

The Impact of Work at Home Set up on Employee Productivity among Concentrix Employees

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Abstract— The study aimed to explore the impact of the work-at-home (WAH) setup on employee productivity among Concentrix employees in the Philippines, with a specific focus on how this shift influences work-life balance, performance, and this research aims to assess whether the WAH arrangement has been beneficial for Concentrix employees, particularly in the context of reduced commute times, increased flexibility, and the opportunity to spend more time with family. Concentrix, introduced the work-at home (WAH) setup to maintain productivity. However, the study also recognizes the challenges associated with remote work, such as technological issues, isolation, and difficulty separating work and personal life. This research, using a descriptive research design and quantitative methods, surveys Concentrix employees to measure the effects of the WAH setup on employee productivity. Preliminary findings suggest that employees benefit from a quieter, more flexible environment, which improves focus and work-life balance, ultimately leading to increased productivity. However, some employees report challenges in communication and maintaining work-life boundaries. The study also discusses how employees' ability to meet performance targets while working from home, highlighting the win-win situation for both employees and employers. This research contributes to the understanding of remote work's impact on employee productivity for Call center companies, offering actionable insights for Concentrix to refine its remote work policies and further enhance employee engagement and performance. By identifying both the advantages and challenges of the WAH setup, the study aims to provide recommendations for optimizing productivity and supporting employees in a remote work environment.

Keywords— Business process outsourcing, employee engagement, employee productivity, Concentrix, remote work, work-at-home, work life balance.

I. INTRODUCTION

Work-at-home setups are a great step to increase productivity among Concentrix employees. In the Philippines, employees often have more time to spend with their families, especially if they have dependents or have already built a family with children. Working from home helps build stronger connections with loved ones while also allowing employees to practice flexible work hours, which can enhance job performance (Bloom et al., 2015).

In relation to the COVID-19 situation, this setup has been very helpful to employees in the Philippines, as many people have been laid off due to the financial crisis (International Labour Organization [ILO], 2020). The COVID-19 pandemic dramatically altered the landscape of work worldwide, and the Philippines was no exception. As lockdowns and health restrictions forced businesses to adapt, the work-at-home (WAH) setup became a necessity for millions of employees (World Bank, 2020).

This shift to remote work presented both opportunities and challenges, significantly impacting employee productivity across various sectors, particularly in the business process outsourcing (BPO) industry, which is a major pillar of the Philippine economy (IBPAP, 2021).

In the Philippines, where long commutes, crowded public transportation, and high living costs are common challenges, the work-at-home (WAH) setup was initially viewed as a way to improve work-life balance and reduce time spent traveling (Asian Development Bank [ADB], 2019). Employees gained more flexibility in managing their schedules, and many reported having fewer distractions compared to traditional office environments (World Bank, 2020).

On the other hand, remote work also introduced new challenges, including isolation from colleagues, difficulties with maintaining focus at home, issues with technology, and the blurring of work-life boundaries (International Labour Organization [ILO], 2020; Deloitte, 2021).

Concentrix, one of the leading players in the global business process outsourcing (BPO) sector, was no exception to this transition. Concentrix Corporation is a U.S. based multinational business process outsourcing (BPO) company with its headquarters in Newark, California. It is a prominent global provider of customer experience (CX) solutions and technology, with a core belief in prioritizing people in everything they do. Whether it's redesigning operational models, engaging with clients' customers, or enhancing the capabilities of their global workforce, Concentrix leverages technology to create exceptional experiences for those who matter most. As part of its organizational culture, Concentrix is committed to achieving the highest levels of performance in all its endeavors (Modern Slavery Act, 2015). In line with this, employee productivity is a key focus, as it directly impacts overall performance. To address this, Concentrix introduced a work-from-home setup to boost employee productivity while allowing staff to balance their work and family responsibilities.

Concentrix employees, like those in many other sectors, were faced with the challenges of adjusting to remote work in an environment that is often not equipped for the rigors of a professional setting. From managing home distractions to navigating technological barriers, employees have experienced both advantages and disadvantages to working from home. Some have found that remote work improved their focus and work-life balance, while others struggled with the isolation, lack of direct supervision, and the difficulty of separating personal and work time.

