International Journal of
AI ELECTRICAL CIVIL AND MECHANICAL ENGINEERING
Peer Reviewed, Referred & Indexed Journal
ISSN: 3070-0434 www.zesterapublications.com Original Research Paper

# A Study of Hybrid Work Culture at Tech Mahendra Hyderabad

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**Abstract**
The concept of hybrid work culture has gained significant importance in the modern corporate environment, especially after the rapid digital transformation and changing employee expectations. This study focuses on the hybrid work culture practiced at Tech Mahindra, Hyderabad, and examines its impact on employee productivity, work-life balance, communication, job satisfaction, and organizational performance. The objective of the study is to understand employees' perceptions regarding the effectiveness and challenges of hybrid working arrangements adopted by the organization. The study is based on both primary and secondary data. Primary data was collected through structured questionnaires distributed among employees of Tech Mahindra, Hyderabad, while secondary data was gathered from company reports, journals, websites, and research articles related to hybrid work culture. Simple percentage analysis and graphical representations were used for interpreting the collected data. The findings of the study reveal that most employees are satisfied with the hybrid work model as it provides flexibility, improves work-life balance, and reduces commuting stress. However, certain challenges such as communication gaps, difficulties in team collaboration, and maintaining employee engagement were also identified. The study concludes that an effective hybrid work culture can enhance employee morale and organizational efficiency when supported by proper communication systems, technological infrastructure, and management support. Suggestions are provided to further strengthen hybrid work practices and improve employee satisfaction within the organization.

**Keywords**: Hybrid Work Culture, Employee Productivity, Work-Life Balance, Employee Satisfaction, Communication and Collaboration, Organizational Performance, Flexible Working, Tech Mahindra.

## I. INTRODUCTION

In the present competitive business environment, organizations are adopting modern workplace practices to improve employee productivity, flexibility, and organizational efficiency. One such emerging concept is the hybrid work culture, which combines both remote working and office-based working models. The hybrid work system gained rapid importance after the COVID-19 pandemic, as many organizations realized the benefits of flexible work arrangements and digital collaboration tools.

Tech Mahindra, one of the leading IT service and consulting companies in India, has effectively implemented hybrid work culture practices to support employee well-being and business continuity. The organization provides employees with flexibility to work from home as well as from the office based on job requirements and organizational policies. This approach has helped in improving work-life balance, reducing commuting stress, and enhancing employee satisfaction.

Hybrid work culture has become an important aspect of human resource management because it directly influences employee performance, communication, teamwork, engagement, and organizational productivity. At the same time, organizations also face challenges such as maintaining collaboration, monitoring performance, ensuring cybersecurity, and preserving

Received: 05-10-2025 | Accepted: 12-11-2025 | Published: 18-11-2025

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organizational culture in a hybrid environment.

The present study aims to analyze the hybrid work culture at Tech Mahindra, Hyderabad, and understand employees' opinions regarding flexibility, communication, productivity, job satisfaction, and work-life balance. The study also attempts to identify the advantages and challenges associated with hybrid working practices and provide suggestions for improving the effectiveness of the hybrid work model within the organization.

This study is useful for understanding how modern organizations adapt to changing work environments and how hybrid work culture contributes to employee satisfaction and organizational success in the IT industry.

## II. RESEARCH OBJECTIVE

- To study the concept and importance of hybrid work culture at Tech Mahindra, Hyderabad.
- To analyze employee satisfaction with the hybrid work model implemented in the organization.
- To examine the impact of hybrid work culture on employee productivity and performance.
- To evaluate the effect of hybrid working on employees' work-life balance.
- To identify the challenges faced by employees while working in a hybrid work environment.
- To study the effectiveness of communication and collaboration among employees in the hybrid work model.
- To understand employee perceptions regarding flexibility, motivation, and job satisfaction under hybrid working conditions.
- To provide suggestions for improving the effectiveness of hybrid work culture in the organization.

## III. RESEARCH METHODOLOGY

- Descriptive research design was used for the study.
- The study focused on hybrid work culture at Tech Mahindra, Hyderabad.
- Both primary and secondary data were collected.
- Primary data was gathered through structured questionnaires from employees.
- Secondary data was collected from journals, websites, books, company reports, and research articles.
- Convenience sampling method was adopted for selecting respondents.
- The sample size of the study was 100 employees.
- Close-ended questionnaires were used as the data collection tool.
- Percentage analysis and graphical methods were used for data interpretation.
- The study was conducted within a limited academic project period.
- The study was restricted to selected employees of Tech Mahindra, Hyderabad.
- Employee responses were based on their personal opinions and experiences.

