



## RESEARCH ARTICLE

## THE IMPACT OF WORK FROM HOME SET UP ON THE PRODUCTIVITY OF THE SELECTED EMPLOYEES IN THE PROVINCIAL CAPITOL OF LAGUNA, PHILIPPINES

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## ABSTRACT

Due to the rapid augmentation of COVID-19 cases, the operations of many businesses and institutions, as well as the occupations of people, have been affected. Employers and employees cannot work in a traditional office because of this pandemic. As a result, the majority of nations have adopted work-from-home (WFH) arrangements as a new work arrangement to keep staff employed and to avoid people becoming infected with a virus. The main purpose of this study is to assess the impacts of implementing WFH on employee productivity. The experiences of employees working from home were also determined. The study was conducted at the Laguna Provincial Capitol. The survey included 71 employees, ages 21 to 60, who currently work from home or have previously worked from home. The hypothesis was also tested: whether working from home or in the office affects productivity significantly. The results led to the rejection of the null hypothesis and demonstrated that WFH arrangements and working at home differ significantly. These results show that employees are more likely to work from home than in an office. As a result, even if no pandemic occurs, the concept of working from home should be incorporated into work arrangements.

## KEYWORDS

work-from-home, productivity, work arrangement, WFH

## 1. INTRODUCTION

Due to the proliferation of COVID-19, many employees are banned from going to their unified workplace to prevent the virus from spreading. As a result, both employers and employees have sought alternative work arrangements in order to keep employees employed despite the current crisis. The majority of people had to work from home (WFH) because of the pandemic. As a result, WFH became a policy priority for the majority of nations. In doing so, policies must be developed with both employers and employees in mind. However, the current situation offers unique insight into how effectively working from home works, and it could play a key role in future regulations that reconfigure the current structure of working hours, potentially allowing for more flexibility.

Working from home is defined by the International Labor Organization as working part or all of one's regular work hours in one's primary residence (International Labor Organization, 2020). In doing so, they reduce their time spent commuting and are potentially able to access more flexible working hours. Various businesses and industries have adopted a work-from-home policy for their employees to provide flexibility and efficient work at their leisure. It is commonly used in IT businesses such as call centers. This type of work environment is not new to them, but it poses a barrier in other industries, such as education, because it requires effective face-to-face connections. Others, such as practitioners, are encouraged to work in this environment since they believe it decreases distractions for other employees.

Working from home has several advantages, including eliminating the need to commute, making household chores and family needs easier to manage, as well as improved autonomy over time and fewer distractions. Furthermore, the WFH arrangement can be used even if we return to the

new normal. With the use of the internet, an employee who is unable to work in the office can be advised by their supervisors to do their tasks at home and communicate with their co-workers without having to meet in person. In this approach, they may hold virtual meetings without having to leave the office and discuss their company's goals and strategies to remain competitive.

On the other hand, working from home has drawbacks, such as being cut off from co-workers and feeling alone owing to the physical and social distance between team members. Employees who worked from home had more trouble turning off and working outside of their regular working hours. Working from home is especially tough for parents with young children, but other family members, neighbors, and friends have also been identified as key WFH problems. Moreover, being away from the office may result in a lack of visibility, which increases teleworkers' fears of being overlooked for promotions, prizes, and positive performance assessments.

Employee productivity is now the most important concern, and it is influenced by the workplace in a variety of ways (Mwendwa et al., 2017). Depending on the physical conditions of the workplace, it can have a positive or negative impact. An appealing or supportive environment draws individuals in and encourages them to stay in the workforce by providing them with opportunities to perform efficiently. It aids in recruitment and retention (Awan and Tahir, 2015). Employees are more likely to combine their superior abilities, competencies, and knowledge to execute efficiently when they work in a visually appealing and supportive environment. The main objective of this research is to see if this workable configuration can be maintained in the absence of a pandemic. In addition, the study also determined whether implementing work from home had a positive or negative impact on employee productivity as well as to

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differentiate between the experiences of employees working from home versus in an office at the Laguna Provincial Capital.

