

The Study on Impact of Work from Home on Well - Being of Employees

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ABSTRACT

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The COVID-19 pandemic has led to a significant shift towards remote work, with many employees now working from home on a full- or part-time basis. The study has been focused on understanding the “Impact of work from home on employee wellbeing”. It consists of the factors which impact the employee wellbeing due to work from home. Not only elder even children are also using electronic gadgets like tablets, laptops, mobile phones this is due to the effect of work from home. Work-Life Balance is a challenging issue for IT leaders, managers and has also attracted the attention of researchers. The India Work report, which surveyed 585 Gen-Y professionals from varied sectors and senior levels across India, showed that 90% employees feel a flexible work environment is important. The research, which looks at how employees carve quality time out of their work weeks for family or to free up their mind to increase productivity, indicated that apart from the scope of responsibilities and tasks in the workplace, other factors such as commuting, employee- employer relationship and flexi-environment all affect the productivity of the employees. While working from home can have certain benefits, such as increased flexibility and the ability to avoid a commute, it can also have negative impacts on the well-being of employees. One of the main challenges of working from home is the lack of separation between work and personal life. Without the physical boundaries of a traditional office, it can be more difficult for employees to disconnect from work and take breaks. This can lead to increased feelings of stress and burnout, as well as negative impacts on mental health. In addition, working from home can lead to feelings of isolation and loneliness, as employees may not have the same social interactions and support systems that they would in a traditional office setting.

Keywords: Work From Home, Well-being, COVID-19.

Introduction

Nowadays we are hearing a frequent phrase called work from home. Even though it is self- explanatory, there are few definitions, comments and statements on work from home that have listed down. The term work from home can be defined as “the employees working at their flexible workplace, where they need not to travel”. The study has been focused on understanding the “Impact of work from home on employee wellbeing”. It consists of the factors which impact the employee wellbeing due to work from home. Not only elder even children are also using electronic gadgets like tablets, laptops, mobile phones this is due to the effect of work from home. Work-Life Balance is a challenging issue for IT leaders, managers and has also attracted the attention of researchers. The India Work report, which surveyed 585 Gen-Y professionals from varied sectors and senior levels across India, showed that 90% employees feel a flexible work environment is important. The research, which looks at how employees carve quality time out of their work weeks for family or to free up their mind to increase

productivity, indicated that apart from the scope of responsibilities and tasks in the workplace, other factors such as commuting, employee- employer relationship and flexi-environment all affect the productivity of the employees. Work/life balance, in its broadest sense, is defined as a satisfactory level of involvement or 'fit' between the multiple roles in a person's life. During this pandemic situation managing the boundary between home and work is becoming more challenging. Organizations need to ensure they not just encourage but mandate a practical and workable work/life balance policy, benefiting and meeting the needs of both the organization and its employees. Organizations not providing real opportunity for employees work/life balance are opening themselves up to increasing numbers of dissatisfied and unproductive employees and hence increased attrition rate.

Need and Justification for Research

This study is conducted in regards with the 'Aexonic Technologies Pvt. Ltd.' Pune. The motive of this

research is to know about the employee well-being and preference for WFH during and after the COVID-19 pandemic by using primary research methods. In-depth study of this company has been done to know the impact of WFH on well-being of employees. The mental health and wellbeing of employees has always been of the utmost importance in the workplace. But these are extraordinary times so the employers must remain conscious of the challenges that continued remote working puts on mental health. Recognising the monumental challenges that stress and mental health problems present, organisations with HR support have been moving away from voluntary support mechanisms, like employee assistance programmes (EAP). Instead, companies need to focused on embedding employee welfare strategies into the core of business, in recognition of the rewards that can be reaped from truly prioritising and protecting the health of employees and, in turn, the business. In this competitive climate, managing the boundary between home and work is becoming more challenging. This line is even thinner in some industries, like the IT industry, where the norm now is to work from home and come to the office only when it is absolutely necessary. A major reason for attrition at the highest levels of management is because of the inability of the employee to have a work life balance.

