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Research Article

Navigating The New Normal: The Impact Of The COVID-19 Pandemic On Work-From-Home Dynamics And Career Progression In The IT Sector

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ABSTRACT

The COVID-19 drastically changed the social system and working patterns throughout the world, especially in the IT sector. COVID-19 was the first situation when the whole workforce switched to the telecommuting for an extended length of time. During the COVID-19 situation, it's been observed that working women are facing more challenges while performing WFH in both mental and physical ways by handling multiple tasks at a time. Managing a better work-life balance was an actual stress in between all the household chores and social responsibilities and their professional career was in high risk. This paper provided an insight to identify the significant factors of working from home that influence the career progression of workforce in the IT sector and to know the impact of these factors on their professional paths. This quantitative study will be built upon primary data collected by the IT employees. In the data collection process we have applied purposive sampling of around 320 employees of IT sector. Further Factor analysis combined with regression and correlation analysis will be used to evaluate the collected data. As result of study found that IT employees are most significantly impacted by the organisational factor, individual factor and work productivity factor during WFH.

Keywords: COVID-19, Telecommuting, Work from home, work-life balance, Gender inequality, Career Progression

Introduction

The COVID-19 epidemic drastically changed the social system throughout the world, particularly in the corporate and service industry. Following the COVID-19 pandemic, corporations modified their business practices to continue providing services to people. One tactic used, especially by those in the IT sector, was to alter work-from-offices to employees' homes. Despite this, work-from-home (WFH) has existed since the 1970's, but COVID-19 was the first situation when the whole workforce entirely shifted for an extended length of time (Patanjali & Bhatta, 2022). Where, practically all industries and sectors are accepting the WFH model in some capacity to continue operating. During the COVID-19 epidemic, changes to work schedules were required. Telecommuting presents more challenges than advantages for a lot of firms. Numerous professions were impacted by COVID-19; some have entirely vanished (Kramer & Kramer, 2020), while others have seen tremendous expansion. Conversely, WFH was thought to benefit certain workers prior to the outbreak. Yet, this experience with telecommuting has provided insight into how the physical workplace has changed, both in terms of the economy's potential for remote labor and how the general public views remote workers. It is all the result of the epidemic acting as a catalyst for widespread, quick change. Following the epidemic, WFH policies were viewed as the new normal, and numerous studies expressed worries over the efficiency and productivity of employees. Giving workers more time autonomy, raising employee satisfaction, and cutting down on some administrative expenses have been major drivers of telecommuting; yet ((Bradford, 2013), a

study has stated that there are advantages and disadvantages to working remotely for both individuals and companies. (Bradford, 2013) A few benefits include less travel, increased energy and productivity, decreased stress from coworkers, greater flexibility in handling family care responsibilities, fewer overhead costs, retaining talented employees, and access to those who live too far away to commute. A few of the difficulties include the following: a lack of effective communication between managers and staff; difficulties managing remote workers; a decline in team member inventiveness and the employees' sustained involvement with the company (Degbey & Einola, 2020). The first can make an intriguing comparison between how, during the first industrial revolution, certain jobs were moved from homes to factories and how, as a result of WFH, some jobs have now returned home (Mas & Pallais, 2020). In COVID-19 it is being witnessed alternative work arrangements and how the firm determines them, how workers value these arrangements, and how regulation plays a part. COVID-19 has a wide impact on various occupations (Kramer & Kramer, 2020) some have virtually disappeared, while others have experienced significant growth. During an outbreak, the number of people employed by WFH quadruples, and afterward, it is approximately thrice in numbers. Since the outbreak, telecommuting practices have become prevalent and numerous studies have raised concerns about how productive and efficient employees are in their jobs. WFH approach drawn severe attention to the number of barriers like telework, flexible scheduling, and freelance jobs etc. This paper aims to study the various factors of WFH that significantly affects the career progression of employees of IT sector. The factors are psychological, organisational, social, and family factors. Nowadays organisations are currently preparing to create unique hybrid models that combine WFH with work from office (Grzegorczyk et al., 2021).

Review of Literature

Work-from-home and Organisational Practices

The concept of using computers and phone lines to shift some work beyond of traditional offices was first put up by US scientist Jack Nilles in 1976. Nilles is now known as the 'father of telecommuting'. It allows personnel to use information technology to access their labour activities (Nilles, n.d.;Pérez et al., 2003). Since then, several businesses have advanced it with flexible work arrangements, and numerous studies have shown that allowing employees to WFH increases employee motivation while also lowering the expense of infrastructure and daily expenses to commute to the office. Work life balance and work culture have undergone a paradigm shift as a result of the rise of WFH , and the economy has seen both favourable and unfavourable effects (Gould & Gallagher, 2020). WFH is a hybrid work paradigm that can be used to provide a highly skilled and well-paid workforce in the midst of the epidemic (Singhal & Sneader, 2020). With globalisation and technological advancements, people may now interact remotely and maintain a healthy work life balance (Mas & Pallais, 2020). The Covid-19 epidemic has caused a swift modification in the work culture of IT sector organisations (Hern, 2020). Working remotely brings a variety of challenges and issues for companies as well as individuals. Employees are finding it challenging to combine work and personal life and to get ready for working and collaborating remotely, even as employers are thinking about how to offer mentoring remotely (Madgavkar et al., 2020). Because of its crucial significance, this research focuses on how WFH affects employees in the IT sector's with significant factors considering psychological factors, organisational factors, social and family factor, individual factor and work productivity factor.

