



**AMITY  
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## **Amity University Online**

### **Project Report**

**On**

**“Hybrid Work Models: Challenges and Best Practices for HR”**

*Submitted in partial fulfilment of the requirements  
for the award of the degree  
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Submitted By

Deepak Kumar

A9920123001761(el)

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## **Declaration**

I hereby declare that the project report entitled " Hybrid Work Models: Challenges and Best Practices for HR " is an original work carried out by me as part of my academic curriculum. The report has been prepared based on independent research, analysis, and interpretation of available data.

I confirm that I have not relied on any external professional or organizational assistance in the preparation of this report. This work has not been submitted to any other institution, organization, or publication for any purpose, nor does it contain material published or written by others, except where due credit has been given.

I take full responsibility for the originality and authenticity of the content presented in this report.

I affirm that this project complies with the ethical guidelines and academic integrity standards required by Amity University. Any resemblance to existing research is purely coincidental and unintended.

Deepak Kumar

A9920123001761(el)

## **Acknowledgment**

I would like to express my heartfelt gratitude to all those who have supported me in completing this project report.

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I extend my appreciation to the authors of the resources and studies referenced in this report, whose work provided the foundation for my research and analysis.

Lastly, I would like to acknowledge my family and friends for their unwavering support and encouragement, which motivated me to undertake and complete this study with dedication and enthusiasm.

This project report is a product of my independent effort and passion for exploring and analysing real-world data. I hope it adds value to the academic field and serves as a meaningful contribution to the subject matter.

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## Introduction to the topic

### **What is Hybrid work?**

Hybrid work is a flexible working model where employees split their time between working from the office and working from home or any remote location. It gives people the freedom to choose where they work best, depending on their tasks and role. For example, someone might come to the office for meetings or teamwork activities but complete focused work from home.

This model became popular after the COVID-19 pandemic when remote work became a necessity. Even after things returned to normal, many organizations realized the benefits of hybrid work, like increased productivity, better work-life balance, and cost savings.

In a hybrid setup, companies usually define a fixed number of days for office attendance and allow remote work on others. It's not just about location but about giving employees the autonomy to manage their work efficiently. However, it also brings challenges like communication gaps and managing employee performance, especially for HR teams.

### **Why is Hybrid work relevant post-covid?**

The COVID-19 pandemic completely changed how we work. During the lockdowns, remote work became the only way to keep businesses running. Many organizations, even traditional ones like banks, had to quickly adapt to online operations. Surprisingly, this shift worked well for many teams, people managed their tasks, stayed connected and even became more productive in some cases.

Post-COVID, as offices reopened, it was clear that going back to the old 9-to-5 routine didn't make sense for everyone. Employees wanted flexibility, and employers realized they could

save costs on infrastructure while maintaining performance. That's when the hybrid work model emerged as a smart middle path, it allows people to enjoy the flexibility of working from home while staying connected with office culture.

In the post-COVID world, hybrid work is more than a trend; it's a response to changing employee expectations and business needs. It supports better mental health, reduces commute stress, and offers a modern way of working. However, it also brings new responsibilities for HR to manage this balance effectively.

This relevance has made hybrid work a core part of workforce planning and policy-making today.

### **Why is This Topic Important for HR Professionals?**

The shift to hybrid work has directly impacted how HR professionals manage people, policies, and performance. Earlier, HR mostly operated in office settings, handling attendance, employee engagement, training, and performance reviews face-to-face. But in a hybrid setup, these tasks now require digital tools, new strategies, and a flexible mindset.

One of the biggest challenges for HR is keeping employees connected and motivated when they're not physically present. It's also harder to monitor performance, build trust, and maintain company culture. HR has to make sure that remote employees don't feel left out or disconnected from their teams.

At the same time, hybrid work brings opportunities too. It allows HR to attract talent from different locations, offer better work-life balance, and reduce office space costs. But to make it successful, HR needs to design clear policies, ensure fair treatment for both remote and in-office staff, and train managers for this new way of working.

That's why this topic is very important for HR professionals they are the ones responsible for building and maintaining a hybrid work environment that is inclusive, productive, and future-ready.

