

## A CASE STUDY ON THE ADVANTAGES AND CHALLENGES OF WORK FROM HOME (WFH) SCHEME DURING PANDEMIC

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### INTRODUCTION

Human Resource Management is a group of people who work together to ensure that human resources are successfully managed for the benefit of individuals, society, and organizations. Since the pandemic, the current situation among employees has made the work-from-home concept necessary. It almost looks to be a win-win situation, where the employers retain competent staff while cutting costs, and the employees enjoy a home-like setting. A remote effort plan must provide a window into the workday of the remote worker so that productivity may be monitored. Workforces that work from home have job obligations that do not need them to be physically present at the office.

Since the start of the Pandemic brought about by the COVID 19-virus, it has become more common for organizations to offer their employees to work from home for various reasons. As a result, some employees working from home has become their only option. Because employee performance is one of the most essential factors for an organization, it is critical to examine whether working from home has an impact on employee performance and if so, what the impact is. Previous research on this topic focused on the very positive way to work from home and this has been possible because new technologies are available. Most governments have made work from home a policy priority. In doing so, policies must be developed with the practicality of both employers and employees in mind. However, the current situation offers unique insight into how well working from homework, and it may play a critical role in future policies that reshape the current structure of working hours, potentially allowing for more flexibility. (Vyas & Butakhieo, 2021).

Many people had never heard of WFH before the pandemic. Work from Home is an output-oriented work arrangement that allows the employee to produce outputs, results, and accomplishments outside of the office (CSC MC No. 18, s, 2020). In the Philippines, as prescribed by the Civil Service Commission (CSC) Memorandum Circular No. 18, s. 2020 explained the work from home arrangement shall be adopted in areas placed under Enhanced Community Quarantine (ECQ) and Modified Enhanced Community Quarantine (MECQ) as declared by the proper authorities. The work from home arrangement may be adopted in areas placed under General Community Quarantine (GCQ) and Modified General Community Quarantine (MGCQ), where public transportation shall operate at a reduced capacity and physical or social distancing is required in the workplace and Employees who are below 21 years old and those who are 60 years old and above, as well as those with immunodeficiency, comorbidities, or other health risks, and pregnant women, and are residing in areas placed under ECQ, MECQ, GCQ, and MGCQ shall be under the work-from-home arrangement, except when their services are indispensable under the circumstances or when office work is revised Interim Guidelines. The said work arrangement shall also be made available to those living with the aforementioned persons and living in the area under ECQ, MECQ, and GCQ (CSC MC No. 18, s, 2020).

Due to a pandemic, the Philippine government declared a total lockdown in Metro Manila and nearby provinces in central and southern Luzon on March 15, 2020. The Malacanang declared an Enhanced Community Quarantine through the Inter-Agency Task Force (IATF), which resulted in the closure of many companies and institutions across almost all government sectors. The Department of Education is one of the

government agencies that has been impacted (DepEd). Classes and school operations have been halted. No students or school employees were permitted to attend school for work. However, the government's transactions must never cease for the government to function. The Civil Service Commission (CSC) issued Memorandum Circular No. 10, series of 2020, or the Revised Interim Guidelines for Alternative Work Arrangements and Support Mechanisms for Workers in the Government During the Period of State of National Emergency Due to COVID-19 Pandemic, in response to the government's response to the problem faced by government agencies. The Department of Education issued its DepEd Order No. 11 series of 2020, on the Revised Guidelines on Alternative Work Arrangements in the Department of Education during the Period of State of National Emergency, per Circular Memorandum issued by the CSC and the IATF for the management of emerging infectious diseases Omnibus Guidelines on the Implementation of Community Quarantine in the Philippines, under the Circular Memorandum issued by the CSC and the IATF for the management of emerging infectious diseases. These work arrangement guidelines brought different interpretations and confusion on how the actual work from school will be done at home. Not only in the Philippines but work from home in other countries was also adopted. Over the past 12 weeks, the coronavirus pandemic has compelled millions of American employees to start working from home. According to the Federal Reserve Bank of Atlanta, 2.5 percent of U.S. employees had teleworked full-time before the pandemic. Nearly anyone who can telework is doing that now (Merrefield, 2020). Alternative work arrangement policies allow employees to choose varied work schedules that are conducive both to the goals of the organization and to the personal needs of the employees. Such policies are rarely articulated within schools though common in the business sector (Anthony, 2012).

