

Impact of Online Learning – Social, Psychological and Communication on the Employees Working Under Work from Home Policy in Manufacturing Companies of Pune

Swati Inamdar^{1*} and Anand Gaikwad²

¹Research Scholar SNBP College of Arts, Commerce, Science & Management Studies, Morwadi, Pimpri, Pune, India

²Guide Suryadatta Institute of Business Management and Technology Bavdhan, Pune, India

*Corresponding author

Swati Inamdar, Research Scholar SNBP College of Arts, Commerce, Science & Management Studies, Morwadi, Pimpri, Pune, India

Received: September 06, 2025; **Accepted:** September 16, 2025; **Published:** September 25, 2025

ABSTRACT

After Post Covid – 19 situation many employees have been given work from home policy. They are contributing their efforts to achieve organizational objectives. Many IT Sector Companies have closed their offices and are operating remotely. The new trend of Remote working is being developed and expenses on electricity, maintenance, rent, overheads etc are avoided by companies. Pool of employees were happy by doing work from home. The trend was quite familiar in USA where due to extreme weather conditions employees have to do work from home. The purpose of this research paper is to find out the social, psychological and communication impacts due to Online learning, training. The employees doing work from home must attend training sessions which are mostly online in nature. This new method of learning employees need to learn. Different platforms like Microsoft Teams, Zoom, Google Meet etc are available for online learners. Video Conferencing has become quite popular in the country. Interview tests, training sessions become common in organizations. The Research Paper is based on Secondary Data collected from different journals, newspapers etc. As per study of employee behaviour many organizations observed Communication Gap between Manager to employee, Employee are not able to communicate effectively to lower-level staff and customers. Also, psychological stress is more than regular employee who works from office.

Keywords: Work from Home Policy, Communication, Social, Psychological, Online Learning

Introduction

Engaged employee is well aware of the business context, who works well with the colleagues to improve performance within the job for the benefit of the organization. The concept of employee loyalty has changed in the 21st century in the backdrop of the modern workforce. Today, employers see loyalty in terms of employees' attitude, behavior and work performance rather than the length of the service that one has rendered. Engendering loyalty from the employees is more crucial in the current knowledge economy where the human talent is the deciding factor in creating market differentiation and competitive advantage [1]. This results in improved employer-employee relationship, talent retention and productivity, the other form of employee

engagement. The degree to which employees are engaged can have a significant impact on the success of an organization. This study makes an attempt to explore the dimensions which are directly or indirectly impacting the engagement level and subsequent positive organizational outcomes through published research works [2].

Literature Review

The COVID-19 pandemic left us withered but reoriented two strong approaches, namely, the sustainable and adaptive approach, to accept, embrace and manage the resources. The study is on the influence of sustainable and adaptive approaches on employee engagement through reorientation at higher education private institutions during the COVID-19 pandemic [3]. The study also focuses on the effect of reorientation on employee engagement. An employee survey was done with

Citation: Swati Inamdar, Anand Gaikwad. Impact of Online Learning – Social, Psychological and Communication on the Employees Working Under Work from Home Policy in Manufacturing Companies of Pune. J Mat Sci Eng Technol. 2025. 3(3): 1-3. DOI: doi.org/10.61440/JMSET.2025.v3.72

one hundred sixty-four respondents from the higher education private institutions of North Karnataka. The study concluded that the employee reorients by upskilling and reskilling to sustain in the new normal. Sustainable and adaptive approaches foster reorientation. Covid 19 situation created uncertainty in the minds of employees related to the job security. They need to upgrade their existing skills so that long term survival is possible for them in the organization [4, 5]. Covid 19 situation adopted virtual way of working and digitalization of all the traditional methods of working. However, it also boosts positivity of employees towards their work and confidence towards the work. Employees started learning new methods of working online. Digital teaching and learning methods are also popular after Covid – 19 situation. It was found that all the identified factors were predictors of employee engagement, however, the variables that had major impact were working environment and team and co-worker relationship [6].

Research Gap

The upgradation of employee's skills due to Virtual Method of working needs to be studied in Manufacturing Companies under Work from Home Policy.

