

Working Remotely During Covid-19 Pandemic In Metro Manila: Impact on Perceived Employee's Job Performance

Lorraine Asis¹, Analy Dalida¹

¹Graduate Student, Master in Business Administration, Rizal Technological University, Mandaluyong City, Metro Manila, Philippines.

Corresponding Author: asis.raine01@gmail.com

Abstract: - This study aims to assess the impact of working remotely caused by a pandemic based on the perception of employees' job performance and to determine its effect on the job performance. This study specifically evaluates how employees' job performances were affected by working remotely during this time of COVID-19 pandemic. Also, this study evaluates the respondent's level of assessment in relation to employees' perceived job performance when grouped according to demographic profile such as age, gender, marital status and monthly income. The researchers used the descriptive survey research method with a total of 98 respondents (employees). The output was assessed as strongly agree, somewhat agree, somewhat disagree and strongly disagree. The overall assessment revealed that employees working under PTP Division are much better while working remotely, but there are instances that they feel stressed due to inability to set boundaries with their working and personal life. The researchers had developed an intervention plan in favor of those employees working remotely.

Key Words: —Assess, impact, research, working remotely, COVID-19.

I. INTRODUCTION

Due to COVID-19 pandemic, a large part of the workforce in the Philippines have been forced to work remotely at home. Most employees in Metro Manila, the hub of Philippine business and industry, are using public transportation to go to the office. However, due to the pandemic they are unable to commute to work in order to mitigate the spread of the virus. Moreover, the Philippine government has strictly implemented lockdown to contain the virus. Thus, various companies have decided to shift to a Work-From-Home (WFH) set up for their employee's welfare and to follow the government's regulation.

According to MSU Research conducted study and UNCTAD analysis in the U.S., it showed that the pandemic has not only lowered women's labor employment rate but also its wages. This leads some to call the global recession as a "shecession" (Titan Alon et. al, 2020). As the pandemic changes the work arrangements of employees, especially white-collar professional workers, their homes have become their office and place of relaxation. Hence, WFH during this time of pandemic has a huge impact on workforce productivity not just in the Philippines, but around the world.

The idea of WFH is not a priority for both employers and employees before the pandemic hits. Working remotely requires a quiet and organized space to perform the tasks well which is a big hindrance for employees renting small apartments in Metro Manila. Furthermore, the internet connection in the Philippines is a real challenge for those employees who opt to choose WFH set up. Thus, various factors influencing the productivity of employees during WFH arrangement will be the focus of this study. This study will concentrate on employees who are employed in Metro Manila but are currently working-from-home in their apartments in NCR or provinces within the Philippines.

Job Performance is defined as the overall expected value from employee's behaviors carried out over the course period of a set period of time (Motowidlo, Borman, & Schmidt, 1997). An individual's performance can be broken down into two distinct types namely task performance and contextual performance. Task performance pertains to actions in which raw materials are transformed into goods or services. These are roles that are usually included in job descriptions. Contextual performance is an individual's performance which contributes to overall effectiveness by supporting their social and psychological needs.

According to Reb and Cropanzano (2007), the average performance can even out an employee's contribution to an organization. Based on their studies, the average performance

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evens out the variance resulted from the mean that may possibly due to influences outside employees' control.

The researcher uses explanatory variables which are employee working-from-home. WFH is a popular strategy of companies as an alternative working arrangement for their employees to minimize the risk of transmission of the deadly COVID-19 infection. Nevertheless, the WFH set up is not new to some companies. This was already brought up to some employees in the previous years. Moreover, several companies worldwide have already been implementing this working arrangement to their workforces. Way back 1988, WFH had been mentioned already in the year 1973 as mentioned by Nilles. This is merely known as "telecommuting" or "telework" (Messenger and Gschwind 2016). WFH has various definitions in the past four decades such as remote work, telework, telecommuting, telework, flexible workplace, e-working, and other similar terms. These terms simply mean the ability of employees to work in a flexible workplace while using the technology to accomplish their tasks and duties to the company (Gajendran and Harrison, 2007 & Grant et al. 2019). According to Gajendran and Harrison (2007), telecommuting is "an alternative work arrangement in which employees perform tasks elsewhere that are normally done in primary, or central workplaces, for at least some portion of their work schedule, using electronic media to interact with others inside and outside the organization". The term "elsewhere" was remarkably noted as "home".

