

## A STUDY ON HYBRID WORKING- THE EVENTUALITY OF REMOTE WORKING IN MUMBAI

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### *Abstract*

The COVID-19 pandemic has profoundly altered organizations' usual working practices worldwide. The world is attempting to overcome the unprecedented circumstance in every possible way by coping. The associations overall are attempting to take on numerous new standards which were never longed for. The idea that remote work would soon become the norm in the workplace was unheard of everywhere. It is extremely difficult to comprehend that one day everyone would be compelled to work from home. Work from home presents a number of obstacles. The majority of organizations are still attempting to adapt to this new standard. The job market is being ravaged by issues such as employee engagement, motivation, decreased communication, employee mental health and wellbeing, performance management, job security, stress, and job satisfaction. The performance of the organization is greatly affected. The Hybrid Working in Mumbai, which is being adopted by businesses all over the world, is a novel idea that can help alleviate the difficulties associated with remote work. The readership of this paper will gain a better understanding of the Hybrid Working in Mumbai and its advantages. This paper will also provide a glimpse into a novel hybrid model that, if implemented, will assist businesses in overcoming numerous difficulties posed by remote work for HR managers.

**Keywords:** COVID-19, remote work, the Hybrid Working in Mumbai, employee engagement, job security, and employee mental health

## INTRODUCTION

Remote work, which was initially a temporary solution in response to the COVID-19 pandemic, is now practically a full-time office practice. During the pandemic, businesses all over the world were sceptical about the remote work concept's success. Both the employees and management were unable to accept the idea of working from home. It was beyond everyone's wildest dreams that one day businesses all over the world would be compelled to work remotely, would not need to physically visit an office, and could produce the same results as if they did.

Initially, people were uncomfortable with the idea of working from home, but during the pandemic, remote work became the new norm. The management and employees, who were initially hesitant and uneasy, have actually begun to accept the situation and feel at ease with it. Presently representatives have become so OK with the remote work that now promotion days post Coronavirus they actually need to proceed with remote work.

After COVID-19, when businesses plan to reopen and normalize the workplace. The majority of employees prefer to work from home and are unwilling to physically visit the office. With the global outbreak of the second pandemic, businesses are unable to require employees to be physically present in the workplace. The organizations cannot also claim that remote work is hindering work. Organizations are not suffering as a result of the fact that remote work is also producing positive results, as has already been demonstrated.

Nowadays, businesses are attempting to implement a Hybrid Working in Mumbai in which employees have the option of working from home or physically in the office. The physical workplace norm is no longer the norm for many organizations worldwide. Organizations intend to physically maintain office hours in accordance with requirements. Employees are no longer required to be in the office at a specific time each day; instead, they are permitted to work remotely when necessary.

Many organizations have decided to operate at least three days per week because they believe that having a physical office is important. Numerous associations are giving the freedom to the representatives to remote work like IT organizations they have asked their workers to remote work totally. Numerous businesses are opting for a combination of physical presence and remote work. Regardless, the Hybrid Working in Mumbai is the new standard and will continue to exist.

### *Meaning of Hybrid Working*

*According to the definition, the “Hybrid Working incorporates both remote work and in-person office presence”.*

*There are three kinds of Hybrid Working in Mumbai depending on the combination:*

**1. Remote first working-** The remote first model is being used by Dropbox and Quora, among other businesses. In this model, the majority of employees, as well as the leadership team, would typically work remotely; however, only a small number of employees would be able to fulfil an urgent need for physical presence on one or two days per month. The office space would be physically available, and if anyone wishes to use it for official purposes, they can, but only when it is necessary.

Mr. Adam D'Angelo, the chief executive officer of Quora, stated that the company would implement a remote first model in which employees are expected to work from home. Those who wish to use the office occasionally would do so. He would visit the office once per month, and the leadership team would work remotely.

Dropbox has also stated that employees should work from home and that the office would only be used for collaboration, not individual work.

It is not necessary for employees to meet each other in the Remote First model. Employees who live close to each other can sometimes participate in activities that allow them to work together and collaborate.

**2. Office Occasional-** The remote work model is still not accepted by many organizations. They still believe that the organization depends on employees being in the office twice or three times a week.

Local employees who occasionally need to be in the office would be able to implement this idea. In this model, higher authority and leadership would also occasionally work in office. Employees who are unable to work in person can work remotely.

