Attendance and Performance Monitoring in a Post-Pandemic Hybrid Work Setup: A Study of Selected Employees from the College of Engineering and Computer Technology at Wesleyan – Philippines and Network Operations Department of Globe Telecom Inc.

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ABSTRACT: The COVID-19 pandemic brought about dramatic changes to how we work, with hybrid setups—combining remote and on-site work—becoming the new normal. While this approach offers flexibility and a better work-life balance for many, it also introduces challenges, particularly in monitoring employee attendance and performance. This study explores how employees perceive attendance and performance monitoring in hybrid work environments, focusing on selected employees from the College of Engineering and Computer Technology at Wesleyan University-Philippines and Network Operations Department of Globe Telecom Inc.

Using surveys from 33 respondents, we analyzed the data through statistical methods to uncover trends and relationships. The findings revealed a weak but positive link between years of service and satisfaction, showing that employees with more experience tend to feel more at ease with hybrid setups. There was also a significant connection between age and productivity, with employees aged 30–39 reporting the highest productivity levels. Additionally, satisfaction levels varied significantly among tenure groups, with mid-tenured employees expressing greater satisfaction than those newer to their roles.

These insights emphasize the importance of tailored support for employees transitioning to hybrid work, flexible attendance policies, and better tools for communication and collaboration. While the study sheds light on critical areas for improvement, its small sample size limits the broader applicability of the findings. Future research should involve a larger, more diverse group and explore other factors, such as workplace culture and individual work styles, to fully understand what makes hybrid work successful.

KEYWORDS: Hybrid Work Setup, Attendance Monitoring, Performance Evaluation, Employee Satisfaction, Post-Pandemic Workforce Trends, Statistical Analysis in Workplace Research

I. INTRODUCTION WITH LITERATURE REVIEW

The COVID-19 pandemic drastically transformed work environments, leading to the widespread adoption of hybrid setups that combine remote and on-site work arrangements. While this model offers flexibility and improved work-life balance (Golden & Veiga, 2008), it also presents challenges, particularly in monitoring attendance and performance. Organizations must now adapt their systems to ensure connectivity, collaboration, and employee engagement in this new normal.

Hybrid work relies heavily on HR technologies to address these challenges. Tools like time-tracking software and performance management platforms have proven effective in fostering employee engagement by enabling real-time attendance monitoring and productivity tracking (Accenture, 2021). Despite these benefits, implementation challenges such as user adoption issues, cost constraints, and data privacy concerns remain significant hurdles (Smith et al., 2020).

Existing literature highlights the complexities of attendance and performance monitoring in hybrid work setups. For instance, Johnson, Miller, and Green (2019) observed that rigid attendance policies often result in dissatisfaction, particularly in hybrid models that demand greater flexibility. Similarly, Lee, Kim, and Park (2022) emphasized the importance of aligning monitoring systems with employee preferences to enhance morale and compliance. However, while studies extensively explore hybrid work productivity, limited research focuses on monitoring systems tailored to hybrid environments, especially within academic and corporate sectors.

This research aims to address this gap by examining employee perceptions of attendance and performance monitoring in hybrid setups. Focusing on employees from the College of Engineering and Computer Technology at Wesleyan University-Philippines and Globe Telecom Inc., the study seeks to identify challenges, analyze relationships between key variables, and provide actionable recommendations for improving attendance and performance systems in hybrid workplaces.

II. RESEARCH METHOD

a. Research Design
The study utilized a descriptive quantitative research design to explore employee perceptions and experiences regarding attendance and performance monitoring in a post-pandemic hybrid work environment. This design was chosen to systematically describe the demographic characteristics, satisfaction levels, and challenges within hybrid setups. The quantitative approach enabled the analysis of relationships and trends among variables such as years of service and satisfaction levels.

b. Sampling Technique
A purposive sampling technique was employed to select participants who met specific criteria. The respondents included employees from the College of Engineering and Computer Technology at Wesleyan University-Philippines and Network Operations Department of Globe Telecom Inc., representing both academic and corporate sectors. A total of 33 participants were surveyed.

c. Reliability of the Questionnaire
The questionnaire's reliability was evaluated using Cronbach's Alpha, a standard measure for assessing the consistency of survey scales. The analysis produced a Cronbach's Alpha value of 0.83, reflecting strong reliability and indicating that the Likert-scale items effectively measured employee perceptions of attendance and performance monitoring in a hybrid work setup.