This study will focus on the employees who are now currently working-from-home due to COVID-19 pandemic. They are forced to work remotely due to unavailability of public transportation and high risk of getting infected by the virus. These situations make this study different from related research. In contrast, this study is similar since it will also tackle the impact of working-from-home to the job performances of the employees on their work.

A. Statement Of The Problem

This study aims to assess the impact of COVID-19 pandemic to employees' perceived job performance who are in working remote arrangements:

This study intends to answer the following questions:

1. What is the respondent's characteristics when grouped according to:
 - Age;
 - Sex

- 1.3 Marital Status
 - 1.4 Monthly Income
2. What are the changes in the quantity of output of P2P Division employees in BPO Company, before and during work-from-home setup due to COVID-19 pandemic?
 3. What is the respondent's level of assessment in relation to their job performance when they are grouped according to:
 - 1 Age
 - Sex
 - Marital Status
 - Monthly Income
 4. Is there a significant difference between job performances of employees while working from home when they are grouped according to the following variables?
 - Age
 - Sex
 - Marital Status
 - Monthly Income

II. METHODOLOGY

This chapter presents in detail the different methodologies used by the researchers to obtain the needed information for this study.

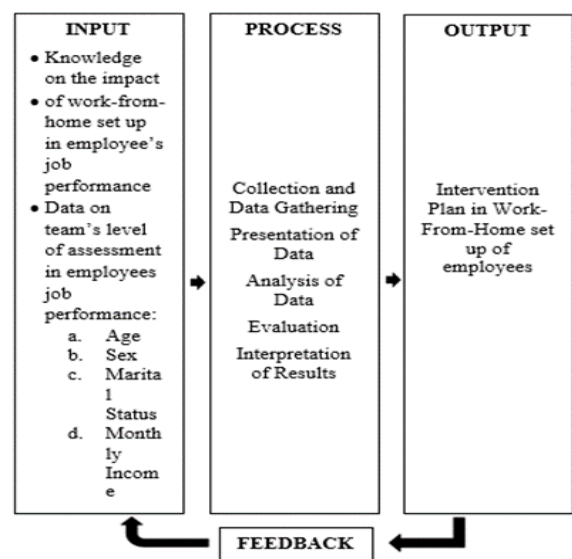


Fig.1. Conceptual framework.

It presented the research methods used, respondents of the study, instruments used, validation of instruments, data gathering procedures and statistical treatment of data.

The Figure shows the research paradigm of the system that involves the beginning up to the end process regarding the Impact of working remotely during COVID-19 on the productivity of employees specifically on BPO Industry. The input is independent variables, which is the profile of respondents. These are the Job title, division, education, age, sex, marital status and income. While the independent variable is the data gathered in the survey. The process comprises the steps in which the researcher will do the collection and data gathering, presentation of data, analysis of data, evaluation, and interpretations of the results of the study. The output will be the Proposed Intervention Program to improve productivity of employees when working at home.

B. Research Method

The researchers used the descriptive survey type of a research method in this study. Descriptive study is one in which information is collected without changing the environment. It is used to obtain information concerning the status of phenomena to describe “what exists” with respect to conditions in a situation. Since the research focused on the Impact of working remotely during a pandemic on the productivity of the employees particularly in the BPO Industry, the descriptive method of research was the most appropriate method to use in determining the opinions of a specified population.

The survey is appropriate in this study because it supports the researchers’ formulation of generalization. The questionnaire was formulated to evaluate the Impact of working at home due to a pandemic on the productivity of the employees.

C. Sample Size

The researchers conducted the study in a BPO company at Taguig City in Metro Manila. There are a total of 130 employees in a division of PTP (procure to pay). The researcher used Slovin’s formula to give the researcher an idea of how large the sample size needs to be to ensure a reasonable accuracy of results. Slovin’s formula allows a researcher to sample the population with a desired degree of accuracy with a margin of error of 5%. Using the formula $N / (1 + Ne^2)$, $N=130 / (1 + 130 * (0.05^2))$, total respondents should be 98.

Table.1. Sample Size using Stratified Sampling

PTP Teams	No. of employees	Sample size
TEAM A	19	14
TEAM B	11	8
TEAM C	13	10
TEAM D	15	11
TEAM E	12	9
TEAM F	14	11
TEAM G	15	11
TEAM H	16	12
TEAM I	15	11
Total	130	98

D. The Subject

The respondents in this study will be employees in Metro Manila but are currently in Work-From-Home arrangements due to the pandemic. Metro Manila is chosen as the location of the study due to source availability and most employees are working there. The researcher plans to send an online survey questionnaire using Google Forms Questionnaire to participants for them to answer. Furthermore, the researcher will also get data from previously published journals and articles to justify the result of this study.