Employees who work from home may experience feelings of insecurity and think of themselves as second-class citizens, which could pose some challenges to this idea. These employees might have the impression that because they are working from home, they are not given as much importance as those who are actually in the office. This issue must be

addressed by management, who must take all necessary measures to alleviate the employee's feelings.

**3. Office first, remote allowed-** Remote first and occasional office use are combined in this model. The organization works mostly offline and occasionally remotely in this model. The majority of employees, including the leadership team, regularly visit the office. Those who have chosen to work remotely are kept informed of important discussions and briefed on them.

Employees who work from home feel out of place, and there is less communication between them. In order to ensure that remote employees do not feel neglected, management must design this model so that, regardless of whether they are in the office, everyone can participate virtually in meetings and other activities.

### ***Pros of Hybrid Working in Mumbai***

1. ***Cost saving-*** Half breed work model contributes towards cost putting something aside for both boss and representative. The employer saves money by reducing power consumption, workplace cleanliness, printing, snacks, tea, water, parking, and other costs. Daily office reporting saves employees money on travel time, food, and other expenses.
2. ***Increased employee efficiency and productivity-*** The Hybrid Working in Mumbai enhances employee productivity and efficiency. Because employees aren't required to be in the office from 9 a.m. to 5 p.m., they can relax and save time on their commutes. They benefit from increased happiness and thinking capacity as a result of the time saved and the opportunity to work in an inviting setting of their choosing. The employees' performance is significantly improved, and their level of efficiency also rises. The majority of businesses around the world claim that remote work has increased employee productivity and performance by up to 30%.
3. ***Effective recruitment tool-*** Because remote work allows for the freedom to involve and recruit the best employees from around the world, the Hybrid Working in Mumbai can be an effective recruitment tool. Because it is not limited to a single location, the best talent can be hired. This contributes to improved performance and a competitive advantage.

4. **Employee's safety-** The Hybrid Working in Mumbai protects employees from COVID 19 infection better. Employees rarely interact with other workers because they work from home. Maintaining social distance and stopping COVID-19, which is urgent, are both aided by this. Employees can give their best effort and contribute to the organization's continued expansion when they are in good health.

### ***Cons of Hybrid Working in Mumbai***

1. **Teamwork affected-** Teamwork presents the greatest challenge in the Hybrid Working in Mumbai. Solo work is not a problem when working from home, but when employees are required to work in teams, group work presents a problem. Coordination and communication among team members are simple in a physical office setting; however, when working remotely, these issues arise. The work may be affected by this arrangement.

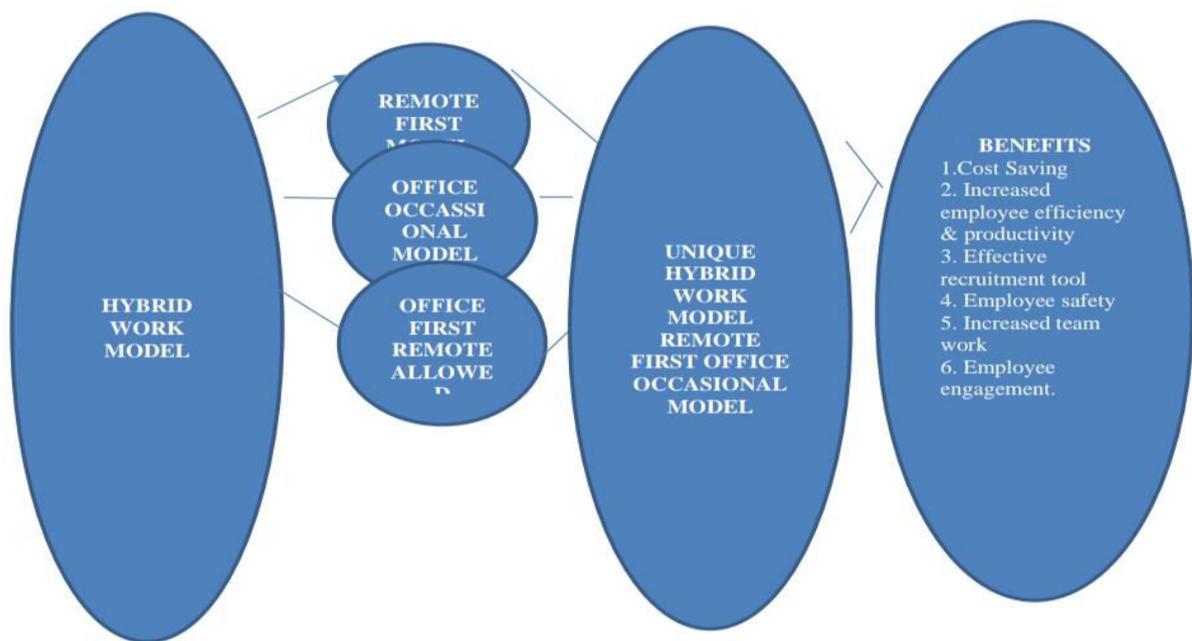
2. **Reduced Employee engagement-** The Hybrid Working in Mumbai has a negative impact on employee engagement. There is no interaction among employees. Virtual resolution becomes extremely difficult whenever they encounter a problem. Employee engagement is increased and a record of what the employees are doing is also kept when they are physically present in the office, which fosters a sense of community and makes it simple to resolve any issue. At some point, working remotely becomes extremely monotonous, communication becomes extremely limited, and employees become disengaged as a result of their frustration and inability to concentrate.

