

Available online @ <https://jjem.jnnce.ac.in>  
<https://www.doi.org/10.37314/JJEM.SP0459>  
Indexed in International Scientific Indexing (ISI)  
Impact factor: 1.395 for 2021-22  
Published on: 31 May 2025

# Impact of Work from Home on Employees

Swati. M. R<sup>1\*</sup> Nikhitha. N<sup>2</sup>

<sup>1\*2</sup> Department of P G Studies in commerce  
LB & SBS College, Sagara

[swatirotterrotter@gmail.com](mailto:swatirotterrotter@gmail.com), [nikhithannikki@gmail.com](mailto:nikhithannikki@gmail.com)

## Abstract

*The adoption of work from home arrangements, accelerated by the COVID-19 pandemic, has significantly transformed the work place dynamic, influencing employees' productivity, work life balance, and mental health. On one hand, WFH has provided flexibility, allowing employees to save commuting time, balance personal responsibilities, and create personalized work environments. This flexibility often leads to improved job satisfaction and increased efficiency for self-motivated individuals.*

*However, the shift has also presented challenges. The lack of physical separation between work and home has blurred boundaries, leading to extended working hours and heightened stress. Many employees report feelings of isolation due to reduced social interaction with colleagues, which can impact collaboration and morale furthermore, not all employees have equal access to reliable technology or conducive home environments, exacerbating disparities in performance and satisfaction. The shift in how we work highlights the need for organizations to adopt. By creating supportive policies, investing in the right technology, and focusing on employee well-being, companies can make WFH more effective and sustainable*

*Keywords: work life balance, productivity, performance*

## 1. Introduction

Work from home is a flexible working arrangement where employees perform their job responsibilities remotely, typically from their residences, instead of traditional office settings. This concept, though not new, gained significant momentum during the COVID-19 pandemic, as organization worldwide adopted to ensure business continuity while prioritizing health and safety.

Work from home offers numerous advantages, such as eliminating substitute time, increasing flexibility, and allowing employees to customize their work environments. It has become a cornerstone

of modern work culture, supported by advancements in digital communication tools and collaboration technologies.

However, this shift has also introduced unique challenges, including the difficulty of maintaining work-life boundaries, fostering team collaboration, and addressing disparities in access to resources.

As Work from home continues to shape the future of work, it is essential to examine its implications on productivity, employee well-being, and organizational effectiveness to optimize its potential while mitigating its drawbacks.

## 2. Review of literature

**Farell K** in his research paper 'work from home: A double edge sword, 2017' identifies that in terms of working from home, it is important to consider the nature of the work involved. Activities that call for more collaboration can be performed better in the office environment. Tasks that primarily require individual contribution can be performed better from home. Managing one's home life effectively is linked to effectiveness and job satisfaction in one's work role.

**Audrone Nakrosiene, Ilona Buciuniene and Bernadeta Gostautaite** in their research paper 'Working from home: characteristics and outcomes of telework, 2019' state that reduce communication with co-workers, supervisor's trust and support, convenience of the working place at home, were found to be the most important factors impacting various outcomes. Employee productivity increases as a result of reduced time in communicating with co-workers, a suitable working place at home, and the possibility to take care of family members when working from home. The possibility to access work documents from home acts as a hygiene factor. Working from home is negatively impacted by the increase in number of children. Working from home also reduces absenteeism and attrition.

**Drew Desilver**, in his article working from home was a luxury for the relatively affluent before coronavirus- not anymore, 2020' talks about fields of work, where working remotely is not feasible due to the nature of the job carried out by restaurant servers, hairstylists, plumbers, police officers are construction workers cannot be done from home. The NCS found out that only 1 per cent of service workers enjoy the option of working from home.

## 3. Statement of the problem

The shift to remote work, accelerated by global events such as the COVID 19 pandemic, has significantly transformed traditional work structures. While work from home offers flexibility and cost savings, it also introduces challenges such as isolation, communication barriers, and difficulties in maintaining productivity and work life balance. Employers and employees alike face uncertainties about the long-term implications of work from home on job satisfaction, mental health, and organizational efficiency. This study seeks to identify the impact of work from home on employee's productivity, wellbeing and professional relationships, addressing gaps in understanding how to optimize remote work models for sustainable success.