The researchers used the 98 employees in the division of PTP as the subject of their study. They are the respondents of this study to assess the impact on their productivity during the current situation of COVID-19 pandemic and the significant difference of their productivity in working remotely and working at site.

E. Research Instrument

Data gathering and survey were employed by the researchers, as a tool and instrument in this study. The researchers gathered data in different resources such as books, related articles, journals and the internet to get information about the topic. Researchers used the survey questionnaire to gather data and analyze the results. It consists of the questions that can be answered by the employee’s base on their assessment of how strongly they agree or disagree on a set of questions about productivity at home.

The questionnaire consists of two (2) parts. The first part gathers information about the respondent's demographics including age, sex, marital status and income, while the second part deals on the Job Performance and Productivity of employees during COVID-19 pandemic. The respondents should rate according to four (4) levels.

The researchers used the following ranges in interpreting the results

Table.2. Four-Point Likert Rating Scale and Verbal Interpretation

Rating	Scale/Range	Verbal Interpretation
4	3.25 to 4.00	Strongly Agree
3	2.5 to less than 3.25	Somewhat Agree
2	1.75 to less than 2.5	Somewhat Disagree
1	1 to less than 1.75	Strongly Disagree

To test the validity of the questionnaire used for the study the researchers tested the questionnaire validated by the researcher's adviser, Dr. Marc Garvida. The researchers conducted the validation of the survey through 98 employees in the PTP division in a BPO Company. After the questions have been answered, the researchers asked their adviser and the respondents for any suggestions or any necessary corrections to ensure further improvement and validity of the instrument. The researchers revised the survey questionnaire based on the suggestions of the adviser and respondents logics into simple ones in order to ensure comprehension.

F. Data Gathering Procedure

The researchers had a survey questionnaire validated by the adviser. It was given to the employees of PTP Division in a BPO Company. Respondents answered the question based on their preference. After the retrieval of the questionnaires, the researchers tabulated and processed the data. After the questionnaire has been validated and tested for reliability, the researchers asked for the schedules of the employee from the HR Manager of the Human Resources Office. From the given schedule of the employee, the researchers conducted the survey by sending it online during their time off.

G. Data Processing Method

After gathering all the completed questionnaires from the respondents, total responses for each item were obtained and encoded with the help of Microsoft Excel. The researchers used Microsoft Excel to analyze the data gathered. The built in statistical functions in the Microsoft Excel's Data Analysis were used such as t-test: two-sample Assuming Unequal Variances and Average Mean formula.

H. Statistical Treatment

The data collected in this study are subjected to certain statistical treatments. The data are coded, are tallied and are tabulated for better presentation and interpretation of results. The statistical methods to be used are the following:

I. Ranking

This is a descriptive measure to describe numerical data in addition to percentage. This is a technique of assigning numerals to the number of classification according to its relative position rank in the group. Ranking was used in the study for comparative purpose and for sharing the importance of items analysed.

J. Average Mean

The most common measure of central tendency and refers to the average value of a group of numbers. It is used to evaluate the average answer of employees on each question. In this study, the researcher adds up all the answers of respondents per question and divides it by the sample size.

Average Mean = Sum of all numbers / Number of Item in the set

K. T-Test

The researcher decided to use t-test as statistical treatment to compare the means of two groups. This method is often used in hypothesis testing in order to determine whether the treatment has an actual effect when they are grouped into two. T-test is considered a parametric test of difference. It assumes that the researcher's data are independent, normally distributed and have a similar amount of variance within each group that are being compared in the study being conducted.

T-test Formula: $t = m - \mu / s / \sqrt{n}$

Where,

t = student's test

m = mean
 μ = theoretical value
 s = standard deviation
 n = variable set size

L. P-Values Formula

P-values are most often used by researchers to say whether a certain pattern they have measured is statistically significant. P-values are often interpreted as your risk of rejecting the null hypothesis of your test when the null hypothesis is actually true. When $P \leq 0.05$, reject the null hypothesis. This is strong evidence that the null hypothesis is invalid. While $P > 0.05$, failed to reject the null hypothesis, so null is not rejected. The researcher decided to use this formula to run the hypothesis test whether the results have a significant difference or not.

$$Z = (\hat{p} - p_0) / \sqrt{[p_0(1-p_0)/n]}$$

Where,

\hat{p} = sample proportion

p_0 = assumed population proportion in the null hypothesis

n = the sample size

III. RESULTS AND DISCUSSION

This chapter shows the presentation, analysis, and interpretation of data which are relevant to the study. The data were presented in tabular form and analyzed to answer the specific questions given in the statement of the problem as indicated which treated using appropriate statistical tools. These data were discussed in Methodology chapter, and were analyzed to answer the specific questions in the statement of the problem.