3. **Tools not up to date-** Remote tools that aren't up-to-date present the greatest obstacle in the Hybrid Working in Mumbai. Remote work becomes extremely difficult to manage due to inadequate tools. Employees frequently encounter connectivity or internet issues, which impede work. As a result, work is held up, communication is poor, and performance and efficiency suffer.

4. **Reduced employee visibility-** Employee visibility becomes a problem in the Hybrid Working in Mumbai. Because of remote work the greater part of the representatives and supervisors don't monitor what the other representative is really doing. Because management is unaware of the employee's progress, this causes a problem. The

evaluation of an employee's performance, career advancement, and promotion are all affected by this circumstance. As can be seen from the preceding discussion, the Hybrid Working in Mumbai will continue to exist as long as COVID-19 is present and beyond, despite the fact that it has some drawbacks. However, considering the advantages, it is safe to draw this conclusion. In order to create a workplace that is both more effective and better, organizations must accept the Hybrid Working in Mumbai.

*Hybrid Working in Mumbai (A digital representation)*



*Companies using Unique Hybrid Working in Mumbai*

**Case1. Microsoft**

From October 2020, Microsoft has proclaimed with respect to following the One-of-a-kind Half breed work model which comprises of more half remote work and less time in office where consent from the executives isn't needed. Permission from management is required if a small number of employees wish to work remotely 50% of the time and in an office 50% of the time.

Employees who wish to work remotely on a permanent basis must obtain management's permission. When they arrive at the office in response to a requirement, these employees will not have a designated seating area; however, they will unquestionably be provided with one.

Microsoft has additionally chosen to deal with the monetary part of representative's remote work use.

### ***Case 2. Ford Motor Company***

In March 2021, Ford said that it would follow the Unique Hybrid Working in Mumbai. It has already instructed 30,000 employees to primarily work remotely, with the option to visit the office in an emergency. The management can give the employees permission to work remotely.

Ford has some manufacturing areas where regular office visits are required because remote work will not produce results in these situations.

Ford reached this decision after soliciting employee feedback in 2020, during which 95% of employees emphasized the need for a distinctive Hybrid Working in Mumbai. Ford has taken the lead from the automobile industry; other companies, such as Toyota and General Motors, are also planning to do the same.

### ***Case 3 Citigroup, Inc.***

The Unique Hybrid Working in Mumbai will also be accepted by Citigroup beginning in March 2021. Employees are accustomed to working remotely and are able to deliver due to work flexibility, according to Citigroup CEO Jane Fraser, so it will be better for them to follow the Unique Hybrid Working in Mumbai. To ensure that there are no issues on the job front, employees must ensure that they maintain good coordination with management.

At its Manhattan headquarters, the bank branch and data centre employees do not have access to this one-of-a-kind Hybrid Working in Mumbai. Friday Zoom meetings have been banned, and it has been decided that only a small percentage of these centres' 2,10,000 employees will work remotely permanently.