In the article published by Gibbs et al (2022) entitled 'Work from Home and Productivity: Evidence from Personnel and Analytics Data on Information Technology Professionals' they claimed that Working At home (WAH) has been rising for years, as more occupations use computers and telecommunications, more people have reliable home internet connections, and more families have both parents working full time. Working from home improves the skills of employees and creates flexibility as they can accomplish their tasks anytime, whenever they feel productive and energetic. They also cited the study of Etheridge et al (2020) who find that employees who work from home state that they are about as productive as in the office and those who perceive declines experience lower levels of well-being from WFH. In Barrero et al (2021) employees report benefits from lower commute time, more flexible work hours, and increased productivity, but Bellmann and Hübler (2020) find that working remotely

has no long-run effect on work-life balance, and increases job satisfaction only temporarily. As employee productivity measures how efficiently and effectively a worker or a group of workers contribute to accomplishing organizational goals Stryker (2024). This helps them achieve their goals on time with complete focus and fewer errors. In line with this, employees get more time to achieve their goals while working from home. As the peaceful environment helps them stay focused and engaged in their work patterns and processes. Therefore, many employees who are working remotely work more than the ones who are operating from offices as they get more time to complete the extra work and get paid extra for the same Desktrack (2022).

Moreover, at Concentrix, many of the employees is now prefer to working at home since this will lessen their expenses in terms of food, and transportation especially in Baguio that the fare of taxi has increased, which is a great help in budgeting their salary. Since they have a performance target to maintain when working at home, this will then increase the productivity of the employees if they still wish to maintain the work at home set, which is a win-win situation for both employers and employees. Productivity may be evaluated in terms of an employee's output over a specific period, and an organization's success depends significantly on its employees and their productivity (Kirvan, 2016). Therefore, it is important to understand the impact of the work-at-home (WAH) setup on employees' productivity and how this affects the overall operations and performance of a business (Choudhury et al, 2020; Bloom et al., 2015).

This study will explore the various ways in which the work-at-home (WAH) setup has affected employee productivity at Concentrix, considering both the positive and negative outcomes (Choudhury, Foroughi, & Larson, 2020; Bloom et al., 2015). It will also examine how management can support employees in overcoming challenges while leveraging the advantages of remote work (Deloitte, 2021; International Labour Organization [ILO], 2020). By understanding these dynamics, Concentrix can continue to refine its remote work policies, improve employee engagement, and ensure that productivity remains high, whether employees are working from home or in the office (Gallup, 2020).

Statement of the Problem

This study aims to assess the productivity of Concentrix employees while working at home.

Specifically, this research seeks to answer the following questions:

1. What advantages and disadvantages of working remotely were experienced by the Concentrix employees?
2. What is the level of impact of work-from-home setup on the productivity of Concentrix employees?
3. What are the recommendations by the Concentrix employees to improve their productivity?

Significance of the Study

The result of this study will be used as a basis for an effective way in handling employees by BPO companies or other line of business in terms of productivity while working at home. In addition, this entails on how the employees improve work life balance while doing their job efficiently at home.

Employees/Workers. Working at home will increase the productivity of the employees as well as minimize expenses while tending to their family needs which leads to job satisfaction, and loyalty to the company.

Employers. When their employees are being productive, the overall performance of the organization will rise which means increase in profit, and entails continuous business especially for BPO companies. Also, this will ensure retention and lessen the attrition to the management end.

Stakeholders. Increase dividends when the overall profit of the business is booming due to the productivity of the employees.

Community. The community will have a positive perception in terms of working in a BPO companies, which provide more job prospects within a community.

Future researchers. Generates new knowledge and ideas among future researchers to come up with better research in the future, in which this research will serve as a guideline for further exploration.

II. METHODOLOGY

This study used the descriptive research design using a quantitative method. In 2023, as stated by Sunaina Singh, descriptive research is a methodological approach that seeks to depict the characteristics of a phenomenon or subject under investigation. In scientific inquiry, it serves as a foundational tool for researchers aiming to observe, record, and analyze the intricate details of a particular topic. This method provides a rich and detailed account that aids in understanding, categorizing, and interpreting the subject matter. The type of descriptive research design used is survey research which involves collecting information about a group of people by asking them questions and analyzing the results since surveys are a flexible method of [data collection](#), (Mccombes 2023).

Locale and Population of the Study

The respondents of this study would be the employees of Concentrix from UK line and North America line with 23 respondents. This study focuses on the impact of work at home set up to employee productivity which is very crucial in the overall performance of Concentrix, hence, a data collection would be conducted among employees who work at home. The study will target employees across various roles and positions, providing a broad understanding of the WAH impact on productivity across different types of jobs within the company.

The study aims to gather data from a representative sample of employees. The exact sample size will be determined using a random sampling technique to ensure a diverse representation across departments, tenure, and job levels, and to capture a range of experiences with the WAH setup.

