

# A Comprehensive Study On The Employee Well-Being In Remote Working Environment

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**Abstract-** *The global workforce underwent a massive change due to the outbreak of the COVID-19 pandemic. The employees had to do their jobs from their homes rather than from the office. Remote working or work from home, began to gain momentum. Thus, it is vital to understand the impact remote working would have on employees. This study aims to investigate the well-being of employees working remotely and also examine elements like work-life balance and job satisfaction. Further, the study also aims to delve into the various impediments encountered by remote employees that affect their well-being. The research for this study will be carried out through working professionals in the state of Tamil Nadu.*

**Keywords-** Remote work, well-being, work-life balance, job satisfaction, workforce.

## I. INTRODUCTION

In the past few decades, the work landscape has undergone various changes due to the growth and development of information and communication technology. One of the major shifts is the digital transformation of organizations and firms which has led to the proliferation of remote work. The COVID-19 pandemic accelerated the transition to remote work prompting organizations globally to adopt it as a viable mode to conduct its operations.

The term remote working employee generally refers to those employees who work from home specifically those who are bound to a company by employment relationship. The other terms for remote work are work from home, telework, telecommuting, virtual work and flexible working arrangement. E-mail, web-based e-meetings (zoom, g-meets), company's intranet, audio conference and instant messaging are primarily used for the purpose of communication and collaboration.

Though remote working offers employees flexibility and autonomy, its impact on employee's well-being is of critical importance and requires extensive research. The primary aim of this paper is to explore the multi-faceted

aspects of remote work that influence the employee's well-being.

## Objective of the study

- To analyze the impact of remote work on employees' well-being.
- To gain insight into remote employees' work-life balance.
- To identify the factors that hinder remote employees' well-being.
- To make recommendations for effective strategies to promote the well-being of remote workers.

## II. LITERATURE REVIEWS

### TRACING THE ORIGIN OF REMOTE WORK:

The practice of remote work is not a recent development, its inception dates back to the 1970s.

**(Hill & Fellows, 2014)** American engineer and physicist Jack M. Nilles first used the phrase "telecommuting" in the year 1973. "The substitution of telecommunications and/or computers for commuting work" is how he characterized telecommuting. In order to reduce traffic congestion and save energy, the emphasis was placed on eliminating or reducing the daily journey to and from the job.

**(Allen & Shockley, 2015)** Private American businesses began to understand in the 1970s that one way to address workforce issues was through telecommuting or remote work. Companies like IBM and Control Data Corporation looked at remote work as a way of filling the demand for computer programmers, who were in short supply.

Likewise, the expansion and growth of remote working can be attributed to scientific and technological advancement and innovation. Additionally, the emergence of personal computers, laptops, mobile phones, and the internet has made remote working possible.

(Ferreira, Pereira, Bianchi, & da Silva, 2021) Globalization and the rapid growth of information and communication technology (ICT) supported remote work. However, due to the outbreak of the COVID-19 pandemic, remote work, commonly referred to as work from home, became the new normal. To carry out its commercial activities and operations, almost every company had to shift to remote work.

(George, Atwater, Maneethai, & Madera, 2022) researched "work from home" while taking organizational, environmental, and human variables into account. Indicators of well-being included productivity and creativity in work, meaning and interest in life, health challenges, and stress. They looked into the relationship between these well-being indicators and possible sources of support or friction. Supporting factors included core self-evaluation, individual values, social support, and a higher purpose. It was discovered that the loss of coworker support and the rise in work-life integration were sources of friction. It was discovered that workers' perceptions of WFH varied with respect to the aspect of well-being. When workers could connect their jobs to deeper meanings in their lives while still maintaining boundaries between work and non-work components, productivity and creativity rose. There was an increase in health issues and a decrease in overall stress. The report makes several recommendations, including that employers assist staff members in maintaining support from coworkers, establish boundaries to maintain work-life balance, address health issues, and keep in mind that remote workers are also vital to the smooth operation of the company and need assistance, consideration, and encouragement.