This result confirms that the survey items were closely related and collectively captured key aspects of employee satisfaction, productivity, and the effectiveness of hybrid work policies. The high reliability ensures that the findings are consistent and accurately represent employee experiences.

d. Data Gathering Instrument and Statistical Tools
The researchers utilized a structured Google Form d. Association Between Age Group and Productivity
The Chi-square test identified a significant association between age group and perceived productivity ($\chi 2(3, N=33) =12.45\chi^2(3, N=33) = 12.45\chi2(3, N=33) =12.45$, $p<0.05p < 0.05p<0.05$). Notably, employees aged 30–39 reported higher productivity levels compared to other age groups. This may reflect differences in work habits or the ability to leverage hybrid work tools effectively. questionnaire to

collect the necessary data for this study. The survey included demographic questions and Likert-scale items aimed at capturing respondents' satisfaction levels, productivity, and perceptions of policies related to the hybrid work setup. The collected data was analyzed using IBM SPSS Statistics 26. Descriptive statistics summarized the demographic profiles and responses in terms of frequencies and percentages. Spearman Correlation was conducted to examine the relationship between years of service and satisfaction with the hybrid setup. A Chi-Square Test was used to explore associations between age groups and perceived productivity, and a One-Way ANOVA identified differences in satisfaction levels across various tenure groups.

III. RESULTS AND DISCUSSION

a. Respondents' Demographic Profile
Descriptive statistics revealed that the sample included 33 Respondents, comprising 63.6% male and 36.4% female employees. A significant portion (42.4%) belonged to the 20–29 age group, while the remaining participants were distributed across older age brackets. In terms of tenure, 51.5% of respondents had served their organization for 5 years or less, reflecting a predominantly younger workforce with limited experience.
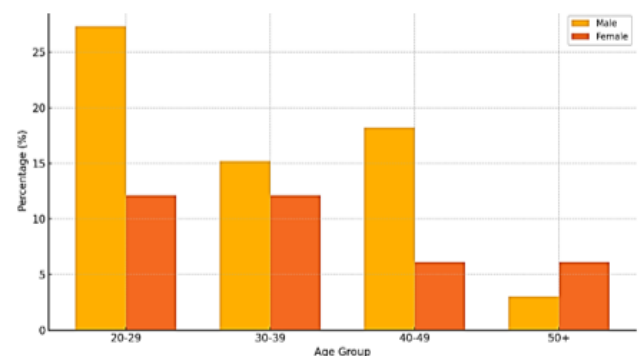

Figure 1. Demographics by Age Group and Gender

b. Reliability of the Questionnaire
The internal consistency of the questionnaire was validated using Cronbach's Alpha, which yielded a value of 0.83. This indicates good reliability and suggests that the Likert-scale items consistently measured employee perceptions of the hybrid work setup. The high reliability score strengthens the credibility of the study's findings.

c. Relationship Between Years of Service and Satisfaction
A Spearman correlation analysis revealed a weak but positive relationship between years of service and satisfaction with the hybrid setup ($rs=0.32r\_s = 0.32rs=0.32$, $p<0.05p < 0.05p<0.05$). This finding suggests that employees with longer tenure tend to report slightly higher satisfaction, potentially due to their adaptability and familiarity with organizational practices.