Psychological Factors

The necessity of peer-to-peer contacts that impacts job performance, management communication, and social interaction were the most prevalent insights that turned into the subject matters. Through insights that help supervisors, coordinators, and professionals develop policies and methods to improve remote staff efficiency, good health, and engagement—especially for those who might otherwise feel isolated at work (Hickman, 2019). Work life balance, supervisor trust in the subordinate, and company support are the three factors that reduce stress in the WFH environment. These factors have an impact on employees' psychological health, which in turn affects their productivity and willingness to engage in non-work-related activities during working hours (Chu Id et al., 2022). In addition, women faced a higher risk of domestic abuse and suffered a disproportionate share of unpaid household chores (Boxall & Morgan, 2020; Cooper et al., 2021; Foley & Williamson, 2021). These results, rather than being surprising, were a reflection of decades of gender discrimination. There is a possibility to forge new paths in workplace gender equality as a result of the COVID-19 epidemic's disruption. Doing so, though, requires a clear understanding that institutional solutions to economic crises have to take gender equality into account due to their discriminatory effects (Blanton et al., 2018; Bahn et al., 2020; Fortier, 2020).

Organisational Factors

The presence of teleworkers who WFH demonstrates that employees need a professional workplace at home that is comparable to one in an established office, complete with technology, privacy, and an adequate atmosphere (Ng, 2010). In order to effectively use technology, a telecommuting employee must have access to adequate IT support, which includes help with technology-related issues and inquiries as well as suitable telecommuting equipment. Support for technology use includes financial assistance for telecommuter

expenses as well as training for managers, coworkers, and family members on how to use technology alongside telecommuting employees. These costs are typically associated with the acquisition of telecommuting equipment or with operating charges. The study's findings demonstrated the beneficial and noteworthy impact of transformational leadership on employee productivity (Aropah et al., 2020). Support from management at all organisational levels, particularly from top management, is essential to the development of a successful WFH or teleworking program (Kowalski & Swanson, 2005). The main issue was that corporate managers who supervise teams of remote workers can lack the organisational knowledge, mentorship skills, or management attributes necessary to build and put into practice plans, guidelines, and policies that will assist teleworkers in overcoming obstacles (Day & Burbach, 2015).

Social and Family Factors

Home-based workers in addition tend to have greater flexibility in regards to managing their work hours, (Crosbie & Moore, 2004; Hill et al., 1996; Wöhrmann & Ebner, 2021) this might reduce conflict that arises from stress and time. Improved flexibility in schedules enables remote workers to select their own work hours and allows for work offs to meet family obligations and spend quality time with spouses and kids. (Delanoeije et al., 2019) Research shows that there is a connection between WFH and more frequent work-to-home transitions, which in turn leads to a decline in work-to-home conflict. But, due to increased workloads and longer workdays, WFH can also make time- as well as strain-based conflict worse. Employers might anticipate that home workers will always be available, or workers might feel compelled to be avail (Abendroth & Reimann, 2018; Kelliher & Anderson, 2010). The ability to WFH may also increase persistence in work beyond regular business hours and prevent psychological alienation from the job (Gajendran & Harrison, 2007),(Golden, 2012). Empirically, WFH is linked to extended workdays and overtime, both of which are linked to a rise in work family conflict (Abendroth & Reimann, 2018; Dockery & Bawa, 2014; Peters & van der Lippe, 2007). Related to the problem of working longer hours, WFH may also increase the likelihood of working during times that are considered unsocial, including the weekends and evenings, which could lead to time-based problems because these periods are typically set aside for social and family activities. Likewise, it has been demonstrated that working at unsocial hours increases work family conflict (Hosking & Western, 2008; Laß & Wooden, 2023).

