



## Investigating the Impact of Work Life Balance and Work Environment on Employees' Productivity Level- A Case of IT Sector

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*This research aims to assess how telecommuting influences the balance between work and life, productivity, and environment of individuals from various groups. It uses quantitative techniques to investigate the topic under study in more detail. The information, collected through an investigational tool, was supplemented through additional sources. A survey-based quantitative study was conducted, involving 152 participants who completed an online questionnaire. The findings shed light on the diverse impact of telecommuting on different age groups, revealing variations in satisfaction levels. These differences were examined across multiple dimensions, as detailed in the article. Conceptually, the research introduces a novel methodological approach and explores new concepts related to telecommuting's effects on employees, including work-life balance, productivity, and the telecommuting environment. Operationally, practically speaking, the research offers knowledge that can guide approaches that enhance worker engagement and happiness in a range of companies.*

## 1. Introduction

Employees play a crucial role as valuable assets within the organization. They, as human resources, should possess the capacity for innovation, creativity, and a positive mindset to effectively contribute to the organization. The potential of these employees can significantly impact the organization's performance in realizing its vision and mission. It is paramount for organizations to prioritize identifying and addressing factors or challenges that could potentially impact the productivity level of their employees. Such an approach is critical based on the essential contribution of employees as one of the critical resources towards attaining optimal organization performance. Consequently, effective human resource management practices are essential to ensure to holistic well-being and productivity of the workforce.

Ensuring work environment and achieving a healthy work-life-balance are fundamental psychological needs addressed within an organization. The existence of personalized work environment and balance is instrumental in enhancing employee productivity, with regard to their private life and in enhancing their output at the office. In today's dynamic work landscape, the relationship between various factors influencing employee's productivity level has gathered increasing attention. Among these factors, work-life balance and work environment have emerged as significant determinants of employee performance and organizational outcome.

The environment comprises the immediate surroundings of individuals, which they adapt to suit their needs for survival. Inappropriate manipulation of this environment can introduce hazards, rendering it unsafe and delaying the efficiency of workers. Consequently, the workstation encompasses an atmosphere where employees conduct their tasks (Chapins, 1995), although an operative workstation denotes a setting that permits administration to attain the desired outcomes (Mike, 2010; Shikdar, 2002).

Balancing between job and private life, is defined by the balance between work and personal life, and it has emerged as a key concern for companies looking to increase employee retention and happiness. Workers who believe feel that their careers and private lives are more balanced typically have greater contentment ratios, engagement, and overall productivity. In broader terms, maintaining the advancement of the mental health of staff members is commonly acknowledged to depend on a satisfactory balance between work and life. This factor of work-lifestyles stability encompasses gratification, reaching concord among non-public and expert lifestyles, and expanded self-assurance (Reindl et al., 2011).

Balance between work and life reflects an individual's contentment in achieving equilibrium between their work and personal life (Hutcheson, 2012). From employee's point of view, as explained by (Mendis et al., 2017), Achieving an agreement among professional and private obligations is known as work-life balance. The organization perceives facilitating such conditions to aid employees in balancing their familial and professional commitments as a valuable aspect of workplace. Consequently, a person's assessment of their ability to effectively manage their responsibilities in life, especially with reference to family and job, is known as their balance between work and life (Haar et al., 2014).



(Reindl et al., 2011) acknowledge the importance of various factors, including resources, personal behavior, and the importance of maintaining a stability between your job and private life. During 2020, the blowout of corona-virus (2019) ran to the emergence of several facets of the economic world, like the unparalleled expansion of telecommuting, (Allen et al., 2015) presented the concept of working remotely for the first time in the scientific literature, There are a number of identical names that have been used to describe remote work, including telecommuting, scattered job, online work, a versatile career, adaptable place of work, operating from house, private office, and utilizing telework Functioning online with ICT or volunteering from home are the two main definitions of remote work found in the literature.

