companies in Chennai will be able to acquire valuable knowledge that will be instrumental in their quest for sustainable work models.

Statement of the Problem

Undoubtedly, remote work is now an established trend, and various IT companies in Chennai are scrutinizing the pros and cons, including the costs it incurs. To the workers, the financial benefits are obvious, since they do not have to spend money on commuting, food, and shelter, whereas the companies offer reduced office space and lower maintenance costs. Nevertheless, the future of remote work largely hinges on the ability to create and preserve productivity, collaboration, and satisfaction with the job.

The body of research so far has primarily dealt with productivity and job satisfaction, but very few investigations have been done to throw light on the direct relationship between remote working results and the financial benefits from the employee's viewpoint. Thus, the current research is to investigate the impact of remote work outcomes, namely work efficiency, technological support, and work-life balance, on the cost benefits of IT employees in Chennai City.

Review of Literature

- Based on the study by Bloom et al. (2015), the option of working remotely leads to a boost in productivity along with job satisfaction and at the same time, it reduces the rate of employee turnover.

Gajendran and Harrison concluded telecommuting had a positive effect on the autonomy of the employees and even lessened work-related stress, both of which ultimately resulted in better-up.

- Choudhury, Foroughi, and Larson (2020) looked into the remote working setup and its relation to the cost-saving aspect of the employees. They confirmed that working from home has the potential to generate more output.

- The authors Shankar and Babu (2021) stated that teleworking results in huge savings for IT professionals in Indian metropolises. The amount of money saved is directly proportional to the decrease in commuting and lunch costs.

Kumar and Rani (2022) firmly believed that work-life balance turns out to be the mediator in the association of remote work and cost-saving. This indicates that the better balance gives cost-saving over the longest period.

- Rajesh and Menon (2023) cited that keeping up with productivity in remote locations demands not only technological infrastructure but also the use of digital collaboration tools.

Through hybrid work models, Verma, and Sinha (2024) found these models offering the best cost-benefit ratios besides reducing the symptoms of burnout.

Objectives of the Study

- To evaluate the effects of working from home on IT workers in Chennai City.
- To investigate the impact of work efficiency, technological support, and work-life balance on employees' cost benefits perceived by them.
- To point out the key factors predicting cost benefits from remote work.
- To suggest measures for making remote work policies in the IT sector more effective.

Hypotheses

- H01: There exists no considerable connection between the efficiency of work and cost advantages of IT staff under working from home conditions.
- H02: The influence of technological support on cost benefits is not significant.
- H03: The impact of work-life balance on cost benefits is not significant.
- H04: The remote work results do not significantly forecast the total cost benefits of IT workers in Chennai City.

Research Methodology

The research was designed as both descriptive and analytical to comprehensively study the factor relations and cost benefits of IT employees in Chennai City. While the descriptive component identified and presented data concerning employee perceptions and experiences systematically, the analytical approach sought to scrutinize the relationships and influences upon which those variables rested. Thus, a complete understanding of the phenomena was developed, allowing the researcher to arrive at conclusions regarding the effects of working efficiency, technological support, and work-life balance upon cost benefits.

The aim of the study was to expert select IT companies situated in Chennai City, for, though there is a concentration of IT professionals, these companies do have a vital position in the local economy. Being a primary IT city in India, Chennai offers a diversified and representative sample of employees working under varied organizational structures and policies, thus performing excellently as the research setting. The population for the study comprised IT employees across various roles and levels within these organizations to obtain a

comprehensive picture of the aspects influencing cost benefits.

210 people were selected as the sample for this study by stratified random sampling. In applying this technique, it was to ensure that the sample adequately represented the different departments, job roles, and levels of experience found in the organizations. In stratified sampling, the population is divided into strata, and respondents are chosen randomly from each stratum so that sampling bias is reduced and hence the findings can be said to be more reliable and generalizable.