## 2. LITERATURE REVIEW

Because of COVID-19, some countries have implemented forced quarantine; all jobs have been restricted in order to maintain their physical environment. Citizens lost their jobs, and businesses saw losses in their profits. It is impossible for everyone to continue without working, so working from home is the only viable option. Working from home, according to some experts, is based on the concept of telework (Baruch, 2001). Teleworking has always been a topic of discussion due to the blurring lines between non-work and work, the personal and social ramifications, and the hazards and benefits of flexible working hours when not physically present at a job. In short, working from home is a working setup outside the office; it is conducted in houses (Kumar, 2009). Working from home had a mixed influence on workers' work-life balance, well-being, and satisfaction (Schieman and Glavin, 2017). Time planning skills, the ability to work during the most productive time and access an organization's documents from home, the suitability of having a workplace at home, the ability to work from home in cases of sickness, and the ability to care for family members are some of the advantages of doing telework or working from home (Nakrosiene et al., 2019).

In empirical studies, working from home has been associated with improved job performance, better job satisfaction, lower turnover intentions, and reduced stress levels (Conteras et al., 2020; Kossek et al., 2006; Coenen and Kok, 2014). Even if there was no pandemic, several organizations liked this setup. Beno emphasizes the lower costs of parking for employee vehicles (Beno, 2018). Some employees prefer to work from home. E-working can improve productivity, flexibility, job satisfaction, and work-life balance, as well as reduce conflict and commute time. Purwanto also mentioned that WFH might benefit employees by allowing them to work from home and save money on transportation (Purwanto, 2020). Increased workforce productivity is another aspect that motivates organizations. Another aspect that stimulates businesses is increased employee productivity. Working from home might increase job satisfaction (Cohen and Liani, 2009; Chung, 2018; Coenen and Kok, 2014).

Some companies and employees may benefit from working from home, but not all of them agree with the concept. The blurred border between work and family, distractions, social isolation, and employees incurring the costs associated with WFH are some of the disadvantages of WFH. Work-from-home had some limitations, according to Purwanto such as employees working at home having to pay for their electricity and internet (Purwanto, 2020). WFH has been connected to remote workers' difficulty disconnecting from work (Eddleston and Mulki, 2017). As a result, having a work from home setup is not applicable to all jobs; it also necessitates selecting a job that truly fits the concept of the setup. While this research thoroughly highlights the potential benefits of WFH, it is difficult to apply its findings to professions that are less standardized and routinely associated with skilled employees. It is unclear how far WFH's benefits would extend to occupations that require more teamwork and coordination, such as management (Prithwiraj et al., 2020). It is important that policies be established with both employers and employees in mind, as both will be affected in some way.

### 2.1 Factors Affecting the Productivity

#### 2.1.1 Scheduling Options

Flexible schedule choices are one of the most compelling arguments for working from home. Employees who have flexible scheduling have more control over their daily lives, which include both work and family activities such as driving their children to school or going to the doctor (Lupu, 2017). The following are some of the advantages of flexible scheduling: being able to sleep in and work late; starting and ending early; working forty hours in four days instead of five or six days a week; scheduling personal appointments (e.g., physician, dentist, hairdresser) during office work hours, and finishing work later in the evening without having to use vacation days (Wienclaw, 2019).

#### 2.1.2 Work Stress

Work stress is a condition that impacts people's emotions, thought processes, and decision-making. Workplace tension and dissatisfaction will result from a mismatch between work demands and available resources. In this situation, work stress can lead to role ambiguity, overwork, role conflict, and time pressure while working from home, all of which can lead to decreased job satisfaction (Kim et al., 2019). Work stress is another important indicator of job satisfaction (Hsu et al., 2019).

### 2.1.3 Compensation Packages

A compensation package refers to the remuneration given to employees in exchange for their efforts and contributions toward the achievement of company objectives. It had to do with the creation and implementation of a whole compensation package. It's also known as "pay package administration" or "wage and salary administration" (Qureshi and Sajjad, 2015). The compensation package, according to Adeoye relates to the role of the human resources package, which discusses the reward individuals receive for completing a task inside the firm (Adeoye, 2019). Employees trade their labor and loyalty for monetary and non-monetary remuneration linked to wages, allowances, services, and recognition, which is the cost of doing business for many firms. When organizations strive to make employees better people by increasing employee satisfaction and development, it is also considered a driving force for employee performance (Adeoye, 2019).