The challenges posed by corona virus have raised curiosity about teleworking. Additionally, the possibility of exploration on homeworking has augmented during the epidemic. Google Scholar published 1,910 publications on various telecom topics in 2019, and up to 17.100 scientific articles by October 2022. Teleworking research has made advances in recent times, but data cracks continue. Most studies on the association between efficiency and telecommuting techniques, a balance between work and life, is still rare and inconclusive. (De Menezes et al., 2011; Rodriguez et al., 2022). There are numerous ways in which teleworking affects employees. On one side, teleworking offers employees with greater independence and flexibility, leading to better work life balance (Allen et al., 2015; Usmani et al., 2022; Mininni et al., 2020), personalized working environment, overall health and productivity level (Kazekami, S. 2019; Aczel et al., 2021; Galvez et al; 2019; Zhang et al., 2021).

Conversely, its shortcomings include the potential for higher work output, extended workdays, and a blending of job and private lives, all of that can be detrimental to their ability to do their jobs well. The relationship between life and work (Tejero et al., 2021). By considering the varying telecommuting methods used by different generations off teleworkers, this study seeks to clarify these conflicting findings. Another research gap was identified through an extensive literature review. Research has still need to discover the influence of teleworking work on working environment of an individual, work-life-balance and productivity level. To examine work and life balance and effect of work environment on productivity level, this study offers a score-primarily based totally assessment system.

## **2. Literature Review**

Telecommuting is transforming work practices, eliminating organizational boundaries, improving individual accessibility, control, and autonomy and increasing productivity due to flexible working hours. Considering that studies have concentrated on the manifestation of the procedures, the literature is examined one-on-one in relation to the stated goals.

### **2.1 Work-Life-Balance**

According to research, telecommuting can improve work-life balance by giving workforces more liberty and flexibility. This can ultimately boost productivity level of an employee by



lowering stress and raising job satisfaction. One important component in deciding whether or not employees participate in corporate goals is work-life balance. A proper balance between work and life is not only good for connection and wellness, but it may also boost profitability, which in turn improves effectiveness. The phrase “work-life-balance” mentions to the proper distribution of urgencies concerning “work” (occupation and determination) and “lifestyle” (well-being, intimate and unworldly growth) and was first used in United States in 1986 and the United Kingdom in the late 1970s (Fernandez et al., 2015).

Institute for economic co-operation and development acknowledge that throughout the corona crisis, telework has been a crucial tool for maintaining economies and productivity. In 2020, the European commission produced a policy highlighted the potential for increased productivity and a good work-life balance among people who work from home under proper circumstances. However, given its rapid and widespread adoption by workers and businesses, who aren't always ready to execute it will under these extraordinary situations, the effect on productivity is still unclear. According to the euro found research from 2020 – organizational characteristics like communication, task supervision, or skill adoption and use inside of core procedures can all have an impact on productivity in addition to an employee's skills or attitude.

Subsequently the research determinations have dedicated on representations of various eras in telecommuting procedures, literature is examined in relation to the goals that have been suggested. The significance of work-life balance is attaining organization objectives is evident through employee involvement. Preserving a fit and proper balance in work and life is of the utmost significance for relationship and health, but it may also increase an employee's productivity level and ultimately performance. Consequently, supervisors in all organization attain the assistances essential to support workforce members in evident of a steadiness concerning work and personal life. The following essentials, according to a 2017 Euro found research might affect work-life-balance; self-sufficiency and flexibility, workload and job concentration, working hours and quality, and the difference between work and home.

***H1: A positive work-life balance has a significant positive impact on the productivity level of employee who is engaged in telecommuting arrangements.***

## **2.2 Work Environment**

The institutions or factors that might have an impact on an organization's performance are considered the environment, according to Robbins and Timoty (2013). There are two distinct environments in this neighborhood: the general environment and the particular environment. The term “general environment” refers to any external factors, such as social and technical conditions, that may have an impact on the business. While the particular setting is a component of the setting related to accomplishing the aims and objectives of the business. According to Robbins (2017), fostering a comfortable work environment may enhance employee productivity, foster loyalty, and contribute to the organization's success.



