

Impact of Work from Home on Health and Productivity level of Women Employees Working in IT Sector

Impact of Work from Home
on Health and Productivity
level of Women

161

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Received: 19.02.2023

Accepted: 07.07.2023

Abstract

Objective: This study examines the impact of WFH (occupational and home office environment) on the mental & physical health and productivity level of women employees working in IT sector, Pune.

Methods: A questionnaire was deployed to women employees working in the IT sector, Pune from September 2021-March 2022 and 159 valid responses were obtained. ANOVA tests were used to understand the impact of the WFH (occupational and home office environment) on the mental and physical health and productivity level.

Results: There is a significant impact of WFH (occupational and home office environment) on the mental & physical health and productivity level of women employees. Respondents who received adequate support from co-workers/supervisors, effective cooperation from supervisors and co-workers, clarity in job, flexible working hours, workspace privacy at home, assistance from organisation for home office set up, proper collaboration with the team had better health and increase in productivity level. Decreased health and productivity level was associated with, lack of clarity in job, less support from co-workers and managers, inadequate cooperation from co-workers and managers, strict working hours, poor home office set up, and collaboration with the team.

Conclusion: This study highlights occupational and home office environment factors and its impact on women employees' physical & mental health and productivity level of respondents. This study illuminates that importance of home office set up, lack of support, cooperation, collaboration, clarity in job and poor internet set up are the most important factors that need to be considered by the employers, HR personnel while developing WFH strategies for promoting a better working environment in near future.

Novelty: This study focuses on the problems faced by the women employees while working home and its effect on health and productivity level. This will help government and employers to devise supportive Work from Home policies considering Hybrid model as the option of future work.

Keywords: Work from home, Mental and Physical health, productivity level, women employees

1. Introduction

Remote work which had started as a temporary solution during pandemic, has now become a full-time office norm. Previously work from home was only implemented in a few sectors, few kinds of jobs or under certain circumstances. But during the pandemic many companies believed that there are various jobs, which can be done through work from home. So employers invested fixed cost in setting up work from home/remote systems for their employees, so employers and employees may prefer remote work even post pandemic. Flexibility and autonomy is the major benefit cited by employees and employers relating to remote work with improved work-life balance a result of flexibility and autonomy. (Gardiner et al, 2021)

Based on the studies conducted on remote work, it is suggested that employees prefer to work from home to have a better work life balance, as they can save commuting time, have more flexibility in taking care of their family members, better health, even employees have



Gurukul Business Review (GBR)
Vol. 19 (Spring 2023), pp. 161-173
ISSN : 0973-1466 (off line)
ISSN : 0973-9262 (on line)
RNI No. : UTTENG00072
Impact Factor : 2.82 (IIFS 2020)