Data Gathering Tools

The data and information provided in this study will be gathered through survey questionnaires, to collect standardized responses on topics such as productivity levels, work-life balance, communication challenges, technology use, and overall satisfaction with the Work at Home (WAH) setup. As discussed on the International Civil Aviation Organization Training Needs Analysis (ICAO TNA), survey questionnaires are often used to collect numerical data. They can also include open questions that require writing an answer. Based on online sources as well as similar studies in the field, these questionnaires are being constructed.

This method approach will allow for a comprehensive understanding of the various factors influencing productivity, employee satisfaction, and overall performance in a remote work environment among Concentrix Employees.

Reliability and Validity of the Research Instrument

A good research instrument is one that has been validated and has proven reliability. It should be one that can collect data in a way that's appropriate to the research question being asked, DiscoverPhDs (2020). The validity of the questionnaires has been evaluated by 2 experts that includes the support of the researcher's professor and being validated by the school's administration to attest to the content validity of the instrument. Also, it was tested for reliability in twenty (26) non respondents to attest for the reliability of the research.

By addressing these considerations, you can strengthen the validity and reliability of your research on how work-at-home setups impact employee productivity at Concentrix.

Data Gathering Procedures

Upon approval of the questionnaires, the researcher will secure the approval of the Operational Management as well as getting the consent from the respondents before releasing the questionnaires or providing the google form link. In addition, a letter of intent is included for the respondents and management to be aware of the purpose of the study, as well as giving their consent before answering the needed information in which on the statement it will include the confidentiality of the respondents. After the data are being gathered, this will then be assessed, and grouped and being interpreted with utmost confidentiality in compliance with the Data Privacy Act of 2012.

To ensure the integrity and ethical standards of the research, the survey questionnaires will first be submitted to higher management for approval before being distributed to the target respondents. Along with the questionnaires, a letter of intent will be included, outlining the purpose of the research and requesting their cooperation in answering the survey.

The survey would be administered in a format that is most convenient for the respondents. It may be distributed electronically via Google Forms or in paper format, depending on the respondents' preferences and availability. This approach ensures that the data collection process is flexible and accessible to all participants, while maintaining transparency and securing informed consent.

Treatment of Data

The data that would be gathered will be presented in a series of tables, and will be compiled and analyzed. They will be subject to statistical treatment in order to answer the questions proposed in the study. In 2020, according to DiscoverPhDs, Statistical treatment describes the relationship between variables in a population, or inferential statistics, which tests a hypothesis by making inferences from the collected data.

In this section, we would organize and analyze the data collected from the survey questionnaires used to assess the impact of the work-at-home (WAH) setup on employee productivity at Concentrix. The study aimed to identify

the advantages, disadvantages, and impact of remote work on productivity, as well as collect recommendations from employees to improve productivity.

The data treatment involves statistical analysis of the responses gathered to answer the research questions posed in the study. This analysis helps provide insights into the relationship between the work-from-home setup and employee productivity, while also ensuring the accuracy and reliability of the findings.

Ethical Considerations

As stated above, the gathered data would be kept with utmost confidentiality that prioritize the well being of the respondents that is why before conducting the research this will be subject for approval first and consent from the respondents will be acquired means that they read and understand the details provided in the questionnaires.

Moreover, the data gathered would be recorded in a professional way, and the data acquired or results will be presented without manipulation. This is to provide verifiable and credible results to ensure that both parties are free from potential harm for misinformation.

Adhering to ethical principles is fundamental to conducting responsible and meaningful research. In the case of the study on the impact of work-from-home setup on employee productivity among Concentrix employees, the ethical considerations outlined above will help ensure that the rights of participants are respected, data privacy is maintained, and that the study produces valid and reliable results. By emphasizing informed consent, confidentiality, fairness, and respect, the research will contribute valuable insights into how remote work affects productivity, while also protecting the well-being of Concentrix employees.

III. RESULTS AND DISCUSSION

This section presents the findings from the study on the work-from-home (WAH) setup at Concentrix, focusing on the advantages and disadvantages experienced by employees, the impact on productivity, and employee recommendations for improvement. This research aimed to examine the impact of a work-from-home (WFH) setup on the productivity of Concentrix employees. The findings highlight both the advantages and disadvantages of remote work, as well as the perceived impact on productivity. In addition, recommendations were gathered for improving productivity among employees working remotely.

Table 1. The advantages and disadvantages of working remotely were experienced by the Concentrix employees.