Individual Factors

Gender and age were found to be connected to teleworkers' job satisfaction and productivity in Beyond the Epidemic (Nakrošienė et al., 2019). Conversely, it was proposed that factors such as age, gender, and educational attainment, employment duration, and prior telework experience influenced the effectiveness and calibre of telework (Raišiene et al., 2020). (Feng & Savani, 2020) discovered that gender disparity in self-reported productivity and job satisfaction increased as a result of the COVID-19 epidemic. In the initial stages of the epidemic, a comprehensive survey found that females are more likely than males to experience psychological distress linked to negative behaviours, such as being less productive, as well as cognitive and emotional issues. The Industrial Revolution, which eventually changed how people worked, lived, and managed to balance work and life, is linked to the epidemic (Vyas, 2022). Similar to this, the coronavirus outbreak is having a major impact on WLB as well as businesses, communities, and worker coworker relationships. WFH is quite inconvenient during a period when it is hard to maintain a work life balance in the workplace. To enable individuals to realise their full potential, it is imperative to provide a stress-free and healthy work environment. On the other side, most workers find it difficult to strike a decent work life balance, particularly those with caregiving responsibilities, particularly in light of the COVID-19 epidemic. The strain of their dual responsibilities as paid employees and unpaid caregivers at home continues to fall disproportionately on women (Hunt et al., 2018; 'WFH Has Put Working Women Under Triple Burden': President Ram Nath Kovind, n.d.). Additionally, it is believed that offering a welcoming and adaptable work environment may enhance worker wellbeing (Feeney & Stritch, 2019; Shagvaliyeva & Yazdanifard, 2014).

Work Productivity Factors

There are numerous benefits to work life balance for managers and employees alike. The advantages include more time, limited workspace requirements, and increased productivity, less office politics, higher employee motivation, lower absenteeism rates, and lower attrition. Caulfield discovered proof of these benefits. According to additional research, telecommuting can increase employee morale, dedication, and performance while reducing attrition. The flexibility of the work life balance is further enhanced by lower commute times, a smoother schedule, and increased productivity (Grunau, 2016; Ollo-López et al., 2020; Tumen & Zeydanli, 2016). The findings demonstrate that organisational components, such as employee ownership and empowerment, independence, and a supportive work environment, were essential to ensuring employee efficiency even in a WFH situation. We also found that several months of nonstop WFH had resulted in a sense of fatigue (Patanjali & Bhatta, 2022). (Farooq and Sultana, 2021) found from their study that, in contrast to males who could WFH and spend more time on office tasks without interruption, women employees were adversely impacted by WFH since they had to manage family responsibilities. Among of all-female academics in the 26 public universities in Southern Africa (Walters et al., 2022), the biggest influence

on women's lives during the epidemic was having young or many dependents in the home. Their academic work decreased in terms of efficiency and quality as a result of having less time. The most of women (80.3 percent) reported that compared to men, it has been 'more' to 'far more' challenging for women to complete academic work during the lockdown.

Impact of WFH on Career Progression:

The term 'career progression' describes a person's advancement and development within their chosen field of work. It entails moving up the organisational ladder to a position with more responsibility, skill, and often compensation. A typical career progression involves learning new abilities, taking on more difficult assignments, assuming more responsibility, and raising the organisational hierarchy. Career advancement is a normal aspect of professional development.

According to a previous study, if lockdown is maintained for too long, it will be damaging to a woman's career, with a higher probability of unemployment (Cui et al., 2021). According to research, once the Coronavirus epidemic reaches the ground, there is a major adverse effect on female academic career prospects (Walters et al., 2022). Minorities and women are subject to the 'glass ceiling' a term coined to characterise inexplicable restricts impeding career progression in both the corporate and political spheres (Bruckmüller & Branscombe, 2010). As per an RBC investigation, women had to take break off from work to care for their children during the outbreak, which was 12 times more than men. This could potentially hinder their ability to return to work and perform to their greatest capacity (Appelbaum & Emadi-Mahabadi, 2022). The COVID-19 epidemic has resulted in a significant disparity between the unemployment rates for men and women. Notably, the employment turnover rate for women is higher than men, which could potentially hinder their ability to advance in their careers (Bick et al., 2020). While government and health organisations continue to plan and implement preparedness and relief measures, they do not address the specific effects that epidemics have on women. A McKinsey analysis stated that gender inequality persisted on a global scale. According to research, gender equality in the workspace and society has remained 'pretty steady' between 2014 and 2019. However, with a Gender Parity score of 0.52 vs. 0.67, gender equality in the workplace tends to lag behind gender equality in social system (Madgavkar et al., 2020). During the lockdown, the women who are performing WFH or work for home are experiencing an admittedly higher physical and mental burden. Their health is impacted by the development of muscle-related issues as well (Sharma & Vaish, 2020) in the given study around 34.3 percent of women are having physical overload around 45.81 percent are having pain in neck or back regions and strain in their eyes sometimes. Previous researchers suggests that the COVID-19 epidemic is likely to have a greater impact on women's employment than on men's, according to surveys carried out across 129 countries (International Labour Organization, 2020) and analyses of employment trends in OECD countries (OECD, 2020).The findings imply that women will be more negatively impacted by the epidemic in terms of earnings and opportunities for growth than men will be, leading to a rise in gender disparity.

H_1: There is significant impact of WFH on Career Progression

Objective

1. To identify the significant factors of WFH that influence the career progression of employees in IT sector
2. To study the impact of WFH on career progression of IT Professional.