(Ogbonnaya, 2020) investigated how remote working affected people's mental well-being. The results demonstrate that remote working might be advantageous or disadvantageous depending on a person's personality traits. Individuals with high levels of agreeableness, introversion, and openness to new experiences reported feeling less anxious or depressed when working remotely. Conversely, those with poor conscientiousness or disorganization are more prone to experience mental health problems when working remotely. The report suggests that businesses should recognize that each employee is unique and that not everyone has the same experience working remotely. Thus, companies must ensure that remote workers have access to the tools and resources they need; if not, they must make the necessary modifications and arrangements. Additionally, it suggests that remote workers need to be nice and kind to themselves as well as to their colleagues and also need to look out for ways to check in on others, lend a helping hand when necessary, and foster a feeling of community and belongingness.

(Elbogen, et al., 2022) investigated a new phenomenon known as "zoom fatigue." Overusing video conferencing for business purposes can result in zoom fatigue. Zoom fatigue leads to anxiety, social isolation, or mental exhaustion from a lack of social interaction.

(Nesher Shoshan & Wehrt, 2022) The reason for Zoom fatigue was not the length of the meeting, the size of the meeting, or the presence of a supervisor. Instead, it was due to the constant reminder of what they had lost, such as clearly laid out work schedules and in-person interactions, ongoing comparisons between pre-pandemic and pandemic circumstances, and technical challenges. The difficulty to perceive social signs from others and the feeling of pressure to give cues are two other factors that have contributed to zoom fatigue. The results suggest that supervisors who facilitate and plan video conferences can aid staff members in avoiding burnout.

### III. METHODOLOGY

In order to carry out the research, a survey was conducted on online mode. The responses were obtained from individuals across Tamil Nadu. In this study, the primary data was collected by circulating an online questionnaire.

#### SURVEY DESIGN:

Sampling method	Convenience sampling
Sample size	n(s) = 75
Age range	18 years – 60 years old
Data collection method	Self-administered survey questionnaire

#### DATA PRESENTATION:

The study conducted a deep exploration of the employee well being in the remote working environment. A total of 100 professionals participated in the survey. The data was collected through an online survey questionnaire and data was obtained as pie charts and bar diagram.

The responses shows that gender distribution among the participants revealed majority of the respondents were female (77.3%), male (22.7%). The age distribution explains that young generation occupies major portion in work from home i.e. 18-25 (57.3%).

The participants experience was segmented into 5 zones : 40% (less than 1 year) , 30.7% (1-3 years), 1.8% (4-6 years), 3.5% (7-10 years), 24% (above 10 years).

TABLE 1.1

Gender (%)	Male		Female		
	22.7%		77.3%		
Age (%)	18-25 years	26-35 years	36-45 years	46-55 years	Above 55
	30.9	13.2	35.9		
Educational Qualification	UG		PG		Ph.d
	57.3%		37.3%		
Years of Experience (%)	Less than 1 year	1-3 years	4-6 Years	7-10 years	
	40%	30.7%	5.3%	24%	

**FACTORS INFLUENCING SATISFACTION / DISSATISFACTION IN REMOTE WORK**

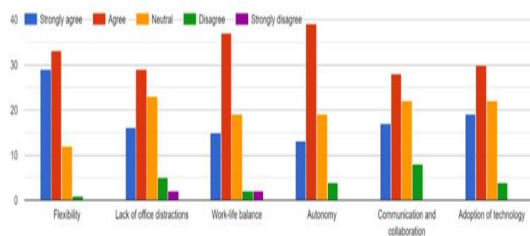
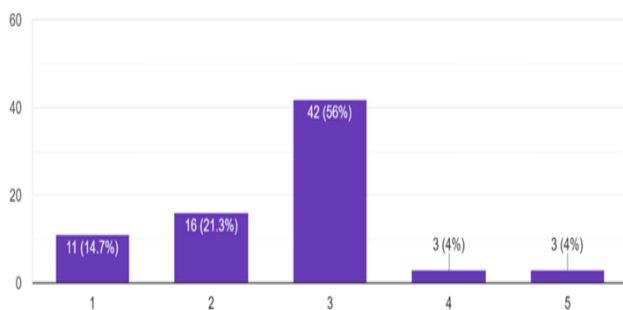