A. Profile of Respondents

Table.3. Distribution of Respondent’s Characteristics

Respondent's Characteristics	Frequency	Percentage
<i>Age</i>		
20 - 30 years old	73	74.50%
Over 30 years old	25	25.50%
<i>Sex</i>		
Male	12	12.20%
Female	86	87.80%
<i>Marital Status</i>		

Single	94	95.90%
Married	4	4.10%
<i>Monthly Income</i>		
20,000 - 30,000	68	69.40%
Over 30,000	30	30.60%
Total	98	100.00%

Table 3 summarizes the demographic data, which shows that most of the respondents are female with a frequency of 86, or 87.76% of the total respondents. There are 12 male comprising 12.24% of the total respondents. It implies that the PTP Division in Accenture has more female employees.

This supports the actual gender mix of employees in the company where females are more than male working in this Division.

The Company’s records reveal that female employees are about 86% of total employees in PTP Division, while 14% are male where the researchers conducted the study.

This table also reflects that the majority of employees were in the age group of between 20 and 30 years old and that most of them are receiving a monthly salary range of 20,000. Moreover, based on the table above most of the respondents were single with a total of 94 (95.9%) while married employees were only 4 (4.1%).

Table.4. Changes in Quantity of Output of P2P Division

Employees in BPO Company, Before and During Work-From-Home Setup Due to COVID-19 Pandemic

MONTH	AVERAGE QUANTITY OF OUTPUT		P-VALUE	DECISION
	2020	2021		
January	1350	2025	0.0494	Reject H0
Feb	1093	1450		
March	1450	2175		
TOTAL	3893	5650		

Table.4. shows the average quantity of output in 2020 in comparison in 2021. This data came from the total output of PTP employees per month in a BPO Company. Since the P-value resulted in 0.468, which is lesser than the alpha 0.5, the decision is to reject the null.

In addition, there is a significant difference on the output of 2020 when compared to output of 2021. We can clearly see on the table how the output increases from 2020 to 2021 for about 45%.

Table.5. Statements in Survey Questionnaire

Statements	Weighted Mean		Overall	
	20-30 years old	Over 30 years old	Mean	Verbal Interpretations
S1	3.63	3.57	3.60	Strongly Agree
S2	2.29	2.09	2.19	Somewhat Disagree
S3	3.71	4	3.86	Strongly Agree
S4	2.96	2.13	2.55	Somewhat Agree
S5	2.47	2.52	2.50	Somewhat Agree
S6	2.9	1.91	2.41	Somewhat Disagree
S7	2.26	2.35	2.31	Somewhat Disagree
S8	2.29	2.3	2.30	Somewhat Disagree
S9	3.78	3.78	3.78	Strongly Agree
S10	1.47	2.04	1.76	Somewhat Disagree

Table 5 shows the statements that are used in the survey questionnaire sent to the respondents to gather data used to conduct this study.

The respondents answered the survey using Google Form Questionnaires to be more accessible and easier to respond, even if they are using smartphones, tablets or laptops.

Table.6. Mean Distribution of the Level of Respondent's Assessment on their Job Performance while Working Remotely during COVID-19 Pandemic According to Age

Statements	Weighted Mean		Overall	
	20-30 years old	Over 30 years old	Mean	Verbal Interpretations
S1	3.63	3.57	3.60	Strongly Agree
S2	2.29	2.09	2.19	Somewhat Disagree
S3	3.71	4	3.86	Strongly Agree
S4	2.96	2.13	2.55	Somewhat Agree
S5	2.47	2.52	2.50	Somewhat Agree
S6	2.9	1.91	2.41	Somewhat Disagree
S7	2.26	2.35	2.31	Somewhat Disagree
S8	2.29	2.3	2.30	Somewhat Disagree
S9	3.78	3.78	3.78	Strongly Agree
S10	1.47	2.04	1.76	Somewhat Disagree

