

THE IMPACT OF REMOTE WORK ON EMPLOYEE PRODUCTIVITY AND ORGANIZATIONAL PERFORMANCE

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ABSTRACT

To investigate how remote work affects employee motivation and productivity and how it impacts organisational performance, this study employed a quantitative technique. One hundred and ten participants from various professional backgrounds were asked to fill out standardised questionnaires. According to statistical analyses, including reliability testing ($\alpha = 0.74$ for motivation and $\alpha = 0.79$ for productivity), independent sample t-tests, and normalcy tests, there is a strongly positive correlation between remote work and employee motivation ($p = 0.02$) and a marginally significant correlation with productivity ($p = 0.06$). Employees who have worked remotely report higher levels of motivation and productivity due to the financial savings, better work-life balance, less stress, and more autonomy. However, challenges such as those pertaining to technology, mental and physical health, and the absence of ergonomic support are still present. While there are several potential benefits to remote work that can boost productivity and efficiency for both employees and businesses, the study also shows that proactive support from inside companies is necessary to mitigate any negative effects and ensure employees stay engaged and productive over the long haul.

Keywords: Remote Work, Employee Productivity, Organizational Performance

1. INTRODUCTION

Over the last ten years, staff in many organisations have begun working from home as a result of the fast advancements in technology and globalization. This kind of labour is known as remote

work, which has grown in popularity in daily business and was introduced to save costs while simultaneously boosting production. About 39 million people in the US worked remotely in 2000, while technology was still developing. By 2004, that number had risen to 55 million, and it is expected to rise even higher in the coming years. Information technology is causing a shift away from traditional organisational structures and towards virtual organizations that collaborate to achieve a common objective. This virtual framework eliminates the need for centralized structures, businesses, organizations, or any other physical problems. In order to maximize the organization's profit, the primary purpose of such a structure is to achieve objectives that are intended to be accomplished and create special communication with management procedures. It has been suggested that working remotely may save expenses while boosting output, effectiveness, flexibility, and creativity.

Several barriers, studied from different cultural perspectives, are seen as limiting factors in the effectiveness of remote work and are hence opposed to the idea of virtual working. The main obstacles are a lack of visibility and security, the need of a well-defined management plan, problems with communication, differences between time zones and cultures, and extreme stress. Virtual workers are on the rise in Lebanon, as more and more companies are opening their doors to them. But many of these people aren't really employees at all; they're independent contractors or freelancers taking on temporary jobs for pay. While Lebanon's challenging political, economic, and environmental climate does provide some unique challenges to remote workers' productivity, the opportunities to gain from this trend are growing. How remote work differs from traditional labour and what benefits it offers are the main points of discussion. The key question is how employees' motivation impacts their performance while working remotely. In addition to consulting with Lebanese residents, this study will track down the necessary literature review on the topic...

2. LITERATURE REVIEW

Chatterjee et al (2022) upheld by the organization's upper management. To fill the gap in the literature, this study will examine whether or not remote workers' increased autonomy leads to

better business outcomes. How company policy and the backing of upper management impact the adaptability of remote work is another area of investigation in this study. By drawing on prior research and theory, we developed a theoretical model; next, we utilised PLS-SEM to test it using data collected from 307 participants. The study shows that organisations operate better when employees have the option to work remotely, but this can only happen with the backing of upper management and solid procedures inside the company.

Anakpo et al (2023) Studies on the subject are spread out and performed in different locations. Consequently, the purpose of this research is to assess WFH's effects on productivity and efficiency in the workplace. Using PRISMA-P criteria, a comprehensive literature search was conducted. Out of 112 potential articles, 26 were used. The studies were sourced from several databases, including Scopus, Google Scholar, and the Web of Science database, covering the years 2020–2022. How the WFH model impacts worker performance and productivity depends on a lot of things, such as the nature of the job, the nature of the employer and the sector, and the worker's home environment. While the majority of respondents see a positive effect, a minority see either no change or a negative one. Findings from this study suggest that post-pandemic users of the WFH model will reap more rewards from IT training, capacity-building, and technological developments.

Jalagat et al (2019) industrialised world, especially the United States, the United Kingdom, and Germany in particular, have dominated the so-called "Work from Home (WFH) concept. On the other hand, developing countries like Oman's Sultanate are only now beginning to consider this concept. Considering this, the study's goal is to provide an explanation for remote work and its effects by laying a foundation of secondary data and research. In addition to outlining current trends and challenges in remote work, this report also details the pros and cons of remote work, the extent to which it is employed in the Sultanate of Oman, and possible solutions to these issues. In most cases, the findings demonstrated that individuals had different perspectives on the concept of remote work, with some studies demonstrating this by describing the advantages and others describing the disadvantages. According to the research, working remotely has several benefits, including less of an effect on the environment, lower costs, more flexibility, easier access to talent

from across the world, and better working conditions overall. There are, however, downsides to working remotely, including, but not limited to, social isolation, lethargy, difficulty prioritising tasks, and more. As a last point, we suggest the following: Further research and studies are needed to assess the concept's viability, especially in Oman. It would be beneficial to compare this approach with other countries that have been implementing remote work for some time in order to identify best practices. Lastly, this could help individuals and companies develop more effective policies and processes.

