

# “A Study On Flexible Working Hours And It’s Impact On Employee Performance With Reference To Selected Companies In Tidel Park – Coimbatore”

Dr.A.R.Kanagaraj<sup>1</sup>, Jishaa. S<sup>2</sup>

<sup>1,2</sup> Dept of B.Com (CSCA)

<sup>1,2</sup> Dr. N.G.P. Arts and Science College, Coimbatore – 641 043

**Abstract-** Flexible work schedules have become a crucial component of modern corporate life, impacting both organizational productivity and employee performance. This study looks at how flexible work hours affect workers' productivity, job happiness, and general performance at a few chosen Tidel Park, Coimbatore, businesses. The purpose of the study is to determine whether or whether employee motivation, work-life balance, and stress levels are improved by flexible work schedules. Employees and HR specialists are surveyed and interviewed in order to gather information for the analysis of performance indicators and productivity trends. The study also looks at possible drawbacks of flexible work schedules, like poor communication and problems coordinating teams. The results of this study will give firms thinking about implementing or improving flexible work policies important information. The findings are anticipated to highlight optimal practices for increasing worker productivity while also ensuring employee well-being.

**Keywords-** flexible work schedules, employee productivity, job satisfaction, employee motivation, employee well-being.

## I. INTRODUCTION

In recent years, the 9 to 5 work schedule has undergone major change, especially in industries like information technology (IT). Flexible work schedules are seen to be a way to improve productivity, encourage work-life balance, and increase employee satisfaction. Coimbatore, sometimes referred to as the "Manchester of South India," is a booming hub for IT and software services, which makes it a prime example of how flexible work schedules affect worker performance. Technological developments, a global shift toward employee-focused policies, and changing views on work-life balance have all influenced the transformation of workplace culture. In a continuously changing technical world, IT organizations rely on a staff of highly skilled professionals to produce results. Flexible work schedules have been shown to increase overall job engagement, reduce stress, and improve job satisfaction—all of which have a substantial

impact on performance. The purpose of this study is to fill the current void in the literature about the precise effects of flexible work schedules on IT sector workers, particularly in a rising city such as Coimbatore. The study will offer practical suggestions for IT companies in Coimbatore and other comparable cities that are considering or have already adopted flexible working policies by clarifying the benefits and drawbacks associated with such arrangements.

## NEED FOR THE STUDY

For any firm, workplace management, worker productivity, job happiness, and general well-being are critical components. The firm uses flexible working hours to meet the aforementioned requirements. In order to draw and keep talent, businesses are increasingly implementing flexible work schedules as a result of the growth of the IT and service-based sectors.

## STATEMENT OF PROBLEM

Companies frequently use flexible working hours to draw in qualified workers, raise employee happiness, and increase production. Research on the direct effects of these arrangements on employee performance is lacking, though, especially in Coimbatore's IT industry. The IT sector has particular difficulties in striking a balance between operational requirements and employee well-being, which makes it challenging to fully comprehend the effects of flexible work arrangements. Thus, there is a pressing need for targeted research on how flexible work arrangements and employee performance are related, with an emphasis on variables like engagement, stress levels, and long-term career satisfaction.

## OBJECTIVES

- To examine how flexible working hours has an impact on employee job performance.
- To understand how flexible working hours influence employees' work-life balance.

- To analyze the connection between flexible working hours and the satisfaction levels of employees' in their roles.
- To identify the challenges and limitations of implementing flexible working hours in the IT industry.

## SCOPE OF THE STUDY

This study aims to evaluate the effect of flexible working hours on employees' performance in the selected IT companies in Tidel park, Coimbatore. As Coimbatore city is considered to be the growing prominence as an IT hub, the research will focus on analyzing how flexible working hours influence key factors such as productivity, job satisfaction, work-life balance, and overall well-being.

## RESEARCH METHODOLOGY

Research methodology refers to the systematic process, approach, and techniques used by researchers to collect, analyze, and interpret data to answer specific research questions or test hypotheses. It outlines the specific procedures and tools used in a study, ensuring the research process is logical, transparent, and reproducible. Research methodology also helps in selecting the appropriate methods for gathering data, such as qualitative or quantitative approaches, and guides the research in achieving its objectives in a valid and reliable manner.