Literature review

Research to date has revealed that remote working is gaining attention worldwide, where the number of remote workers expected to increase more. Remote work is a working practice that encourages professionals to work beyond the traditional office setting; anywhere they are productive in and that makes work-life balance perfect, and this is based on the idea that there is no need for work to be performed in a particular location but employees need to have reasonable control to plan their days to see that their professional and personal lives can be integrated into their fullest potential and satisfaction. Since several women IT professionals are working from home because of the COVID-19 pandemic, the employers should offer passionate help and advice that can improve workers' psychological wellbeing. To establish good work environment, software companies can make a virtual office for their employees. IT companies can create some platform virtually to share their problems as well as work-related issues. Employers can allocate some

teamwork to their employees, urging colleagues to cooperate and remain associated (Subha B. Madhusudhanan R. Ajai Abraham Thomas, June 2021). (DR. BENITA. S. MONICA, MS. GHAYATHRI N. 2020) have made a study on "Impact of work from Home on employee wellbeing" during pandemic. The main objective of the study is to know how the employee wellbeing is affected due to work from home. Especially in the IT industry the work life balance of the employees is affected badly. The researcher found that conclude that the work demand has more influence on wellbeing of employees than home demand, work interfere family, family interfere work. The company can reduce the workload for their employees. The work demand has a greater influence on the wellbeing of the employees. (Marta Juchnowicz and Hanna Kinowska 2019) studied on "Employee Well-Being and Digital Work during the COVID-19 Pandemic work-life balance". MDPI. The conducted research made it possible to positively verify the research hypothesis about the relationship between employees' well-being and the level of digitalisation of their work, measured by the degree of telecommuting. They also provided information on the impact of remote working on factors making up employee well-being. The paper extends theoretical knowledge on the components of employee well-being by proposing a model including workplace relationships, physical and mental health, and work-life balance and their relationship with the intensity of remote working. (B., Subha; R., Madhusudhanan; and Thomas, Ajai Abraham 2021) did research on "An Investigation of the Impact of Occupational Stress on Mental health of remote working women IT Professionals in Urban Bangalore, India". Journal of International Women's Studies, 22(6), 139-149. The research found that the stress levels are high, yet women IT professionals working from home are not able to take sufficient downtime to re-energize, dreading that they could be laid off if they do not put in their maximum effort and hard work. Although women IT professionals are competent at their jobs, they still fear that they could lose their pay checks or have their compensation cut eventually if the downturn persists. The employers should offer passionate help and advice that can improve workers' psychological wellbeing. To establish good work environment, software companies can make a virtual office for their employees. The researcher (Bassant Adel Mostafa. 2021) studied "The Effect of Remote Working on Employees Wellbeing and Work-Life Integration

employees perceive remote working post-COVID-19's quarantine period and its effect on psychological well-being, emotional exhaustion, and work-life integration in Egypt. In conclusion, the key results that are raised from the analysis showed that the situation right now is confirming that employer's investment in technology won't be wasted because workers feel more productive while working from home, and it is believed that work settings will move towards this direction for plenty of time in the future.

Research Methodology

Research Methodology is the study of examining how the research is done scientifically and in a systematic way. Research can be characterized as precise and purposing the circumstances and logical results among such fact and research relationship between two or more phenomenon.

Objectives:

1. To find out how to improve work life balance of employees.
2. To know if the family structure influence on the work related stress.
3. To know if employee's working environment effect their work-life balance and productivity.
4. To know if gender plays a role in emotional balance.
5. To understand the benefits of flexible work schedules on productivity of the employee

Hypotheses

1. H0 : Employee health and wellbeing is not affected by WFH.
H1: Employee health and well being is affected by WFH.
2. H0: Gender does not play any role in emotional balance.
H1: Gender plays an important role in emotional balance.
3. H0 : Work stress is not related to WFH. H1 : Work stress is related to WFH.

Scope of the Study:

Geographical Scope:

The Geographical scope is limited to “Aexonic Technologies Pvt. Ltd, Kharadi Pune.”

Conceptual Scope:

1. The outcome of this study will educate the general public and managers of corporate organizations on the causes of job stress for the employee and how they can maintain proper work life balance.
2. This research will also serve as a resource base to other scholars and researchers interested in carrying out further research in this field subsequently, if applied will go to an extent to provide new explanation to the topic.