## IV. REVIEW OF LITERATURE

Several studies have highlighted the growing importance of hybrid work culture in modern organizations, especially in the information technology sector. Researchers observed that hybrid working models provide employees with greater flexibility, improved work-life balance, and higher job satisfaction. Studies related to employee productivity indicate that flexible working arrangements help employees manage personal and professional responsibilities more effectively, thereby increasing motivation and performance. Researchers also found that organizations adopting hybrid work culture experienced reduced operational costs and improved employee retention.

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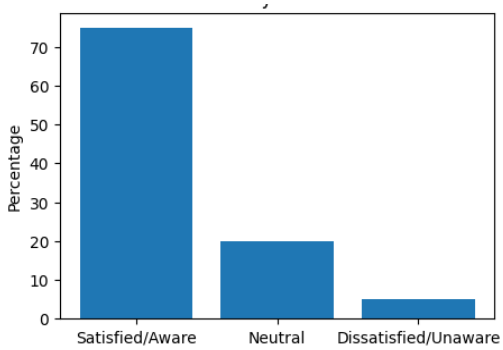
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Many authors emphasized that effective communication and technological support play a major role in the success of hybrid work systems. Digital collaboration platforms, virtual meetings, and cloud-based technologies have enabled employees to remain connected and productive while working remotely. However, some studies also identified challenges associated with hybrid work culture, such as communication gaps, lack of team coordination, employee isolation, and difficulties in monitoring performance. Maintaining organizational culture and employee engagement in a hybrid environment was also considered a significant challenge by several researchers.

Literature related to the IT industry suggests that companies like Tech Mahindra have adopted hybrid work models to improve employee well-being and ensure business continuity after the COVID-19 pandemic. Previous studies conclude that a balanced hybrid work strategy supported by strong management practices, employee-friendly policies, and effective digital infrastructure can enhance overall organizational performance and employee satisfaction. The review of literature therefore indicates that hybrid work culture has become an essential component of modern human resource management practices in the corporate sector.

## V. DATA ANALYSIS & INTERPRETATION

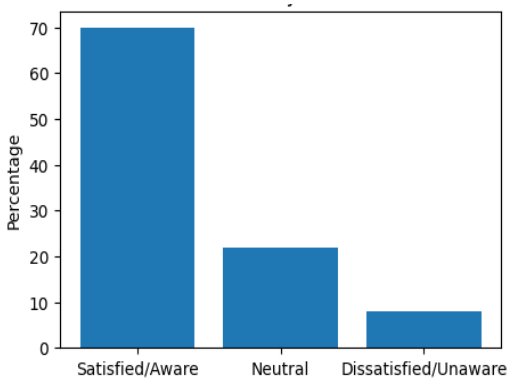
### 1. Awareness of Hybrid Work Policies




### Interpretation

Most employees are aware of the hybrid work policies followed by the organization, indicating effective communication regarding flexible work practices.

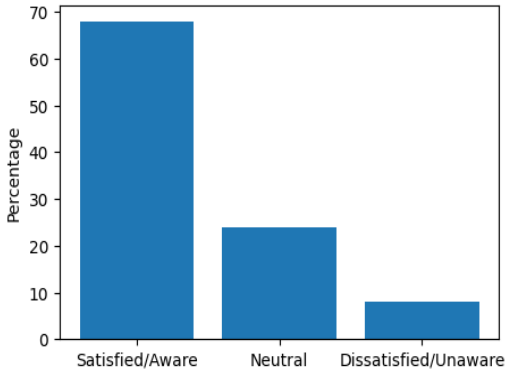
### 2. Satisfaction with Hybrid Work Model




### Interpretation

Most employees expressed satisfaction with the existing hybrid work model, reflecting a positive perception toward flexible working arrangements.

### 3. Effectiveness of Communication & Collaboration



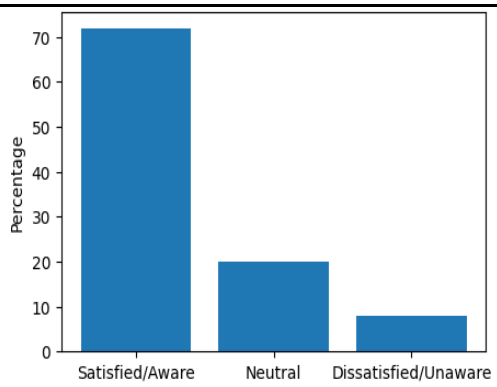

### Interpretation

Employees believe that communication and collaboration tools adopted by the organization are effective in maintaining team coordination and productivity.