Physical considerations include the surroundings and working circumstances. Psychological, as well as laws that impact productivity and work satisfaction (Schultz, 2010). According to Bjorn Hober (2017), opinions on work environments might be seen as motivating staff members to comprehend their roles and responsibilities. The following two-dimensional induction is part of the working environment (Siagian, 2014), among other things: 1) The physical work environment, this includes the design and facilities of individuals' physical workspace, such as location, lighting, and desk space. 2) The non-physical work environment, it is sum up of employee collaboration, supervisor-employee relationship, and cooperation among employees. In order to cultivate employee excitement to work more productively, proficiently, a healthy, pleasant, and decent work environment will support employees' moods and performance at work. The physical working environment has a direct impact on employees' senses, gradually altering interpersonal relationships and, consequently, productivity in their workplace. This is because the features or characteristics of a room have an impact on productivity and satisfaction level.

Numerous research on working environments have demonstrated that employees' satisfaction with particular working environment varies. Lighting, air circulation rates, access to natural lighting, and auditory environment are features that employees prefer and are exceedingly significant too their productivity and satisfaction with their workstation (Becker, 1981; Humphries, 2005; Veitch et al., 2004; Karasek et al., 1990). Employee health has been proven to benefit from good lighting and other elements life comfortable furniture (Dilani, 2004; Milton et al., 2002; Veitch et al., 2000) and subsequently on efficiency level. This is since light has a significance result on employees' overall effectiveness at work as well as their physical and psychological well-being. Workspace lighting, temperature, the presence of windows, the amount of free airflow, and other ambient features all seem have an impact on employees' attitudes, behavior, satisfaction, performance and output (Larsen et al., 1998; Veitch et al., 1996).

Moreover, the level of noise is another component of communication that influences productivity level. Communication is negative impacted by noise; as noise is louder and more persistent, frustration level rises while the productivity falls. This is explained, in part, by the fact that As noise levels rise, interaction turns into increasingly challenging. Due to facilitation of remote working, employees have the freedom to personalize their own working environment according to their preferences. Nine out of ten workers said in a research conducted by (Huges, 2007) that a good workspace's quality influences employees' attitudes and boosts their productivity.

***H2: A conducive work environment has a significant positive impact on the productivity level of operative who is engaged in telecommuting arrangement.***

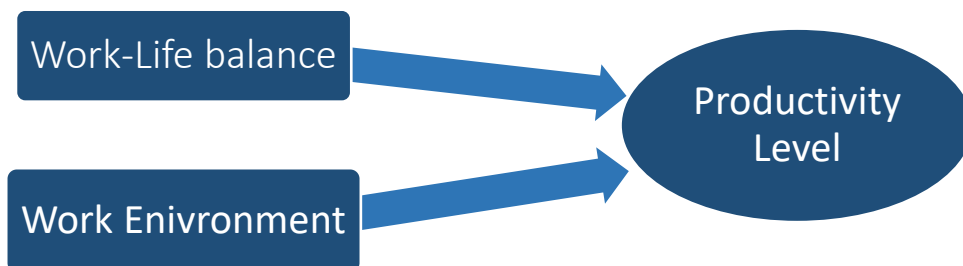
### **2.3 Productivity Level**

Telework has shown to be a crucial strategy for maintaining economies and productivity during covid-19 pandemic, as per the research of the OECD (2022). In 2020, the European Commission produced a policy brief highlighting the potential for increased productivity and a

good work-life balance among people who work from home under proper circumstances. However, given its rapid and wide spread adoption by workers and businesses, who aren't always ready to execute it well under there extraordinary situations, the effect on productivity is still unclear. According to the Eurofound research from 2020 (Eurofound, 2020), organizational characteristics life communication, task management, or technology adoption and use inside internal processes may all have an impact on productivity in addition to an employee's skills or attitude. Moreover, productivity level is significantly influenced by the work environment.