### 2.1.4 Concentration

Concentration is viewed as a dynamic mechanism that mobilizes and coordinates resources in order to bring and maintain our mind and body in a state suitable for performing a specific task (Gaillard, 2018). It activates energy processes and directs our attention to important cues, allowing us to engage in goal-directed activity. Thus, motives are translated into activities that lead to the achievement of the objectives we seek.

### 2.1.5 Motivation

Motivation is a complex of elements that inspires a person at work to increase his desire and readiness to perform in order to meet corporate goals or objectives. Motivation is crucial in any organization because it increases staff productivity and allows objectives to be met efficiently. Employee behavior can be influenced in any organization through motivation. Employee motivation and knowledge sharing are statistically significant, with intrinsic motivation based on self-realization and self-affirmation outpacing the desire for monetary rewards and privileges (Jain et al., 2019).

### 2.1.6 Commitment

Employees have a complicated connection with their employers. This relationship is influenced by a variety of factors, including the employees' devotion to the company. Employee commitment is fundamental to the organization's success, and it will eventually improve the organization's overall performance (Evelyne, 2018).

### 2.1.7 Time Management

Frederick Winslow Taylor coined the term "time management" to describe the process of evaluating the time and motion studies of people to reduce time waste and inefficient work (Savino, 2016). Time management has also been defined as a type of self-management that places a strong emphasis on time in terms of knowing what activities to do, how to do them more efficiently, when to do them, and when is the best time to accomplish them (Savino, 2016). Time management entails working efficiently, and companies in every field seek employees who can make the most of the time they have on the job. Saving time saves money and increases income for the business (Adeoye, 2019). In this competitive period, organizations and directors place a premium on finding time management solutions to achieve high performance (Kumar and Aithal, 2019).

## 3. METHODS

The researchers used a descriptive research design. Quota sampling was utilized in determining the sample size. The research was conducted in Santa Cruz, Laguna, the capital of Laguna Province in the Philippines and a first-rate municipality. It has a population of 123,574 inhabitants, according to the census of 2020. The participants of the study were the seventy-one (71) selected employees from the Provincial Capital of Laguna, male and female, ages 21–60 years old. The instrument used in collecting data is a survey questionnaire. The survey questionnaire is divided into four sections. The first section includes demographic profiles such as name, age, gender, and monthly income. The second section covers factors affecting the work-from-home arrangement setup, such as scheduling options, time management, work stress, and compensation packages. The third section consists of questions about employees' experiences with work-from-home arrangements. The fourth section of the questionnaire consists of questions about productivity, such as the number of accomplished tasks and the quality of performance. The survey questionnaire was distributed and collected personally by the researchers

in their offices. Data collected were analyzed using descriptive and inferential statistics.

**4. RESULTS AND DISCUSSION**

This section is composed of the results and discussion of the data to determine the "Impact of Work from Home Setup on the Productivity of the Selected Employees in the Provincial Capitol of Laguna." The major findings are presented in the following order: factors influencing the work-from-home arrangement setup; employee experiences with the work-from-home arrangement; the effect of a work-from-home setup on

employee productivity; differences in the factors affecting the use of work-from-home arrangements when employees are grouped according to their demographic profile; differences in the productivity of employees in a work-from-home setup.

**4.1 Factors Affecting the Work-from-Home Arrangement Set Up in Terms of Scheduling Options**

Table 1 shows the factors affecting the work-from-home arrangement set up in terms of scheduling options, which indicates the mean, standard deviation, and verbal interpretation.

Table 1: Factors Affecting the Work-from-Home Arrangement in terms of Scheduling Options			
Scheduling Options <i>Work-from-home</i>	Mean	SD	Verbal Interpretation
schedule is convenient for the employee.	4.31	0.77	Strongly Agree
set up follow the standard schedule.	4.18	0.82	Agree
setup allows employees to choose their preferred schedule.	3.86	0.87	Agree
setup schedule affects employee rest day or day off.	3.56	0.98	Agree
The company to which the employee belongs has set aside days for employees to take a vacation or leave.	3.72	1.04	Agree
<b>Composite Weighted Mean</b>	<b>3.93</b>	<b>0.68</b>	<b>Agree</b>

The employees strongly agreed that with the WFH arrangement, the schedule is convenient for the employee (WM = 4.31, SD = 0.77). Employees also agreed that WFH adheres to the standard schedule (WM = 4.18, SD = 0.82). However, the "WFH arrangement schedule affects employee rest day or day off" received the lowest mean score (WM = 3.56,

SD = 0.98). Employees who have flexible scheduling have more control over their lives at work and at home (Lupu, 2017). The results implied that flexible scheduling has a big impact on the productivity of the employee. The results justify the fact that scheduling options affect work-from-home arrangements.