the autonomy to set up their workspaces and work schedules while working from home.(Akhtar et al., 2012).(Chaf et al., 2021)(Beno, 2021). On the other hand, negative effects of remote work include social isolation, threats to career growth, long working hours, "always-on" culture, increased emotional exhaustion, limited support from line managers, no clear boundaries between work and life musculoskeletal health problems etc.(Chaf et al., 2021)(Beno, 2021), (Renzo et al., 2020) (Hafermalz, 2020).. However, health issues are furthermore likely to be impacted for working women who are married with children, as closures of schools, baby crèche and offices of spouses, require working parents to take care of children, and family members, as well as managing house chores. Based on the previous surveys conducted during the pandemic shows that employees who were working from home were not able to mentally detach themselves from work and stick to the work routine. They can't concentrate on work nor on family as both interfere with each other. So, working mothers sacrifice their sleep hours to complete their office related work which eventually leads to health problems. All workers didn't have dedicated workspaces or workspace privacy, they had to share their workspace with children, who attended their school in online mode, spouses/ family members who worked remotely. Women had to shift from one place to another such as the kitchen, sofas, beds etc. As work life boundaries have become blurred, due to the use of technology employees are not able to mentally detach themselves from work (Kutty, 2018). Based on the previous surveys conducted during the pandemic shows that employees who were working from home were not able to mentally detach themselves from work and stick to the work routine. They can't concentrate on work nor on family as both interfere with each other. (Toscano and Zappala, 2020)So, working mothers sacrifice their sleep hours to complete their office related work which eventually leads to health problems.(Yijing et al., 2021) which lead to an increasing chance of work family conflict. (Ustinov, 2020)Similarly, studies have also pointed that employees who are staying alone don't have anyone to share their social concerns or any problems which may contribute to isolation/ depression thus affecting the mental wellbeing of employees (Renzo et al., 2020). The continuous stay at home may cause certain behavioural changes like depression, anxiety etc which may lead to stress which likely can impact the mental and physical health of women employees Employees working from home witness negative emotions and irritability, which were associated with social isolation, anxiety and stress. R, Wang et al., 2021). This in turn influences productivity, work-life balance and well-being. Sedentary lifestyle, consumption of fast/junk food, uncomfortable work environment (chair desk, ergonomics increased in intake of junk foods, lack of communication with co-workers and lack of social interaction are the major predictors of negative impact on mental and physical wellbeing.(Peasley et al., 2020).(Graham et al, 2021),(Pandey, 2020), (Mahdavi and Kelishadi, 2020). (Gardiner, 2021)Similarly, a study in Australia was conducted to examine the impacts of psychosocial and physical hazards on mental and physical health, and to investigate differences in health outcomes between employees, based on gender, age, and job type. in their research suggested that comfortable workstation workers are expected to work extensively with their workstations while working from home, and therefore presented their suggestions for a comfortable workstation (i.e., an adjustable desk and chair to prevent back and joints pain, along with a footrest, and an adjustable monitor screen). (Codd),(Kaur and Sharma, 2020).

Research studies had shown that productivity level has increased while working from home, especially for employees who had a dedicated workspace were able to perform better, as compared to workers who don't have a dedicated workspace.(Awadaa et al, 2021) Few studies have suggested that employees need to have their own home office set up and consider it as their workspace, so that they can focus on work and reduce distraction which will help them to perform better and improve their productivity (Nawaz et al, 2019). In fact, if there is no workspace privacy, there will be lot of distractions and cause conflicts at home and hampers the productivity of employees. Few findings indicated that cooperation and support from co-workers and clarity in job were associated with increased productivity.Similarly, another study revealed that employees who were able to communicate and coordinate with their co-workers, where performing better as compared to those

employees who had difficulty in communicating with co-workers. (Waizenegger et al, 2020) It is important for the organisation to use proper communication technologies to support smooth flow of work. (Rudnicka et al, 2020) There are supporting studies which also showed that proper cooperation and support from supervisors, good home office set up, dedicated workspace are positively associated with productivity. (Russo et al, 2020)

There is a research being carried out in western context, which highlighted the impact of work from home on the health and productivity level of employees who transitioned to WFH during the pandemic, but there is no evidence of research that focused on the impact of WFH on the health of women employees who are working from home. So, this study may enrich the existing literature by providing a gendered based understanding on, the impact of Work from home environment on the health and productivity level of women employees working in the IT sector

An in-depth understanding of the new environmental factors and its relationship with the mental and physical wellbeing is very important to ensure a positive work environment for the employees who will be working from home in future. If employers want employees to continue work from home or even if employees want to continue WFH then this study will provide the insights about the major factors impacting the health and productivity level of women employees. So that the employers or HR personnel can consider these factors while designing WFH policies to ensure smooth flow of work and best working conditions, so that WFH factors on health can be minimised and their productivity can be improved. This paper aims to understand the changes in mental and physical health of women employees who transitioned to work from home and will continue to work from home. It also investigates the impact of home office environment and occupational environment on the mental and physical health of women employees. The paper also tries to understand the impact of home office environment and occupational environment on changes in the productivity level of women employees while working at home.