Diagram 1.1

The graph revealed that flexibility is the most sought-after factor for a positive work environment, with 40% of respondents strongly agreeing. While also important, factors like lack of office distractions (30% strongly agree), work-life balance (20% strongly agree), and autonomy (20% strongly agree) followed closely behind. Interestingly, communication and collaboration, along with technology adoption, were seen as less critical by a significant margin, with only 10% of respondents strongly agreeing on their importance.

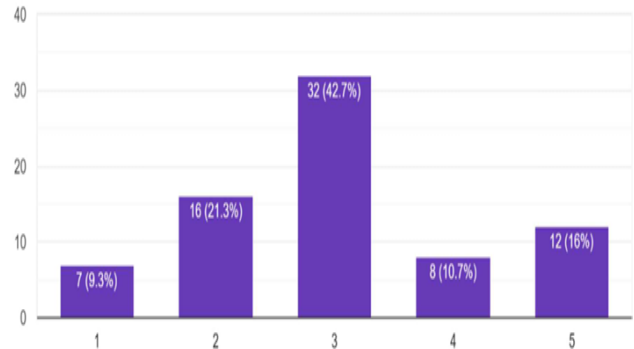
**WORK LIFE BALANCE SINCE STARTING REMOTE WORK:**



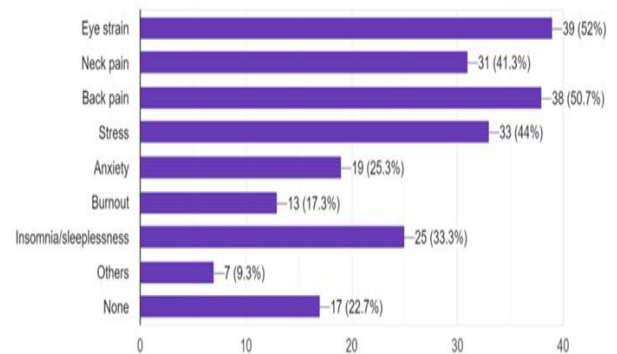
The graph revealed that a majority of respondents (56.0%) reported a positive impact on their work-life balance since starting remote work. On the other hand, a smaller

percentage (14.7%) reported a negative impact. The remaining respondents (29.3%) reported no change in their work-life balance.

**AFFECTING LEVEL OF PHYSICAL AND MENTAL WELL BEING**

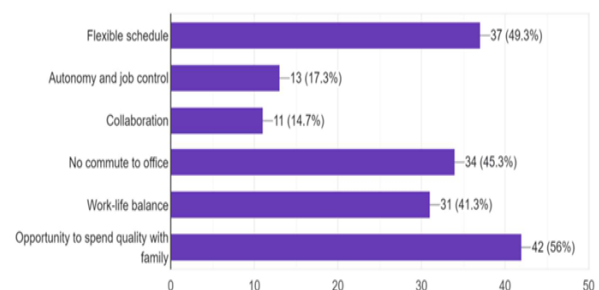


**ISSUES FACED BY EMPLOYEES DURING REMOTE WORK**



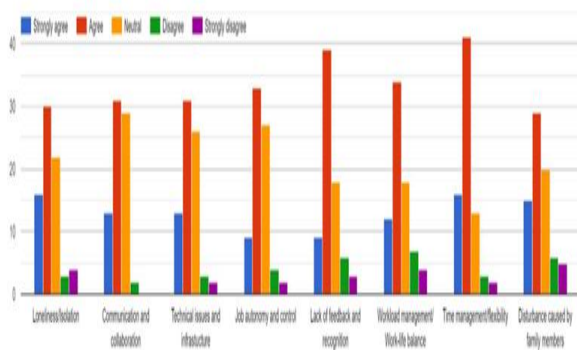
The graph revealed the common health issues include eye strain (52%), back pain (50.7%), and neck pain (41.3%). Stress (44%) and insomnia (33.3%) were also prevalent concerns. While a significant portion of respondents (22.7%) reported no issue.

