



The Remote Revolution: Investigating The Role Of Work From Home In Enhancing Quality Work Life For Employees In Mncs Of Delhi & NCR

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ABSTRACT

While the COVID-19 pandemic posed various challenges and disruptions, it also catalyzed positive outcomes such as digital transformation, online learning, and remote work.

Prior to the COVID-19 pandemic, remote work was already in use, but its adoption significantly increased, especially within multinational corporations, following the pandemic.

The main purpose of this paper is to investigate the Role of Work From Home (or Remote Work) in Enhancing Quality Work Life for Employees in MNCs of Delhi NCR. The research aims to examine the various aspects of Work From Home Opportunity like work-life balance, financial savings, environmental impact, productivity, employer support, technical assistance, hybrid work model to understand the complex interaction between remote work and the quality of work life.

The study hypothesizes that the availability of WFH opportunities significantly contributes to an improved quality of work life. The analysis will explore correlations between remote work and indicators such as perceived importance of WFH, work-life balance, productivity, time saving, flexibility and cost effectiveness etc.

The methodology involves a comprehensive survey administered to employees across diverse MNCs in Delhi-NCR region. The survey is designed to capture quantitative and qualitative data, employing **Likert-Scale** questions to measure the perceived impact of WFH opportunities on different facets of work life.

The data was collected from a sample of 150 respondents using questionnaires.

According to survey results, the overall pattern of Strong Agree responses reflects a positive sentiment toward Work From Home and its associated benefits.

The study concluded that Work from Home is playing a very important role in Enhancing Quality Work Life for Employees in MNCs because of the better work life balance, flexibility, time saving, cost effectiveness and eco-friendly environment etc despite facing some challenges like management's view of inefficiency and spending more time while Working from Home as compared to Working From Office.

Keywords: Remote Work, Work From Home, Hybrid Model, Quality Work Life, Work Life Balance of Employees

1. INTRODUCTION

The work-from-home model, which was once considered a luxury, has now become an essential component of organizational strategies, enabling employees to overcome geographical barriers and promoting a more adaptable and dynamic work culture.

Remote working has become a very popular trend in the wake of the COVID-19 pandemic, and it has been adopted by many companies in the region. As per the recent article (**Nov, 2023**) by **India TV**, WFH is playing a very important role in improving Delhi-NCR's air quality by reducing commuting, traffic congestion, and energy consumption in office buildings. Remote work significantly reduces paper usage in office environments, thereby contributing to the conservation of trees.

The emergence of remote work as a revolutionary force is a response to the transformative changes in the global professional landscape, driven by advancements in technology and shifting paradigms in work culture. This research aims to investigate the profound impact of what we call "**The Remote Revolution**" on the Quality of Work Life of employees working in Multinational Corporations (MNCs) located in the vibrant Delhi-National Capital Region (NCR)."

There are many benefits for the employees while working remotely like_ Flexible working hours, reduced commuting time, maintaining work life balance, eco-friendly environment, improved health and well-being, increased autonomy and access to wider range of opportunities etc.

And at the same time_ Implementing a work-from-home (WFH) policy also offering several benefits to companies as well like, Increased Productivity, Cost Savings, Operational Continuity, Employee Retention, Talent Pool Expansion and Positive Environmental impact etc.

This research holds significance for MNCs, policymakers, and organizational leaders seeking to adapt to evolving work trends. Findings from this study are expected to provide nuanced insights into the dynamics of WFH in the context of Delhi-NCR's MNCs, informing strategies for fostering a positive work environment that aligns with the evolving expectations and preferences of the workforce.

As organizations navigate the evolving landscape of work arrangements and **Work From Home/Remote Working** is the new operating model and represents the future of work. This research contributes to the ongoing discourse on the role of WFH in shaping the quality of work life, ultimately aiming to enhance employee satisfaction, productivity, and well-being in the dynamic corporate environment of Delhi-NCR.

2. LITERATURE REVIEW

As organizations worldwide navigate the transformative era of remote work, colloquially termed - **The Remote Revolution**. The impact of Work From Home (WFH) practices on the Quality of Work Life (QWL) of employees has become a subject of increasing scholarly attention. This literature review synthesizes existing research and insights to provide a comprehensive understanding of the evolving landscape of remote work and its influence on QWL, particularly in the context of Financial Multinational Corporations (MNCs) situated in the Delhi-National Capital Region (NCR).

The roots of remote work can be traced back to the early adoption of telecommuting and flexible work arrangements. Initial studies primarily focused on productivity and job satisfaction, highlighting the potential benefits of reduced commuting and increased autonomy. Over time, technological advancements have facilitated the widespread adoption of remote work, giving rise to The Remote Revolution.

Studies consistently indicate a positive correlation between remote work and Quality Work Life. The autonomy and flexibility afforded by WFH contribute to a heightened sense of control over work, positively influencing job satisfaction and overall Quality Work Life. Employees in Delhi-NCR MNCs experience increased contentment when they can balance professional responsibilities with personal commitments.

The concept of work-life balance takes centre stage in discussions surrounding remote work. Remote arrangements offer employees the flexibility to tailor their work hours, reducing the conflict between professional and personal life. However, challenges such as blurred boundaries and overworking have also been documented, underscoring the need for effective strategies to maintain a healthy work-life balance.