As represented by data above, it shows the result of the average response of employees per question according to their age. It is presented on the table that both age, whether 30 below or over 30 years old, strongly agree that their performance is much better now before working on site. Also, they are in a strong favour that they have demonstrated flexibility and much more satisfaction when working at home with the family. However, they somewhat disagree that they are able to cope with unpredictable situations, are more motivated at tasks and feel failure when stressed at work. In relation to this table 9, when grouped according to age most are below 25. They lose motivation and satisfaction. Majority are teenagers and mostly have social accounts that also contribute to their feeling of being unmotivated because of the distractions. Moreover, most teenagers always worry nowadays because of just staying at home, no other activities outside, that's why they feel useless

and failure at home. Unlike in the office you can talk to your colleague, while in the house it is just only you.

Table.7. Mean Distribution of the Level of Respondent's Assessment on their Job Performance while Working Remotely during COVID-19 Pandemic According to Gender

Statements	Weighted Mean		Overall	
	Male	Female	Mean	Verbal Interpretations
S1	3.17	3.71	3.44	Strongly Agree
S2	2.42	2.21	2.31	Somewhat Disagree
S3	3.58	3.81	3.70	Strongly Agree
S4	2.42	2.8	2.61	Somewhat Agree
S5	2.58	2.47	2.53	Somewhat Agree
S6	2	2.76	2.38	Somewhat Disagree
S7	2.42	2.27	2.35	Somewhat Disagree
S8	2.42	2.27	2.35	Somewhat Disagree
S9	3.58	3.81	3.70	Strongly Agree
S10	1.83	1.58	1.71	Strongly Disagree

Based on the data presented above, it can be calculated that the overall mean of 3.44 indicates that both male and female Strongly Agree that they perceive their quality of work as better now that they are working remotely than working in the office site. Moreover, they have also Strongly Agree that they have demonstrated flexibility with their task performance and that they're more satisfied now during work-from-home set up with an overall mean distribution of 3.70. However, they strongly disagree with separating their working time with personal life. Despite being satisfied working at home with their family, both male and female respondents answered that they can't really seem to manage their working and personal time. They don't have to eat outside and do public transportation, but they also can't ignore the calls and messages of their managers even if they're on a break. This is a huge public issue, not just in the Philippines but globally that we really cannot just ignore. The

respondents are satisfied as they can save more money while working at home.

Table.8. Mean Distribution of the Level of Respondent's Assessment on their Job Performance while Working Remotely during COVID-19 Pandemic According to Marital Status

Statements	Weighted Mean		Overall	
	Single	Married	Mean	Verbal Interpretations
S1	3.63	4	3.82	Strongly Agree
S2	2.22	3	2.61	Somewhat Agree
S3	3.78	4	3.89	Strongly Agree
S4	2.78	2	2.39	Somewhat Disagree
S5	2.47	3	2.74	Somewhat Agree
S6	2.6	2	2.30	Somewhat Disagree
S7	2.27	3	2.64	Somewhat Agree
S8	2.28	3	2.64	Somewhat Agree
S9	3.78	4	3.89	Strongly Agree
S10	1.59	2.5	2.05	Somewhat Disagree

Table 8 shows the average interpretation of both marital status whether single or married, that they strongly agree that the quality of their work is much better while working at home and they demonstrated flexibility in task performance. These have a significant impact on their performance and an indication that they are productive during COVID while working at home. In addition, they also somewhat agree that they were able to cope with unpredictable situations, their performance is much better and they feel more motivated and satisfied while working at home. This is an indication that whether single or married they both agreed and in favor of work from home setup because of an increase and better performance while working at home. However, employees' response is somewhat disagree from statements that they seem to lose interest, feel useless and think of a failure and lastly that they are able to set boundaries to separate work from personal life. All in all, whether single or married are in favor, much better quality of output produced and increase of performance when working at home while there are some improvements needed to set boundaries and develop a work-life balance.