2. Methods

Objectives of the Study.

1. To study the impact of the occupational environment on the mental and physical health of women employees.
2. To examine the effect of the home office environment on the mental and physical health of women employees.
3. To study the impact of occupational environment on productivity level of women employees
4. To examine the effect of home office environment on the productivity level of women employees

Hypothesis of the Study

H01: There is no impact of the occupational environment on the mental and physical health of women employees.

H02: There is no impact of a home office environment on the mental and physical health of women employees.

H03: There is no impact of from the occupational environment on the productivity level of women employees.

H04: There is no impact of the home office environment on the productivity level of women employees.

Participants and Procedure

The list of companies from Software Technology Parks of India, Pune was obtained for the study, Primary data was collected from the women employees working in the IT sector through an online questionnaire circulated through emails. The period of data collection was from September 2021 to March 2022. Respondents were screened based on the question asked, whether they were Working from home.

Instrument Development

Reliability and validity of the Questionnaire was established. Cronbach alpha value was found to be 0.8 and the validity was established by talking to 2 professors and 3 Associate Professors working in State Private Universities of Maharashtra, India

The questionnaire consisted of Likert-type, dichotomous, and open-response questions. Respondents responded to questions based on office home environment factors, occupational environmental factors, mental and physical health and productivity level. Data collected focused on, home office environment, occupational environment, work life balance and productivity level of respondents.

Section A: Questions on occupational environment (11 Questions)

1. To what extent did you get support and cooperation from your managers and co-workers while WFH?
2. To what extent were you able to collaborate with the team while WFH

Section B: Question on home office environment (4 Questions)

1. Did you get assistance by the organisation proper home office set up?
2. Is there workspace privacy while working from home?

Section C: Questions on Mental and Physical health (7Questions)

1. MR Questions on Physical health and mental health were asked
2. To what extent your mental wellbeing is affected while working from home

Section D: Questions on productivity level

1. To what extent were you able to complete your task on a given time?
2. To what extent were you able to take decisions while working from home?

Participants and Procedure

Primary data was collected from the women employees working in the IT sector through an online questionnaire circulated through emails and social media links through snowball sampling method. The period of data collection was from October 2021 to March 2022. Respondents were screened based on the question asked, whether they were Working from home. A total of 250 questionnaires were distributed, 203 responses were received, of which 42 were incomplete, having not responded to a few of the questions.

3. Measures

Occupational Environment

Participants rated their cooperation from co-workers compared to prior WFH using a 5-point Likert-type scale, from 1 (Very High Extent) to 5 (Very low extent) with 3 indicating the same level of communication as prior to WFH. The same scale was used for other questions like cooperation from your supervisor, Support from co-worker, Support from supervisor, flexible working hours, collaboration with team, always on culture even after normal working hours, Home Office Environment

Participants were asked to respond on home office environment questions. The questions asked were, the remote system set up by the organisation, workspace privacy at home, is leaving space and working space separate, home office set up assistance provided by the organisation- furniture like (adjustable chairs), interpersonal relations with family members at home.

Physical and Mental Well-being

Respondents were asked to rate their overall physical and mental health status prior to WFH on a 5-point Likert-type scale, from 1 (much lower) to 5 (much higher) with 3 indicating the same as before WFH. Various physical health issues were provided as options: Cardiac problems (chest pain /BP), Gastrointestinal issue (less appetitive, bloating /gas related issues/indigestion, Headaches, Fatigue /tiredness, Hormonal imbalance / gynaecology problem Ortho / Muscular problems, any other Various types of mental health issues were also provided as options: Anxiety, Depression, Insomnia, Mood swings, Isolation and Loneliness.