Lupu (2017) study emphasis that working from home makes it possible for people living in isolated areas to be employed, it reduces the chances of getting sick, fatigue and work-related stress. Employees working remotely may enjoy reduced expenses for work attire, less stress, and reduced transportation and meal expenses.

Eddleston, K. A., & Mulki, J. (2017), shows that working solely from home encourages remote employees to overwork and to allow their work to infringe on their family role.

Gubler, Larkin, and Pierce (2018) investigated the relationship between corporate wellness programs and employee productivity, emphasizing the role of wellness initiatives in enhancing Quality of Work Life (QWL). The study found that employees who participated in health and wellness programs exhibited higher levels of engagement and productivity. Moreover, these programs were associated with improved employee relations, as they fostered a supportive and health-conscious work environment. The authors argue that wellness programs are a vital component of QWL, contributing to both organizational success and the well-being of employees.

Golden & Gajendran (2019) concluded that the adoption of Work From Home (WFH) cultivates flexibility and autonomy among employees, resulting in high job satisfaction.

According to **Wienclaw (2019)**, flexible scheduling options offer employees a number of advantages, including the freedom to start and end early, work forty hours in four days as opposed to five or six, schedule

personal appointments (such as dentist, doctor, or hairdresser) during office hours, and finish work later in the evening without using vacation days.

Grant (2019) emphasizes that while WFH gives employees greater freedom to do their job at their own pace and does not force them to adhere to office hours, it also has an influence on work engagement and flexibility.

Wilson, J. (2021) reveal that organisation must continue to establish such determination by investing in innovative technology, establishing clear working hours, and implementing hybrid work from home options in order to ease the potential disadvantages of working from home.

LinaVyas and NantapongButakhieo (2021), offers unique insight into how well working from home works, and may play a vital role in future policies that reshape the current structure of working hours, possibly allowing for more flexibility

According to the study conducted by **Ferrara (2022)**, remote work influences employees' self-perceptions and their views on the workplace, impacting both their physical and mental health, especially in terms of maintaining a work-life balance.

In order to meet the demands of their workforce and the goals of the business, organizations must implement quality of work life (QWL) initiatives.

In addition, there are several social advantages to working from home, such as lower energy use, traffic jams, and air pollution. Benefits to taxpayers include lower road maintenance and repair expenditures as well as a decline in the need for public transit.

As the Remote Revolution continues to shape the future of work, this literature review emphasizes the need for nuanced investigations into its impact on Quality of Work Life (QWL) in Delhi-NCR's multinational corporations (MNCs). While existing research provides valuable insights, gaps remain—particularly in understanding employees' perceptions of Work From Home (WFH), the factors influencing remote work experiences, and the associated challenges and drawbacks. The subsequent sections of this research aim to contribute to this evolving discourse by examining the role of the Remote Revolution in enhancing QWL for employees in MNCs within the Delhi-NCR region.

3. RESEARCH OBJECTIVES

- To explore the overall perception of employees in MNCs regarding the importance of Work From Home (WFH).
- To identify key factors that contribute to the enhancement of quality work life through WFH, including productivity, flexibility, environment, time, and money savings.
- To Analyze the challenges and drawbacks associated with WFH and their impact on the quality of work life for employees in MNCs.
- To provide actionable recommendations for MNCs to optimize their WFH policies and practices to enhance employees' quality of work life.

4. RESEARCH HYPOTHESIS

H1: Employees in MNCs share a uniform perception of the importance of Work From Home (WFH).

H2: Key factors such as better work life balance, positive impact on Environment, time and cost savings significantly enhances the quality of work life for employees working from home in MNCs.

H3: Challenges such as a lack of improvement in productivity, management's perception that employees do not work efficiently, and employees spending more time on work-related tasks negatively impact the quality of work life for employees working from home in MNCs.

5. RESEARCH METHODOLOGY

This comprehensive research methodology aims to provide a nuanced understanding of how the "Remote Revolution" influences the Quality Work Life of employees in Multinational Corporations.

Combining quantitative and qualitative methods allows for a comprehensive understanding of the multifaceted relationship between Work From Home (WFH) and Quality Work Life (QWL).

The researcher designed a randomized evaluation of 150 employees working in Financial MNCs operating Delhi-NCR Region to examine the importance of Work From Home among the employees.

The quantitative data using a self-administered questionnaire was collected from a sample of 150 working in MNCs of Delhi NCR. The administered questionnaire was anchored on a five-type **Likert scale** ranging from 5 for strongly agree to 1 for strongly disagree. There were two sections to the questionnaire: section A contained questions about demographics such as age, gender, education level, and work experience, and section B contained items for each of the variables under observation.

Out of the 150 respondents who participated in the study, 70% were males and 30% were females. 70% having a Graduation degree, 26% holding Post Graduate degrees, and 4% opted for Others. 56 % Respondents are Married and 44% respondents are Unmarried.

