



IMPACT OF REMOTE WORK ON EMPLOYEE PRODUCTIVITY AND JOB SATISFACTION

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ABSTRACT

The shift to remote work has not only transformed the way employees carry out their tasks but has also altered the work environment and dynamics. On average, workers perceive that productivity and meaning changed in opposite directions with the shift to WFH—productivity increased while the meaning derived from daily activities decreased. Using a combination of quantitative and qualitative methods, data was collected from a diverse sample of employees across different industries and regions. Surveys, interviews, and performance metrics were utilized to assess the effects of remote work on productivity levels, job satisfaction, work-life balance, and overall employee well-being. Stress was reduced while health problems increased. One of the primary considerations of remote work is its influence on employee performance. By investigating these changes, we identify important common sources of support and friction associated with remote work that affect multiple dimensions of work and life. In this study, we aim to explore the multifaceted effects of remote work on employee performance, job satisfaction, and mental health. By shedding light on these impacts, we hope to offer practical recommendations for organisations to effectively support their remote workforce and enhance overall employee well-being.

Keywords: remote work, employee performance, quantitative and qualitative methods, employee well-being, job satisfaction, health problems.

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INTRODUCTION

Employees work at virtual network they are telecommuting or teleworker or teleworking. Work related travel can be replaced by use of information technology, telecommunications. Telecommuting refers to a full or part time flexible work arrangement; which is essentially combines the use of telecommunication technologies with the concept of the flexible workplace. Here are some important terms to understand that is as, an electronic cottage is a reference for telecommuting it referred to a home equipped with a computer, modem, telephone line or other that allowed an individual to perform work in the home while connected to a remote computer site. A flexible work arrangement means adjustment working times and locations for a better work–life balance. Job satisfaction means positive or negative feelings employees

have about their job. The Level of telecommuting is the number of days spent telecommuting. A non-telecommuter is an employee who performs job duties at the organizational facility. Telecommuters are that employees who allowed perform organizational duties from home or other locations using technology. Telecommuting or telework is an arrangement between an organization and an employee to work from a location other than the organization's business site. Teleworking is an alternate work arrangement. This has transformed the workplace which allows workers to fulfill their job assignment from any location away from the traditional office. Such work arrangement has been growing in popularity due to various factors. Employee's job satisfaction is important to organization and everyone. Employees job satisfaction effect on business

growth. Understanding factors behind job satisfaction of employees is important in today's day. Technology increased rapidly, most of works are complete in remote place. A modern employee doesn't want travel for simple work. In today's modern environments Virtual offices have been a growing up and it have been used to improve organizational performance for several decades.

LITERATURE REVIEW

Monica Molino (2022) The changes that are constantly occurring in the labour sector have led organisations and companies to move towards digital transformation. This process was accelerated by the COVID-19 pandemic and conducted to a massive recourse to the practice of remote working, which in this study is understood as the term for the way of performing work outside the usual workplace and with the support of ICT. Currently, there are no flexible scales in the literature that allow measuring the benefits and disadvantages of remote working with a single instrument. Thus, the distinction between the positive and negative consequences of working remotely, substantiated by a solid literature, provides a framework for a systematic understanding of the issue. Participants were all Italian employees who worked remotely during the period of the COVID-19 health emergency.

Patricia Fusch (2022) It is known employee job satisfaction is related to employee motivation, performance, retention, and other factors which are beneficial to the employee and the employer. In recent decades, some have used the work of Self-Determination Theory to claim pay is irrelevant and promote the idea it is an employee's commitment, attitude, and the programs the employer offers the employee that are important to employee satisfaction, motivation, performance, morale, and retention. However, the work of Self-Determination Theory has neither stated nor confirmed this concept. In a study considering

if and to what extent a relationship exists between employee rate of monetary compensation and employee job satisfaction, it was found a statistically significant positive relationship exists between employee rate of monetary compensation and employee overall, extrinsic, and intrinsic job satisfaction. The sample consisted of $N = 129$ employees of Fortune 500 companies within the United States of America. Utilizing Spearman's rank-order correlation employee overall job satisfaction resulted in $\rho = .290$, employee extrinsic job satisfaction resulted in $\rho = .227$, and employee intrinsic job satisfaction resulted in $\rho = .325$ all demonstrating a positive relationship with employee rate of monetary compensation.