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## Objectives and Scope of the Study

### Objectives:

The main objective of this study is to understand how the hybrid work model is being adopted and managed across different organizations, with a special focus on the role of Human Resources (HR). As hybrid work becomes more common, HR professionals are facing both challenges and opportunities in handling this shift.

This project aims to explore the key **challenges HR teams face** in a hybrid setup, such as maintaining communication, performance tracking, employee engagement, and handling data security issues. It also looks into the **best practices** followed by companies to overcome these problems, like using digital tools, setting flexible policies, and providing mental health support.

Another important objective is to study how employees from various domains experience hybrid work, and what support they expect from their HR departments. For this purpose, primary data has been collected through a structured questionnaire.

By combining real data and existing research, this project will suggest ways to improve HR policies and make hybrid work more effective and inclusive for all types of employees.

### Scope:

This study focuses on understanding the hybrid work model and how it is managed by Human Resource (HR) professionals in different sectors. While earlier the idea was centred around banking, the study has now expanded to include employees from multiple domains like IT, education, finance, healthcare, and more. This helps in getting a broader view of how hybrid work is handled across various industries.



The scope of the study includes identifying the major challenges faced by HR while implementing and managing hybrid work policies. It also explores the tools, methods, and practices that organizations are using to ensure smooth operations in a hybrid environment.

This study is especially useful in today's changing work culture, where flexibility, digital communication, and employee well-being have become central to HR functions. The scope is limited to working professionals, mainly those who are currently or have recently experienced hybrid work.

## Literature Review

Several researchers and professionals have explored the evolving nature of hybrid work and its impact on organizations. According to **Hirsch (2024)**, hybrid work has become a permanent feature in many companies. The article published by the Society for Human Resource Management (SHRM) highlights best practices such as setting clear expectations, using collaborative tools, and maintaining regular check-ins to support hybrid teams.

**Khan and Lopez (2023)** examined how hybrid work affects overall organizational effectiveness. Their study, published in the Journal of Propulsion Technology, revealed that when managed well, hybrid models improve flexibility, productivity, and job satisfaction. However, they also caution that poor communication and lack of policy clarity can reduce performance.

Another relevant study by **Rabha and Gogoi (2025)** focused on employee engagement in hybrid setups. They found that hybrid work increases engagement when employees are given autonomy, trust, and flexibility. However, the lack of social interaction and visibility may affect motivation in the long run.

These sources provide useful insights for HR professionals to build strong hybrid work strategies while addressing key employee concerns.

## Research Methodology

This study uses a **descriptive research design** to understand the current state of hybrid work models and their impact on HR practices. The goal is to describe the challenges, experiences, and best practices followed by organizations in managing hybrid work setups.

To collect information, both **primary** and **secondary data** were used.

### **Primary Data:**

The main source of primary data is a **structured online questionnaire**. It was shared with working professionals across different industries such as banking, IT, education, healthcare, and others. The survey included both close-ended and open-ended questions to capture detailed insights. Responses were collected through **Google Forms**, and the sample size included a mix of HR professionals and employees familiar with hybrid work.

### **Secondary Data:**

Secondary data was collected from **research articles, news reports, HR blogs, academic papers**, and online resources. These sources helped in understanding the global and Indian perspectives on hybrid work models.

The collected data was analysed using **simple percentage analysis and graphical representation** to identify patterns and trends. This methodology helped in drawing useful conclusions and providing practical suggestions for HR professionals.

## Data Analysis & Interpretation

### Data Analysis

The primary data for this study was collected through an online questionnaire filled by employees from different industries and roles. The aim was to understand their experience with hybrid work and how HR is managing this shift.

#### Key Findings:

**Hybrid Work Adoption:** Around 88.7% of respondents confirmed that their organization follows a hybrid model. Most commonly, employees work 2–3 days remotely per week.

**Departments Using Hybrid Work:** IT, HR, and finance departments were seen as the most suitable for hybrid arrangements.