Table A : Demographic Details

1	Name	
2	Age:	
	A) 18 to 25 Years	
	B) 26 to 35 Years	
	C) 36 to 45 Years	
	D) 46 to 55 Years	
	E) 56 & above	
3	Gender:	
	A) Male	
	B) Female	
	C) Others	
4	Education:	
	A) Senior Secondary Education	
	B) Graduation	
	C) Post Graduation	
	D) Doctorate	
	D) Other (Please Specify): _ _ _ _ _	
5	Marital Status:	
	Single	
	Married	
	Other	
6	Family Type:	
	A) Nuclear	
	B) Joint	
7	Is your spouse working?	
	A) Yes	
	B) No	
8	Total Experience	
	A) 0 to 5 Years	
	B) 6 to 10 Years	
	C) 11 to 15 Years	
	D) 16 to 20 Years	
	E) 21 & above	
9	Shift	
	A) Morning	
	B) Evening	
	C) Night	
10	Work Days:	
	A) 5 Days in a Week	
	B) 6 Days in a Week	
11	Contact Number (Optional)	

Table B: Work From Home Experiences

From 1 to 12 statements, Each item is presented with a 5-point response scale (LIKERT SCALE).

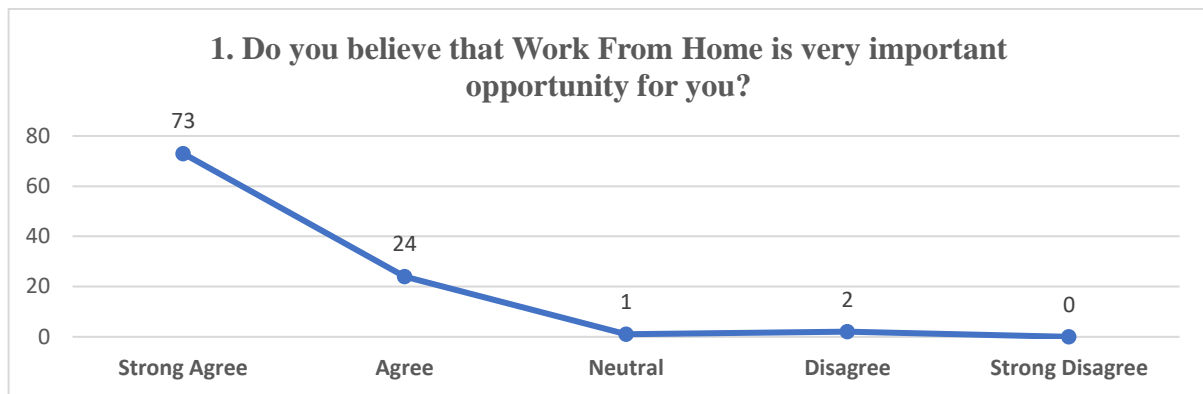
S.N o.	Work From Home Experiences	Strong Agree (SA)	Agree (A)	Neutral (N)	Disagree (D)	Strong Disagree (SD)
1	Do you believe that Work From Home is a very important opportunity for you?	110	35	5	0	0
2	Do you prefer Working from Home (WFH) over Working from Office (WFO)?	95	25	10	5	15
3	Do you want to work with the Hybrid Model (a combination of WFH & WFO) in long run?	120	20	0	5	5
4	Do you think that working from home has helped you achieve a better work-life balance?	120	15	0	5	10
5	Do you think that working from home has helped you save time and money on commuting, meals and other expenses?	150	0	0	0	0
6	Do you think that Work From Home has played a very important role in reducing the pollution?	150	0	0	0	0
7	Do you believe that WFH has reduced cost for the Company?	150	0	0	0	0
8	Do you believe that working from home has improved your productivity?	40	30	20	20	40
9	Do you believe that your employer is very Supportive in facilitating work-from-home arrangements?	90	40	5	10	5
10	When you have a technology-related query from home, someone in the organization is always accessible.	80	40	0	10	20
11	Do your manager complain that employees do not perform their tasks efficiently, while working remotely?	30	60	15	30	15
12	Do you spend more time while working from home as compare to Working from Office?	75	45	3	15	12

13	Kindly choose the most suitable Hybrid Model for you (as per 5 Days Work schedule):	Respondent %
	A) 4 Days WFH & 1 Day WFO	20
	B) 3 Days WFH & 2 Days WFO	40
	C) 2 Days WFH & 3 Days WFO	30
	D) 1 Day WFH & 4 Days WFO	10
14	Approximately how many hours do you save on your daily commute by working from home?	Respondent %
	A) No time saved	0
	B) 1 hour	20
	C) 2 hours	47
	D) 3 hours	23
	E) 4 hours	10

6. ANALYSIS AND INTERPRETATION

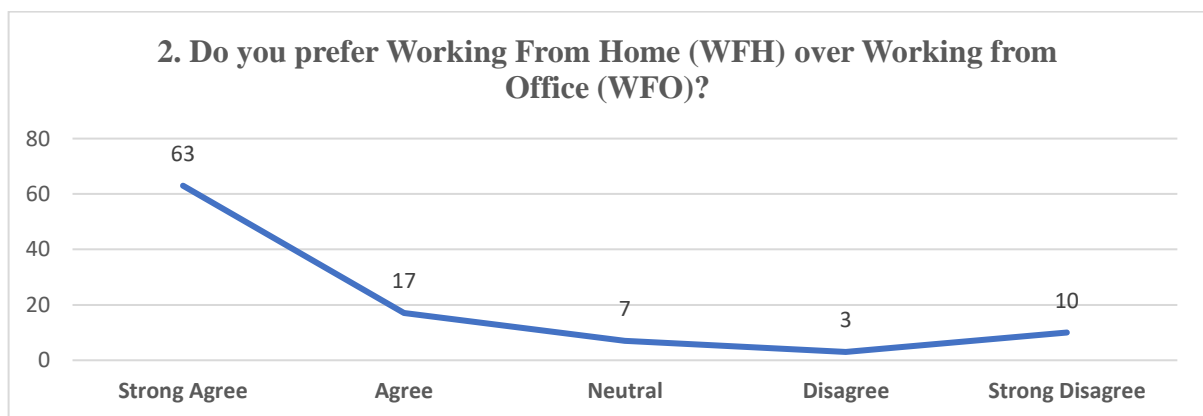
Based on the Likert scale responses from 150 respondents on Work From Experiences, we have got the results as below:

Do you believe that Work From Home is a very important opportunity for you?



