

Impact and Analyzing Employees Performance On Modern Working Approach and Work from home

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Abstract

The aim of this study is to examine the effect of the Impact and Analyzing Employees Performance on Modern Working Approach and Work from home. The term 'Employee performance' is considered as soul of organization. As the organizational profitability and employee's appraisal are based on employee performance. This study is conducted in Kingdom of Bahrain on Telecom Industry. The total respondents were 297 employees and same were considered for the study. The hypothesis of study resulted to be significant in nature and the study had some constructive findings.

Keywords: Employees Performance.

Introduction

The concept of performance is one of the concepts that has received a large share of attention and research in administrative studies in general and human resources studies, due to the importance of the concept at the level of the individual and the organization and the overlap of influences that affect performance and its diversity. The concept of performance means the outputs and goals that the organization seeks to achieve through its employees, and therefore it is a concept that reflects both the goals and the means necessary to achieve them, that is, it is a concept that links the aspects of activity and the goals that organizations seek to achieve through the tasks and duties performed by the workers within those organizations (Werner, Sentker, Madesta, Gauer, Hofmann, 2019).

The performance of employees can be defined as the administrative and technical process through which data is collected and descriptive and quantitative information is deduced that indicate the levels of performance achieved for

employees to compare it with their previous performance and the performance of their peers or with rates and standards that clarify what should be achieved. Considering this, the level of their efficiency and effectiveness and the extent of improvement or decline that accompanied their journey over a period usually estimated at one year is estimated.

Flexible administrative systems have now become the destination of many companies, because they are considered more fluid and keep pace with technological developments that affect the business sector in full, as this was not present in the old systems, which are considered traditional and negatively affected productivity and reduced the efficiency of employees. (Sanyal, Hisam, 2018).

Many studies have focused on addressing the issue of employee performance and its relationship to remote work from many angles to crystallize a clearer picture of the dimensions, components and foundations that help organizations reach the desired levels and achieve their goals and aspirations, as well as

achieving the aspirations of their human resources, continuity in performance, and the desire to improve and develop human achievement with self-motivation. Productivity enhances the positive practices of human resources and develops organizational loyalty towards their institutions (Al Blaihed, 2018).

Employees who have flexibility and the ability to adapt can better adapt to changing work environments, and their level of performance within the company is high. Currently, organizations are adopting human resource practices that stimulate flexibility and contribute to enhancing the performance of their employees.

Research problem

The research problem lies in determining the impact of some variables on the performance of employees in Batelco. The performance of workers is affected by many factors, especially with the emergence of many new jobs and tasks that require workers to acquire many skills. By noting the modern work approach, we find that it affects the performance of workers negatively if the work approach is not organized and developed. As for remote work, which appeared recently after the spread of Corona, we find that the performance of employees differed according to the nature of work. Hence, it can be said that the work environment that is not characterized by flexibility or the employee's feeling of pressure at work and the lack of freedom or participation in decision-making affects the performance of employees negatively, or the employee becomes a role only to perform tasks without paying attention to the employee by focusing on achieving the desired goals.

Research questions

The research problem is summarized in answering the main research question:

What is the Impact of modern working approach, work from home, and employee

flexibility on employee's performance in Batelco telecom industry in kingdom of Bahrain?

Research hypotheses

1. There is a statistically significant relationship between the modern work approach and employee performance in the Batelco telecom industry in the Kingdom of Bahrain.
2. There is a statistically significant relationship between working from home and employee performance in the Batelco telecom industry in the Kingdom of Bahrain
3. There is a statistically significant relationship between employee flexibility and employee performance in Batelco's telecommunications industry in the Kingdom of Bahrain.

Research significance

The theoretical importance of the study lies in collecting information on the relationship between the modern work approach and employee performance and knowing the link between working from home and employee flexibility with employee performance. As for the practical importance, the results of the study can be used by applying them to other companies or industries.

Research purposes

1. Clarifying the relationship between modern work approach and employee performance in the Batelco telecom industry in the Kingdom of Bahrain.
2. Learn the link between working from home and employee performance in the Batelco telecom industry in the Kingdom of Bahrain
3. Knowing the role of employee flexibility in employee performance in the Batelco telecom industry in the Kingdom of Bahrain.

Research design

Population

The research community was represented in the employees of Batelco Bahrain, where the number of employees reached about 1,300 employees, and Bahrainis constitute 90% of the employees.