In a report of the Manila Bulletin on July 28, 2020, the Department of Education (DepEd) stated in a memorandum signed by Undersecretaries Jesus Mateo and Revsee Escobedo that a Work from Home (WFH) arrangement is still highly recommended for both teaching and non-teaching personnel, particularly for functions that can be performed through alternative strategies and remote modalities. The Department of Education has also provided a menu of alternative work arrangements (AWA) options, as well as guidance to schools/offices/CLCs and personnel on which work arrangement is best for them.

Before everyone was forced to switch to remote work, organizations and even government agencies that were opposed to working from home were concerned about the job performance of remote workers. Stress levels were on the rise as a result of the pandemic's sudden shift, which, unsurprisingly, reduces productivity and motivation, which is what employers were afraid of in the first place (Bernazzani, S. 2019).

Because of the Covid-19 pandemic, the physical location of a workplace has gradually declined, particularly in the government sector. Employee retention has improved as the number of employees working from home has increased. People used to think that working from home was only used in the corporate sector. Because of the pandemic, people's perceptions of working from home have shifted, and employees in various firms have been forced to work remotely (R.Sridevi, Dr., 2021).

## STATEMENT OF THE PROBLEM

The maintenance of employee overall productivity levels is one of the most complicated concerns facing enterprises, especially in pandemic conditions like Covid-19. For an organization and its workers, work-life balance is important. The 'homework' approach is the most common way to preserve productivity and also

provide safety (Garg & Rijst, 2015). For most people in the Education Department, working from home is a new experience.

The study seeks to answer the following questions:

1. What is the profile of the respondents in terms of:
  - a. age;
  - b. gender;
  - c. position;
  - d. years in service and
  - e. Highest Educational Attainment?
2. How satisfied are the respondents with their current work from the home arrangement?
3. What are the advantages of a work-from-home scheme to employees and the organization?
4. What are the challenges of working from home to the employees and organization?
5. To what extent do the respondents agree with the following statement, "My organization has provided me sufficient support to enable me to work from home in an effective manner"?
6. Overall, how do the respondents rate his/her productivity since working from home?

## REVIEW OF RELATED LITERATURE

Several studies published in the last few months have found that productivity is higher when working from home than when working in an office. On average, those who work from home waste 10 minutes less each day, work one more day each week and are 47 percent more productive.

Working from home increases productivity by 13%, according to a Stanford study of 16,000 workers conducted over 9 months. More calls per minute were made as a result of a calmer, longer convenient working environment, as well as working more minutes each shift due to fewer breaks and sick days. Workers in the same research reported higher job satisfaction and a 50% reduction in attrition rates.

Nathan Schultz, a senior executive at Chegg, was interviewed by the New York Times on the company's efficiency now that the labor is protected at home. His initial reaction was to continually check in on staff, but after he took a step back, productivity increased and people began to complete tasks ahead of time. (surprising data about working from home productivity in 2021).

The Impacts of Work from Home Among IT Employees examined the attitudes of various groups of IT employees toward working from home versus working in the office, with a focus on the Coimbatore District in a study of R.Sridevi, (2021). The study also looks at the effects on IT employees and their willingness to work from home. According to the findings, the Covid-19 pandemic has altered employees' perceptions of their physical work environment. Without a physical workspace, it is also extremely difficult for an organization to retain its employees. In today's world, reducing face-to-face communication and contact is critical. An organization must develop a high work-life balance to attract and retain employees. The concept of 'Work from Home' is a departure from traditional work characteristics. This concept is used in almost every industry, from IT to education. Employees in an organization may include newcomers, experienced workers, and highly skilled professionals. The majority of people are trying out work from home for the first time. According to the study, the main barriers to employees working from home are a lack of experience and a lack of equipment. The majority of respondents believe there is a communication gap with coworkers. As a result, attempting to find a

solution to bridge the communication gap would help employees increase their willingness to work from home while also increasing their productivity. Because they are forced to work with limited experience, resources, and knowledge, the majority of respondents are eager to return to their official workplace environment (R.Sridevi, Dr., 2021).