It is crucial to remember that the influence of the workplace might differ based on personal preferences and the type of work. Numerous researchers have examined how an employee's working environment and work life balance affects their productivity level, as Gonzalez (1999) states, the importance of working environment in determining an employee's performance and how it helps employees to focus on their work more professionally. Ollukaran and Gunaseelan (2003) discovered that an employee's productivity level is positively impacted by how well they interact with their work environment. Shegal (1995) discovered that a key factor in improving employee's productivity level is workplace design. Researchers have found that work environment contributes to 24% of job satisfaction and 5% of productivity level is increases.

**Figure No 1: Framework**



### 3. Methodology & Data Collection

The study research approach involved using a survey method to delve into the interplay, between the work environment, work life balance and their combined impact on employee productivity levels.

To analyze the questionnaire responses from IT company employees, a quantitative method was utilized with a Likert scale to assess variables. The questionnaire comprised 29 components focusing on aspects of employee experiences and perceptions within the setting. Including 9 components for work life balance 4 for the working environment and 8 for productivity levels.



The analysis aimed to validate hypotheses and ensure clarity through test trials. With a probability sampling technique employed 152 respondents were chosen from the target group. This method enabled the collection of data to understand employees' attitudes and opinions regarding variables in their work environment. Three key variables were scrutinized using the Likert scale as an assessment tool. The structured questionnaire facilitated data gathering and analysis providing insights into employee perspectives crucial, for shaping organizational strategies and initiatives.

### **3.1 Methodology in Development of Questionnaire**

This research utilizes a survey method. The quantitative element included distributing a survey to employees of age ranges to gauge their views, on remote work balancing work and personal life, productivity and health impacts.

### **3.2 Procedure & Description of Variables**

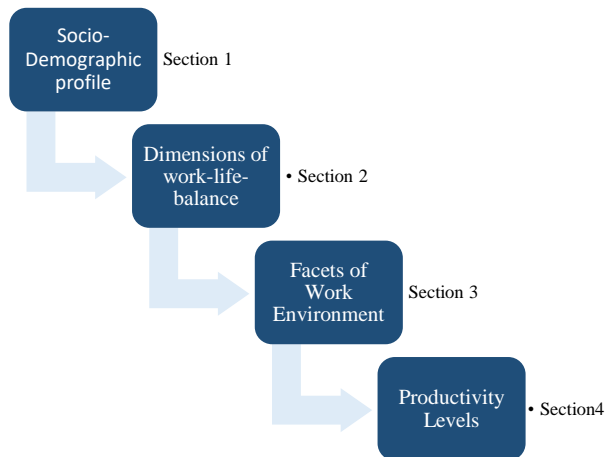
The initial portion of the survey asked responders about their age, marital status, academic achievements, and other socio-demographic characteristics. This supplied crucial background information on the participants.

Section two sought to probe the intricate dimensions of work-life balance which encompassed issues such as flexibility of work arrangements and perceived effectiveness of remote working in enabling an appropriate evenness between obligations in the personal and professional spheres.

On to the third section that carefully dissected various facets of the work environment including how conducive it is for working, comfort experienced within home office setup and extent to which self-autonomy can be used in personalizing one's workspace for optimal productivity as well as comfort.

In Section four however, we moved into variables: productivity levels. The respondents had been asked to think about a number of things that influence their productivity hence giving insights into different aspects related to productivity in respect to this study.

**Figure No 2: Questionnaire Design**



### 3.3 Description of Methodology

During data analysis, we found out several interesting results on how work environment and work-life balance affect employee productivity levels in IT engineering. This evaluation of work-life balance attributes exposed a remarkable acceptance to flexible working arrangements as one of the ways that remote work can be perceived as an instrument for balancing professional and personal duties. The productivity analysis gave a more detailed account of the influences behind staff performance thus revealing complex nature of production dynamics in IT industry.