Conceptual framework

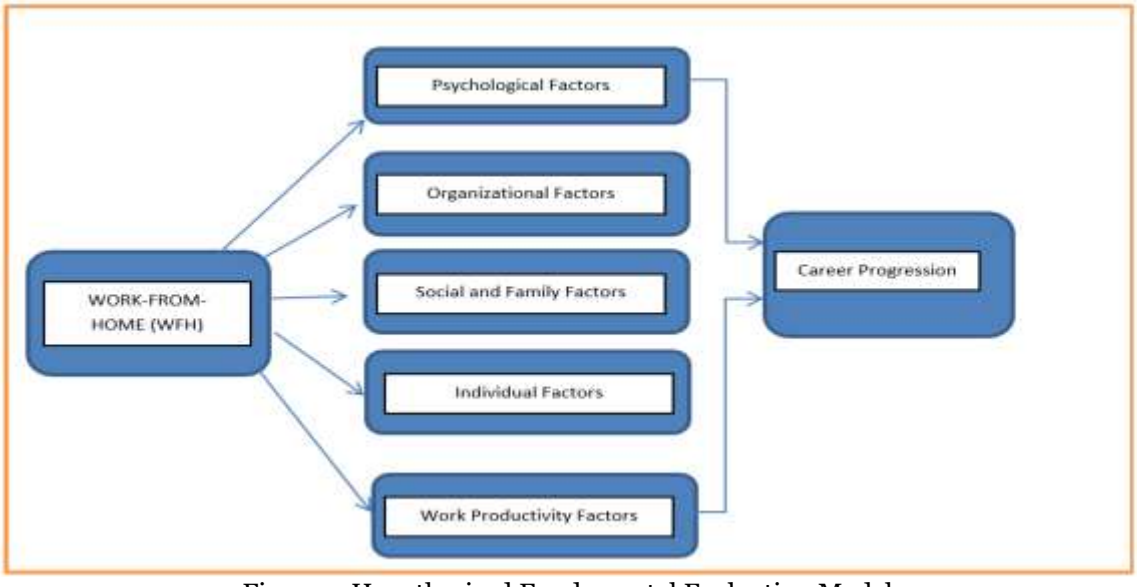

Figure 1: Hypothesised Fundamental Evaluation Model

Research Methodology

The sample for the study was chosen using the multiple-stage stratified purposive sampling research design and sampling procedure (Figure 1). With the aid of a pretested, structured, five point Likert scale questionnaire, a primary survey was conducted among IT professionals in Delhi, Noida, Gurgaon, and Jaipur in Rajasthan. This is a descriptive study design.
Sample Volume: An 80 percent response rate was achieved by sending the questionnaire to 400 respondents, in which 320 responded. Nevertheless, 320 responses were determined to be comprehensive and appropriate for the data analysis. As a result, the study's sample size is 320.

Analytical Tools Used in the Study

The data were analysed using both inferential and descriptive statistics. The data were analysed using descriptive statistics such as mean and standard deviation. Later on, factor analysis is applied to rectify the significant factors of WFH and then correlation and regression analysis is employed to analyse the impact of WFH on career progression.

Test of Reliability

The reliability of the study tool was assessed using the Cronbach alpha to test's alpha value. The Cronbach alpha value for Psychological factors, Organisational factors, Social and Family Factors, Individual Factors, Work Productivity Factors and Career Progression was found to be 0.782, 0.799, 0.746, 0.809, 0.761, 0.759 respectively, Table 1 presents the information. The results demonstrate that the instrument is valid, reliable, and has internal consistency, since it exceeds the alpha=0.7 benchmark.

Table 1 Test of Reliability: Cronbach's Alpha

Factors	Psychological factors	Organisational factors	Social and Family Factors	Individual Factors	Work Productivity Factors	Career Progression
Value of Alpha (α)	0.782	0.799	0.746	0.809	0.761	0.759

Results and Discussion

Table 2 Socio- Demographic Distribution

Demographic Variables	Frequency	Percentage
Gender		
Male	186	58
Female	134	42
Total	320	100
Age of respondent		
Below or equal to 20 Years	27	8
21-30 years	155	48
31-40 years	113	35
41- 50 years	22	7
50 years and above	3	1
Total	320	100
Marital status		
Single or Never married	143	45
Married	154	48
Separated	8	3
Divorced	4	1
Widowed	6	2
Prefer not to say	5	2
Total	320	100
Qualification		
Graduate	89	28
Post Graduate	133	42
Any Professional Degree	98	31
Total	320	100
Nature of job		
Full time	266	83
Part time	54	17
Total	320	100