The Benefits and Pitfalls of Employees Working from Home: Study of a Private Company in South Africa by Ajay K. Garg & Jan van der Rijst, (2015), showed that working from home is a global trend that affects businesses in a variety of ways. The study looked at the circumstances of South Africans and the cost savings implications for a private company and their employees if they were able and allowed to work from home. Furthermore, the relationships between structural and relational factors and virtual work experience were investigated. Based on data collected from 48 respondents, the study discovered that most employees were willing to work from home, with the company saving R1 058.25 per month on rental, electricity, levy, rates, sewer, and water expenses, while employees could save an average of R8 822.06 per month if they did not travel to work. Employees who work from home, on the other hand, will spend only R347 per employee. The relationship between structural and relational factors and perceived virtual work experience was discovered to be positive. Professional isolation and job performance were found to be highly inversely related (Ajay K Garg & Jan van der Rijst, 2015).

Hamilton, E. (2002), Bringing work home: Advantages and Challenges of Telecommuting offered a comprehensive explanation of the various issues that must be considered when formulating and implementing telecommuting arrangements. When deciding whether telecommuting is right for your company, keep in mind that not every job can be done remotely, and not every person is qualified to work remotely or manage remote workers. It is critical to assess a person's and a job's fit for a telecommuting arrangement. Before implementing a telecommuting work arrangement, analysis and discussion of both the benefits and challenges of telecommuting to employees and the organization is required. Telecommuting by one or more employees will have an impact on other organizational members, coworker relationships, and telecommuters' relationships with their managers. Before implementation, it is critical to consider how telecommuting may affect organizational dynamics to mitigate resentment among non-telecommuters and foster an organizational culture that measures employee performance based on results rather than appearances. A telecommuting program's success is dependent on training. Employees who lack appropriate training are far more likely to struggle with their new work arrangement. Advances in information technology, a proliferation of a global workforce, and the increased desire to balance work and family are only three of the many factors that will serve to amplify the popularity of telecommuting work arrangements. Organizations that understand that work is something you do rather than somewhere you go and that adequately prepare for the implementation of telecommuting arrangements, should benefit from increased employee commitment, productivity, and job satisfaction (Hamilton, 2002).

Ward H. (2017) on the Impact that Working from Home has on the overall motivation and Performance Levels of Employees Working within a Banking Organization is based on working from home and the aim is to assess the impact that working from home has on motivation and performance levels of employees working within a banking organization. As part of this study, a qualitative research approach was used, which was carried out through semi-structured interviews. This method was used to collect employees' opinions and experiences to see if any trends emerged in terms of their motivation and performance levels while working from home. The use of semi-structured interviews enabled the researcher to record the interviews using a

Dictaphone, and all the interviews were transcribed and coded so that the researcher could analyze them using a thematic approach (Ward, 2017).

Working from home boosts employee motivation and performance, according to the study. Although there were mixed opinions as to whether employee performance levels were higher when working from home, employees commented on how working from home would negatively affect their performance levels if it were removed. Overall, it was clear to see the high levels of positivity surrounding working from home and how this positively impacts employee motivation and performance levels, which can have a positive effect on employee well-being, work-life balance, and job satisfaction. Furthermore, if employees are more motivated and perform to a higher standard, this is likely to have a positive impact on the organization in terms of staff retention and achieving more from their employees (Ward, 2017).

Rupietta et. al (2016), investigates how working from home affects employees' work effort. Employees, who can work from home, have high autonomy in scheduling their work and therefore are assumed to have higher intrinsic motivation. It was expected that working from home has positively influence work effort to employees. The empirical results showed that working from home has a significantly positive influence on work effort. Moreover, we find that also the frequency of working from home is crucial. The more often employees work from home, the higher is the work effort they provide (Rupietta, Beckmann & Michael, 2016).

Working from home is also perceived as a benefit and a symbol of appreciation and trust by employees if it is voluntary. Only in this case do employees respond to working from home by putting in "extra" effort (Fehr and Gächter, 2000). One potential disadvantage of working from home is that it can lead to personal and professional isolation due to reduced social interaction (Hill et al. 2003). As a result, organizations must adapt their organizational culture to accommodate working from home. Employees require regular face-to-face team meetings with supervisors and coworkers to share critical information, feel integrated into the team, and identify with the company (Bailyn, 1988). Employees are more likely to be intrinsically motivated if they are not only paid well.

Fahlevi M. (2020) on the Impact of Work From Home (WFH) on Indonesian Teachers Performance During the Covid-19 Pandemic: An Exploratory Study revealed that the WFH program has several advantages and disadvantages, the advantages being that the WFH activity is more flexible in completing work, does not follow office hours, does not need to spend money on transportation costs or gasoline costs, can minimize the level of stress experienced besides traffic jams traffic from home to the office and has more free time. The disadvantage of WFH is that it can lose work motivation to cover electricity and internet costs, which can lead to data security issues.