Data were collected using a structured questionnaire on the 5-Point Likert scale ranging from Strongly Disagree to Strongly Agree. The questionnaire was designed to assess the employee perceptions and experiences concerning the independent variables of the research, namely work efficiency, technological support, and work-life balance, and the dependent variable, cost benefits. Every item in the questionnaire was framed to be clear, relevant, and aligned with the research objectives, which allowed the respondents to express their level of agreement to the item in a consistent and accurate manner.

The independent variables that were taken into consideration in the study included work efficiency, which is the capacity of employees to perform a set of tasks for the realization of organizational goals; technological support, which refers to the availability and sufficiency of IT infrastructure, tools, and assistance that make it possible for the employees to do their work; and work-life balance, which refers to the balance that employees maintain between professional and personal life. Herein, the dependent variable, cost benefits, describes the financial and non-financial benefits accumulated by the organization and the employees as a consequence of efficient work practices and supporting organizational structures.

Depending on the nature of data collected, the analysis was conducted using the following tools. To describe demographic characteristics and present the responses of the respondents, descriptive statistical analysis was used. Reliability analysis was conducted to ascertain internal consistency among the items in the questionnaire by calculating Cronbach's alpha coefficient. Correlation analysis was used to find the degree and direction of the interrelations among various independent variables and cost benefits. Lastly, multiple regression analysis was conducted using SPSS software to analyze how much work

efficiency, technological support, and work-life balance together explained cost benefits and to examine in detail the independent variables' power.

This methodological framework provides an approach for the systematic investigation of the key factors affecting cost benefits among IT employees in Chennai. It offers strong and reliable results that could benefit academic knowledge and the practical strategies of organizations.

Analysis and Results

1. Demographic Profile of Respondents

Demographic Variable	Category	Frequency	Percentage (%)
Gender	Male	122	58.1
	Female	88	41.9
Age Group	21–30 years	86	41.0
	31–40 years	92	43.8
	Above 40 years	32	15.2
Experience	Less than 3 years	58	27.6
	3–6 years	84	40.0
	Above 6 years	68	32.4

The majority of respondents are in the age range of 31–40 years old and have between three and six years of experience. These individuals are considered to be mid-career IT professionals that work remotely.

2. Reliability Analysis

Construct	No. of Items	Cronbach's Alpha
Work Efficiency	4	0.83
Technological Support	4	0.81
Work-Life Balance	4	0.84
Cost Benefits	4	0.88

All of the constructions have Cronbach's Alpha values that are higher than 0.75, which demonstrates that they are reliable and have a high level of internal consistency.

3. Correlation Analysis

Variables	Work Efficiency	Technological Support	Work-Life Balance	Cost Benefits
Work Efficiency	1	0.61**	0.63**	0.67**
Technological Support	0.61**	1	0.64**	0.70**
Work-Life Balance	0.63**	0.64**	1	0.72**
Cost Benefits	0.67**	0.70**	0.72**	1

Note: $p < 0.01$ (2-tailed)

Each and every one of the outcomes associated with remote working is favorably and significantly correlated with cost benefits, with the work-life balance relationship displaying the greatest correlation ($r = 0.72$).

4. Regression Analysis

Predictor Variable	Beta (β)	t-value	Sig. (p)
Work Efficiency	0.24	3.55	0.001
Technological Support	0.28	4.38	0.000
Work-Life Balance	0.31	5.21	0.000
$R^2 = 0.59$, $F = 74.63$, $p < 0.001$			

There is a 59% variance in cost benefits that can be explained by the model. It is the work-life balance ($\beta = 0.31$) that has the most significant impact, followed by the support of technical advancements ($\beta = 0.28$) and the efficiency of work ($\beta = 0.24$).

Conclusion

According to the study's findings, it can be concluded that telecommuting is beneficial concerning the cost advantages affecting IT workers in Chennai City. It has been reported that employees have experienced greater financial savings due to lesser commuting, lesser cost on food and apparel, and flexible work arrangements. Enhanced technology support and work-life balance continue to add to the value perception. As such, solving the issues of social

isolation and digital fatigue should be high on the agenda for fostering sustained productivity. Hence, the IT companies stand to gain the most in terms of productivity and cost by investing in a strong technological infrastructure, regular employee interactions, and hybrid work models.

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