Table.9. Mean Distribution of the Level of Respondent's Assessment on their Job Performance while Working Remotely during COVID-19 Pandemic According to Monthly Income

Statements	Weighted Mean		Overall	
	20,000 - 30,000	Over 30,000	Mean	Verbal Interpretations
S1	3.49	4.00	3.75	Strongly Agree
S2	2.22	2.27	2.25	Somewhat Disagree
S3	3.78	3.8	3.79	Strongly Agree
S4	2.91	2.4	2.66	Somewhat Agree
S5	2.41	2.63	2.52	Somewhat Agree
S6	2.76	2.43	2.60	Somewhat Agree
S7	2.28	2.3	2.29	Somewhat Disagree
S8	2.29	2.27	2.28	Somewhat Disagree
S9	3.78	3.8	3.79	Strongly Agree
S10	1.43	2.03	1.73	Strongly Disagree

Table 9 shows the mean distribution of the employees' response on the survey conducted when grouped according to monthly salary. Both employees who are receiving Php20, 000 to 30,000 and over Php30, 000 salary Strongly Agree that compared to previous months, their quality of work has improved while working remotely due to COVID-19 pandemic with an overall mean of 3.75. However, they have Somewhat Agree that they seem to lose interest in their work duties when they are stressed up working with a mean of 2.66. Moreover, they have Strongly Agree that they are satisfied working at home with their family with an overall distribution of 3.79. However, they Somewhat Disagree to be more motivated working at home, mean of 2.28 and Strongly Disagree to set boundaries in separating working and their personal time, mean of 1.73. This is fairly similar with the overall mean result when the data is grouped according to respondent's gender. Even if employees are satisfied working

with their family, they still feel unmotivated since they can't separate work with their own personal lives.

Table.10. Significant Difference of Respondents Assessment on their Job Performance during COVID-19 pandemic when grouped According to Age

Age	Computed p-values	Decision	Verbal Interpretations
S1	0.516	Failed to Reject H0	Not Significant
S2	0.056	Failed to Reject H0	Not Significant
S3	0.056	Failed to Reject H0	Not Significant
S4	0	Reject H0	Significant
S5	0.648	Failed to Reject H0	Not Significant
S6	0	Reject H0	Significant
S7	0.506	Failed to Reject H0	Not Significant
S8	0.897	Failed to Reject H0	Not Significant
S9	0.986	Failed to Reject H0	Not Significant
S10	0.016	Reject H0	Significant

Table 10 shows the significance difference of respondent's perception on the level of impact of working remotely during COVID-19 pandemic on their job performance as perceived by employees of PTP Division in Accenture when grouped according to their age. Most of the questions answered resulted in a decision rule that failed to reject the null hypothesis. Thus, there is no statistically significant difference between employees with age 20 – 30 years old and over 30 years old, except for S4, S6 and S10 with p-values of 0.000, 0.000, and 0.016, respectively. These p-values are less than alpha of 0.05, thus leading to rejection of null hypothesis.

Table.11. Significant Difference of Respondents Assessment on their Job Performance during COVID-19 pandemic when grouped According to Sex

Sex	Computed p-values	Decision	Verbal Interpretations
S1	0.002	Reject H0	Significant

S2	0.359	Failed to reject H0	Not significant
S3	0.359	Failed to reject H0	Not significant
S4	0.252	Failed to reject H0	Not significant
S5	0.661	Failed to reject H0	Not significant
S6	0.015	Reject H0	Significant
S7	0.526	Failed to reject H0	Not significant
S8	0.573	Failed to reject H0	Not significant
S9	0.289	Failed to reject H0	Not significant
S10	0.62	Failed to reject H0	Not significant

Table 11 entails the significance difference of respondent’s perception on the level of impact of working remotely during COVID-19 pandemic on their job performance as perceived by employees of PTP Division in Accenture when grouped according to their gender. Majority of questions result in decision rule wherein it failed to reject the null hypothesis. Therefore, there is no statistically significant difference between male and female employees. The null hypothesis is accepted in this lead variable, except for S1 and S6 with p-values of 0.002 and 0.015, respectively. As the table provided these p-values are lower than alpha of 0.05, thus rejecting the null hypothesis for these particular statements.