There are studies concerning alternative work arrangements stating a positive outcome. Amabile and Kramer, (2013) find that work from home helps workers distinguish and separate their office jobs from their normal employment. The research further added that work from home saves time, improves productivity, meets the goals on schedule, and also allows staff to leave time for their personal lives. However, Go, (2016) has mentioned the emphasis on big mistakes and the dark side of home employment, the cultural disparities encountered by the workers during webinars. Work from home causes a large contact distance between the supervisor and the subordinates. Given the circumstances and despite some early predictions to the contrary, remote work is proving difficult for many academics. What organizations are doing will help to relieve the burden (Flaherty, 2020).



Working from home, according to an Airtasker (2019) survey, helps employees not simply by reducing daily commutes, but also by increasing productivity and leading to healthier lifestyles. It's a win-win situation that employees like since it allows them to be more flexible – but at the expense of their work-life balance.

## SIGNIFICANCE OF THE STUDY

The findings may provide information beneficial to the following:

**Teaching and Non-Teaching Personnel.** This research would be helpful, primarily to the employees, for being the center of the research study. They are considered major beneficiaries of this research. They are the endpoint of the training and advancement both personally and professionally in terms of work performance and work arrangements.

**Organization.** It would be beneficial to the organization and agencies by giving them insight into the existing work-from-home scheme of the agency. This research may also serve as a basis in improving the alternative work arrangements of employees in the Department of Education.

**Policy Makers.** Results of the study would provide reliable data from where to base recommendations that would mark the improvement in the work from home scheme. This can be used as a tool to bring structure to alternative work arrangement planning and will help the agency think and plan strategically and collaboratively.

**Future Researchers.** Future researchers would be encouraged to look into further studies on problems encountered by employees, leaders, and managers of the organization.

## SCOPE AND LIMITATIONS

1. The research includes both teaching and non-teaching staff from the Bulacan Education Department including non-teaching school staff, including administrators and administrators.
2. The researchers restricted the scope of the study to the compliance of the researcher by the participants. The findings were based only on the replies of the respondents and the associated studies examined by the researchers.

## METHOD

### Type of Research

The research entitled **A Case Study on the Advantages and Challenges of Work from Home (WFH) Scheme during Pandemic** used the quantitative technique during a pandemic. The study adopted the descriptive approach of research. It is done just to describe different variables, as they naturally exist (Gravetter 2009). It comprises the description, recording, and analysis of the existing nature, composition, or process of occurrences.

### Respondents

Three hundred and forty (340) teaching and non-teaching staff from the Bulacan DepEd Schools Section were the respondents of this research. Data of enhanced basic education information systems are included in the list of institutions with teaching and Non Teaching personnel.

### Sampling Method

Sampling is a strategy for picking individual members or a subset of the population to derive statistical inferences from them and estimate the characteristics of the whole population. The systematic sampling approach was used by the researcher to choose sample members from a population at regular intervals. It necessitates the selection of a sample beginning point and sample size that can be repeated at regular intervals. Because this sort of sampling method has a set range, it takes the least amount of time.

### Sources of Data

For the study, the researcher drew on both primary and secondary data sources. Primary data were acquired using survey methods, with secondary data sources such as the School Personnel Assignment list and Basic Profile, as well as other school records that might identify the respondents, being used.

### Instrument

Since this is a quantitative study, a survey questionnaire created in Google Forms was employed as the primary research instrument. The instrument is a self-created questionnaire that was reviewed by 3-5 experts in the subject and floated using Google Forms before being retrieved in CSV format for analysis.

### Data Collection Procedure

The researcher obtains authorization to conduct the study from the Superintendent of Schools and the head of some institutions. The primary and secondary data were generated from the findings of the respondents' survey questionnaire. The survey questionnaire was translated into Google forms and then into an excel file for data collection.

### Data Analysis

The information obtained from the questionnaire was categorized, totaled, and tabulated. Data interpretation and analysis will be formulated utilizing statistical metrics such as Frequency and Percentage Distribution.