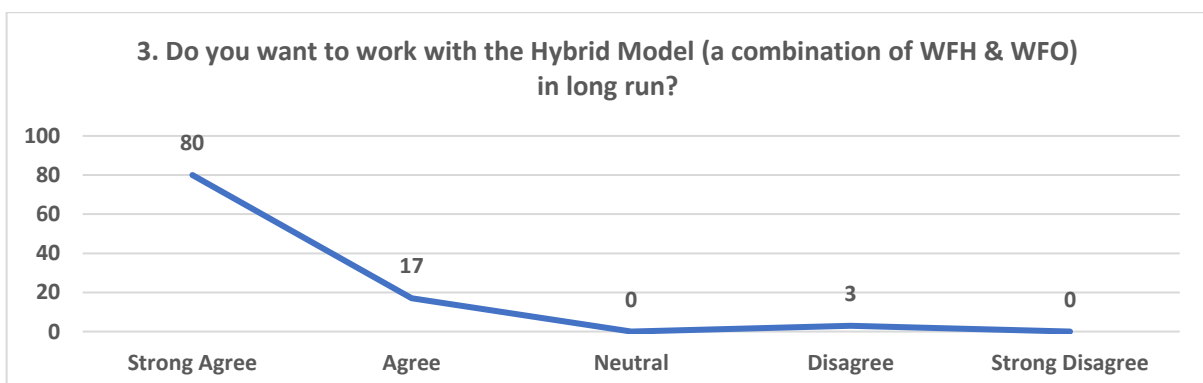
This distribution indicates strong positive sentiments toward the importance of Work From Home among the respondents. The majority either strongly agree or agree, with only a small percentage expressing a neutral or negative viewpoint. Overall, these responses suggest a high level of endorsement for the significance of the WFH opportunity among the surveyed individuals.

2	Do you prefer Working From Home (WFH) over Working from Office (WFO)?	Survey Result: Strong Agree
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This distribution indicates that a significant portion of respondents prefers WFH, with a substantial percentage strongly agreeing with this preference. However, there are also respondents who either express a neutral stance or disagree with the preference for WFH. The data reflects a range of opinions on the work location preference among the surveyed individuals.

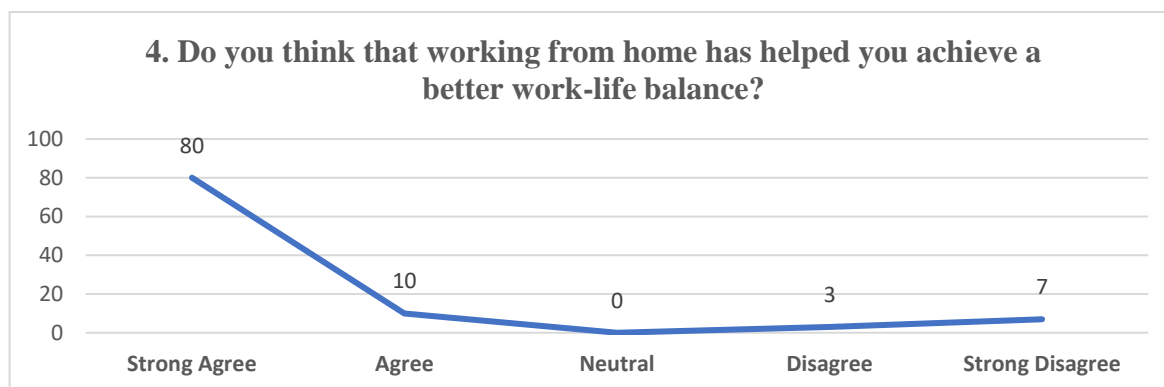
3	Do you want to work with the Hybrid Model (a combination of WFH & WFO) in long run?	Survey Result: Strong Agree
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The data suggests a strong inclination among the majority of respondents (over half) toward working with the Hybrid Model in the long run. The absence of responses in the Neutral and Strongly Disagree categories indicates a clear trend of positive endorsement for the Hybrid Model among the surveyed individuals.