Work Experience		
Less than 1 year	70	22
1-5 years	107	33
5-10 years	99	31
More than 10 years	44	14
Total	320	100
Annual income in rupees		
Less than 6 lakhs	110	34
6-9 lakhs	55	17
9-12 lakhs	66	21
12-15 lakhs	44	14
More than 15 lakhs	45	14
Total	320	100
Type of family		
Joint family	117	37
Nuclear family	171	53
Alone by myself	17	5
Shared apartment/Room	15	5
Total	320	100
Members in a family		
Less than 3	32	10
3-5	200	63
5-7	48	15
More than 7	40	13
Total	320	100
Numbers of dependents		
None	75	23
1	52	16
2	97	30
3	51	16
Above 3	45	14
Total	320	100
Name of the organisation		
Genpact	65	20
TCS	89	28
Infosys	99	31
Accenture	67	21
Total	320	100

Table 2 demonstrates the sociodemographic distribution of IT employees who have experienced WFH responded in this research. After studying the data it shows the majority of male respondents (58 percent), and female respondents (42 percent). Major of the respondents are between the age of 21-30 Years (48 percent), and 31-40 years (35 percent) which shows that the most of respondents are in the youthful and middle-aged people. The majority of respondents are married (48 percent) and unmarried (45 percent) among them foremost population are Postgraduates (42 percent) and professional degree holders (31 percent) and 83 percent of them are full-time employees where 33 percent of employees are work experience of 1-5 Years. In terms of annual income most of the respondents are on a scale of less than 6 lakhs (34 percent) which are mostly fresher's. Data states that 53 percent of employees are living in a nuclear family and 37 percent are in a joint culture. In the family of respondents there are a maximum of three-five members (63 percent) and 30 percent of the population have two dependents. And foremost respondents belong to Infosys (31 percent) and TCS (28 percent) (Bhargava, 2022).

Descriptive analysis of psychological factors, organisational factors, social and family factors, individual factors, and work productivity factors score among IT Employees.

Table 3 Descriptive Analysis of Psychological Factor

Factors	*N*	Mean	Std. Deviation	Percentage
I am able to manage good care of my mental and physical health during WFH. (P1)	320	3.709	1.0885	74
I have experienced an increase in domestic issues during WFH. (P2)	320	3.091	1.1507	62
During WFH I feel isolated and exhausted.	320	3.128	1.2391	63

(P3)				
During the WFH I have experienced lot of lined up task which make me feel overburdened. (P4)	320	3.484	1.1582	70

Table 3 states the descriptive analysis of psychological factors of the respondents. As the data show that during WFH people are able to manage their good care of mental and physical health (P1) is found to be 74 percent and hold a position first. A further perusal of data states that During the WFH respondents have experienced lot of lined up task which make them feel overburdened (P4) (70 percent), During WFH people feel isolated and exhausted (P3) (63 percent), they have experienced an increase in domestic issues during WFH (P2) (62 percent) and holds ranks second, third and fourth, respectively. It is also found that foremost standard deviation 1.2391 is During WFH they felt isolated and exhausted (P3) which shows the foremost variability and the least variations (1.0885) in during WFH people are able to manage their good care of mental and physical health (P1) which states the low variability.

Table 4 Descriptive Analysis of Organisational Factor

Factors	*N*	Mean	Std. Deviation	Percentage
Being at WFH I missed my work culture of office. (O1)	320	3.669	1.1432	73
I get enough support from my functional head being at WFH. (O2)	320	3.497	1.0475	70
Being a working individual I always had a concern of data security. (O3)	320	3.509	1.1664	70
I faced the discomfort of workstation and technical support and internet connectivity issues at my home during WFH. (O4)	320	3.513	1.2317	70
My organisation offers WFH-friendly policies and practices. (O5)	320	3.634	1.0327	73
I felt hesitated to connect with my colleague or heads virtually and faced extended delays in my work during WFH. (O6)	320	2.769	1.2278	55

Table 4 states the descriptive analysis of organisational factors of the respondents. As data show that being at WFH people missed their work culture of office (O1), Organisation offers WFH-friendly policies and practices (O5) is found to be 73 percent and holds rank first. And further respondents got enough support from their functional head being at WFH (O2), Being a working individual they always had a concern of data security (O3), They faced the discomfort of workstation and technical support and internet connectivity issues at my home during WFH (O4) is found to be 70 percent and holds second position. And they felt hesitated to connect with their colleague or heads virtually and faced extended delays in my work during WFH (O6) (55 percent) at third position. It is also found that foremost standard deviation (1.2317) is they faced the discomfort of workstation and technical support and internet connectivity issues at my home during WFH (O4) which shows the foremost variability and the least variations (1.0327) in There organisation offers WFH-friendly policies and practices (O5) which states the low variability.