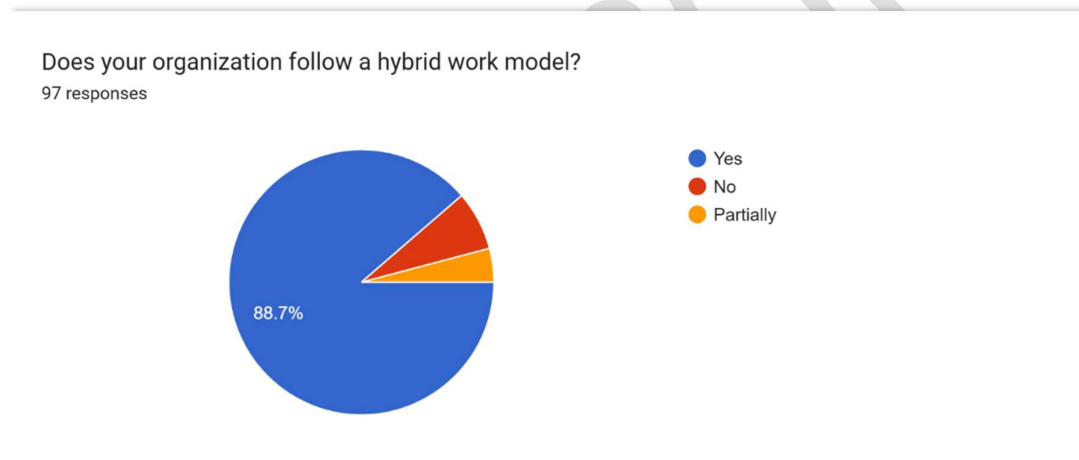
**Challenges Faced:** The top challenges reported were:

- Communication gaps (55.7%)
- Difficulty in monitoring performance (17.5%)
- Lack of team bonding (18.6%)
- Work-life balance issues (19.6%)

**Support from HR:** Many respondents agreed that HR departments are using tools like attendance tracking software, video meetings, and employee wellness programs to manage hybrid teams.

## 1. Adoption of Hybrid Work Model

A majority of respondents (88.7%) confirmed that their organization has adopted a hybrid work model. This means employees are allowed to work both from home and from the office. Only 7.2% said their organization still follows a traditional or different model. This shows that hybrid work is now widely accepted and has become a normal part of work culture in many organizations, especially after the pandemic.



Title: *Adoption of Hybrid Work Model*

## 2. Departments Allowed Hybrid Work

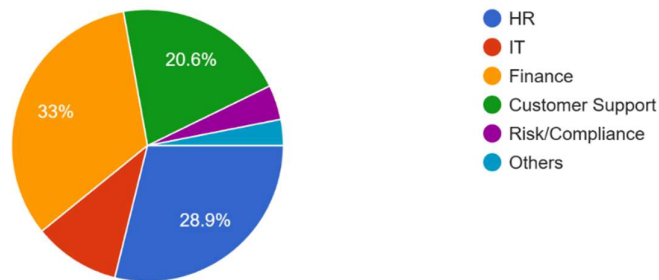
Respondents shared that hybrid work is more common in certain departments. For example:

- Finance (33%) and HR (28.9%) and were the top two departments using hybrid models.
- Customer Service (20.6%) and IT (10.3%) also had flexibility, while roles like Risk/Compliance and others had less access.

This is because departments that involve computer-based or strategic work can be handled remotely more easily than roles needing direct customer interaction.

Which departments or job roles in your organization are allowed hybrid work?