Mochammad Munir Rachman (2021) Research to date regarding job satisfaction such as comfort, love of work and working conditions are still a priority used in improving performance results. This is associated with too much workload. Unable to complete work due to stress factors, and less supportive work environment conditions. Managers just give up, but believe they can overcome, and finish. Several other organizations also faced the same thing. Therefore, the purpose of this study is to prove that job satisfaction can change the impact of work stress and work environment conditions on the performance of government employees in the Field of Appointment and Retired Employees in the Office BKN Region II Surabaya. This study uses an explanatory method by distributing questionnaires to 43 government employees in the Field of Appointment and Retired Employees in the Office BKN Region II Surabaya, and path analysis as the analysis technique.

Charles Needham (2020) This study examines the impact of wellness programs on employee job satisfaction in Colleges and Universities. Utilizing a sample of full time or part time college and university faculty

members of for-profit and brick and mortar universities in the United States, the results of this correlational study did not predict job satisfaction among employees who participated in wellness programs. In addition, it was found that interaction analyses indicated a relationship between gender and job satisfaction. Females were more likely than males to have higher levels of job satisfaction, as well as years of experience and job satisfaction. Faculty who had employed between 11 and 15 years were more likely to have higher levels of job satisfaction.

Serkan DENİZ (2019) Loneliness has become one of the most important problems of our time. Loneliness can be seen not only in daily life but also in the workplaces. Loneliness in the workplace has many negative effects on both employees and organizations. In this study, it was aimed to reveal the effect of loneliness in the workplace on the job performance of employees in terms of private hospitals. The data of the study were collected from the employees of the private hospitals operating in Istanbul through survey method. When the study was completed, the loneliness levels of the participants in the workplace were found to be generally low and their job performances were to be high. As a result of the study, it was found that there is a statistically significant, negative and moderate relationship between all dimensions of loneliness in the workplace and the employees' job performance.

Remote work

Remote work (also called telecommuting, telework, work from or at home, WFH as an initialism, hybrid work, and other terms) is the practice of working at or from one's home or another space rather than from an office or workplace. The practice of working at home has been documented for centuries, but remote work for large employers began on a small scale in the 1970s, when technology was developed that could link satellite offices to

downtown mainframes through dumb terminals using telephone lines as a network bridge. It became more common in the 1990s and 2000s, facilitated by internet technologies such as collaborative software on cloud computing and conference calling via videotelephony. In 2020, workplace hazard controls for COVID-19 catalyzed a rapid transition to remote work for white-collar workers around the world, which largely persisted even after restrictions were lifted. Proponents of having a geographically distributed workforce argue that it reduces costs associated with maintaining an office, grants employees autonomy and flexibility that improves their motivation and job satisfaction, eliminates environmental harms from commuting, allows employers to draw from a more geographically diverse pool of applicants, and allows employees to relocate to a place they would prefer to live.

Impact of working remotely on employee productivity

This study aims to add to the existing literature and further build upon research on working remotely and productivity for different employees working at different departments and firms. The purpose of this research is to find out if there is a relation between productivity and working from home. In specific, this research will focus on different determinants on an individual level which might influence employee productivity. As COVID-19 might become a seasonal virus the findings of this research might give firms some new insights in how to organise remote working and it might give governments opportunities to form regulations and incentives to promote working from home because of the positive environmental impact it could have. This study is structured as follows. In the literature review an overview will be given about productivity and determinants of employee productivity. In the data and method section, the data used will be

discussed as well as the empirical models used to test the research question. Afterwards the results section will elaborate on the results obtained. Lastly, concluding remarks will be given regarding the significance and limitations with recommendations for further research regarding this topic.

Employee Productivity

Organizations and firms strive to improve employee productivity, as profits are directly influenced by the efficiency of their employees. There are various advantages to be obtained from higher levels of productivity come with various advantages such as favourable economic growth, profitability, and social progress. Furthermore, employees who are more productive also enjoy the benefits of better wages, favourable employment opportunities and better working conditions. Finally, more productive firms maximize their organizational competitive advantage through cost reduction and improving their output. These benefits obtained from higher productivity; makes it worthy of analysis as it is a crucial factor in the long-term success of firms.

Working Remotely and employee productivity

Working remotely is a form of carrying out a job without a specific place of work restrictions usually with the aid of technological tools. Following the rapid increase in cases throughout the world, many governments and employers quickly implemented restrictions requiring employees to work from home. Which lead to the largest global experiment in remote working in human history. However, even before the pandemic the number of people working remotely has already been growing in most countries. A typical telecommuter has a college degree and works for a salary in a managerial or professional role at a firm. This in line with found that remote work was also much more common in industries with better educated and

paid workers. Furthermore, the majority of remote workers worked from the location of their home. Multiple studies actually show that working remotely has a positive effect on employee productivity. For example, did find evidence that productivity increased when employees worked from home. He conducted a field study on call centre employees of the Chinese travel website Ctrip. For nine months half of the volunteers were allowed to work from home and the other half worked at the office. Performance data and survey responses showed that employees working from home were more productive, happier, and less likely to quit their job. This study however was done at one company, one specific department of the company in one country.