## SOURCE OF DATA

**Source of data** refer to the origins or places from which data is gathered to answer research questions or test hypotheses. These sources are crucial for the research process, as they determine the quality, reliability, and relevance of the data. Broadly, there are two main types of data sources: **primary** and **secondary** data sources.

## PRIMARY DATA

Primary data refers to original, firsthand information collected directly for the specific purpose of the research study. This data is gathered through various methods like surveys, interviews, observations, and experiments. Researchers use primary data when they need information that is up-to-date, specific, and directly related to their research question.

## SECONDARY DATA

Secondary data, on the other hand, refers to information that has already been collected by other researchers, institutions, or organizations. This data is often published in books, academic journals, government reports, market research studies, and other public records. Secondary data is used when researchers want to analyze existing information to answer their research questions.

## RESEARCH DESIGN

Research Design is a detailed blueprint or plan for conducting research. It outlines the procedures for collecting, analyzing, and interpreting data, ensuring that the study is structured in a way that answers the research questions effectively. The research design serves as the foundation for any study, providing a clear guide for the research process and ensuring that the outcomes are valid, reliable, and meaningful.

## SAMPLE SIZE

The **sample size** refers to the number of individuals or units selected from the population to participate in the research study. In this study, 120 respondents are taken as sampling data for the interpretation of data in the research through questionnaire. For this study three companies from Tidel park-Coimbatore are taken where from each company out of 400 employees' 10% of the employees' are taken as sample.

## TOOL FOR ANALYSIS

- simple percentage method
- chi-square test

## II. REVIEW OF LITRATURE

**Rani .M (2024),<sup>1</sup>** "A study on the impact of work stress on employees' hob performance among the managerial executives in select service sector with special reference to Nilgiri district." Rani .M (2024) conducted this study is to examine the impact of work stress on job performance and analyze the role of coping strategies in managing stress among employees.

**Divya K V (2024),<sup>2</sup>** "Impact employee retention on job performance A study with special reference to IT sector." The purpose of this study is to explore the impact of work-related stress on job performance and examine the role of copying strategies in mitigating stress to enhance employee efficiency and productivity.

**ShirsathKanchanshantaram (2023),<sup>3</sup>** "A study of organizational work culture and its impact on employees'

performance with reference to industrial units in north Maharashtra.” The study determines the effects of organizational work culture on employee performance.

ShrithKanchanShantaram(2023) investigates how work culture affects employee performance in north Maharashtra’s industrial units. Highlighting important cultural elements and how it affects worker productivity.

**Dr. Sangita Ulhas Gorde (2023),<sup>4</sup>** “A study on flexible working hours and work-life balance.” This study examines the significance of flexible working hours and their effect on employees’ work-life balance. The study highlights work-life balance, reduced stress and improved health, employee motivation. It shows how flexible working hours have a positive impact on employees.

### ABOUT INFORMATION TECHNOLOGY (IT) INDUSTRIES

The information technology (IT) industries which focuses on generating supervising and executing technological solutions is a sector that is increasing rapidly, it includes companies that offer networking cybersecurity cloud computing hardware software and IT services.

Important areas of the IT sector organizations that create computer servers networking devices and storage systems are often referred to as hardware and infrastructure companies for instances dell, hp and cisco. Businesses that develop operating systems applications and enterprises software are regarded as software developers for instance sap, adobe and Microsoft networking telecommunications. Organizations that provide cloud-based mobile and internet communication such as ATT, Huawei and Nokia. Cloud computing and data centers are companies that offer storage and cloud services for instance Microsoft, azure google cloud and AWS.

### OVERVIEW OF ACCESS HEALTHCARE COIMBATORE

Access healthcare in Coimbatore is a leading provider of healthcare business process and technology solutions. The company offers revenue cycle management services, which includes medical billing, coding and clinical documentation, to healthcare providers, hospitals, and medical billing companies. Access healthcare has a strong presence in Coimbatore, with offices located at Tidel Park and Manchester square. The company provides job opportunities in various fields, including medical coding, billing, and AR call centers.