97 responses



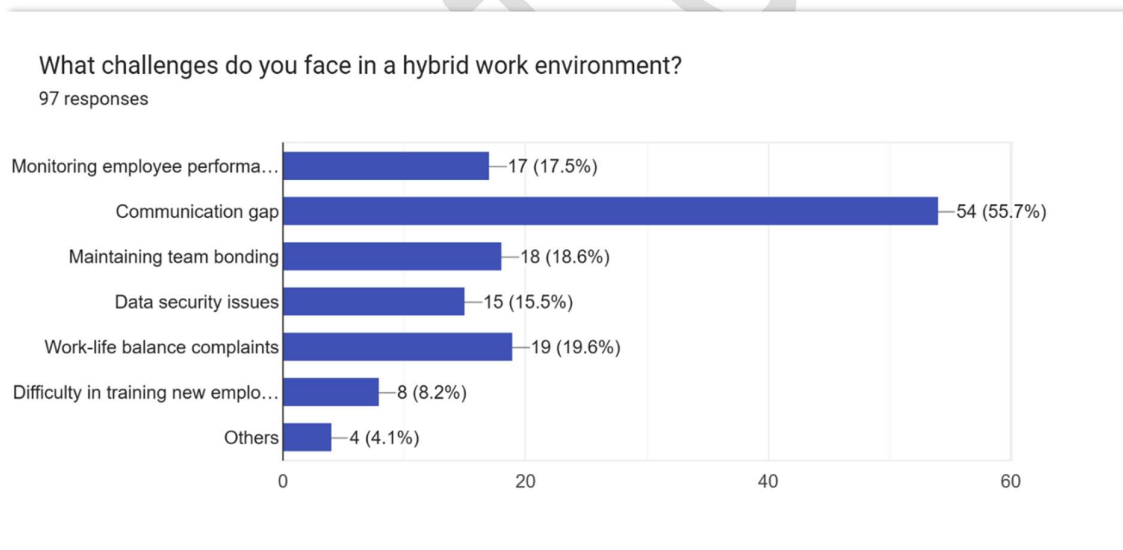
Title: *Departments Allowed Hybrid Work*

### 3. Challenges Faced in Hybrid Work

Participants highlighted multiple HR-related challenges:

- 17.5% found it difficult to monitor employee performance remotely.
- 55.7% mentioned issues with communication.
- 18.6% reported lack of team bonding.
- 19.6% faced problems maintaining work-life balance.
- 15.5% mentioned data security as a concern.

This data shows that while hybrid work is flexible, it brings serious HR challenges that need structured solutions.



Title: *HR Challenges in Hybrid Work*

#### 4. Tools and Strategies Used by HR

To manage hybrid teams, organizations are using various tools:

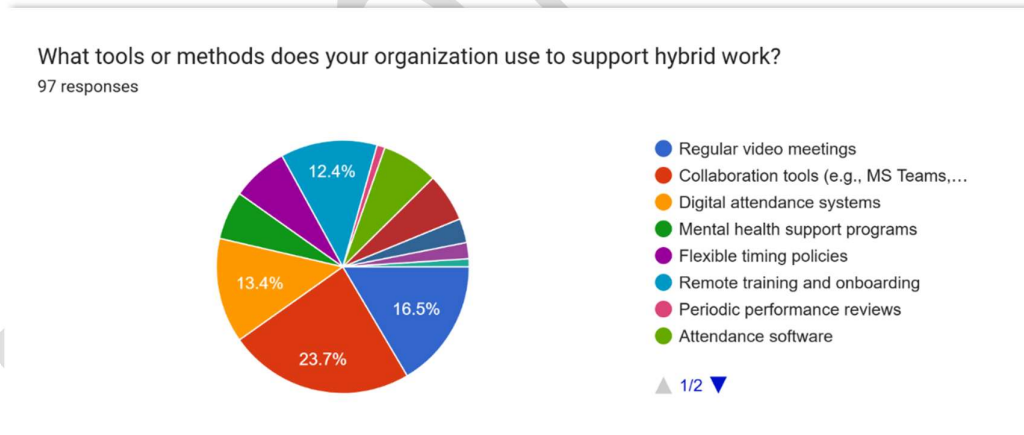
Collaboration tools (23.7%) and Regular video meetings (16.5%) also helpful in training are most commonly used.

Remote training and Onboarding (12.4%)

Wellness programs (6.2%) are being introduced to support mental health.

Other tools include feedback surveys and performance tracking tools.

This shows that digital solutions are playing a key role in supporting hybrid setups.



