

Impact of Flexible Work on Employee Resilience in Hyderabad's IT Sector (Case Study of Hyderabad Area Sector).

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Abstract—This study examines the impact of hybrid work models on employee resilience, productivity, and well-being in Hyderabad's IT sector amid the post-pandemic context. Utilizing a quantitative approach, data were collected via web-based questionnaires from 103 employees across multinational companies and analysed using partial least squares structural equation modelling. Findings reveal that 67% of employees experienced reduced work pressure and enhanced focus, while 85% reported decreased commuting issues and improved work-life balance. Although hybrid work did not directly influence job happiness, increased work engagement mediated positive effects on performance. The results suggest that flexible hybrid arrangements effectively address traditional workplace challenges, fostering higher employee satisfaction and operational efficiency. These insights highlight the importance of adaptable work environments in promoting organizational resilience and competitiveness in the evolving landscape of work.

Keywords—Hybrid Model, Employee engagement, resilience, Employee Engagement, Work Life Balance, Traditional Work Culture.

I. INTRODUCTION

The shift to flexible and hybrid work arrangements has redefined the modern workplace. To address employee inactivity and disengagement, several organizations have adopted “two days in-office” hybrid policies, allowing greater flexibility. Approximately 85% of employees prefer hybrid work models, appreciating the comfort, autonomy, and balance they offer.

In Hyderabad, nearly 47% of IT companies continue remote or hybrid work practices initiated during the COVID-19 pandemic. Research from the Hyderabad Software Enterprises Association (HYSEA) indicates that many companies favor this model, balancing remote and in-office work to boost productivity, employee satisfaction, and work-life balance. Organizations such as Synchrony, Accenture, Deloitte, Amazon, and Sitel have customized their hybrid policies to align with operational requirements. Previous research has primarily focused on white-collar professionals, with limited insights into the experiences of semi-skilled employees. Studies consistently report higher satisfaction levels and reduced attrition rates after implementing hybrid work policies.

According to Cisco's 2025 Hybrid Work Study, 73% of employees reported enhanced productivity under hybrid work—an average increase of 19% (around 7.6 hours per week). More than 60% believed their work quality improved, and 55% acknowledged better performance. The study also highlighted that 64% experienced improved social well-being due to increased connection and support in hybrid environments, while 62% noticed improvements in physical health attributed to better balance and flexibility.

However, prolonged working hours under remote setups remain a major concern. As of September 2024, reports indicate that employees continue to struggle with extended hours, fatigue, and blurred work-life boundaries. Recently, Amazon announced that from January 2025, all employees would be required to work full-time from the office—ending its hybrid policy. This decision has reignited discussions about the sustainability and impact of hybrid models.

According to Aroll, the IT industry remains in a “wait and watch” phase as it navigates changing post-pandemic work realities. Notably, around 35% of employees reported deteriorating health due to irregular sleep cycles and stress, suggesting that despite flexibility, hybrid work can sometimes erode well-being and resilience. In response, many employees have shifted to co-working spaces to recreate collaborative ecosystems, reduce stress, and enhance productivity.

Further study aims to assess the role of hybrid work models on resilience and overall work experiences among IT professionals in Hyderabad.

We Examine

- a) The relationship between hybrid work models and employee resilience.
- b) The professional growth of employees under hybrid models within Hyderabad's IT sector.
- c) Employee attitudes and perceptions toward flexible work arrangements.
- d) The impact of hybrid work on employees' health and well-being.

II. RESEARCH METHODOLOGY

This study employs a quantitative research design. Data were collected through web-based questionnaires from 103 randomly selected IT employees in Hyderabad. The hypothesis testing method was used to evaluate relationships between variables. The sampling technique adopted was simple random sampling to ensure unbiased data representation.

III. DIFFERENT HYBRID WORK MODELS

1. Fixed Hybrid Model:

Employees work from the office on specific days (e.g., Monday to Wednesday) and remotely on others (e.g., Thursday and Friday). This model encourages face-to-face collaboration and strengthens team communication.