#### ***Case 4. Google***

In March 2021, Google announced its decision to implement a Unique Hybrid Working in Mumbai. Google has decided that the majority of employees will work remotely, with the exception of those who are required to visit the office. Google has made a few adjustments to the workspace so that work goes smoothly.

The following are the changes:

- Storage in the cloud
- Tools for collaboration
- Security for endpoints
- Management controls
- Video conferencing

Mr. Sundar Pichai, CEO of Google, accepted the unique Hybrid Working in Mumbai by soliciting feedback from numerous customers and employees. 95% of clients and employees in the feedback said that the Unique Hybrid Working in Mumbai is the best strategy.

#### ***Case 5. Infosys***

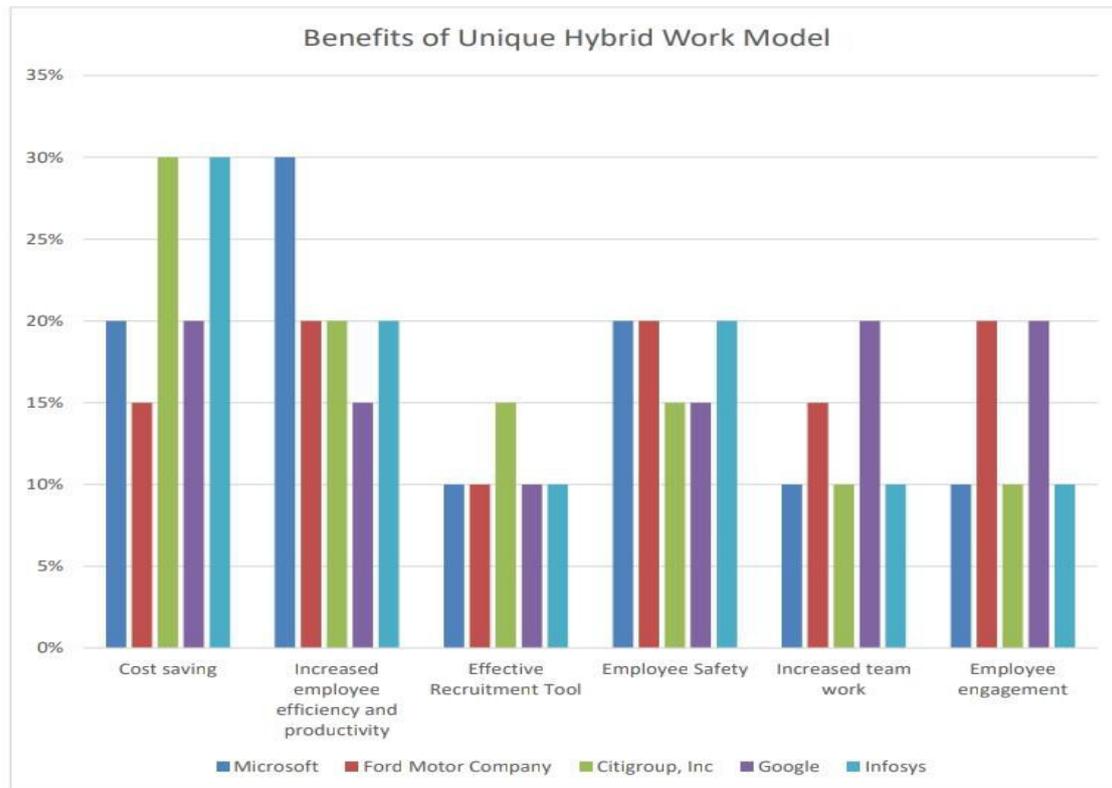
The Unique Hybrid Working in Mumbai has also been accepted by Infosys. Infosys Chief Mr Salil Parekh has declared in Walk 2021 in regards to the acknowledgment of One of a kind Cross breed Work model. Mr. Parekh has confirmed that, beginning in 2020, only 2% of several thousand employees will be present in the office occasionally, and the remaining employees will be working remotely. This arrangement will remain in place.

Mr. Salil Parekh is extremely pleased with the model and adds that many female employees are able to contribute as a result of the flexibility of the workplace because they can simultaneously care for their families and work. People's productivity has also increased as a result of work flexibility.