Benefits of Remote Work for Employee Productivity

Remote work offers numerous benefits that can enhance employee productivity:

- **Flexible Work Environment:** Employees have the freedom to create a workspace that suits their needs, leading to increased comfort and focus.
- **Reduced Commute Time:** Eliminating the daily commute saves time and reduces stress, allowing employees to allocate more time to work and personal activities.
- **Work-Life Balance:** Remote work enables employees to better balance their professional and personal lives, which can improve overall well-being and job satisfaction.
- **Increased Autonomy:** Employees have more control over their work schedules and methods, fostering a sense of ownership and responsibility.
- **Access to a Wider Talent Pool:** Organizations can hire talent from different geographic locations, leading to a more diverse and skilled workforce.

RESEARCH METHODOLOGY

These impacts on the productivity and performance of the industry. Each organization works in its own pattern, when a new employee is appointed by the organization it takes months of stress and strain to train the staff and make him suitable and adaptable to the purpose and operation of the company. The sample size for this study is being determined by using the judgmental sampling technique and the sample size is defined by considering different factors which were very crucial for the study. The study is being conducted with the help of both Primary as well as Secondary data. It involved a complex process of identifying the total number of steel enterprises actively operating in the study area.

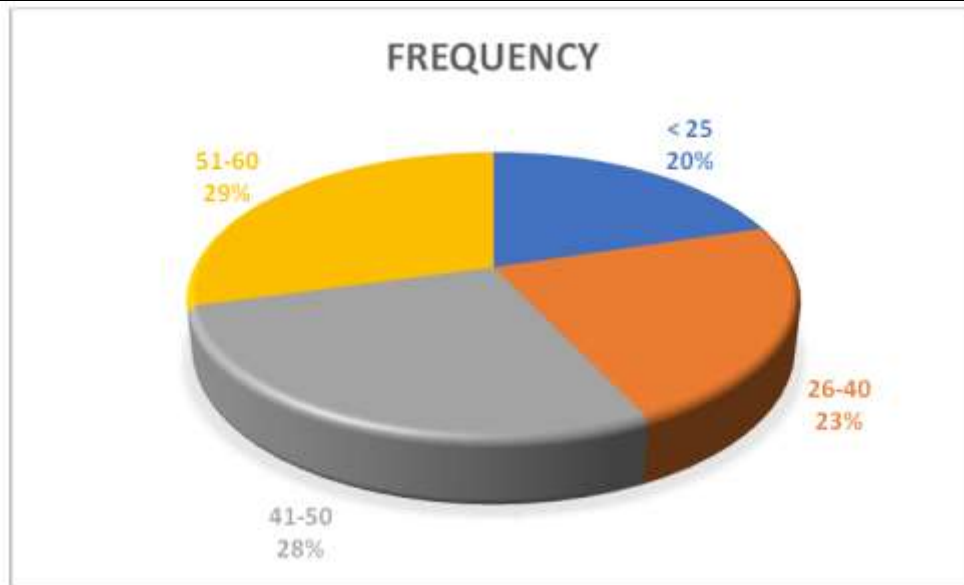
RESULTS AND DISCUSSIONS

Any study would be incomplete without the data analysis chapter and it is been treated as the heart of the research. This study has been designed to analyze the data collected through the primary technique. The data was collected from the respondents to be precise the employees of various steel corporations. This study critically examines each factor and variables chosen for the study which includes the individual level.

The primary data for the study is collected from employees working in the selected steel companies from some district with the help of well-structured questionnaire which includes the dichotomous as well the five point Likert scale questions and also some of the open-ended questions for some of the statements to avoid the biased responses. To analyse the data from different sources and to interpret the analysis, frequency distribution, descriptive statistics covering mean and weighted average. It is a practice of questioning what you do, and a systematic study of the observed and collected Information to find out the answers for a problem identified. However, the selection of the problem of the research is rather difficult.