Table.12. Significant Difference of Respondent’s Assessment on their Job Performance during COVID-19 pandemic when grouped according to Marital Status

<u>Marital Status</u>	<u>Computed p-values</u>	<u>Decision</u>	<u>Verbal Interpretations</u>
S1	0	Reject H0	Significant
S2	0.58	Failed to Reject H0	Not Significant
S3	0.58	Failed to Reject H0	Not Significant
S4	0	Reject H0	Significant
S5	0	Reject H0	Significant
S6	0	Reject H0	Significant

S7	0.597	Failed to Reject H0	Not Significant
S8	0.602	Failed to Reject H0	Not Significant
S9	0	Reject H0	Significant
S10	0.652	Failed to Reject H0	Not Significant

Table 12 shows the significant difference of respondent’s assessment on the level of impact of working remotely during COVID-19 pandemic on their job performance as perceived by employees of PTP Division in Accenture when grouped according to their marital status. Most responses of employees have statistically significant differences, except for Q2, Q7, Q8 and Q10 with p-values 0.58, 0.59, 0.6 and 0.65 respectively. These p-values are greater than alpha of 0.05, thus leading to accepting the null hypothesis. The 6 statements wherein null hypothesis are rejected caused by p-values less than alpha of 0.05 indicates that there is a statistically significant difference in most of the respondents’ assessment on their job performance when grouped according to their marital status.

Table.13. Significant Difference of Respondents Assessment on their Job Performance during COVID-19 pandemic when grouped According to Monthly Income

<u>Income</u>	<u>Computed p-values</u>	<u>Decision</u>	<u>Verbal Interpretations</u>
S1	0.000	Reject H0	Significant
S2	0.872	Failed to reject H0	Not significant
S3	0.872	Failed to reject H0	Not significant
S4	0.012	Reject H0	Significant
S5	0.071	Failed to reject H0	Not significant
S6	0.024	Reject H0	Significant
S7	0.949	Failed to reject H0	Not significant
S8	0.607	Failed to reject H0	Not significant
S9	0.561	Failed to reject H0	Not significant
S10	0.009	Reject H0	Significant

Table 13 shows the significant difference of respondent's assessment on the level of impact of working remotely during COVID-19 pandemic on their job performance as perceived by employees of PTP Division in Accenture when grouped according to their monthly income. Employees' responses on the statements resulted in a higher number of not significant than significant. Therefore, there is no statistically significant difference between employees with salaries 20000-30000 and Over 30000, except for S1, S4, S6 and S10 with p-values of 0.000, 0.012, 0.024 and 0.0009. These p-values are less than alpha of 0.05, thus leading to rejection of null hypothesis.

IV. CONCLUSION

After performing all the necessary steps and procedures in conducting the study, the researchers come up with the following conclusions. From the above findings, the result of this study conducted by the researcher pointed out that a kind of new norm in working arrangement during the COVID-19 pandemic should be implemented. However, it has a huge impact on employees' job performance. According to respondents' their task performance is much better with new norms while working remotely. When asked to compare the quality of their work in the previous months before the COVID-19 pandemic, they perceived that the quality of their work is better subsequently after COVID-19 while working-from-home set up. Both the employees and employers are very concerned about this situation, but the respondent's concluded that they showed great flexibility to deliver their tasks well which is a good thing for the company. They can adapt well to what is happening with the world and are well prepared for a working remote set up.

According to employees, the company already has plans for a work-from-home arrangement. But this is only applicable for Team Leads, those employees on supervisory level. That's why based on the findings of the study, the employees somewhat disagree with easily coping up with unpredictable situations like COVID-19 pandemic. Most of the participants are in associates and analyst positions, thus they are not able to cope up with the situations easily. As they are not allowed to choose a WFH set-up even before the pandemic.

Based on employees' responses when asked if they feel useless and think of failure while working remotely, the result was significant. Every employee has a different perception on this and it was mainly because of personal differences and sometimes anxiety has an impact on this. Moreover, on the

statement if they feel more efficient in processing invoices while working remotely, most responses result in not significant, so there is no difference in their responses. The average response is 2.30 and most employees disagree and they are not efficient on job performance according to their perspective because there is a lesser volume of invoices received caused by pandemic thus lesser work to do.

Another statement asked employees if they feel more motivated doing tasks on a work from home setup, bringing a result of not significant. Most of their answers were somewhat disagreeing because they are in the comfort of their home and they can freely do what they want and their attention shifts from work to house related chores and their focus reverted to other things. While respondents when asked if they feel more satisfied working at home with family, the results are all the same which are not significant and they are satisfied working with their family and who will not be satisfied when you are earning while you're with your loved ones. Last statement which is if employees are able to set boundaries to separate work from personal life or life work balance while on a work from home setup came up as a result of a difference and it was mainly by personal reasons, differences and environment. In this study, they somewhat disagree that means they have no work life balance. The reason behind this is longer hours of work that they need to render overtime thus lesser time for family and while others specially married employees have an increased responsibility at home thus affecting the work life balance.

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