4 Do you think that working from home has helped you achieve a better work-life balance?

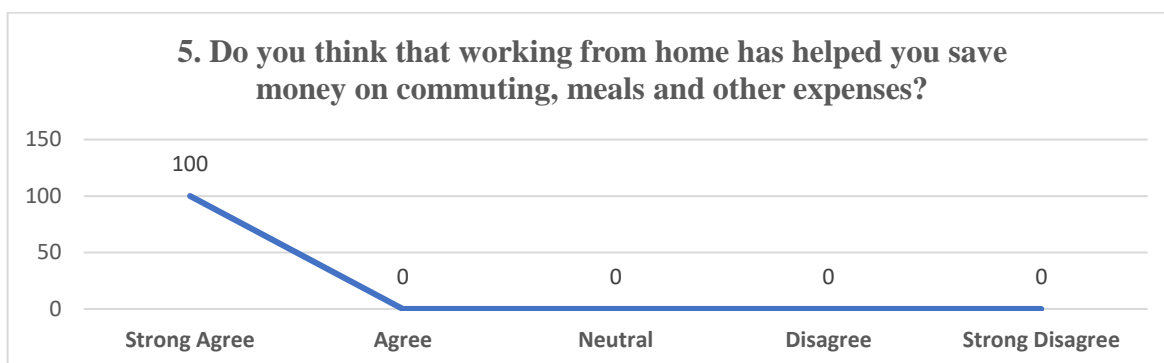
Survey Result: Strong Agree



The data indicates a majority of respondents expressing a positive sentiment, with over half strongly agreeing that working from home has helped them achieve a better work-life balance. While a small percentage disagrees or strongly disagrees, the overall trend suggests a favourable perception among the surveyed individuals regarding the impact of remote work on work-life balance.

5 Do you think that working from home has helped you save time and money on commuting, meals and other expenses?

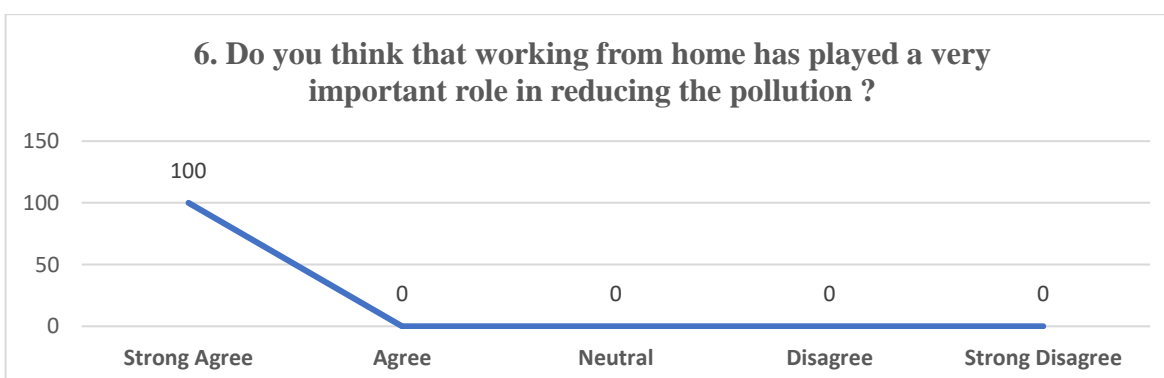
Survey Result: Strong Agree



The data indicates a unanimous agreement among all respondents that working from home has helped them save money on commuting, meals, and other expenses. It suggests a widespread recognition among the surveyed individuals that remote work has financial benefits in terms of reduced daily costs associated with commuting and meals.

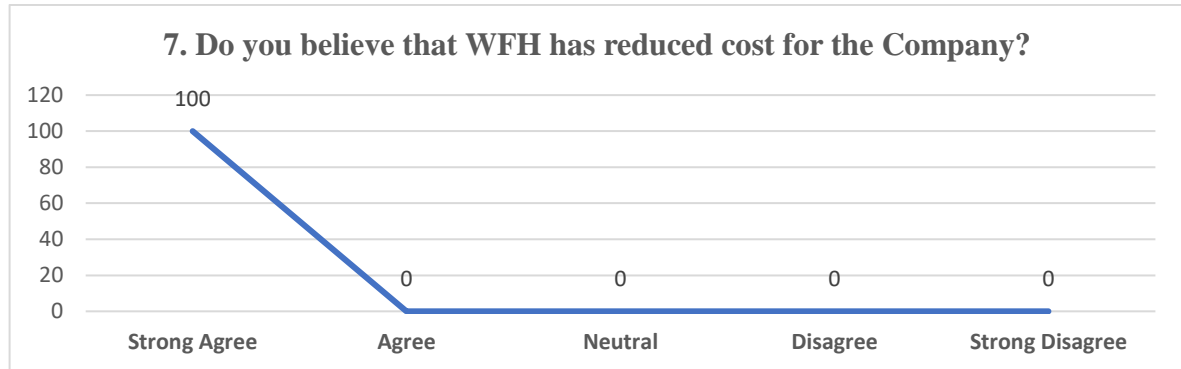
6 Do you think that working from home has played a very important role in reducing the pollution?

Survey Result: Strong Agree



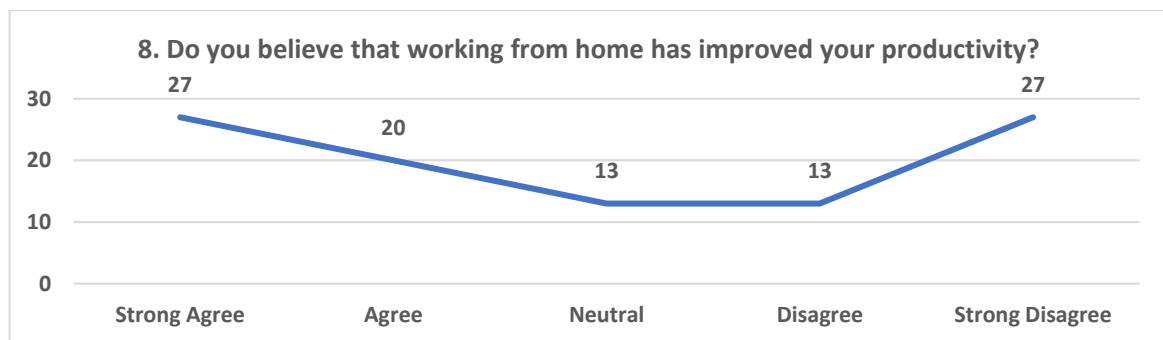
The data indicates unanimous agreement among all respondents that working from home has played a very important role in reducing pollution. This suggests a strong consensus among the surveyed individuals that remote work has contributed significantly to environmental benefits, particularly in terms of reduced pollution.