These findings offer useful knowledge for companies aiming to boost worker output. They can do this by planning smart changes to improve workplace conditions and programs that help employees balance their work and personal lives.

### 3.4 Data Collection/Compilation

The steps leading to the compilation of data from the study are shown in the following steps:

#### 3.4.1 Data Collection:

Structured questionnaires were given to a sample of one hundred and fifty-two IT engineers who work in various organizations. It was divided into four parts: socio-demographic characteristics, work-life balance, work environment conditions, and productivity level. The participants filled out the answers in the questionnaire.

#### 3.4.2 Data Entry

Data was entered into a spreadsheet or database software for data entry and organization.

#### 3.4.3 Data Cleaning

Cleaning entered data involved looking for any gaps, inconsistencies, missing values. Any discrepancies or errors were corrected through verification and correction procedures.





### 3.4.4 Data Analysis

The respondents’ age, education, marital status were analyzed using descriptive statistics. The participants in the analysis looked at the dimensions of work-life balance, work environment conditions, and productivity levels. Inferential statistics can help to investigate the associations between variables and test hypotheses.

### 3.4.5 Interpretation and Reporting

Analysis and responding to give value introductions and make informed decisions about the impact of work life and work emotions on employees profit the study objectives and research questions were used to interpret the findings. Tables, charts, and narrative descriptions were used to tell the section.

The gathering of the data required meticulous organization, analysis, and interpretation to extract valuable insights into the factors that impact employee productivity in the IT industry.

## 4. Results and Discussion

### 4.1 Descriptive Statistics

The examination gives a thorough portrayal of the demographics of its subjects. 18-25, a significant portion 26-40, and 7.2 41 55, 65.8. A little bit different, males have 62 and females 37.5. Most people have a bachelor's degree 59.9, intermediate levels 18.4 and master's degree 15.8. 28.3 people have teleworked since March 2020 and 42.1 have part-time teleworking. Family life is very different, with a lot of people living independently and without children. These demographics give a good idea of the sample size, showing a range of educational and professional backgrounds.

### 4.2 Correlation

Table No 2: Correlation

	WLB	WE	PL
WLB	1		
WE	.102	1	
PL	.179*	.496**	1

\*. Correlation is significant at the 0.05 level (2-tailed).

\*\*. Correlation is significant at the 0.01 level (2-tailed).

Table of relationships work life balance (WLB) work environment (WE) productivity level(PL) -1 to 1, 1 being a flawless affirmative correlation, -1 being a flawless destructive correlation, and 0 actuality a perfect negative correlation. Work life balance is expected to be 1 but it is positively and positively correlated with itself. Work life balance is directly linked to the way people or organizations approach managing their WLB.



(WLB) is 0.102 and the work environment (WE) is negative positive Basically, when you get a healthier poise between work and personal life, you get a little more work atmosphere. But this connection is not particularly strong, suggesting that advancements in work-life balance may not be particularly potent in influencing employee perceptions of the broader workplace setting.

Productivity level 0.179, inversely related to (WLB). A better balance between work and personal life is associated with a little more productivity. This correlation is statistically significant but it does show that productivity is influenced by other factors besides work life balance. Productivity level is a perfect positive, so productivity measures are stable across different metrics or time periods.

### 4.3 Regression

Regression analysis to see the influence of work life balance and working environment on productivity level. The constant term is 11.371, this suggests that even in the absence of any perceived Work-Life Balance or favorable Work Environment, there is a baseline level of productivity. The coefficient (B = 0.101, p = 0.068) advises that each unit rise in Work-Life Balance (WLB) is associated with a predicted increase of 0.101 units in Productivity Level (PL).