Sample

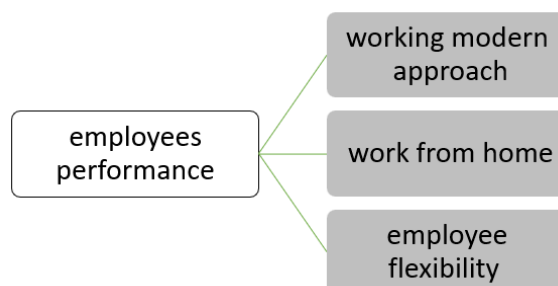
The research sample consisted of 297 employees working in Batelco, for whom the research tools will be applied.

Research instrument

The questionnaire is the main research tool as it was divided into four axes, the first axis included the demographic data of the participants, the second axis to measure the relationship between the modern work approach and the performance of employees, the third axis measured the relationship between working from home and the performance of employees, the fourth axis to measure the relationship between employee flexibility and staff performance. Each axis

consisted of five questions, where the results will be treated statistically using descriptive statistics.

Study Structure



Questionnaire analysis:

Measuring validity and reliability:

The validity and reliability of the questionnaire analysis and its results must be considered.

First, the validity of the scale: by presenting the questionnaire to a group of arbitrators specialized in this field, it is possible to reach the extent of the validity of the measurement tool. In the following tables, we present the feasibility and reliability analysis:

Table (1) The percentage of agreement between the arbitrators on the scale:

percentages	Agreement between the arbitrators		Give an opinion about	م
	disagree	agree		
%91,6	1	11	The extent to which the expressions measure what they are designed to measure	1
%83,3	2	10	The extent of correctness and clarity of the linguistic formulation in the expressions of the scale	2
%100	0	12	Appropriateness of the grading system	3
%100	0	12	The appropriateness of the statements to the mental characteristics of the students	4
%93,75	3	45	Total	

The amendments were made according to what the arbitrators indicated, which included an amendment in the formulation of some of the scale's expressions. In its final form, the scale has become composed of four axes, where the first axis includes demographic data and the other axes, each axis containing five paragraphs.

Internal consistency validity: The internal consistency validity is calculated by calculating the correlation coefficients between the degree of each of the phrases with the total score of the scale after applying the questionnaire to the exploratory sample. Table (2) shows the correlation coefficients.

Table (2) Correlation coefficients between the score of each of the scale expressions with the overall scale score

The correlation	The questions
, 894	1
, 946	2
, 886	3
, 930	4
, 878	5
, 959	6
, 886	7
, 930	8
, 878	9
, 886	10
, 930	11
, 878	12
, 894	13
, 946	14
, 886	15
, 950	Total

We note from the previous table that the correlation coefficients are 950. Very strong between each statement and each dimension

with the total score of the scale and it is a function at the level of significance 0.01 which indicates the validity of the scale

Reliability: The researcher used two methods to calculate the stability of the scale:

Use the Alpha Cronback equation, which is an equation used to clarify the general logic of the stability of the tests, and the value of the test stability coefficient was 976, which is a high value that indicates the stability of the test.

Half-segmentation of the scale expressions: To ensure the stability of the scale, its questions were divided into odd and even questions, then the Pearson correlation coefficient was calculated and corrected through the Spearman and Gettman coefficients of the half-segmentation, and Table (3) shows the reliability coefficients. By studying the relationship between the variables through the research tool, it became clear that there is an effect of the independent variables on the dependent in the research.

Table (3) (Stability Coefficient)

Dimensions	coefficient
The first dimension (modern working approach)	.76
The second dimension (work from home)	.80
The third dimension (employee flexibility)	.67

It becomes clear that the stability coefficients of the questionnaire dimensions range between 0.67 and 0.80, which are high coefficients that reflect the stability of the tool.

Table No. (4) represents the split-half coefficient of the questionnaire:

Guttman correction factor	Spearman's correction factor	Hash factor
0.74	0.74	0.58

Through the table, we notice that the stability coefficient is high, reaching 0.58, and it also increased after correcting it with my equations

Spearman and Gutman as it was estimated at 0.74, and this confirm that the tool has a degree of stability.