Scope of the Research

The Research is conducted in Heating Ventilation and Air Conditioning Companies of Pune City.

Research Objectives

- To know social impact of online learning
- To know Psychological impact of online learning
- To know communication policy under online learning

Research Methodology

The Primary Data is collected from Employees working in Heating Ventilation and Air Conditioning Companies and using Digital Platform like Microsoft Teams, Google meet etc. Survey has been conducted. Total 65 respondents were there [7].

Methods of Data Collection

The random method of sampling is used in the data collection. The sample size selected was 65 employees from two Companies from total population of 105 employees. The two Companies LG and Kirloskar Chillers Private Ltd were focused for the research purpose.

Data Analysis

Statistical Methods are used for data analysis. ANOVA Test is used for analysis of data.

Hypothesis for the Study

H0: The effectiveness of online learning cannot be measured for Employee Engagement.

H1: Employees use both Digital Platform Effectively for Employee Engagement.

Anova Test is used for above Hypothesis. The sample size of each group is 5.

The data below resulted from measuring the difference in using different social medias for three different groups. The three social medias were replicated 5 times.

Level 1	Level 2	Level 3
6.9	8.3	8.0
5.4	6.8	10.5
5.8	7.8	8.1
4.6	9.2	6.9
4.0	6.5	9.3
5.34	7.72	8.56

Means:

The resulting ANOVA table is

Source	SS	DF	MS	F
Treatments	27.897	2	13.949	9.59
Error	17.452	12	1.454	

Since the statistic is much larger than the critical value, we reject the null hypothesis of equal population means and conclude that there is a statistically significant difference among the population means. The p-value for 9.59 is 0.00325, so the test statistic is significant at that level.

Findings

Online learning is one of the business tactics which employees can use to share branded content by their Social Media Profiles. These contents can be divided in tools and track of employee's performance can be kept.

The research proved that employees can be involved in online learning for improving skills. It also shows employees pride and industry expertise. Employees safely share contents about the organization with their followers. Following are the findings which shows that how online learning affects employee in terms of communication.

Online Learning can improve employee's productivity. Positive attitude related with work can be developed.

- Company can send an Employee Survey - According to Edelman Trust Barometer, 73 % of employees expect. Employees can learn online and improve their skills. It shows that the content which employees wanted to share differs according to departments and regions.
- Company should provide right content to the right employees – When the FMCG Company Sodexo launched Employee Engagement program they started with the executive team and senior leaders. The company designed the content for stakeholder to reach. The Company became successful reaching 7.8 million people. They got high value contract also.
- Company should provide plenty of content - Initially company can send one or two contents in a day. Employee Engagement contents can better promote their program. The contents can be informative blog posts, job listings or industry news.
- Company can run a Social Media contest - Prizes can be a motivator. Incentive Program will be one of the important programs,
- Company can get employees involved in product launches - The creative teams for content preparation are important contributors.

Conclusion

When Company's Launch Campaign content is ready to go. It can send an internal announcement. The commitment provides details about the launch and also campaign – specific incentives for the team members is also offered. Digital Platform can improve communication in online learning.

References

1. Baemark R. The missing link: The role of employee engagement in business success, (report of a Hewitt Associates/Michael Treacy study). Workspan. 2004. 47: 48-52.
2. Beardwell J, Claydon T. editors. Human resource management: A contemporary approach. Pearson Education. 2007.
3. Harlow Prentice Hall, Blizard R. Employee engagement: Where do hospitals begin? The Gallup Poll Tuesday Briefing. 2003. 2: 91.
4. Blyton P, Turnbull P. The Dynamics of Employee Relations. 3rd ed. Basingstoke: Palgrave. 2004.
5. Bowditch, J. and Buono, A. (2001) A Primer on Organisational Behaviour. 5th ed. New York,
6. Brim B. The longer workers stay in their jobs, the more disheartened they become. Gallup Management Journal. 2002.
7. Brown R. Doing your dissertation in business and management: the reality of researching and writing. London, SAGE. A Study on Employee Engagement Through Job Satisfaction at The Work Place in Selected Companies. 2006.