Table 5 Descriptive Analysis of Social and Family Factor

Factors	*N*	Mean	Std. Deviation	Percentage
I get enough support from my family and partner during WFH. (SF1)	320	3.659	1.0261	73
I faced a lot of time management issues during WFH between work and social life. (SF2)	320	3.234	1.1384	65
During WFH I can manage my family and their social expectation. (SF3)	320	3.563	1.0693	71
I am able to detach myself from work during vacation and enjoy myself with my family. (SF4)	320	3.463	1.1079	69
Due to mismanagement of work and family life, I went through conflicts during WFH. (SF5)	320	3.113	1.1281	62

Table 5 states the descriptive analysis of Social and Family factors of the respondents. As data show that respondents get enough support from my family and partner during WFH (SF1), holds first position with 73

percent. And later During WFH they can manage family and their social expectation (SF3), and able to detach themselves from work during vacation and enjoy with their family (SF4), they have faced a lot of time management issues during WFH between work and social life (SF2), Due to mismanagement of work and family life, they went through conflicts during WFH (SF5), is found 71 percent, 69 percent, 65 percent and 62 percent and hold second, third, fourth, fifth positions respectively. It is also found that foremost standard deviation (1.1384) is they have faced a lot of time management issues during WFH between work and social life (SF2) which shows the foremost variability and the least variations (1.0261) in that respondents get enough support from my family and partner during WFH (SF1) which states the low variability.

Table 6 Descriptive Analysis of Individual Factor

Factors	*N*	Mean	Std. Deviation	Percentage
I feel job dissatisfaction in myself with the least exposure and learning during WFH. (I1)	320	3.091	1.1615	62
Performing work duties with the least focus and disturbance I started having job security issues during WFH. (I2)	320	2.947	1.1393	59
Due to the imbalance between my work and personal lives during WFH, I noticed behavioural changes in myself. (I3)	320	3.303	1.1551	66
I feel restlessness by performing responsibilities of both work and family life during WFH. (I4)	320	3.347	1.1724	67
WFH saves the cost and time of daily transportation to the office. (I5)	320	4.206	0.8895	84

Table 6 states the descriptive analysis of Individual factors of the respondents. As data show that in WFH saves the cost and time of daily transportation to the office (I5), is found 84 percent and holds rank first. And employees feel restlessness by performing responsibilities of both work and family life during WFH (I4), Due to the imbalance between their work and personal lives during WFH, they have noticed behavioural changes in themselves (I3), they feel job dissatisfaction in their own with the least exposure and learning during WFH (I1), and Performing work duties with the least focus and disturbance they started having job security issues during WFH (I2), founds 67 percent,66 percent, 62 percent,59 percent and holds second, third, fourth, fifth positions respectively. It is also found that foremost standard deviation (1.1724) is that employees feel restlessness by performing responsibilities of both work and family life during WFH (I4), which shows the high variability and the least variations (0.8895) in that WFH saves the cost and time of daily transportation to the office (I5) which states the low variability.

Table 7 Descriptive Analysis of Work Productivity Factor

Factors	*N*	Mean	Std. Deviation	Percentage
I experienced never ending working hours during WFH. (WP1)	320	3.428	1.0804	69
Work life balance is favorable during WFH. (WP2)	320	3.450	1.0522	69
During WFH I am not able to deliver quality work. (WP3)	320	2.763	1.1419	55
During WFH I feel better quality of life. (WP4)	320	3.516	1.0443	70
I went through high level of procrastination and laziness at home during WFH. (WP5)	320	3.422	1.1798	68

Table 7 states the descriptive analysis of Work Productivity factors of the respondents. As data show that in During WFH they feel better quality of life, (WP4) is found 70 percent holds first position. And further they have experienced never ending working hours during WFH (WP1); and Work life balance is favorable during WFH (WP2) founds to be at 69 percent and holds second position, and they went through high level of procrastination and laziness at home during WFH (WP5), During WFH they are not able to deliver quality work (WP3) founds at 68 percent, 55 percent and holds third, fourth, and fifth rank respectively. It is also found that foremost standard deviation in (1.1798) they went through high level of procrastination and laziness at home during WFH (WP5), which shows the high variability and the least variations (1.0443) in During WFH they feel better quality of life, (WP4) which states the low variability.

Factor Analysis

Objective 1:- *To identify the significant factors of WFH that influence the career progression on women in IT sector*

Factor analysis is used to determine the important components of WFH and how they influence career advancement. And it also helps in reducing a large number of elements into fewer variables. The KMO score of 0.901 in Table 8 indicates that the assertions are suitable for sampling. Bartlett's test verifies that the data sample is appropriate for factor analysis. Bartleltt's test of sphericity is used to determine the degree of correlation between the variables. The interns' variable correlation is being measured through Bertleltt's test. Since the *p*-value for Bartleltt's test is less than 0.05 (see Table 8), the correlation matrix cannot be an identity matrix. Consequently, Table 8's KMO and Bartlett's tests indicate sufficient data adequacies to justify the factor analysis.

Table 8 KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		0.901
Bartlett's Test of Sphericity	Approx. Chi-Squared	2807.342
	df	300
	Sig.	0.000

Variables with an aigen value of more than 0.5 are deemed important factors for additional analysis in this study Table 9 because the researcher used an extraction aigen value of 0.5 as an appropriate threshold for the identification of relevant factors.