Second : Analyze the demographic data of the research sample

Distribution of study sample members according to gender

Table (5) Distribution of study sample members according to gender

gender	number	The rate
Male	246	%83
Female	51	%17
total	297	%100

Distribution of the sample members according to age:

Table No. (6) Distribution of the sample members according to age

The age	number	The rate
29:24	124	%42
39:30	87	%29
More than 40 year	86	%29

Table (7) shows the distribution of sample members by educational level

Educational Level	number	The rate
Middle Certification	45	%15
Bachelor's degree	27	%9

Master's	135	%46
PhD	45	%15
Other	45	%15
the total	297	%100

Distribution of the sample according to years of experience:

Years of Experience	numbers	The rate
less than 5	124	%42
10:5	56	%14
20:11	86	%29
more than 20	45	%15
the total	297	%100

Discussion and Summary

The general objective of this research was to research to identify the impact of the independent variables in the study, which is the impact of the work approach on the performance of employees, and through the analysis of the questionnaire, the following was found:

The validity of the first hypothesis: There is a statistically significant relationship between the modern work approach and employee

performance in the Batelco telecom industry in the Kingdom of Bahrain.

It found that there is a positive relationship between the modern work approach and employee performance by measuring the responses of the respondents. This agrees with previous studies, where it found that the modern work approach is a method that depends mainly on managing resources, both human and material, directing and organizing them according to dynamic structures and thus achieving the desired goals. In the required form and achieve the beneficiaries' satisfaction from achieving and achieving the goals, thus achieving a feeling of happiness, satisfaction, and mastery among the workers, and it is also the optimal use of human and material resources to reach the desired achievement of goods and services in terms of quantity and quality at the same time.

The modern work approach focuses on several basic processes that it considers part of its course of action: planning, organizing, staffing, leadership, coordination, documentation, and finally financial management.

The modern work approach aims at progress and development, in addition to the fact that it bears the responsibility to achieve the desired success in societies due to its ability to harness the available human or material resources efficiently and effectively, so the management has an effective role in achieving success or failure in the work of the facility and its progress.

The second hypothesis: There is a statistically significant relationship between working from home and employee performance in the Batelco telecom industry in the Kingdom of Bahrain

The results concluded that the policy of allowing employees to work from home has a positive impact on the productivity of work in the company, and that research and

development processes are strong during the period of remote work.

Whenever the working hours are appropriate, the productivity of work increases, while the effect of very long working hours is that the productivity of work decreases, and the positive impact of remote work is shown in increasing the worker's satisfaction with the working life, which affects the increase in his productivity. The study also showed that remote work is better in terms of efficiency to improve productivity if workers do not take a long time in transportation to commute to work.

Intensifying training and development programs for employees with the aim of improving methods of solving technical problems if they encounter problems with the hardware and software they use to work at home and using the devices in new programs that would increase the productivity of employees by rehabilitating workers to perform jobs that require "remote work", where it can be implemented Working from home is easy at Batelco.

The third hypothesis There is a statistically significant relationship between employee flexibility and employee performance in Batelco's telecommunications industry in the Kingdom of Bahrain.

For resilient individuals, extremely stressful environments do not affect them and can even help them thrive. Aside from the benefits enjoyed by employees, flexibility in the work environment is a performance advantage for the company as it protects their health, reduces illness, and supports consistent, high-quality performance. It is a win-win situation for any organization.

Flexible employees and the ability to adapt and interact is of great interest to organizations, and in these circumstances, human resources departments can play an increasingly important role in this area.

Conclusion and Recommendation

The modern business approach depends heavily on the manager of the organization, and to be a good manager, it takes knowledge, skill and training, and your style plays a big role in that as well. Discovering your own management style takes your team to new levels, and as you know, your team's success determines your success as a manager.

The research recommends the need to provide an encouraging work environment for remote workers in their places of presence, while helping the organization to attract and increase remote workers. Working to provide the requirements for activating "work from home", which is to provide technical support through the required devices from the means of communication and their accessories to work efficiently and effectively from a distance. Qualifying and training employees to work remotely as a new method that requires a certain type of management that is more developed than the traditional administrative methods. Ensuring that remote workers enjoy the benefits, incentives and rewards of working. It is also necessary to work on developing scientific methods to measure the level of productivity and accordingly the performance of employees is evaluated.

Flexibility frees the individual and the organization from paralysis in the face of adversity. It provides the means to rise to the challenge, to objectively assess the problem, to adapt, and to adopt new ways of thinking and acting. The advantages of having a flexible workplace for the organization are far-reaching. An employee who can face change and obstacles both at home and at work can perform better and more consistently. At work, look for activities that nurture your basic psychological needs. Look for new tasks and opportunities to increase your sense of independence, strengthen your relationships with the people you work with, and increase efficiency through experience and learning.

Outside of work, build resilience in an environment you're passionate about and motivated to overcome, then identify strengths and skills to reuse elsewhere. The tools and activities we've shared will help you build resilience, as an employee and a member of the broader community and enhance your ability to recover.

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