Exploring the Unison of Socio-Technical Assemblage:
Impact of Employee Job Behavior on Job Satisfaction

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ABSTRACT

Work from home (or remote working) has become the new normal ever since the pandemic hit the world. This new normal, which represents the unison of social and technical assemblage, has been used as a backdrop in the study to explore the nature of employee job behaviour and its impact on job satisfaction. The sample consisted of employees who are working remotely from their homes in the information technology sector. The Cronbach alpha of the questionnaire was found to be .862. The results indicate that dimensions of employee job behaviour like enhanced work association, need for interaction for information exchange, and increased work responsibility were found to be highly correlated in the backdrop of work from home. Further, employee job behaviour was found to be significantly impacting job satisfaction of employees in the backdrop of work from home.

KEYWORDS

COVID-19 Study, Employee Job Behaviour, Job Satisfaction, Social Factors, Social Materiality, Socio-Technology, Work From Home

INTRODUCTION

The economic, social, and financial implication the pandemic has had on human is unfathomable. Across the spectrum, organizations made various efforts to manage the onslaught which the pandemic brought with it. One of the major shifts, which the organizations made was that they made their employees to work from home in remote mode. (Phillips, 2020). With most of the firms encouraging

work from home (remote working), a new kind of reality has emerged, which has led to new kind of opportunities and challenges for employees (Momani, 2020; Toniolo-Barrios and Pitt, 2020).

Remote working has been defined as *arrangement of work away from a central physical organizational location* where telecommuting and teleconferencing were two arrangements that were synonymous to remote working (Gajendran and Harrison, 2007). Literature indicates that there are four dimensions, which are associated with tele-working like work location, information technology, time distribution, and diversity of employment (Garrett and Danziger, 2007). In the initial years, work from home (remote working) was considered as an innovative, time effective, cost and the resource-saving option of work. The advent of technology was not new to any workplace as there was always unison between social (people and process) and technical present in organizations. This was a manifestation of a unique socio-technical approach called *Sociomateriality*, which was designed by Orlikowski and Scott (2008). Defined as the *constitutive entanglements and assemblages* which involve the social and technology interactions amongst each other (Orlikowski 2010, Orliskowski and Scott 2008a, 2015). In the interactions between social and technical, a new practice got generated/ emerged, which became a way of life in everyday working (Kumpulainen et.al 2020; Hultin, 2019).

The concept of *sociomateriality* emerged from the socio-technical system (STS) approach, which became crucial as it indicated an interaction between hardware, software, and community aspects (Barley, 1988, Orlikowski 1992). This usage of emails, blogs, chartrooms, learning management systems, mobile applications, and social media sites such as Face book and Twitter are the new *cyborgs* or co-workers that one is found interacting with in today's times (Fox,2018). However, over a period of time the perils of politics (Ferguson et al., 2016), personality (Deci and Ryan, 1985), lack of social wellbeing (Gajendran and Harrison, 2007) and autonomy (Cavalcanti and Silva, 2020; Gajendran, Harrison and Delaney-Klinger, 2014) were found to be associated with work from home (remote working) or virtual work places. In other words, these socio-technical assemblages which embodied the confluence of social aspect and material (technology) together led to co-evolution and construction along with many drawbacks that emerged in the form of work from home kind of working (or remote working) (Gremil Alessandro Alcazar Naz, 2020). This paper is based on a study which uses this social and technical arguments in the backdrop to explore the nature of employee job behaviour and its impact on job satisfaction in information technology (IT) sector, especially during the ongoing pandemic (Cleland, et.al, 2020).

OBJECTIVE OF THE RESEARCH

Studies in literature so far have shown that job satisfaction indicates a very strong relationship between employee age and its relationship to work satisfaction (Hajdukova and Jarmila, 2015). According to a study Jena and Pradhan (2017), it was found that Job Satisfaction had a negative impact on employee who caused withdrawal behaviors of employees working in IT industry. However, the current study has tried to understand job behavior and its impact on job satisfaction in '*virtual*' or '*remote*' working during pandemic like Covid-19 which has impacted the emotional wellness of employees to a great extent. Thus, the study has tried to bridge the gap identified above through the research objectives stated below:

The study tries to explore the following research objective:

1. To explore the nature of employee job behaviour in the backdrop of work from home or remote working.
2. To study the impact of employee job behaviour on job satisfaction.

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