## 4. Objectives

- To enhance employee productivity by providing a flexible and distraction-free work environment.
- To improve work-life balance by enabling employees to manage professional and personal responsibilities effectively.
- To ensure business continuity and resilience during emergencies or disruptions through adoptable remote work policies.

## 5. METHODOLOGY

The methodology for researching the Impact of Work from Home (WFH) on employees involves a mixed methods approach, combining quantitative and qualitative research techniques. This approach ensures a comprehensive understanding of the topic by analyzing measurable data while capturing employee's subjective experiences.

## Research Design

A cross-sectional study design is used to gather data at a specific point in time, enabling the assessment of work from homes impact across various dimensions, such as productivity, mental health, and work-life balance.

## Data collection methods

**Surveys and questionnaires:** structured surveys with closed and open-ended questions are distributed to employees from diverse industries to quantify experiences

and gather insights on flexibility, communication, and challenges faced during work from home.

**Interviews:** semi-structured interviews are conducted with a smaller sample to gain deeper qualitative insights into the emotional and social aspects of work from home.

**Secondary data analysis:** Examination of existing research, reports, and case studies to understand broader trends and context.

**Sampling:** stratified random sampling ensures representation of employees based on demographics, industries, roles, and work from home duration.

## 6. Data Analysis

**Table No. 1: Personal information**

Criteria	Group	Number of Respondents	Percentage(100%)
Age	Below 20	0	0
	20-30	25	83.33
	30-40	5	16.66
	Above 40	0	0
<b>Total</b>		30	
Marital status	Single	24	80
	Married	3	10
	Divorce	3	10
	Widow	0	0
<b>Total</b>		30	
Occupation	Senior manager	3	10
	Programmer	4	13.33
	Team lead	15	50
	Others	8	26.66
<b>Total</b>		30	

Source: Primary data

Preference	Number of Respondent	Percentage
Work from home	15	50
Work in the office	05	16.66
Hybrid (mix of home and office)	10	33.33
Total	30	

**Table No 2: Frequency**

Source: Primary data

**Table No.3: Preference**

Frequency	Number of Respondent	Percentage
Daily	17	56.66
Occasionally	10	33.33
Rarely	03	10
Total	30	

Source: Primary data

**Table No 4: Type of work**

Type of work	Number of Respondent	Percentage
Full time remote	10	33.33
Part time remote	09	30
Flexible hours	08	26.66
Compressed work week	03	10
Total	30	

Source: Primary data

**Table No.5: Opinion about the workspace**

Opinion about the workspace	Number of Respondent	Percentage
Yes	25	83.33
No	05	16.66
Total	30	

Source: Primary data

**Table No.6: Benefits of work from home**

Benefits of work from home	Number of Respondent	Percentage
Cost savings	07	23.33
Health benefits	05	16.66
More time for hobbies	04	13.33

Comfortable environment	14	46.66
<b>Total</b>	30	

Source :primary data

**Table No.7: Communication Channels**

Communication channels	Number of Respondent	Percentage
Email	15	50
Phone	04	13.33
Video	03	10
Other	08	26.66
<b>Total</b>	30	

Source: Primary data

**Table No.8: Impact of work from home**

Impact	Number of Respondent	Percentage
Positively	05	16.66
Negatively	15	50
No change	10	33.33
<b>Total</b>	30	

Source: Primary data

**Table No.9: Impact on mental health**

Impact on mental health	Number of Respondent	Percentage
Improved significantly	05	16.66
Improved slightly	04	13.33
No change	06	20
Worsened significantly	10	33.33
Worsened slightly	05	10
<b>Total</b>	30	

Source: Primary data

**Table No.10: Hours of work**

Hours of work	Number of Respondent	Percentage
Less than 4 hours	0	0
4 to 6 hours	03	10
6 to 8 hours	15	50
More than 8 hours	12	40
<b>Total</b>	30	