Elshaiekh et al (2018) studied and assessed these issues, as well as the most challenging ones they confront, have brought to light. Different kinds of remote work exist according to factors such as the personnel involved, the location, the job's nature, the context, and the intended use. Employee performance is impacted by both good and bad aspects of remote work, according to reviews. Potential outcomes include: minimal physical requirements; individual monitors over work pace; defined deliverables; a need for concentration; and a relatively low need for communication; information and communication technology (LCT) had beneficial effects on more outcomes, including job satisfaction, performance, revenue intent, and role stress. Those who were able to make it as remote workers were those who were very driven, disciplined, and skilled in bartering. Also playing a role in their decision-making process were desires inside the family or a preference for a handful of non-family social fraud facts. Some of the negative aspects include difficulties with time management, financial hardship or uncertainty, and feelings of loneliness caused by not being in contact with colleagues. Things include being "left out" at work, not sticking to a routine, always trying to sell oneself, and being insensitive to those who try to follow the crowd. Feeling sleepy as the day comes to a close. Furthermore, conflicting demands in close relationships.

METHODOLOGY

A total of 101 participants filled out structured questionnaires as part of this quantitative investigation. In order to comprehend overall feelings about remote work, this method was used to thoroughly examine the connection between the effects of remote work on employee motivation



and productivity. The people who are going to be a part of this research include recent grads, employees, interns, and freelancers from all sorts of different industries.

In order to thoroughly investigate unique viewpoints and experiences with remote work, the research zeroes in on individual employees. To ensure that the findings fairly represent the experiences of remote workers from all origins and conditions, the selection of the population is clearly aligned with the study's objective. Simple random sampling, also known as the unconstrained sampling strategy, was used to guarantee that the whole population was adequately represented and to enhance the generalisability of the findings.

In order to find out how employees felt about working remotely, 101 people were chosen as respondents from various social and professional networks. This ensured that the sample was diverse and represented a broad variety of community experiences and viewpoints. Data was collected via the use of Google Forms, which allowed for the administration of online surveys with standardised questions. Social media, course networking sites, and private messaging were used to disseminate the questionnaire to prospective responders, ensuring simple access and encouraging voluntary participation. Because of this, the study was able to collect a representative sample of the target population's opinions and experiences on remote employment, which was its primary aim.

All the necessary components to evaluate our research goals are included in the questionnaire. It is important to include demographic parameters such as age, gender, marital status, education, job function, working experience, and mode when trying to understand how remote workers' views and experiences are influenced by various demographic factors.

Then, it's possible to find out what factors, if any, contribute to work-life balance and autonomy in remote work. These factors include things like having control over when and how tasks are completed, being able to focus on both work and chores, having freedom to move around during work hours, saving time and energy, and spending more time with family and friends..

By looking at an employee's motivation to allocate secure financial assets, we may learn why they choose to work remotely, including the opportunity to save money on lunches, transportation, and

work clothes, as well as to raise emergency or personal savings for their own needs. Additionally, by analysing the effects of outside variables on their physical and emotional well-being, we may identify the underlying reason for their decreased drive and output.

Analysing technical difficulties including inadequate infrastructure, communication obstacles, background noise, internet troubles, a lack of understanding of digital technology, and the system's accessibility or security enables the organisation to spot problems and implement preventative measures.

Hypothesis of the study

1. The effect of working remotely and employee motivation are significantly correlated.
2. The effects of remote work and employees' productivity are significantly correlated.

RESULTS

Reliability Analysis

In terms of motivation, the reliability coefficient (α) = 0.74 indicates a moderate to medium level of dependability. Similarly, when α = 0.79, the reliability coefficient for productivity is higher, suggesting a somewhat better level of internal consistency across the items linked to productivity.

Table 1: The consistency of inspiration and output

Variables	Total Item	Reliability(α)
Motivation	2	0.74
Productivity	2	0.79

These reliability coefficients show how consistently each variable's items evaluate the underlying constructs of motivation and productivity, which is important for ensuring the validity and trustworthiness of the research findings and conclusions.

Normality Test

Table 2: Analysing the connection between inner drive and success.