Table 1: The Age classification of the Respondents

Age of the Employees					
	Age	Frequency	Percent	Valid Percent	Cumulative Percent
Age of the employees	< 25	121	20	20.2	20.2
	26-40	137	23	22.8	43
	41-50	166	28	27.7	70.7
	51-60	176	29	29.3	100
	Total	600	100	100	

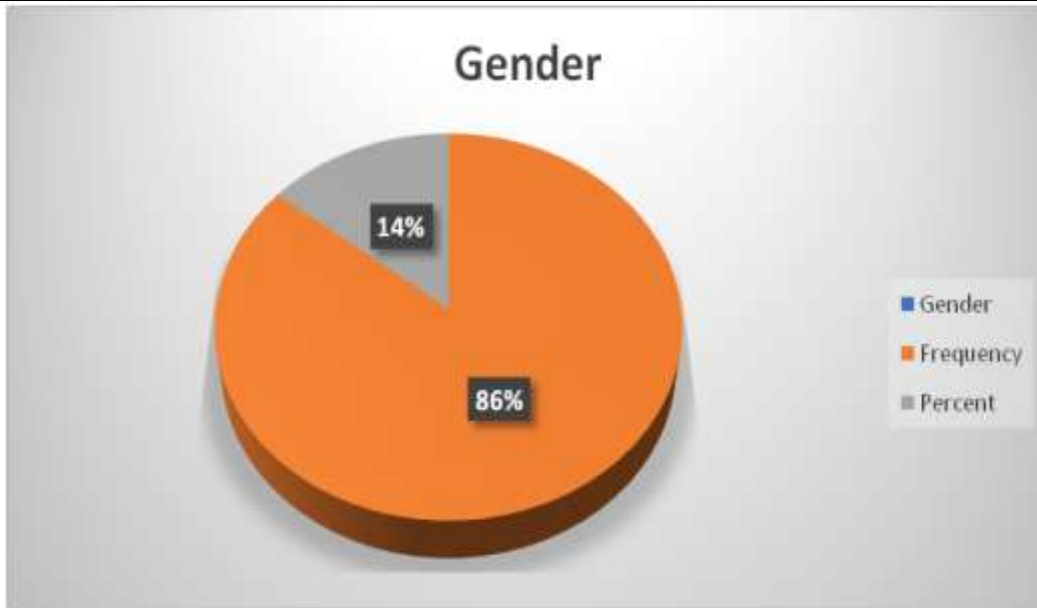


Graph 1: The Age classification of the Respondents

The primary data that was collected with the help of field survey revealed that majority of the respondents 29% of the study conducted were falling under the age group of 51-60 years which was further followed by 28% of the employees were in the age group of 41-50 years which was further followed by 23% of the employees were under the age group of 26-40 years and so on. It was observed that large number of employees who are working in the steel corporation senior veteran's who are in the verge of retirement.

Table 2: The Gender classification of the Respondents

Gender				
	Gender	Frequency	Percent	Valid Percent
Gender	Male	519	86	86.5
	Female	81	14	13.5
	Total	600	100	100



Graph 2: The Gender classification of the Respondents

The primary data that was collected with the help of field survey revealed that majority of the respondents of the study 86% of them were male which was followed by 14% of the female which proves that women may not be comfortable working with the manufacturing sector.

Table 3: The Grade of the employee working in the Steel Corporations

Grade of the employee				
	Grade	Frequency	Percent	Valid Percent
Grade of the employee	Front Line Supervisor	133	30	29.8
	Lower level Management	164	27	27.3
	Middle level Management	160	27	26.7
	Senior level Management	143	16	15.8
	Total	600	100	100

The above table and the graph generated with the help of the primary data conducted through field survey exhibits the Grade of the employee working in the Steel Corporations out of which majority of them 27% each employees are in the grade of lower level and middle level management followed by 30% of them are in the front-line employees and lastly around 16% of them are in the top-level management positions.

CONCLUSIONS

The study on the variables affecting the overall job satisfaction can help the organization to make right and suitable changes to get desired results and also enhance the job satisfaction of the employees. The mean score of employee perception on role conflict is moderate whereas the mean score on the WLB is above average. This can be bridged with providing suitable training to the employees based on their needs with respect to their role conflicts and its impact on the self and job satisfaction. Human happiness should not restrict to only to



his house. The same has to assured even at the workplace as well which is defined as the job satisfaction in the management terminology which is nothing but the psychological happiness and pleasure the employee gets in his work place that is why the organization and business entities should see and ensure that the employee gets the psychological tonic of happiness in terms of Job satisfaction. The job satisfaction is the mental feeling of favourableness which an individual has about his job. Individuals have certain expectations from their jobs and if these expectations are met, they feel satisfied. In addition, from the research we found that employees who are in higher levels tendency to more satisfy from intrinsic job satisfaction where employees who are working in lower position tendency to more satisfaction with extrinsic job satisfaction.

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