7	Do you believe that WFH has reduced cost for the Company?	Survey Result: Strong Agree
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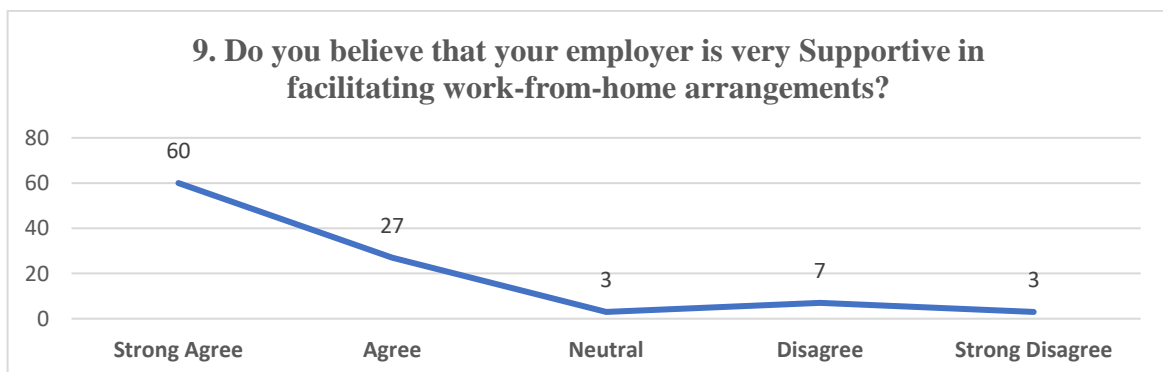
The data indicates unanimous agreement among all respondents that working from home has reduced costs for the company. This suggests a collective perception that remote work has financial benefits for the organization, potentially related to reduced office-related expenses and operational costs.

8	Do you believe that working from home has improved your productivity?	Survey Result: Neutral
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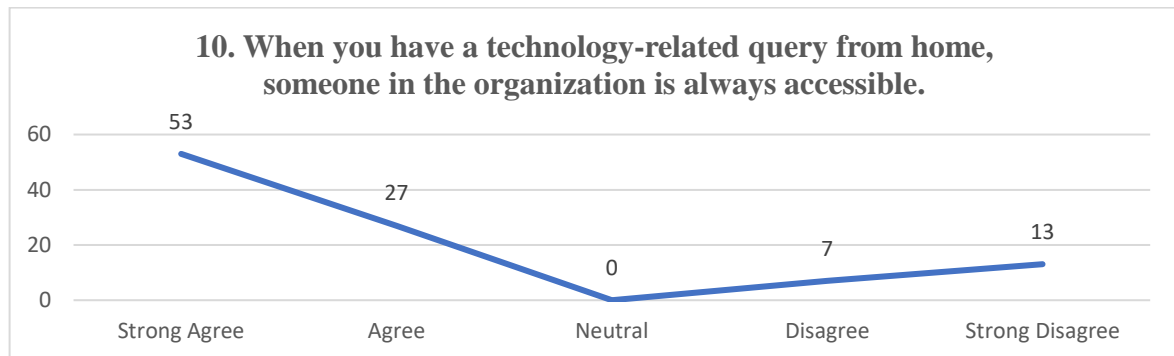
The data suggests a mixed perception among the respondents. While a significant portion agrees or strongly agrees that working from home has improved their productivity, an equal number disagrees or strongly disagrees. Additionally, there is a notable portion expressing a neutral stance. This diversity in responses indicates varied experiences and opinions regarding the impact of remote work on individual productivity.

9	Do you believe that your employer is very Supportive in facilitating work-from-home arrangements?	Survey Result: Strong Agree
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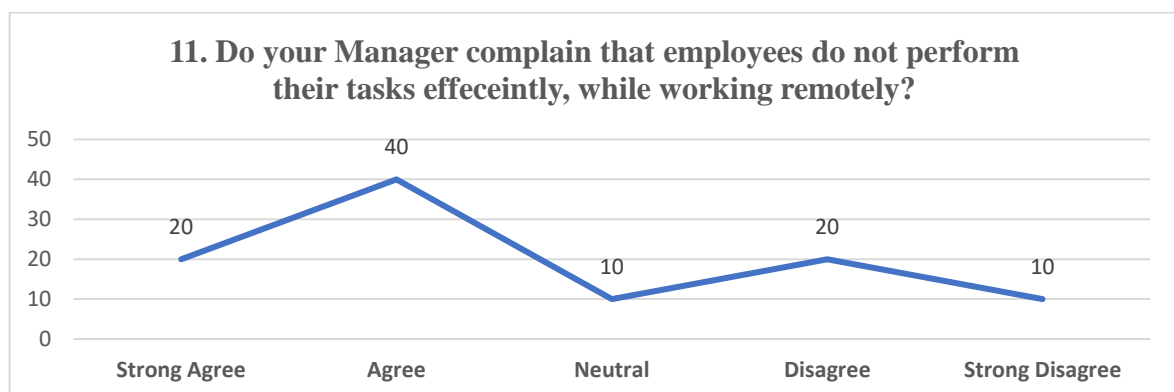
The data suggests a majority of respondents feel that their employer is supportive in facilitating work-from-home arrangements, with a significant percentage strongly agreeing. However, there are respondents who express a range of opinions, including those who disagree or feel neutral about the level of employer support. These insights highlight the importance of considering varying perspectives on employer support for remote work.