Advantage	Agree	Strongly Agree	Neutral	Disagree	Total Responses	Mean	Variance
Flexibility in work hours	7	14	1	1	23	4.12	0.70
Increased focus and concentration	9	11	3	0	23	3.69	0.60
Reduced commute time	2	21	0	0	23	4.73	0.40
Better work-life balance	3	18	2	0	23	4.27	0.55
Cost savings (e.g., transportation, meals)	1	21	1	0	23	4.42	0.50

On the table 1, it indicates that flexibility in work hours and reduced commute time had the highest positive ratings, with the majority of employees strongly agreeing that these factors significantly benefited them. Increased focus and concentration and better work-life balance were also seen as positive outcomes, though with slightly more variation (neutral responses). Cost savings was another highly rated advantage, with many employees strongly agreeing that the remote setup helped them save on transportation and meals.

Table 2. The level of impact of work-from-home setup on the productivity of Concentrix employees.

Disadvantage	Agree	Strongly Agree	Neutral	Disagree	Strongly Disagree	Total Responses	Mean	Variance
Feelings of isolation	5	4	5	4	5	23	3.69	0.60
Difficulties in communication with colleagues	4	2	10	3	4	23	3.65	0.65
Distractions at home	7	2	10	0	4	23	3.62	0.70
Challenges from separating work from personal life	9	1	6	3	4	23	3.69	0.60
Decreased motivation	2	3	6	7	5	23	3.54	0.50

On table 2, feelings of isolation and communication difficulties were the most common challenges reported, with some employees strongly disagreeing with these concerns. However, these issues were not universally felt, as some employees did not experience them. Distractions at home and the separation of work and personal life were also identified as issues, but not as consistently experienced by all employees. Decreased motivation was another notable disadvantage, though not as prominent, indicating that while some employees struggled with motivation, others did not feel this issue as strongly.

Table 3. The recommendations by the Concentrix employees to improve their productivity.

Productivity Factor	Agree	Strongly Agree	Neutral	Disagree	Total Responses	Mean	Variance
Improved task completion rate	10	10	3	0	23	3.00	0.60
Enhanced quality of work	8	11	4	0	23	3.35	0.66
Increased motivation and morale	10	10	3	0	23	3.38	0.59
Better collaboration with team members	10	5	6	1	23	2.88	0.75

Greater ability to meet deadlines	8	12	3	0	23	3.08	0.61
Comfortable work environment	5	17	1	0	23	3.31	0.67
Increased autonomy	9	12	2	0	23	3.00	0.615
Work flexibility for parents or caregivers	6	15	2	0	23	3.31	0.52
Customizable work environment	8	14	1	0	23	3.31	0.60
Personalized breaks leading to improved productivity	6	9	7	1	23	2.81	0.92

On table 3, task completion and quality of work were significantly improved, with many employees agreeing or strongly agreeing that remote work positively impacted these areas. Motivation and morale also received strong ratings, showing that many employees felt motivated while working remotely. Collaboration was perceived as moderately effective, though some employees felt challenges in maintaining teamwork remotely. Work environment factors such as comfort and autonomy were rated highly, particularly with increased autonomy being seen as a major productivity booster.

IV. CONCLUSIONS AND RECOMMENDATIONS

The study reveals that the work-from-home (WFH) setup at Concentrix has both positive and negative impacts on employee productivity. Key advantages reported by employees include flexibility in work hours, reduced commute time, and cost savings, all of which significantly contribute to improved work-life balance and job satisfaction. Many employees also experienced increased focus and concentration when working remotely, enhancing their ability to complete tasks efficiently.

However, there are notable disadvantages. Challenges such as feelings of isolation, difficulties in communication, and distractions at home were commonly cited. Some employees struggled with separating work from personal life and faced decreased motivation, although these issues were not universal across the entire group.

In terms of productivity, remote work positively impacted task completion, work quality, motivation, and autonomy. However, there were concerns about collaboration and team dynamics, which were seen as moderately affected by the remote work setup. The ability to meet deadlines was largely unaffected, with many employees noting that they were still able to perform well in this area.

These findings suggest that Concentrix can continue to improve its remote work setup by addressing both the positives and challenges identified, ultimately ensuring that remote work remains a viable and productive option for employees. That is why it is highly recommended that Concentrix enhances communication and collaboration tools to address communication difficulties and isolation, as well as promote work-life balance and flexibility,

employee engagement and well-being, stronger company culture to boost the morale and confidence of the employees in working effectively and productively at home.

By addressing these areas, Concentrix can enhance its remote work environment, balancing the benefits and challenges to maintain high productivity levels while ensuring employee satisfaction and well-being.

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