Table 2: Factors Affecting the Work-from-Home Arrangement in terms of Scheduling Options			
Time Management <i>With WFH arrangements, the employee</i>	Mean	SD	Verbal Interpretation
can work well with minimal time.	3.80	0.82	Agree
was able to schedule his or her job requirement in such a way that it was completed on time.	4.01	0.75	Agree
manages his or her time well.	4.06	0.63	Agree
sets deadlines for completing his or her work assignments.	4.00	0.70	Agree
takes proper breaks at work.	4.06	0.77	Agree
<b>Composite Weighted Mean</b>	<b>3.99</b>	<b>0.62</b>	<b>Agree</b>

From the time management factor, the employees agreed that with the WFH arrangements, they manage their time well (WM = 4.06, SD = 0.63) and take proper breaks at work (WM = 4.06, SD = 0.77). More so, the employees agreed that WFH arrangements allowed them to schedule their job requirements in such a way that they were completed on time (WM = 4.01, SD = 0.75), and they could set deadlines for completing their work assignments (WM = 4.00, SD = 0.70). However, "working from home allows the employee to work well with minimal time" got the lowest mean score (WM = 3.80, SD = 0.82). Time management entails working efficiently, and companies in every field seek employees who can make the most of the time they have for the job. Saving time saves money and increases income for the business (Adeoye, 2019). Managing time efficiently has a big impact on the productivity of the employee. The results justify that time management affects work-from-home arrangements.

the other hand, do not frequently feel drained while working from home, as evidenced by the lowest weighted mean (WM = 3.45, SD = 1.00). The composite weighted mean (WM = 3.74, SD = 0.62) supports the claim that work stress has an impact on work-from-home arrangements. The findings suggested that management should consider the employees' level of work stress because it can lead to role conflict, ambiguity, overwork, and time pressure while working from home which might affect their productivity (Kim et al., 2019).

The employees agreed that WFH arrangements affect the level of employees' physical and mental resource capabilities and reduce distraction while working. Furthermore, the employees felt management's mental and emotional support in the WFH arrangements. Employees, on

The findings revealed that the employees agreed that the employee benefits are satisfactory (WM = 3.89, SD = 0.71) and that they are being paid fairly (WM = 3.76, SD = 0.95). The statement "The employee receives additional compensation from the company," on the other hand, received the lowest mean score (WM = 3.49, SD = 0.98). The composite mean (WM = 3.70, SD = 0.78) suggests that compensation packages have an impact on work-from-home arrangements. When organizations strive to make employees better people by increasing employee satisfaction and development, it is also considered a driving force for employee performance. An increase in compensation has a big impact on the productivity of the employee.

Table 3: Factors Affecting the Work-from-Home Arrangement in Terms of Work Stress			
Work Stress <i>Work-from-home arrangement</i>	Mean	SD	Verbal Interpretation
affects the level of employees' physical and mental resources capability.	3.79	0.86	Agree
reduces the distraction while working.	3.63	1.05	Agree
reduces employees' pressure.	3.85	0.77	Agree
the management supports the employee mentally and emotionally.	3.96	0.73	Agree
employee often feels drained while working.	3.45	1.00	Agree
<b>Composite Weighted Mean</b>	<b>3.74</b>	<b>0.62</b>	<b>Agree</b>

Table 4: Factors Affecting the Work-from-Home Arrangement in terms of Compensation Packages			
Compensation Packages	Mean	SD	Verbal Interpretation
The salary the employee receives is enough.	3.63	0.97	Agree
The benefits entitled to the employee are satisfactory.	3.89	0.71	Agree
The employee is being paid fairly.	3.76	0.95	Agree
The employee receives extra allowances from the company.	3.72	1.02	Agree
The employee receives additional payment from the company.	3.49	0.98	Agree
<b>Composite Mean</b>	<b>3.70</b>	<b>0.78</b>	<b>Agree</b>