10	When you have a technology-related query from home, someone in the organization is always accessible.	Survey Result: Agree
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The data indicates that a majority of respondents either strongly agree or agree that someone in the organization is always accessible for technology-related queries while working from home. However, there are respondents who express disagreement, and a notable portion strongly disagrees with the statement. This suggests varying experiences and perceptions regarding the accessibility of technical support while working remotely.

11	Do your manager complain that employees do not perform their tasks efficiently, while working remotely?	Survey Result: Agree
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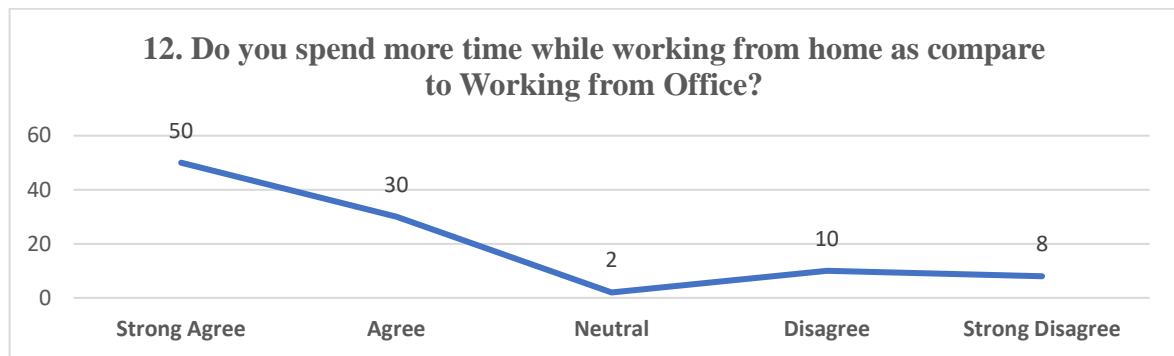


The data suggests a majority of respondents perceive that their managers express concerns about task efficiency during remote work. This could indicate that a considerable number of employees believe their managers are not entirely satisfied with the efficiency of tasks performed remotely.

And a smaller portion of respondents who neither agree nor disagree with the statement. This group may have mixed feelings or uncertainty regarding their managers' views. It could also suggest a lack of clear communication or mixed signals regarding task efficiency.

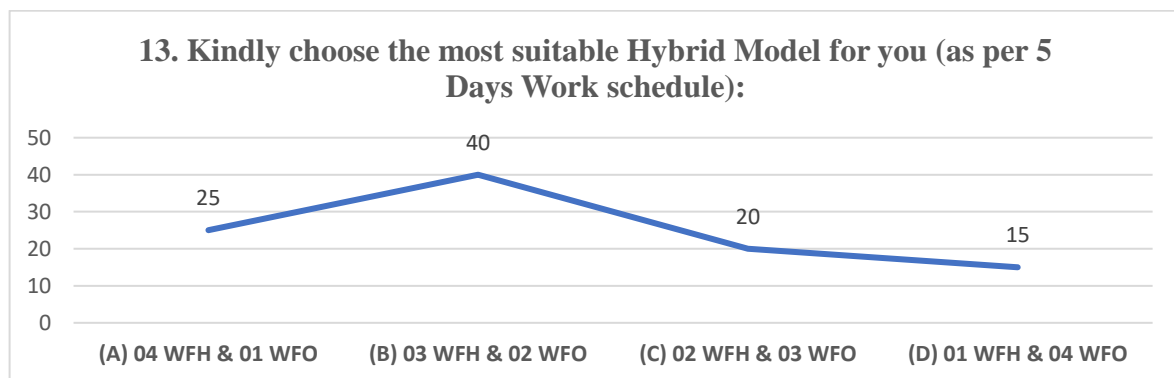
A combined percentage of 30% suggests that a notable portion of respondents does not perceive their managers as complaining about task efficiency during remote work. This may indicate that some employees feel their managers are satisfied with their task performance in a remote work setting.

12	Do you spend more time while working from home as compare to Working from Office?	Survey Result: Agree
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The data indicates that a majority of respondents are spending more time while working from home compared to the office. This indicates a prevalent perception that remote work may involve extended working hours. However, there are respondents who express a range of opinions, including those who disagree or feel neutral about the extended working hours while working from home compared to the office.