Source: Primary data

**Table No.11: Job satisfaction**

Job satisfaction	Number of Respondent	Percentage
Very satisfied	05	16.66
Somewhat satisfied	10	33.33
Neutral	02	6.66
Somewhat dissatisfied	03	10
Very dissatisfied	10	33.33

<b>Total</b>	30	
--------------	----	--

Source: Primary data

**Table No.12: Challenges faced**

<b>Challenges faced</b>	<b>Number of Respondent</b>	<b>Percentage</b>
Distractions	05	16.66
Technical issues	15	50
Communication breakdowns	05	16.66
Social isolation	05	16.66
Other	0	0
<b>Total</b>	30	

Source: Primary data

**Table No.13: Communication Effectiveness**

<b>Communication Effectiveness</b>	<b>Number of Respondent</b>	<b>Percentage</b>
Very effective	15	50
Effective	05	16.66
Neutral	02	6.66
In effective	04	13.33
Very ineffective	04	13.33
<b>Total</b>	30	

Source: Primary data

**Table No.14: Meeting the deadlines**

<b>Meeting the deadlines</b>	<b>Number of Respondent</b>	<b>Percentage</b>
Always	05	16.66
Often	12	40
Sometimes	03	10
Rarely	05	16.66
Never	05	16.66
<b>Total</b>	30	

Source: Primary data

**Table No.15: Relationship with Managers**

<b>Relationship with Managers</b>	<b>Number of Respondent</b>	<b>Percentage</b>
Improved significantly	03	10
Improved somewhat	04	13.33
No change	06	20
Worsened somewhat	07	23.33
Worsened significantly	10	33.33
<b>Total</b>	30	

Source: Primary data

**Table No.16: Work life balance**

<b>Work life balance</b>	<b>Number of Respondent</b>	<b>Percentage</b>
--------------------------	-----------------------------	-------------------

Excellent	05	16.66
Good	05	16.66
Fair	10	33.33
Poor	10	33.33
<b>Total</b>	30	

Source: Primary data

**Table No.17: Motivation for Work from home**

Motivation for work from home	Number of Respondent	Percentage
Personal preference	10	33.33
Company policy	08	26.66
Health concerns	08	26.66
Other	04	13.33
<b>Total</b>	30	

Source: Primary data

**Table No.18: level of stress**

Level of stress	Number of Respondent	Percentage
Always	12	40
Often	07	23.33
Sometimes	09	30
Rarely	02	6.66
<b>Total</b>	30	

Source: Primary data

**Table No. 19: Stress management techniques**

Stress management techniques	Number of Respondent	Percentage
Exercise	14	46.66
Meditation	06	20
Socializing	05	16.66
Other	05	16.66
<b>Total</b>	30	

Source: Primary data

**Table No. 20: Recognition of Contribution**

Recognition of contribution	Number of Respondent	Percentage
Always	15	50
Often	09	30
Sometimes	02	6.66
Rarely	02	6.66
Never	02	6.66
<b>Total</b>	30	

Source: Primary data

**Table No. 21: Opinion about the future**

Opinion about the future	Number of Respondent	Percentage
Yes	24	80
No	06	20
<b>Total</b>	<b>30</b>	

Source: Primary data

In the table-2 of frequency the data reveals that the majority of respondent (56.66per cent) work daily, indicating a consistent work pattern, while 33.33per cent work occasionally and only 10per cent work rarely, showing less frequent engagement. Recording type of work, 33.33per cent of respondents engaging full time remote work, making it the most, common arrangement, followed closely by part time remote work at 30per cent. Flexible working hours are preferred by 26.66per cent of respondent, highlighting the growing demand for adaptability in work schedules. In contracts, only 10per cent on respondents adopt a compressed work week, suggesting it is the least favored arrangement. Overall, the data under-scores the prominence of remote work and flexible arrangements in modern work environment. The data from Table No. 4 shows that 50per cent of respondents prefer working from home, while 16.66per cent favor working in the office, and 33.33per cent prefer a hybrid model combining home and office. This indicates a significant inclination toward remote or flexible work arrangements. Table No. 5 reveals that 83.33per cent of respondents have a positive opinion about their workspace, while 16.66per cent do not. These findings suggest that while most employees appreciate their workspace, there is a growing preference for flexibility in work settings, emphasizing the need for organizations to consider hybrid and remote work models to meet employees' expectations.

