



CHAPTER-18

ANALYZING THE INFLUENCE OF REMOTE WORK AND THE IMPACT OF SHIFT SCHEDULES ON EMPLOYEE PERFORMANCE AND WELL-BEING: A SURVEY STUDY BASED ON EMPIRICAL EVIDENCE

¹**Shivangi Rakesh Srivastava**

¹Student, IIHMR University

²**Dr. Anoop Khanna**

²Professor, IIHMR University

DOI: <https://doi.org/10.52458/9788197040849.2024.eb.ch-18>

Ch.Id:- IIHMR/GRF/EB/THMPG/2024/Ch-18

INTRODUCTION

In 2020, approximately 40% of European Union workers transitioned to remote work in response to the pandemic, marking a substantial increase compared to the 5% engaged in remote work in 2000. Before the pandemic, only 15% of workers had prior experience with remote work. The imperative to address the health emergency posed by COVID-19 prompted organizations to embrace remote work. However, the lack of a universally agreed-upon definition for remote work has resulted in interchangeable terms such as work from home, remote working, telecommuting, and e-working. Despite these variations, they all denote working outside the traditional office setting through the use of technology [2].

The advent of remote work has transformed the nature of work, granting employees the flexibility to work from any location and at any time. This shift has prompted researchers and organizations to investigate its impact on employee performance and well-being. Simultaneously, industries operating round the clock employ various shift schedules to ensure productivity and meet customer demands. Understanding how remote work and diverse shift schedules influence employees is crucial for creating a conducive work environment [3].

Different organizations implement remote work in various ways, allowing employees to select their schedules. Remote work has demonstrated cost savings for offices by reducing expenses like heating and office space. Moreover, it contributes positively to the environment by alleviating traffic congestion and pollution. Remote work is believed to offer benefits such as stress reduction, minimized work-home conflict, and enhanced job satisfaction and performance. However, potential drawbacks include ergonomic issues, prolonged working hours without a defined endpoint, feelings of isolation, and increased stress and anxiety. This study aims to examine the available evidence to comprehensively understand the overall impact of remote work on employee performance and well-being [1,3].

RESEARCH OBJECTIVES

1. To explore the impact of remote work on employees' job performance, encompassing factors such as productivity, job satisfaction, and overall engagement.
2. To investigate how various work schedules, including day shifts, night shifts, and rotating shifts, influence employees' effectiveness and efficiency in performing their tasks.

RESEARCH METHODOLOGY

This study conducted a thorough examination of the available literature to compile information on the historical impact of remote work and shift scheduling on employee performance, productivity, and the physical, mental, and psychosocial aspects of well-being. The literature review encompassed peer-reviewed articles and scholarly studies conducted across the pre-COVID, COVID, and post-COVID periods. This comprehensive overview laid the groundwork for the study, identifying research gaps and providing valuable insights for future analyses.

To collect data in alignment with the research objectives and considering the prevailing employment context of the selected sample population, this paper employed specifically designed questionnaire survey forms. These forms were crafted to focus exclusively on the goals of the research and to reflect the current employment dynamics of the targeted sample. The survey instruments were distributed to the identified population groups through various social media platforms, including Google Workspace, WhatsApp, and LinkedIn, facilitating the collection of responses and subsequent analysis of perspectives and conclusions.

RESULTS & DISCUSSION

Remote work was identified to exert a positive influence on employee performance, as reflected in the majority of participants reporting heightened productivity. This positive impact can be attributed to reduced distractions, flexible work hours, the absence of a

daily commute, and a notable association between work-life balance and job satisfaction. However, challenges were reported by some individuals who faced difficulties in maintaining focus and establishing clear work-life boundaries during remote work.

In the examination of the impact of shift schedules on employee performance, particularly focusing on fatigue, work engagement, and job performance, it was observed that employees working non-standard shifts, such as night shifts or rotating shifts, reported elevated levels of tiredness and fatigue compared to those on standard day shifts. This aligns with prior research indicating that non-standard shifts can disrupt the circadian rhythm and lead to decreased alertness. Intriguingly, the study revealed that employees on non-standard shifts exhibited higher levels of work engagement, suggesting potentially increased focus and productivity, indicative of a greater sense of meaning and involvement in their roles. Job performance outcomes varied among participants, with some noting no significant difference between shift schedules, while others reported challenges in adapting to non-standard shifts.

CONCLUSION

In summary, this survey study investigates the effects of remote work and various shift schedules on employee performance and well-being. The findings indicate that remote work has positive outcomes, providing flexibility and alleviating commuting-related stress, resulting in heightened productivity and job satisfaction. It underscores the significance of establishing clear work-life boundaries for the maintenance of overall well-being. The study underscores that well-crafted shift schedules can enhance job satisfaction and performance, while poorly designed or rigid schedules may lead to fatigue and reduced productivity. The prioritization of employee well-being is crucial in the formulation of shift schedules, taking into account potential adverse effects on both physical and mental health. The study recommends proactive measures such as effective communication, training, involving employees in schedule design, and cultivating a supportive work environment. Continuous evaluation and adaptation of policies and practices are deemed essential.

REFERENCES

1. Franken, E., Bentley, T., Shafaei, A., Farr-Wharton, B., Onnis, L. A., & Omari, M. (2021). Forced flexibility and remote working: Opportunities and challenges in the new normal. *Journal of Management & Organization*, 27(6), 1131-1149.
2. Gibbs, M., Mengel, F., & Siemroth, C. (2021). Work from home & productivity: Evidence from personnel & analytics data on IT professionals. University of Chicago, Becker Friedman Institute for Economics Working Paper, (2021-56).
3. Campo, A. M. D. V., Avolio, B., & Carlier, S. I. (2021). The relationship between telework, job performance, work-life balance and family supportive supervisor behaviours in the context of COVID-19. *Global Business Review*, 09721509211049918.