**POSITIVE FACTORS OF REMOTE WORK FOR EMPLOYEE WELL BEING**



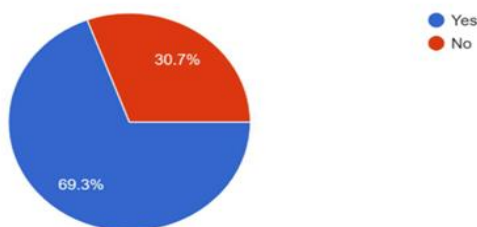
The graph revealed that flexibility reigns supreme, with a whopping 49.3% of respondents strongly agreeing it benefits their well-being. But that's not all! Remote work also allows for a better work-life balance (41.3% strongly agree) and eliminates the daily commute, positively impacting well-being for 45.3% of respondents. Interestingly, the opportunity to spend more quality time with family ranked even higher than flexibility, with a strong agreement of 56%. Collaboration wasn't a major perk, with only 14.7% strongly agreeing it's a positive aspect. Autonomy and job control were seen as beneficial by 17.3% of respondents.

**NEGATIVE FACTORS OF REMOTE WORK FOR EMPLOYEE WELL BEING**



The graph revealed that feelings of loneliness and isolation are the biggest downside, affecting 40% of respondents. Communication and collaboration also suffer, with 33.3% of respondents reporting difficulties staying connected with colleagues. Technical woes and inadequate equipment hinder some as well (26.7%). Interestingly, lack of autonomy or control over work wasn't a major concern (20%). Not getting enough feedback or recognition seems to be a rarer issue (13.3%). While flexibility is a positive for many, 10% of respondents struggle to maintain a healthy work-life balance remotely. Time management difficulties plague a smaller group (6.7%). Surprisingly, distractions from family members were a minor concern for most, affecting only 3.3% of respondents.

**DOES MANAGEMENT ADEQUATELY SUPPORT IN REMOTE WORK ENVIRONMENT**



The pie chart shows that a significant majority of employees, **69.3%**, believe management adequately support them in a remote work environment. Only a smaller portion, **30.7%**, feel they does not adequately support by management.

**IV. SUGGESTIONS**

The following suggestions are made based on the study on employee well-being in remote working environments.

**1. For individuals**

- Establish specific working hours to prevent burnout.
- Take regular, brief pauses to avoid spending too much time in front of the screen, such as taking a stroll.
- Arrange for virtual lunches or coffee breaks to maintain social contact.
- As soon as you encounter any difficulties when working remotely, let your supervisor know.
- Do yoga and meditation.
- To improve productivity and job satisfaction, devote some time to professional skill development by learning new technology.

**2. For management**

- Establish guidelines for remote work that include expected work hours and deliverables.
- Promote candid discussion about the difficulties encountered when working remotely.
- Plan online team-building exercises.
- Make sure the workers who work from home have access to the technology they need to complete their jobs.
- Offer counselling and other mental health resources and support services.

**V. CONCLUSION**

The study on employee well-being in remote working environments has provided valuable insights. Every individual's perception regarding well-being in remote working environments varies. Time management was discovered to be one of the key issues faced by people working remotely. So, it is crucial to frame and strictly enforce guidelines for the required work hours. Moreover, a holistic and adaptive approach that considers individual differences, organizational culture, and the broader socio-cultural context is imperative.

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