Productivity Level

Respondents were asked to rate their productivity level based on these questions: Planned

work completed on time, able to complete work effectively and efficiently, meet deadlines, able to take work related decisions on time. Likert-type scale, from 1 (Very High Extent) to 5 (Very low extent)

4. Results

Descriptive statistics were calculated for all Occupational Environment, Home Office Environment, Work Environment, mental and physical health, and productivity level of women employees

Participant Characteristic

The demographic characteristics, 78% of the participants were married and 22% of the participants were unmarried, 56% of the women employees reported having children. Respondents were working at different levels, 12% were working at senior levels, 49% were working at middle level and 29% of the respondents were working at lower levels.

Descriptive statistics

Frequency distribution for work environment, numbers of hours worked prior to work from home, 40% worked for less than 9 hours, 52% of the respondents worked for 9-10 hours, mode, 5% worked for 10-11 hours and 3% worked for more than 11 hours a day. Frequency distribution for working hours while working at Home, 20% worked less than 9 hours, 35% worked for 9-10 hours, 23% worked for 10-11 hours and 22% worked for more than 11 hours. Frequency distribution for increased workload while working at home showed that 68% of the participants said workload increased while working at home. 39% of the respondents had to work on holiday or weekends, while working at home, 30% of the respondents had to work sometimes on weekends or holidays while working at home 31% of the respondents were not working on weekends or holidays while working at home. Frequency distribution for Occupational environment, 39% of the respondents had job clarity same as prior to WFH, but 17% of the respondents had no job clarity while working from home, 42% of the respondents couldn't communicate effectively with their co-workers and 48% couldn't communicate effectively with supervisors while WFH, 57% didn't get support from co-workers, 41% didn't get support from supervisors, 40% respondents had flexibility in working hours. Frequency distribution for Home office environment, 23% of respondents didn't get assistance for remote set up, 27% didn't had workspace privacy, 55% didn't had separate living space and working space, 74% didn't get support from organisation for furniture set up. Frequency distribution for adverse impact of health while working at home, 68% of the participants physical health (headaches, fatigue, backache, neck pain, gastrointestinal problems and muscular problems was adversely affected due to Work at home and 32% didn't face any adverse effect due to work at home. 51% of respondents' mental health (insomnia, depression, anxiety, loneliness etc) was adversely affected due to work at home, 49% of the respondents didn't face any adverse effect on mental health, Frequency distribution for preferred mode of work: 56% of the respondents reported hybrid mode of work, 28% reported work from home and 16% reported to work from office.

5. Results

H01: There is no impact of the occupational environment on the mental and physical health of women employees.

ANOVA test was applied to find the impact of the occupational environment on the physical and mental health of women employees who transitioned to WFH during Covid 19 pandemic. For respondents having job clarity, there is a significant impact on the physical health (p value=0.00) and mental health (p value = 0.00), effective communication with the co-worker had a significant impact on the physical health (p value=0.00) and mental health, (p value = 0.00), effective communication with the supervisor had a significant effect on the physical health (p value=0.00) and mental health (p value = 0.00), Support from Co-worker had a significant impact on the physical health (p value=0.00) and mental health (p value = 0.00), support from boss/manager also had a significant impact on the physical health (p value=0.00) and mental health, (p value = 0.00), flexible working hours had a significant impact on the physical health (p value=0.00) and mental health (p value = 0.00),

Table 1.
Job Clarity on Physical Health

Analysis of Variance					
Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	36.926	1	36.926	30.520	0.000
Residual	191.167	158	1.210		

Source: Data Collected from Primary Source

Table 2.
Job Clarity on Mental Health

Analysis of Variance					
Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	21.125	1	21.125	16.493	0.000
Residual	202.375	158	1.281		

Source: Data Collected from Primary Source

Table 3.
Communication with the Co-worker on Physical Health

Analysis of Variance					
Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	80.616	1	80.616	86.368	0.000
Residual	147.477	158	0.933		