Analytical Scope: Data has been analysed through simple statistical tools such as percentage, graphs etc.

Method of data collection:

Type of Research:

The research method used is descriptive research design using both quantitative and qualitative data. The sampling method used for this research is convenience sampling method.

Area of Study:

The area of research is done from Aexonic Technologies Pvt. Ltd. Pune.

Sample Size:

- Sample size is of study is 36.
- 15 females and 21 male employees.
- working in various departments of organisation.

Data Source:

Required data has collected from two sources i.e. secondary data and primary data.

Primary Data: This research is a quantitative research where sources of information are collected from primary source i.e. questionnaires

Secondary Data: Secondary data has been collected from the company record, reference books in the library and also from the websites

Data Analysis:

Data analysis deals with analysis of whole data collected through various techniques. The researcher use simple statistical techniques such as graphs for data analysis purpose. Tables are used to present the data in tabular form. Multiple choice questions are used in schedule for collecting data from employees. Researcher has selected 36 employees. Some analysis is done on the basis of data collected by researcher

from the employees with the help of five point criteria as follows:

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	2	3	4	5

Following table shows age wise classification of employees.

Age	No. of respondents	Percentage
20-25	9	25%
25-30	21	58.3%
30-35	3	8.3%
37	2	5.6%
39	1	2.8%
Total	36	100%

Above table 4.2.1 shows age wise classification of employees in which 25% employees are from 20-25 age group, 58.3% employees from 25-30 age group, 8.3% employees from 30-35 age group whereas very merger number of employees i.e. 7.4% belongs to 35+ age group. It is concluded that majority of employees are in the range of 20-30 i.e. in young age.

Following table shows gender wise classification of employees.

Gender	No. of respondents	Percentage
Male	21	58.3%
Female	15	41.7%
Total	36	100%

Above table 5.2.2 shows that 58.3% employees are male and 41.7% employees are female. It is concluded that majority of employees are male working in organization.

Family Structure	No of respondents	Percentage
Nuclear	20	55.6%
Joint	16	44.4%
Total	36	100%

Above table shows that 55.6% employees belongs to Nuclear family and rest 44.4% employees belongs to joint family.

Designation	No. of Respondents
Associate DevOps Engineer	2
Software Test Engineer	8
Associate Engineer	2
Backend Engineer	5
Senior PHP Developer	1
Project Manager	2
HR Manager	3
App Developer	5
UI Developer	7
Business Analyst	1
Principal Engineer	1
Total	36

Following table shows experience wise classification of employees

Work Experience	No. of respondents	Percentage
0-1 year	6	16.7%
1-5 year	25	69.4%
5-10 year	3	8.3%
10+ years	2	5.6%
Total	36	100%

Above table 4.2.5 shows the experience of the employees. There are 16.7% employees who have experience in between 0-1 years. 69.4% employees having 1-5 years' experience. 8.3%% employees having 5-10% years' experience. 5.6% employees having experience more than 10years. It is concluded that majority of employees having 1-5 years' experience.

Following table shows Daily Working Hours wise classification of employees

Daily Working Hours	No. of respondents	Percentage
Less than 8 hours	1	2.8%
8-10 hours	17	47.2%
10-12 hours	17	47.2%
Above 12 hours	1	2.8%
Total	36	100%

Above table 4.2.6 shows the Daily Working Hours of the employees. There are 2.8% employees who works for less than 8 hours. 47.2% employee works for 8-10 hours. 47.2% employee works for 10-12 hours and remaining 2.8% employees works for above 12 hours. It is concluded that majority of employees working hours are 8-12 hours.

Following table shows how often employees family influence on the work of employees.

Does your family influence on the work?	No. of respondents	Percentage
Always	3	8.3%
Often	4	11.1%
Sometimes	18	50%
Never	11	30.6%
Total	36	100%

Above table shows how often employees family influence on their work. There are 8.3% employees whose family always influence on their work. 11.1% employees whose family often influence on work. 50% employees whose family sometimes influence on their work and remaining 30.6% employees never get influenced by their family on work. It is concluded that majority of employees working hours are 8-12 hours.

Does employees are satisfied with their job?