### 4. Employee-Management Relationship

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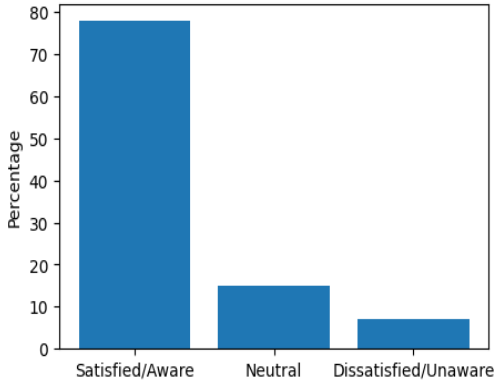
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### Interpretation

The relationship between employees and management was found satisfactory by most respondents, indicating healthy communication and cooperation in the hybrid work environment.

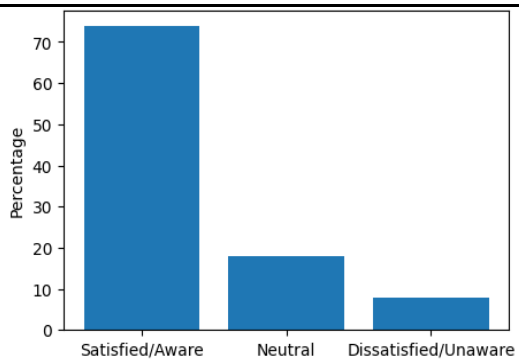
### 5. Work-Life Balance Satisfaction




### Interpretation

Employees expressed satisfaction regarding work-life balance and flexibility provided through the hybrid work culture.

### 6. Overall Satisfaction with Hybrid Work Culture




### Interpretation

Most employees expressed overall satisfaction with the hybrid work culture at Tech Mahindra, Hyderabad, showing positive employee perception toward organizational HR practices.

## VI. FINDINGS

- Most employees are aware of the hybrid work policies followed by Tech Mahindra, Hyderabad.
- Employees expressed satisfaction with the existing hybrid work model implemented in the organization.
- The hybrid work culture has positively influenced employee productivity and work efficiency.
- Most respondents believe that communication and collaboration tools are effective in maintaining coordination among teams.
- Employees are satisfied with the flexibility and work-life balance provided through hybrid working arrangements.
- The relationship between employees and management was found to be healthy and cooperative in the hybrid work environment.
- Employees experienced reduced commuting stress and improved personal time management due to hybrid work practices.
- Some employees faced challenges such as communication gaps, internet connectivity issues, and difficulty in team collaboration during remote work.
- Employees expressed moderate satisfaction regarding career growth and

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skill development opportunities in the hybrid work setup.

- Overall, employees showed a positive perception toward the hybrid work culture adopted by the organization.

## VII. FUTURE SCOPE

The future scope of the study on Hybrid Work Culture at Tech Mahindra, Hyderabad is broad and significant, as hybrid working is expected to continue evolving with advancements in technology and changing employee expectations. Future research can focus on examining how hybrid work culture affects employee productivity, job satisfaction, work-life balance, employee engagement, communication, teamwork, and organizational performance over a longer period. The study can also be extended by comparing the experiences of employees working under hybrid, fully remote, and traditional office-based work models. Further research may analyze the role of advanced technologies such as artificial intelligence, cloud computing, collaboration tools, automation, and digital communication platforms in improving the effectiveness of hybrid work. Researchers can also study the challenges faced by managers in monitoring employee performance, maintaining team coordination, building organizational culture, and ensuring equal opportunities for both remote and office-based employees. In addition, future studies can include a larger sample size and employees from different departments, job levels, locations, and IT organizations to obtain more comprehensive results. The impact of hybrid work on employee mental well-being, career growth, training and development, leadership practices, and employee retention can also be explored. As organizations continue to adopt flexible working arrangements, future research can help identify the best strategies and policies for creating an effective, inclusive, productive, and sustainable hybrid work environment that benefits both employees and the organization.

## VIII. CONCLUSION

The study on hybrid work culture at Tech Mahindra, Hyderabad, reveals that the organization has successfully adopted flexible working practices that positively influence employee satisfaction, productivity, and work-life balance. Most employees expressed satisfaction with the hybrid work model as it provides flexibility, reduces commuting stress, and helps employees manage personal and professional responsibilities effectively. The study also indicates that communication and collaboration tools used by the organization support smooth coordination among employees and management.

However, certain challenges such as communication gaps, technical issues, and difficulties in maintaining team collaboration were also identified in the hybrid work environment. Despite these challenges, the overall perception of employees toward hybrid work culture remains positive. The study concludes that an effective hybrid work system supported by proper management practices, digital infrastructure, and employee engagement strategies can contribute significantly to organizational growth and employee well-being. Therefore, continuous improvement in communication systems, training, and employee support measures can further strengthen the hybrid work culture at Tech Mahindra, Hyderabad.

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Received: 05-10-2025 | Accepted: 12-11-2025 | Published: 18-11-2025

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