The findings above make it abundantly clear that numerous well-known businesses have begun implementing the Unique Hybrid Working in Mumbai, which is equally effective across all industries. For everyone's benefit, the distinctive Hybrid Working in Mumbai ought to be adopted by other organizations as well.

- *Findings*

**Figure 1. Benefits of Hybrid Working in Mumbai**



- Figure 1 shows “Benefits of Hybrid Working in Mumbai”.
- N= sample size 100 respondents, N=5 companies, N= 6 parameters
- Figure 1 Shows: Microsoft's cost savings are confirmed by 20% of respondents, its employee efficiency and productivity are confirmed by 30% of respondents, its effective recruitment tool is confirmed by 10% of respondents, its employee safety is confirmed by 20% of respondents, its teamwork is improved by 10%, and its engagement is confirmed by 10% of respondents.
- Figure 1 Shows: 15% of respondents confirm that Ford Motor Company is saving money, 20% confirm that Ford Motor Company employees are working more efficiently and productively, 10% confirm that Ford Motor Company has an efficient recruitment tool, 20% confirm that Ford Motor Company employees are safe, 15% confirm that Ford Motor Company employees are working more collaboratively, and 20% confirm that Ford Motor Company employees are engaged.

- Figure 1 Shows: 30% of respondents indicate that Citigroup, Inc. will save money, 20% indicate that Citigroup, Inc. will benefit from increased employee productivity and efficiency, 15% indicate that Citigroup, Inc. will benefit from an efficient recruitment tool, 15% indicate that Citigroup, Inc. will benefit from increased employee safety, 10% indicate that Citigroup, Inc. will benefit from increased teamwork, and 10% indicate that Citigroup, Inc. will benefit from increased employee engagement.

- Figure 1 Shows: Google's cost savings are confirmed by 20% of respondents, Google's efficiency and productivity are confirmed by 15% of respondents, Google's effective recruitment tool is confirmed by 10% of respondents, Google's employee safety is confirmed by 15% of respondents, Google's teamwork is increased by 20%, and Google's engagement is confirmed by 20% of respondents.

- Figure 1 Shows: 30% of respondents confirm that Infosys is saving money, 20% confirm that Infosys' employees are working more efficiently and productively, 10% confirm that Infosys has an efficient recruitment tool, 20% confirm that Infosys' employees are safe, 10% confirm that Infosys' employees are working more collaboratively, and 10% confirm that Infosys' employees are engaged.

- **Conclusion**

The COVID-19 pandemic has devastated the world. It has brutally destroyed human existence to such an extent that no human being is able to think clearly or make decisions. Every nation on the planet is attempting to normalize the situation and coming up with solutions.

The pandemic has a devastating impact on each and every industry and organization. The majority of businesses are in such a precarious state that they are unable to pay their employees, including your increment. Employees do not have job security. Production has been severely affected, and business has almost stopped. The economy overall was gradually recuperating when the second rush of Coronavirus has made a section which is much more awful than the past wave. Because the global situation is so dire, it is obvious that a novel solution is needed to maintain and normalize the global economy. Now, the situation is such that working from home and keeping a safe distance is beneficial. The best course of action in this case would be to implement a work model like the Unique Hybrid Working in

Mumbai, in which employees can come to the office whenever there is a need for them to do so while working remotely the majority of the time. This arrangement will not only prevent the virus from spreading, but it will also facilitate efficient workplace operations, improved performance, increased motivation, employee engagement, and effective teamwork. Inc., Google, and Infosys, to name a few, have acknowledged its advantages and are happy with the results of using the Unique Hybrid Working in Mumbai. The results of the same are described above.

It is safe to draw the conclusion from the preceding discussion that, for the benefit of the organization, every organization worldwide ought to adopt the Unique Hybrid Working in Mumbai during this pandemic and beyond.

- **Recommendations**

The pandemic will continue. We have learned a lot from this pandemic, including new organizational management strategies. Worldwide, organizations cannot wait for the pandemic to end and operations to begin. Organizations should consider a solution that will not only be ideal for the pandemic but will also benefit them from the pandemic in order to continue and move forward. Hybrid Working in Mumbai is being adopted by well-known businesses as the most effective response to this problem. Every organization should adapt this suggested model, which is highly recommended. Employees can work from home with this model's assistance. The employees are protected from the infection and can now contribute to the organization and work more efficiently.

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