Table 9 Communalities

Psychological Factors	Initial Value	Extraction aigen Value	Organisational Factors	Initial Value	Extraction aigen Value
P2	1.000	.528	O1	1.000	.624
P3	1.000	.583	O2	1.000	.547
P4	1.000	.559	O3	1.000	.509
			O4	1.000	.564
			O6	1.000	.728
Social and Family Factors	Initial Value	Extraction aigen Value	Individual Factor	Initial Value	Extraction aigen Value
SF1	1.000	.577	I1	1.000	.519
SF2	1.000	.616	I2	1.000	.663
SF3	1.000	.550	I3	1.000	.540
SF4	1.000	.673	I4	1.000	.596
Work Productivity Factor	Initial Value	Extraction aigen Value			
WP2	1.000	.605			
WP3	1.000	.564			
WP4	1.000	.625			

Extraction Method-: Principal Component Analysis

The communalities indicate the extent to which the extracted components have explained the variance in the variable. The sum of squares of a statement's factor loading, or communalities, indicates how many of the elements together are taken as factors in Table 10.

Table 10 Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	Percentage of Variance	Cumulative percent	Total	Percentage of Variance	Cumulative percent	Total	Percentage of Variance	Cumulative percent
1	7.274	29.097	29.097	7.274	29.097	29.097	4.923	19.691	19.691
2	2.742	10.969	40.066	2.742	10.969	40.066	2.989	11.954	31.646
3	1.603	6.414	46.479	1.603	6.414	46.479	2.959	11.835	43.481
4	1.221	4.884	51.363	1.221	4.884	51.363	1.725	6.898	50.379
5	1.027	4.108	55.471	1.027	4.108	55.471	1.273	5.092	55.471
6	.891	3.565	59.035						
7	.802	3.209	62.244						
8	.768	3.070	65.314						

9	.735	2.940	68.254						
10	.711	2.844	71.098						
11	.692	2.769	73.866						
12	.664	2.658	76.524						
13	.627	2.508	79.032						
14	.609	2.435	81.467						
15	.549	2.194	83.661						
16	.532	2.128	85.789						
17	.510	2.039	87.828						
18	.496	1.984	89.812						
19	.452	1.806	91.618						
20	.408	1.631	93.249						
21	.382	1.527	94.776						
22	.371	1.484	96.260						
23	.339	1.354	97.614						
24	.322	1.289	98.903						
25	.274	1.097	100.00						

Extraction Method: Principal Component Analysis.

Rotated component factor matrix: The primary principle behind rotation is to minimise the amount of variables that have large loadings on the variables that are being studied. As shown in Table 11, rotation has no effect on the analysis but facilitates its interpretation.

Table 11 Rotated Component Matrix

	Components				
Variables	1	2	3	4	5
P2	.681				
P3				.464	
P4	.709				
O1				.630	
O2		.694			
O3	.647				
O4	.675				
O6			.618		
SF1		.700			
SF2	.570				
SF3		.697			
SF4					.723
I1			.614		
I2			.743		
I3	.623				
I4	.677				
WP2		.352			
WP3			.690		
WP4		.604			

The variables with Eigen values greater than.50 were deemed to be the most important determinants influencing IT workers who WFH, and Table 12 reflects this further analysis.

Table 12 Construction

Factor's	Variables	Rotated Factor Loadings
Factor 1: Psychological and Physical Stress	I have experienced an increase in domestic issues during WFH (P2)	0.681
	During the WFH I have experienced lot of lined up task which make me feel overburdened (P4)	0.709
	Being a working individual I always had a concern of data security (O3)	0.647
	I faced the discomfort of workstation and technical support and internet connectivity issues at my home during WFH (O4)	0.675
	I faced a lot of time management issues during WFH between work and social life (SF2)	0.57

	Due to the imbalance between my work and personal lives during WFH, I noticed behavioural changes in myself (I3)	0.623
	I feel restlessness by performing responsibilities of both work and family life during WFH (I4)	0.677
Factor 2: Mentoring and Support	I get enough support from my functional head being at WFH (O2)	0.694
	I get enough support from my family and partner during WFH (SF1)	0.7
	During WFH I can manage my family and their social expectation (SF3)	0.697
	Work life balance is favorable during WFH (WP2)	0.352
	During WFH I feel better quality of life (WP4)	0.604
Factor 3: Virtual Connection	I felt hesitated to connect with my colleague or heads virtually and faced extended delays in my work during WFH (O6)	0.618
	I feel job dissatisfaction in myself with the least exposure and learning during WFH (I1)	0.614
	Performing work duties with the least focus and disturbance I started having job security issues during WFH (I2)	0.743
	During WFH I am not able to deliver quality work (WP3)	0.69
Factor 4: Emotional Support	During WFH I feel isolated and exhausted (P3)	0.464
	Being at WFH I missed my work culture of office (O1)	0.63
Factor 5: Social life	I am able to detach myself from work during vacation and enjoy myself with my family (SF4)	0.723

On the basis of this, five factors named: Psychological and Physical Stress, Mentoring and Support, Virtual Connection, Emotional support and social life are recognised to be the significant variables that impacts the Career path of the respondents.

