

# Impact of Remote Work Arrangements Towards Employee Productivity With Special Reference To Ngxp Technologies, Kochi

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**Abstract-** The rise of remote work has redefined organization functioning and employee performance across industries, particularly in the IT sector. This study explores the impact of remote work arrangements on employee productivity and performance with a special focus on NGXP Technologies, Kochi. The research examines key variables such as communication, task efficiency, technical infrastructure, collaboration challenges and employee satisfaction under remote working conditions. Data was collected through structured questionnaires from employee across various departments, primarily in IT and software. Analytical tools such as percentage analysis, cross-tabulation and chi-square tests were employed to interpret the data. The study concludes that although remote work has enabled flexibility and increased efficiency for many, it also demands stronger virtual collaboration tools, regular feedback systems and well balanced hybrid work model.

**Keywords-** Employee productivity, Employee satisfaction, Remote work policies, Remote work infrastructure, Communication challenge, Performance improvement.

## I. INTRODUCTION

The global shift toward remote work has brought about a significant transformation in the way organizations function and employees perform their roles. NGXP Technology, Kochi an emerging IT solutions company has embraced remote work to support its operations. While remote work provides flexibility, reduced commute time and cost savings, it also introduces new challenges. These include communication barriers, reduced face to face collaboration, feelings to isolation, and dependency on technical infrastructure. This study seeks to explore and analyze the impact of remote work arrangements on employee productivity at NGXP Technology. By examining factors such as communication methods, task efficiency, availability of technical resources and employee satisfaction the research aims to provide insights that will help the organization improve its remote work policies and practices.

## INDUSTRY PROFILE

The Information Technology (IT) industry is a critical driver of global economic growth, innovation, and digital transformation. It encompasses a vast range of services and products, including software development, cloud computing, cyber security, artificial intelligence (AI), data analytics, and IT consulting. India is one of the world's leading IT hubs, known for its vast talent pool, cost-effective services, and robust digital infrastructure. The Indian IT industry contributes approximately 7.5% to the country's GDP (NASSCOM, 2023) and has established itself as a global outsourcing powerhouse, serving clients in North America, Europe, and beyond. The global IT services market was valued at over 1.2 trillion in 2023 and is expected to grow at a CAGR of 7-10% due to increasing digital transformation.

## COMPANY PROFILE

NGXP Technology is a dynamic and rapidly growing IT solutions provider based in Kochi, Kerala, known for delivering innovative digital services to a diverse client base. Founded with a vision to leverage technology for business transformation, NGXP Technology has built a reputation for its customer-centric approach, agile development practices, and commitment to employee well-being.

With a focus on continuous improvement and adaptability, NGXP has embraced modern workplace trends — including remote and hybrid work models — to stay competitive in an evolving industry landscape. The company's success lies in its ability to balance technological innovation with a supportive work environment, fostering a culture where employees feel empowered to thrive.

## STATEMENT OF THE PROBLEM

The shift to remote work has significantly transformed workplace dynamics, particularly in the IT industry. While remote work offers flexibility and cost

savings, it also present challenges related to productivity, communication, collaboration and technical support. With the rise of remote work, organizations are facing challenges in managing and motivating remote employees. This study seeks to explore the impact of remote work arrangements on employee productivity and identify strategies to optimize productivity in remote work settings.

### PRIMARY OBJECTIVE

To analyze the impact of the remote work arrangements on employee productivity and performance at NGXP Technology, Kochi

### SECONDARY OBJECTIVE

- To examine the impact of remote work arrangements on employee productivity.
- To identify the factors that influences the relationship between remote work arrangements, employee productivity.
- To identify best practices for implementing remote work arrangements that promotes employee productivity.

## II. REVIEW OF LITERATURE

➤ Authors: Gajendran, R. S., & Harrison, D. A.(2020)

- Journal: Journal of Applied Psychology

This study examined the impact of remote work on employee productivity and found that remote work can lead to increased productivity, but only if employees have the necessary skills and resources. The study suggested that organizations should provide training and support to employees to help them adapt to remote work.

➤ Authors: Golden, L. L., & Veiga, J. F.(2019)

- Journal: Journal of Management

This systematic review examined the relationship between remote work and employee performance and found that remote work can lead to improved employee performance, but only if employees are properly managed and supported. The review suggested that organizations should establish clear goals and expectations, provide regular feedback, and foster a sense of community and connection among remote workers.

➤ Authors: Allen, T. D., & Golden, L. L.(2018)

- Journal: Journal of Occupational Health Psychology

This study examined the impact of remote work on employee well-being and found that remote work can lead to improved employee well-being, but only if employees have a healthy work-life balance. The study suggested that organizations

should encourage employees to establish a dedicated workspace, set regular working hours, and take breaks throughout the day.