The data highlights that 46.66per cent of respondents see a comfortable environment as the main benefit of working from home. Cost savings (23.33per cent), health benefits (16.66per cent), and more time for hobbies (13.33per cent) are additional advantages. This indicates that comfort and financial savings are key drivers for remote work preferences.

The data shows the distribution of communication channels used by respondents. Email is the most preferred channel at 50per cent, followed by "Other" methods at 26.66per cent, phone at 13.33per cent, and video at 10per cent. The total number of respondents is 30, with data derived from primary sources. The data shows that working from home negatively impacted 50per cent of respondents, while 33.33per cent reported no change, and 16.66per cent felt positive effects. Mental health worsened significantly for 33.33per cent, while only 16.66per cent reported significant improvement, highlighting predominant negative effects. The data shows respondents' working hours distribution: 50per cent work 6–8 hours, 40per cent work more than 8 hours, 10per cent work 4–6 hours, and none work under 4 hours, totaling 30 participants. Data is from primary sources.

Table No. 11 shows that 33.33per cent of respondents were somewhat satisfied, while 33.33per cent were very dissatisfied with their jobs. Very satisfied respondents accounted for 16.66per cent, and 6.66per cent remained neutral. Table No. 12



highlights technical issues as the biggest challenge (50per cent), followed by distractions, communication breakdowns, and social isolation, each at 16.66per cent. The table on "Communication Effectiveness" shows that 50per cent of respondents find communication very effective, 16.66per cent consider it effective, and 6.66per cent remain neutral. Meanwhile, 13.33per cent rate it as ineffective, and another 13.33per cent as very ineffective, totaling 30 responses.

For "Meeting Deadlines," 40per cent often meet deadlines, while 16.66per cent always, rarely, or never do. Only 10per cent meet deadlines sometimes.

The Table 14 &15 "Relationships with Managers," 33.33per cent report significant worsening, while 23.33per cent note slight worsening. Improvement was significant for 10per cent and somewhat for 13.33per cent, with 20 per cent seeing no change. The table shows work-life balance among 30 respondents: 16.66per cent rated it excellent or good, while 33.33 per cent each rated it fair or poor, indicating a divided perception. The table highlights motivations for working from home: 33.33 per cent prefer it personally, 26.66 per cent are influenced by company policy, 26.66per cent cite health concerns, and 13.33per cent have other reasons. Data is based on 30 respondents. The data reveals that 40% of respondents experience stress "always," while 46.66per cent manage stress through exercise. Other management techniques include meditation (20 per cent), socializing (16.66 per cent), and other methods (16.66 per cent). This highlights the importance of exercise in reducing stress for the majority of individuals surveyed. Half (50 per cent) of respondents feel their contributions are "always" recognized, while 30 per cent experience recognition "often." Opinions about the future are overwhelmingly positive, with 80 per cent optimistic and

only 20 per cent not. This data indicates a generally positive work environment with opportunities for improvement in consistent recognition practices.

## 7. Conclusion

The impact of work from home on employee has been multifaceted, influencing productivity, mental health, and work life balance. While work from home offers flexibility, cost savings, and reduced commute times, it also introduces challenges like isolation, communication gap, and blurred work life boundaries. This study underscores the need for organization to address these challenges by implementing effective communication strategies, providing technical support, and postering a culture that prioritizes employee well-being. By understanding nuanced understanding the nuanced impact of work from home, companies can create policies that maximize its benefit while mitigating its drawbacks, ensuring a balanced and sustainable approach to remote working in the future.

## References

- 1.Audrone Nakrosiene, Ilona Buciunieneand Bernadeta Gostautaite (2019) : Impact of Work from Home on EmployeesIt was published in the International Journal of Manpower.
- 2.Akila. (2020). Impact of employee benefits on motivation in information technology companies a study.
- 3.Ying N B (2011) Evaluating the impact of working from home on productivity and work life balance in China.