d. Association Between Age Group and Productivity

The Chi-square test identified a significant association between age group and perceived productivity ($\chi2(3, N=33)$ =12.45\chi^2(3, N=33) = 12.45χ2(3, N=33) =12.45, p<0.05p < 0.05p<0.05). Notably, employees aged 30–39 reported higher productivity levels compared to other age groups. This may reflect differences in work habits or the ability to leverage hybrid work tools effectively.
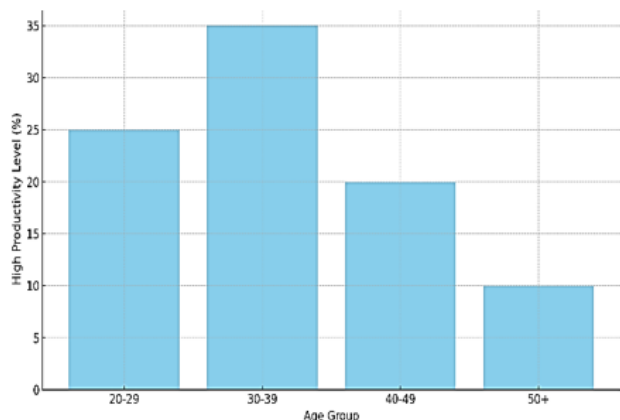

Figure 2. Productivity Levels by Age Group

e. Satisfaction Levels Across Tenure Groups

A One-Way ANOVA indicated significant differences in satisfaction levels among tenure groups ($F_{(3,29)}$ =4.12F (3, 29) = 4.12F(3,29) =4.12, p<0.05p < 0.05p<0.05). Post hoc analysis revealed that employees with 6–10 years of service reported significantly higher satisfaction compared to those with less than 5 years. This finding suggests that mid-tenured employees may benefit more from hybrid setups due to their balance of experience and adaptability.

TABLE I. RESPONDENTS' SEX AND AGE GROUP PROFILE

Sex	Age Group (years)				
	20-29	30-39	40-49	Over 50	No answer
Male	9	5	6	1	0
Female	4	4	2	2	0

Concerning the respondents` based on sex and age groups, as shown in Table I. Among the 33 participants, male respondents accounted for 63.6% and were distributed across the following age groups: 20–29 years (27.3%), 30–39 years (15.2%), 40–49 years (18.2%), and over 50 years (3.0%). Female respondents made up 36.4% of the sample, distributed as follows: 20–29 years (12.1%), 30–39 years (12.1%), 40–49 years (6.1%), and over 50 years (6.1%). The data reveals that the majority of respondents are younger employees, with a significant number falling within the 20–29 years and 30–39 years age brackets. Male respondents were more prevalent in the younger age group (20–29 years), while female representation was evenly distributed across all age groups, with a slight increase in the older brackets (40–49 years and over 50 years). This age and gender distribution provides valuable insight into the workforce composition within the academic and corporate sectors included in the study.

TABLE II. RESPONDENTS' YEARS OF SERVICE

Number of Years of services	Frequency
5 years and below	17
6 to 10 years	10
11 to 15 years	1
16 to 20 years	1
21 to 25 years	1
26 to 30 years	1
31 to 35 years	1
35 years and above	1
No answer	0

The respondents' years of service reflect a diverse range of experience levels within their respective organizations. The majority of the participants, 51.5% (17 respondents), have been with their organizations for 5 years or less, indicating a relatively younger or recently hired workforce. This is followed by 30.3% (10 respondents) who have served for 6 to 10 years, suggesting a significant portion of mid-level tenure employees.

A smaller number of respondents fall into longer tenure categories, with 3.0% (1 respondent each) for the groups 11 to 15 years, 16 to 20 years, 21 to 25 years, 26 to 30 years, 31 to 35 years, and 35 years or more, reflecting seasoned and highly experienced employees. There were no respondents who chose not to answer this question.

TABLE III. SUMMARY OF RESPONDENTS' RESPONSES ON HYBRID WORK SETUP

Questions	Mean Response (Percentage)				
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
1	4	14	11	1	3
2	12.1	42.4	27.3	6.1	12.1
3	12.1	36.4	24.2	15.2	12.1
4	18.8	43.8	28.1	3.1	6.3
5	15.2	36.4	27.3	6.1	15.2

Questions:
1. Do you feel accomplished having a hybrid work set up?
2. Is work/ life balance met having a hybrid work set up?
3. Is working on a hybrid set up more productive?