### 4.2 Experiences of Employees towards Work-from-Home Arrangement

The results revealed that the employee and his colleagues work well together under the WFH arrangement (WM = 3.80, SD = 0.92). Furthermore, working from home reduces employee pressure (WM = 3.79, SD = 0.75). However, employees were somewhat in agreement that the work-from-home setup is more exhausting than face-to-face work (WM = 3.32, SD = 1.01). The findings support the idea that work-from-home arrangements can have an impact on employee concentration. The

findings further revealed that with WFH arrangements, employees can learn and grow (WM = 3.65, SD = 0.83) and they can still work well with their colleagues (WM = 3.62, SD = 0.90). The findings validated the fact that employees remained motivated to work despite WFH arrangements. Employees agreed that their commitment to their jobs is consistent and stable under WFH arrangements (WM = 4.07, SD = 0.70). Furthermore, employees can easily adjust to the work-from-home arrangement (WM = 3.92, SD = 0.86) and attend all company activities (WM = 3.73, SD = 0.83). The results justify that employees' commitment can also be achieved with work-from-home arrangements.

Table 5: Experiences of Employees Towards Work-from-Home Arrangement in Terms of Concentration			
Concentration With WFH arrangement	Mean	SD	Verbal Interpretation
the presence of my family members affects employee concentration.	3.76	1.06	Agree
is more exhausting than the face-to-face work setup.	3.32	1.01	Somewhat Agree
reduces employee pressure.	3.79	0.75	Agree
is peaceful for employees.	3.76	0.78	Agree
allows employee and his colleagues work well together.	3.80	0.92	Agree
<b>Composite Mean</b>	<b>3.69</b>	<b>0.56</b>	<b>Agree</b>
Motivation With WFH arrangement	Mean	SD	Verbal Interpretation
affects the motivation of employees.	3.49	0.95	Agree
affects communication and collaboration with other employees.	3.61	0.99	Agree
helps employee and his colleagues work well together.	3.62	0.90	Agree
allows employees to learn and grow.	3.65	0.83	Agree
employees' work and dedication at work are fairly rewarded.	3.58	0.73	Agree
<b>Composite Mean</b>	<b>3.59</b>	<b>0.61</b>	<b>Agree</b>
Commitment With the WFH arrangement, employees	Mean	SD	Verbal Interpretation
set goals and reach them independently	3.90	0.70	Agree
work consistently and is stable	4.07	0.70	Agree
easily adapt to the setup.	3.92	0.86	Agree
rarely takes leave or are absent from work.	3.76	0.92	Agree
attend to every activity the company has.	3.73	0.83	Agree
<b>Composite Mean</b>	<b>3.88</b>	<b>0.66</b>	<b>Agree</b>

Table 6: Significant Effects of a Work-from-Home setup in Employee Productivity			
t-value	t-crit	p-value	Verbal Interpretation
3.029	1.995	0.003	Significant

### 4.3 Effects of a Work-from-Home setup in Employee Productivity

Table 6 shows that the work-from-home setup significantly influences employees' productivity with a p value less than 0.05. In empirical studies, working from home has been associated with improved job performance, better job satisfaction, lower turnover intentions, and reduced stress levels (Contreras et al., 2020; Kossek et al., 2006; Coenen and Kok, 2014).

## 5. CONCLUSION

Based on the responses of the participants to survey questions and with the help of quantitative analysis, the researcher concludes that the factors affecting the work from-home setup are; scheduling options, time management, work stress, and compensation packages. The results indicate that the employees' concentration, commitment, and motivation can also be achieved with WFH arrangements. The work-from home arrangement significantly affects the productivity of the employee. It is recommended that every company or organization consider implementing an effective work-from-home policy in order to retain employee satisfaction and productivity at work, as well as to ensure that staff are prepared in the event of a future catastrophe. To gain a better understanding of the significance of the findings, future studies could address the work-from-home policy, its coverage, and how effective it is for the company and the employees. Further research is needed to establish the reasons for employee retention in the work-from-home environment and why some employees prefer working in the traditional working setup.

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