13	Kindly choose the most suitable Hybrid Model for you (as per 5 Days Work schedule):	Respondent %
	A) 4 Days WFH & 1 Day WFO	20
	B) 3 Days WFH & 2 Days WFO	40
	C) 2 Days WFH & 3 Days WFO	30
	D) 1 Day WFH & 4 Days WFO	10

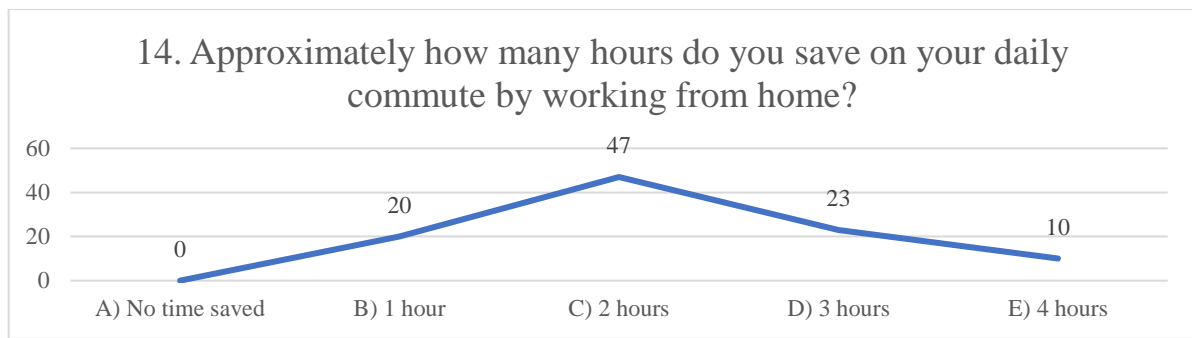


The popularity of Option B (3 Days WFH & 2 Days WFO) reflects a balanced preference for both remote work and in-office collaboration.

With three days of remote work, employees enjoy flexibility—avoiding daily commutes and tailoring their work environment to their preferences.

However, some respondents express a range of opinions, with some employees favouring a predominantly remote work arrangement and a smaller group preferring mostly in-office work.

14	Approximately how many hours do you save on your daily commute by working from home?	Respondent %
	A) No time saved	0
	B) 1 hour	20
	C) 2 hours	47
	D) 3 hours	23
	E) 4 hours	10



The findings indicate that remote work significantly reduces commuting time for employees. A majority, 70 out of 150 employees, save 2 hours daily, emphasizing the efficiency and time-saving advantages of working from home. This reduction in commuting time has the potential to boost productivity, improve work-life balance, and increase job satisfaction.

Employees with long commutes may prefer working from home to save time, but this choice is also influenced by factors like job role, gender, experience, collaboration needs, technology access, family responsibilities, health, company policies, management style, and personal productivity.

7. DISCUSSION

Hypothesis 1: Employees in MNCs share a uniform perception of the importance of Work From Home (WFH).

The data shows that most employees strongly value WFH (Q1), prefer it over WFO (Q2 & Q13), and support a long-term hybrid model (Q3). This uniform agreement across MNCs supports Hypothesis 1, confirming the high value placed on WFH.

Hypothesis 2: Key factors such as better work-life balance, positive impact on the environment, time and cost savings significantly enhances the quality of work life for employees working from home in MNCs.

Factors like better work-life balance, environmental impact, and time/cost savings significantly improve the quality of work life for MNC employees working from home. The data shows strong agreement on WFH improving work-life balance (Q4), saving time and money (Q5 & Q14), and reducing pollution (Q6). These factors are positively perceived, contributing to employee satisfaction and well-being, supporting Hypothesis 2.

Hypothesis 3: Challenges such as a lack of improvement in productivity, management's perception that employees do not work efficiently, and employees spending more time on work-related tasks negatively impact the quality of work life for employees working from home in MNCs.

Challenges like perceived lack of productivity improvement, management's view of inefficiency, and increased time spent on work tasks negatively impact the quality of work life for MNC employees working from home. Neutral responses on productivity (Q8), agreement on management's perception of inefficiency (Q11), and increased time on work tasks (Q12) support this. These issues can lower trust, blur work-life boundaries, and lead to burnout, validating Hypothesis 3. Addressing these challenges with better management practices and support can help mitigate their impact.

8. CONCLUSION

The data supports all three hypotheses, highlighting the importance of WFH, the key factors enhancing work life quality, and the challenges that need to be addressed. MNCs should consider the uniform positive perception of WFH, choose appropriate Hybrid Work Model, leverage its benefits, and address the challenges to optimize their WFH policies for enhanced employee satisfaction and productivity.

The current study has several limitations. The sample may not fully represent all employees in MNCs, which could affect the generalizability of the results. Additionally, demographic, cultural, industry and regional differences in remote work experiences were not thoroughly explored. Rapid technological advancements and varying management practices were also not fully addressed, which may influence the effectiveness of WFH policies.

The future scope involves conducting cross-cultural and demographic analyses to understand diverse perceptions of WFH benefits and challenges across regions and industries, aiding MNCs in tailoring remote work policies. Research should also focus on developing innovative strategies for work-life balance and effective burnout prevention in remote settings. Additionally, optimizing hybrid work models and exploring emerging technologies, such as virtual collaboration tools and AI-driven productivity solutions, will be essential.

Investigating continuous learning and professional development in remote environments will ensure employees have the resources needed to thrive. These research areas will assist organizations in creating more effective, balanced, and supportive remote and hybrid work environments.

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