Source: Data Collected from Primary Source

Table 4.
Communication with the Co-worker on Mental Health

Analysis of Variance					
Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	60.713	1	60.713	58.928	0.000
Residual	162.787	158	1.030		

Source: Data Collected from Primary Source

Table 5.
Cooperation from Supervisor on Physical Health

Analysis of Variance					
Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	62.285	1	62.285	59.352	0.000
Residual	165.809	158	1.049		

Source: Data Collected from Primary Source

Table 6.
Cooperation from Supervisor on Mental Health

Analysis of Variance					
Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	45.604	1	45.604	40.504	0.000
Residual	177.896	158	1.126		

Source: Data Collected from Primary Source

Table 7.
Support from Co-worker on Physical Health

Analysis of Variance					
Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	69.903	1	69.903	69.819	0.000
Residual	158.191	158	1.001		

Source: Data Collected from Primary Source

Analysis of Variance					
Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	54.095	1	54.095	50.453	0.000
Residual	169.405	158	1.072		

Impact of Work from Home on Health and Productivity level of Women
167

Table 8.
Support from Co-worker on MentalHealth

Source: Data Collected from Primary Source

Analysis of Variance					
Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	46.289	1	46.289	41.271	0.000
Residual	177.211	158	1.122		

Table 9.
Support from Immediate Supervisor on Physical Health

Source: Data Collected from Primary Source

Analysis of Variance					
Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	46.289	1	46.289	41.271	0.000
Residual	177.211	158	1.122		

Table 10.
Support from Immediate Supervisor on Mental Health

Source: Data Collected from Primary Source

Analysis of Variance					
Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	35.332	1	35.332	28.464	0.000
Residual	192.401	155	1.241		

Table 11.
Flexible Working Hours on Physical Health

Source: Data Collected from Primary Source

Analysis of Variance					
Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	31.937	1	31.937	25.899	0.000
Residual	191.133	155	1.233		

Table 12.
Flexible Working Hours on Mental Health

Source: Data Collected from Primary Source

H02: There is no impact of the home office environment on the mental and physical health of women employees.

ANOVA test was applied to find the impact of the home office environment on the physical health and mental health of women employees. For respondents who got remote set up by organisation there is a significant impact on the physical health (p value=0.00) and mental health (p value = 0.00), similarly workspace privacy had a significant impact on the physical health (p value=0.02) and mental health, (p value = 0.025), furniture set up by organisation, there is no significant effect on the physical health (p value 0.06 and mental health (p value = 0.80), interpersonal relationship with family members, there is a significant impact on physical health (p value 0.00) and mental health (0.00).

ANOVA Table Remote Set Up on Physical Health

Analysis of Variance

Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	38.150	1	38.150	31.734	0.000
Residual	189.944	158	1.202		

Source: Data Collected from Primary Source

ANOVA Table Remote Set Up on Mental Health

Analysis of Variance

Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	31.192	1	31.192	25.627	0.000
Residual	192.308	158	1.217		

Source: Data Collected from Primary Source

ANOVA Table Workspace Privacy on Physical Health

Analysis of Variance

Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	13.001	1	13.001	9.550	0.002
Residual	215.093	158	1.361		

Source: Data Collected from Primary Source

ANOVA Table Workspace Privacy on Mental Health

Analysis of Variance

Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	7.037	1	7.037	5.136	0.025
Residual	216.463	158	1.370		

Source: Data Collected from Primary Source

ANOVA Table Furniture Set Up on Mental Health

Analysis of Variance

Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	4.796	1	4.796	3.394	0.067
Residual	223.297	158	1.413		

Source: Data Collected from Primary Source

ANOVA Table Furniture Set Up on Physical Health

Analysis of Variance

Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	0.087	1	0.087	0.061	0.805
Residual	223.413	158	1.414		

Source: Data Collected from Primary Source

Analysis of Variance

Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	20.498	1	20.498	15.601	0.000
Residual	207.596	158	1.314		

Source: Data Collected from Primary Source

Impact of Work from Home on Health and Productivity level of Women
169

ANOVA Table
Interpersonal Relationship At Home on Physical Health

Analysis of Variance

Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	28.329	1	28.329	22.934	0.000
Residual	195.171	158	1.235		

Source: Data Collected from Primary Source

ANOVA Table
Interpersonal Relationship With Family Members on Mental Health

H03: There is no impact of support from the occupational environment on productivity level of women employees.

