

Impact of Remote Working on Employees' Performance in IT Companies, Madurai

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Abstract: Remote working has significantly transformed work practices in the Information Technology (IT) sector, especially after the COVID-19 pandemic, by enabling employees to perform job responsibilities outside traditional office environments through digital platforms. This study examines the impact of remote working on employees' performance in IT companies in Madurai, with specific focus on key remote work factors such as work flexibility, communication effectiveness, and technological support. A descriptive research design was adopted, and primary data were collected from 75 IT employees working under remote or hybrid arrangements using a structured questionnaire based on a 5-point Likert scale. Secondary data were obtained from journals, articles, and related publications. Data were analyzed using SPSS through percentage analysis, factor analysis, and correlation analysis. Factor analysis extracted six major dimensions influencing remote working and employee performance: Work Flexibility, Technological Support, Communication and Collaboration, Work Environment at Home, Organizational Support, and Employee Performance. These factors explained 68.47% of the total variance, indicating a strong factor structure. Correlation analysis revealed that work flexibility, communication effectiveness, and technological support are positively and significantly associated with employee productivity and efficiency. Among these, communication effectiveness showed the strongest relationship with performance outcomes, highlighting its critical role in remote work success. Findings suggest that remote working can enhance employee performance when supported by effective communication systems, flexible work arrangements, and adequate technological infrastructure. The study concludes that IT companies can improve employee productivity and efficiency by strengthening remote work policies, ensuring continuous organizational support, and promoting better work-life balance for employees.

Keywords: Remote Working, Employee Performance, IT Companies, Work Flexibility, Technological Support, Productivity, Efficiency, Madurai

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