Table No 3: Regression

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	11.371	2.138		5.318	.000
	WLB	.101	.055	.130	1.842	.068
	WE	.624	.091	.483	6.836	.000

a. Dependent Variable: PL

Although not statistically significant at the conventional 0.05 level, the standardized coefficient (Beta = 0.130) indicates a weak positive relationship. (B 0.624 p 0.000) positive correlation can be seen. 0.624 units in (PL) is linked to an increase of 1 unit in the work environment (WE) (Beta 0.483) is a standard coefficient, which means that the work environment is a good place to work.

### 4.4 Findings

This study is good for companies looking to get more telecommuting workers to be happy across all age groups. It works as a guide for managing and evaluating employees' satisfaction with telework and as a guide for achieving a balanced level of job satisfaction in remote work settings. This research is based on its examination of the effects of telecommuting on employees, including its positive and negative effects.



## 5. Conclusions & Recommendations

### 5.1 Theoretical and Operational Implications

Telecommuting has undergone a significant transformation since the covid-19 lockdown, with many organizations now using it as a permanent solution instead of telecommuting. Telework has remained a regular feature in daily life even after lockdown, and has become a norm for many age groups. Employers must face the challenge of recognizing and addressing the diverse workforce needs of each generation to improve productivity and connectivity.

Well planned txt strategy can bring several advantages to both employers and employees. But employers need to make sure they keep up with the changes in work environment and culture. Basically, it involves analyzing the demographics and generational characteristics of employees to create targeted strategies that enhance job satisfaction and productivity.

Telework policy should be tailored to the age group to maximize the potential of employees. This approach is consistent with the findings of Eurofound's (2020) research, which indicate that organizational characteristics such as communication, task management, and technology adoption are important in promoting productivity. Companies can modify their telecommuting guidelines to accommodate the requirements and needs of their workforce, allowing them to effectively leverage their diverse workforce across different age and skill levels. The report highlights benefits such as flexibility, productivity, and well-being for organizations that prioritize connectivity and employees. Strong technology, transparent regulations, instruction, encouragement, etc. Work life balance, autonomy, dedicated workspaces, communication methods are some of the top benefits. They also advise managers to adapt leadership styles, build trust, and use technology to effectively manage a remote team. Telework is being urged to be supported by governments through policies, infrastructure investment, and research on its social impact, with the aim of achieving economic stability and environmental advantages.

### 5.2 Limitations and Future Research Needs

Study can't capture all the people from each generation. A more diverse and broader sample size is needed for future research to be more generalizable. The study's use of self-reported productivity measures is a further drawback. Objective measures of productivity among telecommuting workers would be more effective in future studies.

Potential for advancements in teleworking research, implying the exploration of different organizational features to gain greater insight into its effects on well-being, health, productivity. Proposes extending the scope of cross sectional studies to longitudinal research to establish causal relationships and understand the effects of long term use. Study revealed that several limitations, such as sample bias in data collection, variability in teleworking experiences across contexts, technology limitations, challenges in maintaining work-life balance, and potential social isolation among teleworkers, have been identified.



Next up could be research on the elongated period effects of teleworking on comfort and productivity, hybrid work models of remote and in person work, best practices for remote teams, virtual reality and AI to enhance remote work and policy implications for labor laws and urban planning for sustainable telework.

### 5.3 Suggestions for Future work in Teleworking Research

Teleworking is a long-term activity, so it is possible to study the impression of working from home on employee health, managerial productivity, and social dynamic forces over long periods of time, and to identify best practices and cultural factors that may influence cultural differences in teleworking practices, attitudes, outcomes across countries and regions. Exploring the potential of virtual reality and artificial intelligence to improve the quality of work and streamline teleworking processes. Moreover, through an examination of telework policies and regulations in various jurisdictions, evaluate their influence on job opportunities, urban growth, environmental sustainability, and suggest ways to improve teleworking outcomes through policy recommendations. Teleworking can be used to influence interventions and job satisfaction by examining the social and psychological effects of teleworking, such as social engagement, sense of belonging, and mental well-being. Teleworking is a good way to get people to work and to help them get over some of the problems that come with it, and to a more inclusive and supportable future of work.

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