

To Study the Impact of Hybrid Job in Service Sector with Reference to Palakkad, Kerala.

Sanika Prabhakaran¹, M Maheswaran², J Shanmuga Prabhu³

¹Student II MBA, VLB Janakiammal College of Arts and Sciences, Coimbatore

²Student II MBA, VLB Janakiammal College of Arts and Sciences, Coimbatore

³Assistant Professor, B. A., MBA, (PhD), Department of management (PG and Research), VLB Janakiammal college of arts and science, Coimbatore

Abstract

Hybrid working is the combination of onsite and remote work. The company must adopt the hybrid working style to maintain its operations. Many businesses compelled to use remote working technology in order to keep working through the epidemic have even more augmented the use of hybrid mode. The workers are impacted more than the manager in hybrid mode. The research assesses how hybrid mode affects the service sector employees. Particularly job satisfaction and company support, employee well-being, work-life balance. A survey of 200 hybrid workers provides us with data. A statistical study covers chi-square test as well as correlation analysis by means of attitude and information source on makes the ability staff in the service industry, the study results provide us knowledge on the process, challenges, and potential of changing environment, therefore refining our knowledge of it. From what I can tell, hybrid work mode benefits the employer more than the employee since in a company staff is the most significant and the most potent resource for organizational development. Through this proof, I am showing that hybrid job mode is affecting the employees well-being and it will affect the organizations productivity.

I. Introduction:

One new form of working is hybrid working. which is combination of remote and onsite work, allowing employees to split their work time between home and other location beside the office. This method is meant to encourage good workplace culture or behaviour. Convenient remote work lessens commute time and allows one to concentrate on more personal surroundings, therefore boosting productivity by favouring distractions. Conversely side work offers chances for strong team unity and corporate culture as well informal contact and face-to-face collaboration. As many businesses had to implement remote working solutions to keep operations going throughout lockdowns and social distancing rules, the corridor 19 epidemic has driven the acceptance of hybrid working models.

The nature of work and Labour is significantly changed by the addition of service into the service sector; these combined jobs support work with the flexibility of onsite work allows workers to alternate between working from home and in the office. By combining remote work and teamwork with interactions supported by people, this hybrid strategy seeks to enhance the general standard of the work environment, thereby boosting productivity and concentration. Including healthcare, financial services, education, and information technology, the introduction of hybrid service has been quite successful in the service sector. Given their dependence on consumer engagement and behind-the-scenes assistance, these are good fits for hybrid employment ideas. Several considerations contribute to the acceptance of hybrid service by

businesses in the service industry. Forward progress in technology have enabled remote employment opportunities. Regardless of location, video conference, cloud computing, and collaboration software help people connect and raise work efficiency using fairly modern means. Changes in employee performance, particularly among younger workers who value flexibility and improved work-life balance, are also driving companies to adopt flexible working hours.

Hybrid designs, on the other hand, have their own set of issues. Strong systems and well-defined rules are essential in managing a hybrid workforce to guarantee that every employee has access to the resources and assistance they require, wherever they are working. Especially difficult in hybrid settings are issues like monitoring employee performance, providing access to career development possibilities, and guaranteeing team coherence. Furthermore, not every service sector position is appropriate for hybrid customer-facing employment demanding an on-site presence, but office work can be augmented by distance work. Flexible and versatile idea in the service business, hybrid services bring together the benefits of in-house and virtual services. They offer better staff morale, output, and efficiency, but they need suitable management and planning strategies to deal with the difficulties they encounter. Knowing employees' actual needs and goals is paramount to success and sustainability as companies keep revisiting their hybrid work policies.

Research History

Depending on each employee's requirements, corporate culture, and particular hybrid model application, the results of hybrid work and job satisfaction in the service sector. Hybrid employees are most likely to experience higher job satisfaction if companies value clear communication, staff member well-being, and a supportive environment.

Objectives of the study

- To analyse the impact of hybrid job in service sector.
- To analyse work life balance towards hybrid job employees.
- To assess the wellbeing of employees.

Statement of the problem

- The hybrid mode will affect the job satisfaction of the employees.
- hybrid work in the service sector has major responsibility to manage the organizations well-being so that the hybrid will be a bad choice for the service sectors.

Scope of the study

- This study helps to analyse the impact of hybrid job.
- This study is useful to know the wellbeing, work life balance and organizational support in hybrid job.
- This study examines the job satisfaction of the employees in service sector.

Limitation of the study

- The study is restricted only to the hybrid employees in service sector in Palakkad district Kerala.
- The research may not be applicable for all times because the trends will be fluctuating.

II. Research methodology:

Sampling plan

Sampling unit, sampling size and sampling proceeds are given under the sampling plan. The selected for the study was 200 employees in Palakkad, Kerala. First step to adopt for the study is approaching the service sector organization and gave them a well- planned questionnaire and later on passing within their circle.

Convenience sampling

The nature of research used in this project is convenience in nature. Convenience sampling is one type of non-probability sampling. The sample is drawn from a part of the population which is close at hand.

Methods of the study

Data are gathered from both primary and secondary sources of information. The questionnaire is the source of collecting primary data and the secondary data are collected from various books, journals, websites.