ANOVA test was applied to find the impact of the occupational environment on the productivity level of women employees. For respondents having job clarity, there is a significant impact on the productivity level (p value = 0.007), similarly respondents having effective communication with the co-worker had a significant impact on the productivity level, (p value = 0.00), effective communication with the Supervisor had a significant effect on the productivity level (p value = 0.00), Support from Co-worker had a significant impact on the productivity level (p value = 0.00), support from boss/manager also had a significant impact on the productivity level, (p value = 0.00), flexibility in working hours had a significant impact on the productivity level, (p value = 0.00),

Analysis of Variance

Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	8.768	1	8.768	7.545	0.007
Residual	183.607	158	1.162		

Source: Data Collected from Primary Source

ANOVA Table Job Clarity on Productivity Level

Analysis of Variance

Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	57.739	1	57.739	67.758	0.000
Residual	134.636	158	0.852		

Source: Data Collected from Primary Source

ANOVA table communication with supervisor on productivity level

ANOVA table support from co-workers on productivity level

Analysis of Variance

Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	57.739	1	57.739	67.758	0.000
Residual	134.636	158	0.852		

Source: Data Collected from Primary Source

ANOVA table support from managers/ boss on productivity level

Analysis of Variance

Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	66.480	1	66.480	83.433	0.000
Residual	125.895	158	0.797		

Source: Data Collected from Primary Source

ANOVA table flexible working hours on productivity level

Analysis of Variance

Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	18.478	1	18.478	16.608	0.000
Residual	172.452	155	1.113		

Source: Data Collected from Primary Source

H04: There is no impact of the home office environment on the productivity level of women employees.

ANOVA test was applied to find the impact of the home office environment on the productivity level of women employees. For respondents who got remote set up by organisation there is a significant impact on productivity level (p value = 0.00), similarly workspace privacy had a significant impact on productivity level, (p value=0.004), separate living space and workspace had a significant effect on the productivity level, (p value = 0.064), furniture set up by organisation, there is no significant effect on the productivity level (p value = 0.719), interpersonal relationship with family members, there is a significant impact on productivity level (p value = 0.00)

ANOVA table remote set up on productivity level

Analysis of Variance

Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	44.536	1	44.536	47.597	0.000
Residual	147.839	158	0.936		

Source: Data Collected from Primary Source

ANOVA table workspace privacy on productivity level

Analysis of Variance

Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	9.688	1	9.688	8.378	0.004
Residual	182.687	158	1.156		

Source: Data Collected from Primary Source

Analysis of Variance

Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	4.160	1	4.160	3.492	0.064
Residual	188.215	158	1.191		

ANOVA table separate living space and workspace privacy on productivity level

Source: Data Collected from Primary Source

Analysis of Variance

Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	0.158	1	0.158	0.130	0.719
Residual	192.217	158	1.217		

ANOVA table furniture set up on productivity level

Source: Data Collected from Primary Source

Analysis of Variance

Source	Type III SS	df	Mean Squares	F-Ratio	p-Value
Regression	13.682	1	13.682	12.098	0.001
	178.693	158	1.131		

ANOVA table interpersonal relationship with family members on productivity level

Source: Data Collected from Primary Source

6.

Discussion

We aimed to examine the effect of occupational environments and home office environments on the mental & physical health and productivity level of the women employees working in the IT sector who transitioned to WFH.