### RESEARCH DESIGN:

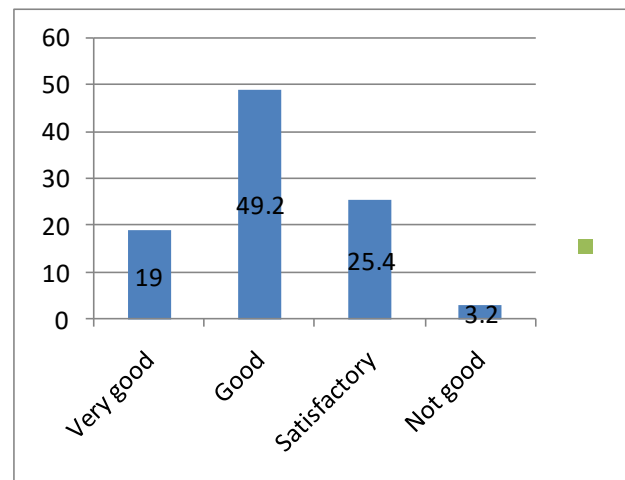
Descriptive research design: This study uses a descriptive approach to analyze the impact of remote work on employee productivity, performance and well beings. It aims to capture employee perceptions, challenges, and benefits of remote work arrangements.

## III. DATA ANALYSIS

### 1 PERCENTAGE ANALYSIS

Communication gaps affect remote work

Options	Percentage	count
Very good	19	12
Good	49.2	31
Satisfactory	25.4	16
Not good	3.2	2
Poor	3.2	2
Total	100	63

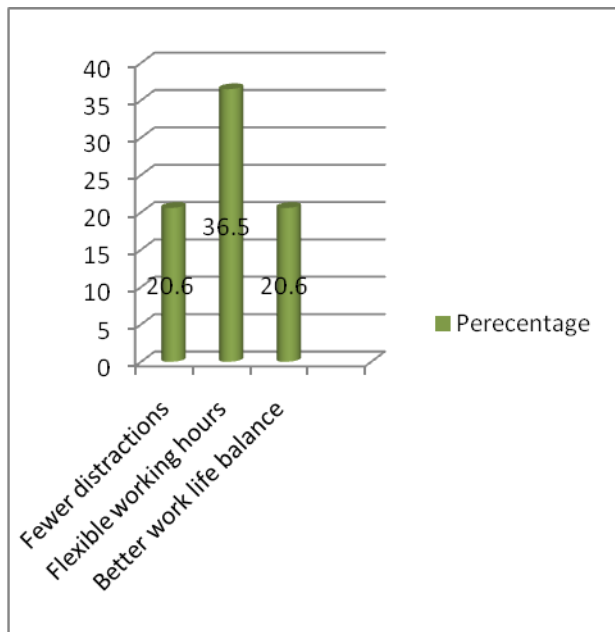


### INTERPRETATION

From the above chart shows that 49.2% of employees affect their communication gap, 25.4% of employees affect satisfactory, 19% of employees affect very good and 3.2% of employees affect not good

Factors help improve your productivity

Options	Percentage	Count
Fewer distractions	20.6	13
Flexible working hours	36.5	23
Better work life balance	20.6	13
Comfortable work environment	20.6	13
Others	1.6	1
Total	100	63



### INTERPRETATION

From the above chart shows that 36.5% of employees are flexible working hours, 20.5% of employees are fewer distractions and 20.6% are better working environment for improve their productivity

### 2 CROSS-TABULATION

Age and factors

Age group/Factors	Fewer distraction	Flexible working environment	Better work life balance	Comfortable environment	others

18-25	8	14	8	8	1
26-35	5	8	5	5	0
36-45	0	1	0	0	0
46-55	0	0	0	0	0

### INTERPRETATION

Most of the employees 18-25 years prefer flexible working hours and better work life balance, 26-35 years of employees prefer fewer distractions and work life balance are equally valued, showing they want both flexibility and productivity.

### 3 CHI-SQUARE

- ▶ H0: There is no significant relationship between gender and the challenges faced while working from home.
- ▶ H1: There is a significant relationship between gender and the challenges faced while working from home.

Gender and challenges

Statistic	Value
Chi-square	0.075
p- value	0.995
Degree of freedom	3
Significance level	0.05
Result	No significant relationship

### INTERPRETATION

Since, the p value (0.995) is much higher than 0.05, we fail to reject the null hypothesis. This means there's no statistically significant relationship between gender and the challenges faced while working from home

### IV. FINDINGS

- 81% of the employees are working at IT& software department

- 50.8% of employees very good can complete task more efficiently
- 46% of employees performance has improved very good,
- 52.4% of employees are satisfied of the technical infrastructure provide by company for remote works
- 73% of employees having separate rooms for dedicated workspace at home.
- 49.2% of employees affect their communication gap while working remotely
- Employees are mostly 18-25 years prefer flexible working hours and better work life balance
- There's no statistically significant relationship between gender and the challenges faced while working from home
- 36.5% of employees are flexible working hours for improve their productivity

### V. SUGGESTIONS

- Provide more facilities to improve their productivity while working remotely.
- Company could improve its remote work policies by offering flexible work hours.
- Provide employees with reliable tools and secure internet for productivity and security
- Company can organize virtual social events and activities to maintain team cohesion

### VI. CONCLUSION

The study on the impact of remote work arrangements on employee productivity and performance at NGXP Technology, Kochi revealed significant insights. The findings indicate that remote work has generally enhanced employee productivity, with increased efficiency, task completion rates and reduced workplace distractions. Communication and collaboration posed notable difficulties as some employees experienced delays in response times and feelings of isolation despite the use of digital tools. Statistical analysis including factor analysis and chi square test confirmed a significant relationship between communication effectiveness and job performance. Overall while remote work has positively influenced productivity and work satisfaction, companies must address communication barriers and ensure structures collaboration to maximize performance outcomes.

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