### OVERVIEW OF ACCENTURE COIMBATORE

Accenture Coimbatore is a significant delivery center, a global professional services company. The center is located in Tidel Park Coimbatore and is a part of Accenture’s global delivery network. They mainly focus on areas such as:

- Digital transformation
- Innovation
- Talent development

### OVERVIEW OF CORO HEALTHCARE COIMBATORE

Corro healthcare is a global organization with offices in Coimbatore that offers technology-driven solutions and clinically led healthcare analytics to enhance the financial performance of hospitals and health systems. It focuses on revenue cycle management, utilization management, and compliance.

### SIMPLE PERCENTAGE METHOD

INTEROGATIO NS	RESPO NSE	NO OF RESPONDE NTS	PERCENT AGE
AGE	Between 21-25	91	75.8%
	25-30	15	12.5%
	30-35	8	6.7%
	Above 35	6	5%
	<b>Total</b>	<b>120</b>	<b>100%</b>
GENDER	Male	52	43.3%
	Female	68	56.6%
	<b>Total</b>	<b>120</b>	<b>100%</b>
EDUCATIONA L QUALIFICATI ON	Graduate	112	93.3%
	Diploma	8	6.7%
	<b>Total</b>	<b>120</b>	<b>100%</b>
MARITAL STATUS	Bachelor	97	80.8%
	Married	23	19.2%
	<b>Total</b>	<b>120</b>	<b>100%</b>
ORGANIZATIO N	Access healthcar e	54	45%
	Accentur e	54	45%
	Corro heath	12	10%

	<b>Total</b>	<b>120</b>	<b>100%</b>
<b>ANNUAL INCOME</b>	Between 200000-250000	62	51.7%
	250000-300000	36	30%
	300000-350000	17	14.2%
	Above 350000	5	4.2%
	<b>Total</b>	<b>120</b>	<b>100%</b>
<b>JOB PERFORMANCE</b>	Much better	30	25%
	Better	75	62.5%
	About the same	12	10%
	Worse	3	2.5%
	<b>Total</b>	<b>120</b>	<b>100%</b>
<b>COMMUNICATION WITH TEAM WHILE WORKING FLEXIBLE HOURS</b>	Very frequently	24	27.5%
	Frequently	70	58.3%
	Rarely	25	20.8%
	Never	1	0.7%
	<b>Total</b>	<b>120</b>	<b>100</b>
<b>RECOMMENDATION OF FLEXIBLE WORKING HOURS TO OTHERS BASED ON YOUR EXPERIENCE</b>	Very likely	25	20.8%
	Likely	60	50%
	Neutral	33	27.5%
	Unlikely	2	1.7%
	<b>Total</b>	<b>130</b>	<b>100%</b>
<b>FLEXIBLE WORKING HOURS IN RELATION TO WORK-LIFE BALANCE</b>	Adjust their work schedule	36	30%
	Allows work from any where	54	45%
	Choose their own hours	26	27.7%

	Take breaks and time off	4	3.3%
	<b>Total</b>	<b>120</b>	<b>100%</b>

**CHI-SQUARE ANALYSIS**

**RELATION BETWEEN AGE AND PERSONAL RESPONSIBILITY**

**Case Processing Summary**

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
age * employees' ability to manage personal responsibility	126	100.0%	0	0.0%	126	100.0%

age \* employees' ability to manage personal responsibility

**Crosstabulation**

		Employees ability to manage personal responsibility			Total	
		time spent on personal responsibilities	time spent on personal responsibilities	flexibility to manage personal responsibilities		
Age	21-25	Count	45	31	19	95
		Expected Count	43.0	33.9	18.1	95.0
	25-30	Count	7	7	1	15
		Expected Count	6.8	5.4	2.9	15.0
	30-35	Count	3	6	1	10
		Expected Count	4.5	3.6	1.9	10.0
above 35	Count	2	1	3	6	
	Expected Count	2.7	2.1	1.1	6.0	
Total	Count	57	45	24	126	
	Expected Count	57.0	45.0	24.0	126.0	

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	8.521 <sup>a</sup>	6	.202
Likelihood Ratio	7.996	6	.238

Linear-by-Linear Association	.943	1	.331
N of Valid Cases	126		

a. 7 cells (58.3%) have expected count less than 5. The minimum expected count is 1.14.