Variables	Mean	Trimmed Mean	Variance	Standard Deviation	Skewness	Kurtosis
Motivation	4.01	4.02	0.36	0.60	-0.13	-0.37
Productivity	4.01	4.03	0.41	0.64	-0.45	0.35

A look at the motivation variable's mean score (4.01 with a 5% trimmed mean) and the data shows a very steady central tendency of 4.02. The data points seem to be quite close to the mean, as shown by the standard deviation of 0.60 and variance of 0.36. A skewness rating of -0.13, indicating a little leftward skew, contrasts with a kurtosis score of -0.37, which indicates a very flat distribution with fewer apparent tails than a normal distribution. Additionally, the productivity variable's mean is 4.01 with a 5% cut = 4.03. The variance is 0.41 and the standard deviation is 0.64. With a skewness rating of -0.45, suggesting a little leftward skew similar to motivation, and a kurtosis score of 0.35, suggesting a distribution that is somewhat more peaked than typical. When comparing the overall means of all variables to the 5% trimmed means, no outliers with 1-unit differences were identified.

Independent Sample T-Test Analysis

Previous remote workers provided feedback on the motivational factor. Mean score (M) = 4.13, standard deviation (SD) = 0.56 for those who haven't, and mean score (M) = 3.75, SD = 0.63 for those who have. Based on the comparison's t-value of 3.16 with 100 degrees of freedom and a significance threshold of $p = 0.02$, there is a statistically significant difference in motivation between workers who have and have not worked remotely. This demonstrates that employees who have had the opportunity to work remotely tend to be more motivated than their counterparts who have not.

Table 4: The effects of remote work on worker motivation and output were tested using an independent sample t-test.

Variables	Remote labor (Have you experience working from home?)	M	SD	T	df	Sig.
Motivation	Yes	4.13	0.56	3.16	100	0.02
	No	3.75	0.63			
Productivity	Yes	4.09	0.62	2.11	100	0.06
	No	3.81	0.65			

M = 4.09, SD = 0.62, was the mean productivity score for employees who have done remote work; M = 3.81, SD = 0.65, was the mean score for employees who have not. This comparison shows that there is a statistically significant difference in productivity between workers with and without previous experience with remote labour, with a t-value of 2.11 and 98 degrees of freedom. The significance level is $p = 0.06$. This evidence suggests that employees who have experience working remotely tend to be more productive overall.

DISCUSSION

A company's capacity to stay in business over the long run depends on the efficiency and enthusiasm of its remote workers. The impacts of remote work on employee motivation and productivity have been shown to be mixed, according to the research. Workers may see remote work favourably because it gives them more freedom and a better work-life balance, which in turn enables them to better manage their time and spend more time on personal goals like spending time with their family. Upon careful examination of workers' perspectives, it becomes clear that working remotely provides substantial benefits, including more independence and work-life harmony, less anxiety, and greater financial savings. Workers who are able to do their jobs from anywhere have the advantage of saving energy and not having to waste time commuting to and from the workplace. Efficient communication is also within their reach.

Employees may save down on spending on lunch and work attire, gas and public transport fares and more if they can cut down on their journey. Moms love working from home because it allows them to spend more time with their families and lessens the guilt they feel when they're away from the kids. Employees with anxiety benefit from this kind of workplace because it lessens the need to conform to societal norms and the unfavourable perceptions held by colleagues. Increased drive and productivity in the workplace are outcomes of all of these factors.

As a result, it is critical to recognise that without enough allowance assistance, the employee may experience financial strain as a result of having to cover their own electricity expenses. Despite challenges like power outages, background noise, and weak cybersecurity that are severely lowering their motivation and output, the organisations should take proactive steps to provide people access to cutting-edge, safe technology.

Employers should also educate their staff on how to enhance their physical and mental health. If proactive steps are not taken, working remotely may have a detrimental effect on an employee's productivity. In addition to the physical pain of utilising subpar office chairs, remote workers often face greater stress levels as a result of juggling their personal and professional obligations. They are also more susceptible to major health problems including blood clots and heart attacks. Additionally, the company need to offer free ergonomic seats and set a fair workload for staff members.

CONCLUSION

According to this research, working remotely greatly increases employee engagement and somewhat boosts productivity. This is mostly because it allows for more autonomy, work-life balance, less stress, and cost savings. When taken as a whole, these advantages help organisations perform better, making remote work an excellent model for today's workforce. Yet, issues including lack of ergonomic assistance, health issues, and technological constraints continue to exist and, if left unchecked, may reduce productivity. Therefore, companies must make proactive investments in technology infrastructure, mental and physical health programs, and ergonomic

support in order for remote work to be long-term viable and successful. This will ensure a balanced approach that promotes both employee well-being and organisational success.

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