2. Flexible Hybrid Model:

Employees have the autonomy to choose their work location based on their convenience and project requirements. This model enhances motivation, productivity, and work satisfaction by accommodating personal preferences.

3. Situational Hybrid Model:

Work mode varies depending on external factors such as traffic congestion, natural calamities, or emergencies. This adaptive model supports continuity of operations under unpredictable circumstances.

4. Project-Based Hybrid Model:

Employees are required to work from the office for projects involving sensitive or confidential data to prevent misuse and ensure security. This model prioritizes data integrity and operational control.

IV. ANALYSIS AND RESULTS

The findings affirm that hybrid work models significantly contribute to employee resilience and efficiency when designed with flexibility and support structures. However, unmanaged hybrid setups can lead to health and stress challenges, affecting long-term sustainability.

Data were acquired from 103 IT professionals working across various multinational companies in Hyderabad through a structured web-based questionnaire distributed via Google Forms. The survey data presented in Table 1 summarize responses from 103 IT employees in Hyderabad.

Descriptive statistics were computed using mean scores calculated for each item on a five-point Likert scale. The analysis revealed that the mean scores for most items exceeded 4.0, indicating a generally positive perception of hybrid work. The highest-rated items were "Hybrid work gives me greater flexibility to manage my schedule" ($M = 4.6$) and "I would prefer to continue in a hybrid model permanently" ($M = 4.7$), reflecting strong employee preference for flexibility and long-term adoption of hybrid work. Moderate scores ($M = 3.5 - 3.8$) were observed for items related to stress and distractions, suggesting that while flexibility improves satisfaction and balance, challenges. Overall, the statistical results confirm that hybrid work arrangements significantly enhance job satisfaction, work-life balance, and engagement among IT professionals in Hyderabad. Organizations in Hyderabad's IT sector must therefore focus on creating balanced hybrid frameworks that integrate flexibility, mental health initiatives, and structured engagement. Such models not only enhance employee well-being but also drive organizational adaptability and resilience in an evolving global work environment.

Hybrid Work Model among IT Employees in Hyderabad

This section presents the analysis based on responses from 103 IT employees in Hyderabad regarding their experiences with hybrid work models. Fifteen questionnaire items were analysed to assess aspects such as job satisfaction, productivity, communication, work-life balance, stress levels, and overall well-being.

Table 1:
Responses to 15 Survey Items (n=103)

S.NO	Survey Question (Abbreviated)	Mean Score (out of 5)
1	I would prefer to continue in a hybrid model permanently.	4.56
2	HW gives me greater flexibility to manage my schedule.	4.45
3	HW helps me focus better on critical tasks.	4.40
4	HW improves my mental well-being.	4.27

S.NO	Survey Question (Abbreviated)	Mean Score (out of 5)
5	Team comms is effective in hybrid work.	4.16
6	HW enhances my overall job satisfaction.	4.09
7	HW reduces commuting time and fatigue.	4.05
8	I face fewer distractions at home compared to the office.	4.03
9	I motivated and engaged in my current hybrid model.	4.01
10	Health has improved due to hybrid work.	4.00
11	I more productive working in a hybrid environment.	3.97
12	I more connected to my team during hybrid workdays.	3.97
13	Org supports hybrid work effectively.	3.97
14	I experience lower stress levels in a hybrid setup.	3.93
15	HW helps me maintain better work-life balance.	3.81