## HYPOTHESIS

**H0:** There is no significant relationship between gender and improvement in quality of work

**H1:** There is a significant relationship between gender and improvement in quality work

## Interpretation

From the above table, it is inferred that 7 cells (58.3%) have expected count less than 5. The minimum expected count is 1.14.

**Result:** hence, we accept it as null hypothesis

## III. FINDINGS OF THE STUDY

### SIMPLE PERCENTAGE ANALYSIS

- Majority 75.8% of the respondents belong to the age group between 21-25
- Majority 56.7% of the respondents were female
- Majority 93.3% of the respondents are graduates
- Majority 80.8% of the respondents are bachelor
- Maximum 45% of the respondent work-in access healthcare and Accenture
- Majority 51.7% of the respondents earn an annual income of between 200000-250000
- Majority 62.5% of the respondents feel better job performance working flexible hours
- Majority 58.3% of the respondents frequently communicate with team.
- Majority 50% of the respondents would likely recommend flexible working hours to others based on experience.
- Maximum 45% of the respondents feel flexible working hours benefit allows work from anywhere.

### CHI SQUARE ANALYSIS

- There is no significant relationship between age and personal responsibility.

## IV. SUGGESTIONS

- Policies and engagement tactics should target the 21–25 age range, as 75.8% of respondents fall into this demographic.
- Organizations should guarantee a supportive work environment that meets the demands of women, as 56.7% of respondents are female.
- Companies should provide skill enhancement programs to match the educational backgrounds of the 93.3% of respondents who are graduates.
- Given that 80.8% of people are unmarried, flexible work schedules ought to support both social and individual growth.
- Given that 45% of employees work for Accenture and Access Healthcare, flexible work schedules tailored to the sector can raise employee satisfaction.
- Given that 51.7% of workers make between \$200,000 and \$250,000. As a result, businesses should concentrate on financial growth strategies to retain employees.
- Policies that encourage flexible work models should be put in place, as 62.5% of respondents think that flexibility enhances job performance.
- Businesses should spend money on collaboration technologies to support remote work, as 58.3% of them communicate with their teams on a regular basis.
- Testimonials and case studies can be presented to persuade more employees to choose flexible hours, as 50% of them endorse them.
- Companies should improve their remote work methods since 45% of respondents believe that flexibility allows them to work from any location.

## V. CONCLUSION

The study on flexible working hours and their effects on employee performance in particular Tidel Park, Coimbatore, enterprises under emphasizes the increasing relevance of work-life balance in the modern corporate setting. According to the findings, flexible work arrangements increase employee productivity, job happiness, and general well-being. Employees who have more control over their work schedules tend to be more motivated, experience less stress, and perform better. However, the success of flexible working hours is dependent on proper execution, clear communication, and supporting organizational policies. Flexibility benefits both individuals and businesses, but obstacles such as coordination and performance monitoring must be addressed. Companies that implement well-structured flexible work rules are more likely to retain talent, increase employee engagement, and boost overall business success. Future studies

could explore industry-specific consequences and long-term patterns to have a deeper understanding of this changing workplace culture.

### REFERENCES

- [1] Neeti Sharma, Study on Work Life Balance and Organization Policy in IT Sector in NCR, 2016 <https://www.researchgate.net/publication/329216830>.
- [2] Thomaz Teodorovicz , Raffaella Sadun , Andrew L. Kun , Orit Shaer , Working from Home during COVID-19: Evidence from Time-Use Studies ,2020.
- [3] Tracey Crosbie and Jeanne Moore, Work-Life Balance and Working from Home <https://www.researchgate.net/publication/273761672> .
- [4] Kazi Turin Rahman and Md. Zahir Uddin Arif , Working from Home during the COVID-19 Pandemic: Satisfaction, Challenges and Productivity of Employees
- [5] Bhatt, Narayani, A study on the effect of workplace flexibility on employees and organizational performance of IT sector <http://hdl.handle.net/10603/607545>