Satisfied with job?	No. of respondents	Percentage
Yes	36	100%
No	0	0%
Total	36	100%

Do you feel that you are able to balance your work life balance while working from home?	No. of respondents	Percentage
YES	30	83.3%
NO	6	16.7%
Total	36	100%

Above table shows that 83.3% employees are able to balance their work life balance while working from home and rest 16.7% employees are not able to manage their work life balance.

Does the organization take any initiative to manage work life balance of employees?	No. of respondents	Percentage
YES	32	88.9%
NO	4	11.1 %
Total	36	100%

Above table shows does the organization take any initiative to manage work life balance of employees or not and Majority of employees i.e. 88.9% employees agrees that organization takes initiative to manage their work life balance.

Following table shows does the employees feel their health is suffering because of their work.

Do you feel your health is suffering because of your work?	No. of respondents	Percentage
Strongly Agree	0	0%
Agree	7	19.4%
Disagree	24	66.7%
Strongly Disagree	5	13.9%
Total	36	100%

Above table shows that 19.4% employees agrees that their health is suffering due to WFH and Majority of employees i.e. 66.7% employees disagrees and 13.9% employees strongly disagrees, which shows that WFH is not causing health issues.

Following table shows does the employees feel stress during WFH.

Stress during WFH	No. of respondents	Percentage
Very stressful	0	0
Stressful	2	5.6%
Slightly stressful	24	66.7%
Not at all stressful	10	2.8%
Total	36	100%

Above table shows that 5.6% employees feels stressful and 66.7% employees feels slightly stressful due to WFH whereas remaining 2.8% employees are not at all stressful due to WFH.

Following table shows, how many employees prefer permanent WFH?

Permanent WFH?	No. of respondents	Percentage
YES	28	77.8%
NO	8	22.2%
Total	36	100%

Above table shows that 77.8% employees prefer WFH if offered permanently and rest 22.2% employees would like to work from office.

Reasons to prefer WFH permanently?

- Flexibility and agility
- Improved employee retention
- Increased productivity
- Improved health and wellbeing
- Financial benefits
- Convenience
- Technology makes it easier

Reasons to not continuing with WFH ?

- Working from home doesn't suit everyone
- feeling isolated
- Home distractions
- Difficulty monitoring performance
- Potential burnout

- Cost of working from home
- Problems with staff development
- Information security risk
- Negative impact on mental health
- Poor broadband speeds

Findings:

- Majority of employees up to 83% are able to balance their work life balance while working from home and according to employee in this current situation the facilities provided by company during work from Home are very much satisfying and they would like to take the advantage of it.
- From the given data we can understand that employees working environment slightly effects their personal and professional life while working from home.
- They are able to contribute more than normal working hours in a day which effects positively in the productivity of employee.
- Employee gender play a role in job stress depending on the family structure and age.
- Initiatives taken by company are resulting quiet helpful for employees to stay fit & healthy.

Suggestions for employees:

- Set ground rules with other people in your home or who share your space for when you work.
- Set a schedule, and stick to it most of the time. Having clear guidelines for when to work and when to call it a day helps many remote workers maintain
- Know your company's policy on break times and take them. The employee needs to make a personal timetable to meet the flexible work schedules requirements.
- To the extent that it's allowed and safe the employee needs to take a break. The same advice applies to people who work in traditional office settings, too. If possible to get the fresh air and natural light at least once a day

Suggestions for Company:

- Allocate particular free time (hour) for lunch & snacks.
- Schedule Zumba sessions on Friday evening instead of Saturday morning.
- To boost employee morale and help employees get to know each other in a non-stressful capacity is by offering an occasional company outing. After pandemic if company continues WFH this type of outing can be as low-key or as extravagant.
- The company is already taking efforts like zumba sessions, Yoga sessions, providing vaccination, Monthly All Hands meetings, etc. to maintain work life balance and to help their employees to stay fit.
- The purpose of the study was to understand the effects and impact of work from home on wellbeing of IT employees during COVID - 19 Pandemic. During pandemic work from home culture was implemented in various jobs, especially in the IT industry. This study using a qualitative method is to understand the wellbeing of employees who work from home. We conclude that the home demand has more influence on wellbeing of employees than work demand. The company can reduce the workload for their employees to increase the productivity.

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