Title: *Tools Used by HR to Support Hybrid Work*



## 5. Impact on Productivity and Work-Life Balance

When asked about the benefits:

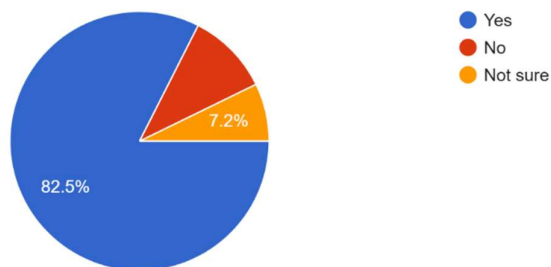
82.5% said their productivity and work-life balance has increased.

Many also shared that they feel less stressed and more job satisfied in a hybrid model.

This clearly shows that employees enjoy the flexibility hybrid work offers and feel more balanced in their personal and professional life.

Do you think hybrid work improves your productivity?

97 responses



Title: *Benefits of Hybrid Work for Employees*

## **6. Employee Suggestions for Better Hybrid Work Management**

Some of the open-ended responses included:

- Need for more virtual team-building activities
- Clearer policies for remote days
- Fair performance evaluation for both in-office and remote employees
- Regular one-on-one HR interactions

### **Interpretation:**

The data clearly shows that hybrid work is not only popular but also preferred by a majority of employees. Most participants felt that HR departments are adapting well, but areas like communication and employee engagement still need improvement. The feedback suggests that a balanced hybrid policy, supported by technology and strong HR practices, can lead to higher employee satisfaction and better organizational outcomes.

## Findings And Conclusion

### **Findings:**

A large majority of employees confirmed that their organization follows a hybrid work model, indicating that it is now a mainstream work culture.

HR, IT, and Finance departments are the most likely to be allowed hybrid flexibility.

The top three challenges faced by HR in managing hybrid work are:

- Monitoring performance
- Communication gaps
- Lack of team bonding

Attendance software, video conferencing tools, wellness programs, and employee feedback systems are widely used to manage hybrid setups.

Most employees felt their productivity increased due to hybrid work, and most said it positively impacted their work-life balance.

Respondents also recommended improvements such as clear hybrid policies, virtual team activities, and fair treatment for remote employees.

### **Conclusion:**

The study concludes that the hybrid work model is no longer just a response to the COVID-19 crisis, it has now become a sustainable and preferred way of working for many organizations. Most employees value the flexibility it offers, and the majority feel more productive and satisfied in a hybrid setup.

However, the model also brings new challenges, especially for HR professionals who must manage employee performance, communication, and team bonding from a distance. The data shows that while organizations are using tools like video meetings and attendance systems, there's still a need for more structured policies and better engagement strategies.

HR plays a key role in shaping the future of hybrid work. Their ability to adapt policies, use technology smartly, and support both in-office and remote employees equally will determine how successful this model becomes.

In conclusion, hybrid work is here to stay—and with the right HR practices, it can be a powerful tool to create a more flexible, balanced, and productive work environment.

## Recommendations and Limitations of the Study

### **Recommendations:**

Based on the findings of this study, several recommendations can be made to help HR professionals manage hybrid work more effectively. Firstly, organizations should develop clear and well-communicated hybrid work policies that define the number of remote working days, expectations, and communication norms. The use of digital tools such as attendance software, performance tracking systems, and virtual collaboration platforms should be encouraged to maintain productivity and transparency in hybrid teams. Employee engagement must remain a priority, and HR can support this by organizing regular virtual team-building activities, feedback sessions, and online interactions. Training programs should be provided to managers to help them lead hybrid teams effectively, ensuring that both remote and on-site employees are treated fairly. Additionally, attention must be given to employees' mental health and work-life balance through wellness programs, counselling support, and flexible work arrangements.

### **Limitations of the Study:**

While the study offers meaningful insights, it also has certain limitations. The sample size for the primary data collection was limited, which may affect the generalizability of the results. As the focus of the survey was mainly on banking and HR-related roles, the data may reflect sector specific trends rather than broader organizational patterns. The study was conducted under a restricted time frame due to academic requirements, which limited the depth of literature review and data analysis. The data collected was based on self-reported responses, which could include personal bias or incomplete information. Additionally, the responses were regionally concentrated, and the experiences of employees from different geographic or cultural backgrounds may not have been fully captured.

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