4. The tools you use for communication effectively facilitate collaboration in hybrid set up?

5. Are you satisfied with the attendance policy in your hybrid set up?

Below is an interpretation of each question and the corresponding data:

1. **1. Do you feel accomplished having a hybrid work setup?** The responses show a mixed perception of accomplishment in a hybrid setup. While **4 respondents (Very Satisfied)** and **14 respondents (Satisfied)** feel accomplished (indicating a combined 18 respondents with positive sentiments), **11 respondents (Neutral)** and **4 respondents (Dissatisfied or Very Dissatisfied)** suggest that a notable portion of the workforce either feels indifferent or struggles with this aspect of hybrid work. This highlights that while a majority find some level of accomplishment, there's room for improvement to ensure more consistent satisfaction.

1. **Is work-life balance met having a hybrid work setup?**
A significant portion of respondents (**54.5%** - Very Satisfied and Satisfied combined) perceive the hybrid setup as beneficial for work-life balance. However, a notable group (**27.3% Neutral**) indicates that work-life balance outcomes may vary depending on individual circumstances or organizational practices. The dissatisfied responses (**18.2% Dissatisfied or Very Dissatisfied**) suggest that hybrid work may not universally resolve work-life challenges for all employees.

2. **Is working on a hybrid setup more productive?**
When it comes to productivity, the feedback is somewhat divided by **48.5% (Very Satisfied and Satisfied)** of respondents. However, the **24.2% Neutral** responses and **27.3% Dissatisfied or Very Dissatisfied** responses indicate that nearly half of the respondents are either unsure about the productivity benefits or experience challenges with productivity. This points to a need for better tools, clearer expectations, or support systems to enhance productivity in hybrid settings.

3. **The tools you use for communication effectively facilitate collaboration in a hybrid setup?**
Most respondents with (**62.6% Very Satisfied and Satisfied**) find the communication tools effective for collaboration, indicating that current systems meet most respondents' needs. However, the **28.1% Neutral** responses and **9.4% Dissatisfied or Very Dissatisfied** responses suggest that certain gaps exist, possibly related to the usability or accessibility of tools in a hybrid environment. Organizations might consider improving training or adopting more user-friendly solutions to further enhance collaboration.

4. **Are you satisfied with the attendance policy in your hybrid setup?**
Satisfaction with attendance policies appears divided. While **51.6% (Very Satisfied and Satisfied)** indicate a favorable perception, **27.3% Neutral** responses and a relatively high **21.3% Dissatisfied or Very Dissatisfied** responses highlight ongoing dissatisfaction among some employees. This suggests that attendance policies may need to be more flexible or better aligned with employee needs and the hybrid work model.

IV.   CONCLUSION AND RECOMMENDATION
Conclusion

This study provides valuable insights into employee perceptions of attendance and performance monitoring within post-pandemic hybrid work setups, focusing on academic and corporate sectors. The findings highlight key demographic trends, such as the dominance of younger and less-tenured employees, and reveal significant relationships between tenure, age, and satisfaction levels. While hybrid models offer notable benefits, including improved collaboration through communication tools, they also present challenges in ensuring consistent productivity and satisfaction across diverse employee groups.

The results emphasize the importance of aligning hybrid work policies with employee preferences and organizational goals. Employees with longer tenure reported higher satisfaction levels, suggesting that familiarity with systems and processes positively influences perceptions. Furthermore, the significant association between age and productivity underscores the need for tailored strategies to address generational differences in hybrid work environments.

Overall, the study confirms the reliability of its findings, as evidenced by a high Cronbach's Alpha value, and contributes to the limited research on monitoring systems in hybrid workplaces. However, the relatively small sample size and sector-specific focus may limit the generalizability of the results.

RECOMMENDATIONS

1. Provide technical trainings and Seminar to tenured employees ages 40 and up to adopt with the with the latest technology since hybrid set-up requires technical knowledge to perform at work

2. Conduct cross training between tenured and non-tenured employees thru shadowing, one-on-one training or team-up set-up.

3. Utilized the available technology and maximize its capability to monitor employee attendance and performance.

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