1. **Primary data** – This is the original data that's used or taken from first instance and not in use by a person earlier, and there is a variety of sources of this primary data using which the needed information can be gathered. Having collected the necessary primary data; a well-planned structured questionnaire was prepared all the necessary required information useful in the study can be gathered via google form. I had set of 20 questions and asked the respondents to give the proper information's via google forms.
2. **Secondary data** – secondary data is a type of data that has been collected in the past. It includes various information's from books, websites etc.

Statistical tool

- Correlation
- Chi square

Chi square

Chi-square is a statistical test commonly used to compare observed data with data one would expect to obtain according to specific hypothesis. The chi-square test is always testing what scientists call the null hypothesis, between the expected and observed states that there is no significant difference result. The formula for calculating:

$$\text{chi-square} = \frac{(O-E)^2}{E}$$

correlation

Correlation is computed into what is known as the correlation coefficient, which ranges between -1 and +1, if the correlation is 0, the movements of the securities are said to have no correlation, they are completely random. $R =$

$$\frac{[n \sum xy - (\sum x) (\sum y)]}{\sqrt{[n \sum x^2 - (\sum x)^2] [n \sum y^2 - (\sum y)^2]}}$$

Chi square analysis between experienced physical and mental discomfort since started working in hybrid job and satisfied with hybrid job

Null hypothesis:

Ho: There is no association between age and job has positive impact on the lives of patents.

Alternative hypothesis:

H1: There is an association between age and job have positive impact on the lives of patents.

Chi-Square Tests			
	Value	D f	Asymptotic Significance (2-sided)
Pearson Chi-Square	15.663 ^a	4	.004
Likelihood Ratio	16.020	4	.003
Linear-by-Linear Association	6.137	1	.013
N of Valid Cases	200		

		Age	physical
Age	PC	1	.112
	Sig.		.115
	N	200	200
physical	PC	.112	1
	Sig.	.115	
	N	200	200

Conclusion: Chi square table shows the Pearson chi square significant value is $<.001$. When we compare with p value (0.05), our calculated value is lesser than the p value ($0.001 < 0.05$). Therefore, we have to reject our null hypothesis H1: there is an association between physical mental wellbeing and mental discomfort since started working in hybrid job.

		Age	satisfied_
Age	PC	1	.065
	Sig.		.361
	N	200	200
satisfied	PC	.065	1
	Sig.	.361	
	N	200	200

Chi square analysis between manageable support provided by the organization and satisfaction in hybrid job

Null hypothesis:

Ho: There is no association between age and job has positive impact on the lives of patents.

Alternative hypothesis:

H1: There is an association between age and job have positive impact on the lives of patents.

Chi-Square Tests			
	Value	D f	Asymptotic Significance (2-sided)
Pearson Chi-Square	29.551 ^a	16	.020
Likelihood Ratio	18.867	16	.276
Linear-by-Linear Association	.730	1	.393
N of Valid Cases	200		

Conclusion: Chi square table shows the Pearson chi square significant value is $<.001$. When we compare with p value (0.05), our calculated value is lesser than the p value ($0.001 < 0.05$). Therefore, we have to reject our null hypothesis H0.: there is no association between satisfied with Manageable support provided by the organization and satisfied in hybrid job.

Correlation between age and physical and mental well being

Conclusion: There is a significant Positive correlation between the respondents age and mental and physical wellbeing related factors ($r=.112$)

Correlation between age and job satisfaction

Conclusion: There is a significant Positive correlation between the respondents age and mental and job satisfaction related factors ($r=.065$)

Findings

- Chi square table shows the Pearson chi square significant value is $<.001$. When we compare with p value (0.05), our calculated value is lesser than the p value ($0.001<0.05$). Therefore, we have to reject our null hypothesis H1: there is an association between physical mental wellbeing and mental discomfort since started working in hybrid job.
- Chi square table shows the Pearson chi square significant value is $<.001$. When we compare with p value (0.05), our calculated value is lesser than the p value ($0.001<0.05$). Therefore, we have to reject our null hypothesis H0.: there is no association between satisfied with Manageable support provided by the organization and satisfied in hybrid job.
- There is a significant Positive correlation between the respondents age and mental and physical wellbeing related factors ($r=.112$)
- There is a significant Positive correlation between the respondents age and mental and job satisfaction related factors ($r=.065$)

Suggestions

- The impact of hybrid job in service sector is very common in reason days but it should be clarified to increase the job satisfaction.
- Work life balance in hybrid job is very essential which should be verified by the organization because employee wellbeing will affect the organizations wellbeing.
- Employer should asses job satisfaction specifically in hybrid job.
- Job satisfaction is less compared with on-site job mode, so that a detail analysis is necessary for the procurement of the organization's activity.

IV. Conclusion

Hybrid jobs in the service sector represent a change in the nature of work. They bring flexibility from remote work and collaboration from on-site work. It will increase employee satisfaction, work-life balance, and productivity when managed well. Its success, however, is contingent on robust organizational support, clear policies, and equitable access to resources and opportunities. For these reasons, the above issues are addressed so that organizations may find an opportunity to build a sustainable and supportive environment for their benefit as well as of the company as a whole.

Website

Hybrid Work: Impact on Job Satisfaction and Productivity

View of Impact of Hybrid Work Model on Job Satisfaction

[services sector in India: trends and pattern](#)

V. Review of literature

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