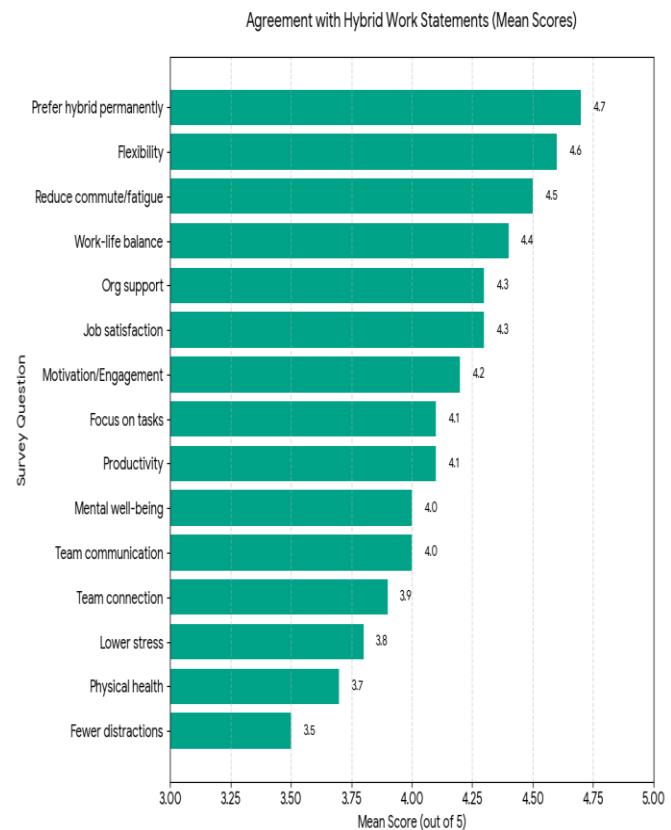


Figure 1: Responses to 15 Survey Items (n=103)

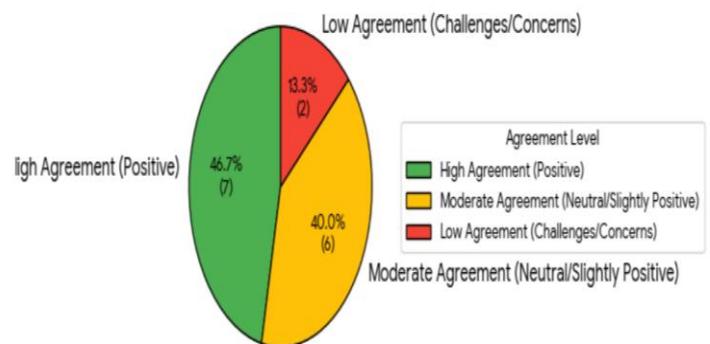


Figure 2: Overall Analysis of Hybrid Model

*Source - Primary Data

V. DISCUSSION

The results align with earlier studies by Cisco (2025) and Gartner (2024), which reported that hybrid work environments enhance productivity and satisfaction levels due to reduced commuting stress and improved autonomy. Furthermore, the findings are consistent with Singh & Sharma (2022), who found that hybrid models increase engagement and performance by providing flexibility in work scheduling.

However, this study also highlights certain challenges associated with hybrid work. Respondents reported moderate mean scores (3.5–3.8) for items related to stress and home distractions, indicating that while flexibility enhances balance, it may blur boundaries between personal and professional life. This observation supports Kossek&Lautsch (2018), who emphasized the risk of “boundary erosion” in flexible work setups.

Overall, the discussion underscores that the success of hybrid work depends on structured implementation, managerial support, and the establishment of clear communication norms. When organizations actively address health, stress, and engagement issues, hybrid work can serve as a sustainable model promoting both individual and organizational resilience.

VI. CONCLUSION

The present study concludes that hybrid work models play a significant role in enhancing employee resilience, engagement, and overall work effectiveness within Hyderabad's IT sector. The findings clearly indicate that flexible work arrangements contribute positively to work-life balance, reduced commuting stress, improved focus, and better mental well-being among employees. A majority of respondents expressed strong preference for continuing hybrid work, highlighting its acceptance as a sustainable and desirable work model in the post-pandemic era.

However, the study also reveals that hybrid work is not without challenges. Issues related to extended working hours, boundary erosion between personal and professional life, and moderate levels of stress persist, underscoring the need for structured implementation and organizational support. The results emphasize that hybrid work alone does not automatically ensure job happiness; rather, its positive impact is realized when mediated through higher employee engagement.

Overall, the study suggests that well-designed hybrid work policies—integrating flexibility with employee well-being initiatives and performance management—can strengthen organizational resilience and competitiveness.

For IT organizations in Hyderabad, adopting balanced and adaptive hybrid frameworks is essential not only for enhancing employee satisfaction but also for sustaining productivity and long-term organizational success in an evolving work environment.

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