Table 13 Coefficients[a]

Model		unstandardised Coefficients		standardised Coefficients			Collinearity Statistics	
		B	Std. Error	*Beta*	*t*	Sig.	Tolerance	VIF
1	(Constant)	.800	.186		4.295	.000		
	APF	.007	.021	.015	.335	.738	.865	1.155
	AOF	.097	.044	.114	2.180	.030	.606	1.651
	ASF	.044	.048	.043	.921	.358	.762	1.313
	AIF	.184	.040	.257	4.624	.000	.534	1.874
	AWPF	.417	.048	.435	8.741	.000	.666	1.502

[a]Predictors: (Constant), AWPF, APF, ASF, AOF, AIF
[b]Dependent Variable: ACPF
R squared = .673, Adjusted *R* Square=.622, *F* Value= 13.105 at *p* value 0.000, D-W test=1.956 significant at 5 percent level.
Table 13 states that the regression results analysing the impact of independent variables named Psychological factors, organisational factors; social and family factors, individual factors and work productivity factors on dependent factor name Career Progression of respondents. The extracted variables Psychological factors (APF), Organisational factors (AOF), Social and family factors (ASF), Individual factors (AIF) and Work productivity factors (AWPF) are used to study the impact on Career progression.

Table 14 *t*-Statistic and hypothesis testing

S.N.	Independent Variable	Dependent Variable	Hypothesis	Information
1	Psychological and Physical Stress	Career Progression	H_1	H_1 is accepted.
2	Mentoring and Support			
3	Virtual Connection			
4	Emotional Support			
5	Social life			

Table 14 depicts that hypothesis is accepted because among five factors two of them APF and ASF found insignificant because referring to Table 13 their significant value is above .05.

Findings

It was found from analysis that the three item out of five of WFH approach i.e. Organisational factor (AOF), Individual factor (AIF), and Work productivity factor (AWPF) affects the career progression on IT professionals to the most and rest do not have any significant impact on their professional paths. As per the study it also founds that items that have aigen value below .5 has been removed from Table 11, i.e. P1 from psychological factors, O5 from Organisational factors, SF5 from Social and Family factors, I5 from Individual Factors, WP1 and WP5 from Work productivity factor they have insignificant impact on the study. On the other hand items who have highest aigen value are O6 (.728), SF4 (.673), I2 (.663), WP4 (.625) have most significant value on the WFH approach.
The significant value of more than 50 percent factors of WFH is less than .05 hence H_1 is accepted. There is substantial impact of psychological factors, Organisational factors, Social and Family factors, Individual Factors and Work productivity factor impact on career progression because of WFH. The beta value of items I4, SF2, WP3, WP4, P4, WP2 is .182, .177, .177, .171, .130, .114 respectively which is significantly above than .05 which represents the most significant impact of WFH on career progression. The adjusted *R* square value is .622 which indicates the high impact from WFH approach on career progression due to COVID-19. The correlation status and correlation coefficient value between the independent and dependent variables are described using the *R*-value. *R*-value is another way to express the direction and intensity of a linear relationship between two variables, depending on the degree of measurement of the variables. The analysis's outcome shows variety, but it is statistically significant. It is noteworthy that the D-W test value of 1.956 (less than 2.0) indicates positive autocorrelation between the samples.

Conclusion

The researcher made an effort to investigate the important aspects of this study on WFH with the selected IT professionals and its impact on career progression. From the analysis it is found that Organisational factor (AOF), Individual factor (AIF), and Work productivity factor (AWPF), factors have significant impact on career progression. A 48.2 percent of variance in career progression of IT professional is assessed due to the above factors. The study is on IT professionals only other factors like education, banking etc. can be taken for the further studies which were highly influenced by the COVID-19 with respect to WFH approach.
Additionally, organisational factors include the work culture, which is the key element and has a significant impact on employees' concentration and drive to work, both of which are impossible to achieve at WFH. When workers experience difficulties completing tasks while at home, they require immediate supervisor support through virtual communication which can often impede making quick decisions in emergency situations. Worries about data security and privacy are becoming prevalent while performing WFH also infrastructure and technical support create huge disturbance to the work. In certain situations WFH policies plays a vital role in making the right balance within the workforce. Individual characteristics indicate several aspects of employees' satisfaction with their jobs. For instance, after working longer hours, employees may experience exhaustion from their occupations, which may lead to behavioral changes in them and difficulties in their home lives. Regarding the aforementioned variables, they affect workers' productivity at work and their ability to maintain a healthy work-life balance. These factors may also impair workers' quality of life and lead to a high degree of indolence when it comes to doing their job duties and tasks during work-from-home hours also a major impact to their career pathways.

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