Results based on the study revealed that there is a significant impact of work from home (occupational and home office environment on the health of women employees. ANOVA test results showed that factors of occupational environments i.e. poor communication with co-workers and manager/boss, poor support from co-workers and manager/boss, lack of job clarity, non-flexibility in working hours, poor collaboration with the team members and always on culture were associated with poor mental and physical health and adequate support from Co-worker/manager, effective communication with Co-worker/manager, flexibility in working hours and job clarity, proper collaboration with team members, workspace privacy at home, interpersonal relationship with family members at home were positively related with better health. The respondents who didn't get support from co-workers, were not able to take decision on time, had to spend more time in front of the computers till the work get over which results in long working hours. Health issues like ortho problems, weight gain, gastrointestinal, back pain, hormonal imbalance etc were associated with long working hours. Always on culture in front of computers, due to lack of support and inadequate communication with co-workers and colleagues may be directly linked to an increase in health issues. Adequate communication with colleagues and collaboration with the team were positively related to better health but less communication and poor cooperation from supervisors had a significant impact on the mental status of respondents. Respondents who don't have workspace privacy at home spend long Working hours as they must share workspace with others and adjust, which is also linked to increase in health issues.

Statistical tool ANOVA was conducted to find the impact of occupational factors and home office environment factors on the productivity level of women employees. Results showed

that there is an overall increase in the productivity level while working from home. Increase in productivity level was associated with job clarity, support from manager/ boss and co-workers, effective communication with co-workers and managers, flexibility in working hours and collaboration with team members. Support from boss and co-workers were positively associated with meeting the deadlines and completing the work effectively. Respondents who had proper communication with co-workers and boss were able to take decisions on time and complete the work effectively. Home office environment also had a significant impact on productivity level. Respondents who had workspace privacy while working from home can focus on work, be away from distractions which enhances their productivity. Interpersonal relationships with family members also had a significant impact on the productivity level. Respondents who didn't have workspace privacy, there were lot of distraction from family members which may lead to interpersonal conflict which is also associated with decrease in productivity level. Remote set up by the organisation with proper internet connectivity also had a significant impact on productivity level as they were able to work smoothly.

7. Conclusions

Most of employees, who were working from home, reported an improved health and increase in productivity level, but there were few respondents who had increase in health problems and decreased productivity level while working from home. The major reason for decreased health was: no proper communication with co-workers and supervisors, less support from Co-workers and managers, no job clarity, rigid working hours, no workspace privacy, less assistance provided for remote setup by the organisation and poor interpersonal relationship with family members. The women employees who got support from co-workers and managers, had effective communication with co-workers and managers, had job clarity, had flexibility in working hours, workspace privacy at home, got assistance for home office set up from organisation, good interpersonal relationship with family members, their productivity level had increased and had a better mental and physical wellbeing. The employers should be sensitive to understand the issue of the women who have faced health problems and decreased productivity levels due to lack of support from the organisation while working from home. This study can provide the key factors that need to be considered while developing WFH strategies for promoting a better health wellbeing in near future. Organisation give more importance for coordination and communication by investing in technology which can help in more smooth communication and coordination, so that employees can focus on their work and will be able to complete their task on time. Based on this research paper, organisation can work on Hybrid work Model as a sustainable option, so that they can overcome the challenges faced by the women employees while working from home.

Limitation of the study

Women employees of the IT sector were too busy, so the researcher could only obtain limited information from some of the respondents. Some of women employees were little hesitant to give true information about their health, relationship with their boss/manager and workspace privacy. As they were working in the same organisation, they were little reluctant to share about the support provided by the organisation as few of them were giving neutral answers.

Industrial relevance of the study

This study will provide the organisation with the key factors that need to be considered while devising Work from Home strategies to reduce the negative impact of WFH on the health of women employees. This study will also help the government and employers to devise Hybrid model as the option of future work to have a sustainable and supportive work environment, as from this study the most key factors that is affecting the women employees can be taken into consideration and incorporated into the Hybrid model to solve most of the WFH problems

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