## RESULTS AND DISCUSSION

### 1. Profile of the Respondents

SO 1	Variable	Options	Total Respondents	Response in %
A	Age	20-35 years old	140	41.2
		36-45 years old	129	37.9 %
		46-55 years old	56	16.4 %
		56-65 years old	15	4.5 %
		<b>Total</b>	<b>340</b>	<b>100</b>
B	Gender	male	66	19.4 %

		female	274	80.6 %
		<b>Total</b>	<b>340</b>	<b>100 %</b>
C	Job Title	Teacher	297	87.4 %
		Master Teacher	16	4.7 %
		Administrative Assistant	13	3.8 %
		Administrative Officer	2	0.6 %
		Department Head/ Head Teacher	3	0.9 %
		School Principal	1	0.3 %
		Professor and Instructors	8	2.3 %
		<b>Total</b>	<b>340</b>	<b>100 %</b>
C	Years in service	less than 5 years	101	29.7 %
		5-10 years	134	39.4 %
		11-15 years	50	14.7 %
		16-20 years	18	5.3 %
		21-25 years	16	4.7 %
		More than 25 years	21	6.2 %
		<b>Total</b>	<b>340</b>	<b>100 %</b>
D	Highest Educational Attainment	Bachelor's Degree	245	72.1 %
		Master's Degree	88	25.8 %
		Doctorate Degree	7	2.1 %
		<b>Total</b>	<b>340</b>	<b>100 %</b>

Table 1. Profile of Respondents

According to the following statistics, the majority of respondents (41.2 percent) are between the ages of 20 and 35, 274 or 80.6 percent are female, 297 or 87.4 percent are teachers, 134 or 39.4 percent have 5-10 years of service, and 245 or 72.1 percent have a bachelor's degree.

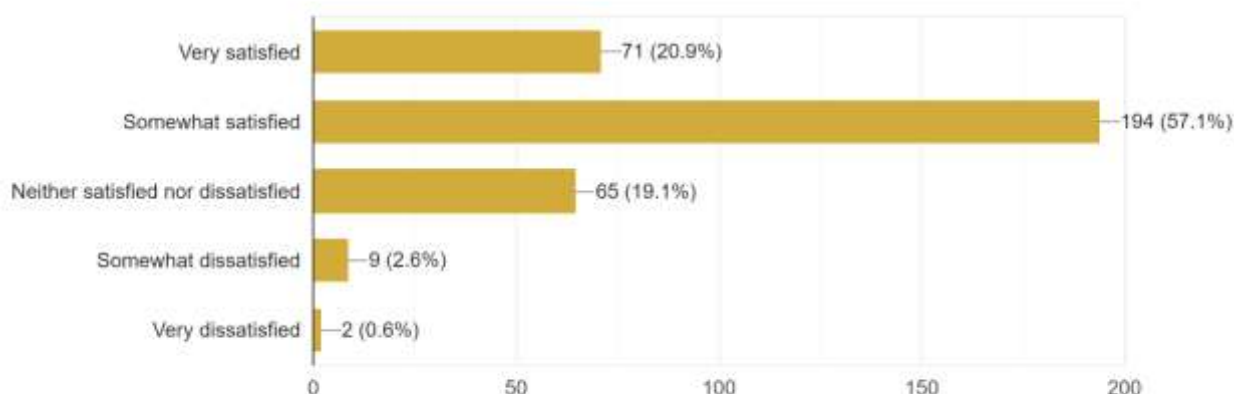
## 2. Respondents level of satisfaction with their current work from home arrangement

### Chart 1



How satisfied are the respondents with their current work from home arrangement?

340 responses



Variables	Total Respondents	Response in %
Very satisfied	71	20.9 %
Somewhat satisfied	194	57.1 %
Neither satisfied nor dissatisfied	65	19.1 %
Somewhat dissatisfied	9	2.6 %
Very dissatisfied	2	0.6 %
<b>Total</b>	<b>340</b>	<b>100 %</b>

**Table 2. Satisfaction Level of Respondents with their current work from Home Arrangement**

Table 2 shows that 194 respondents, or 57.1 percent, are somewhat satisfied with their current work-from-home arrangement, with 71 or 20.9 percent very satisfied, 65 or 19.1 percent neither satisfied nor dissatisfied, 9 or 2.6 percent somewhat dissatisfied, and 2 or 0.6 percent very dissatisfied. This indicates that most respondents were somewhat satisfied. All the responses are summarized in Chart 1. Flexible scheduling allows employees to have some control over their daily life, encompassing both employee and family activities, such as sending their children to school or going to the doctor. (Lupu, 2017).

### 3. Advantages of a work-from-home scheme to employees and organization

#### Chart 2

Advantages to the Employees

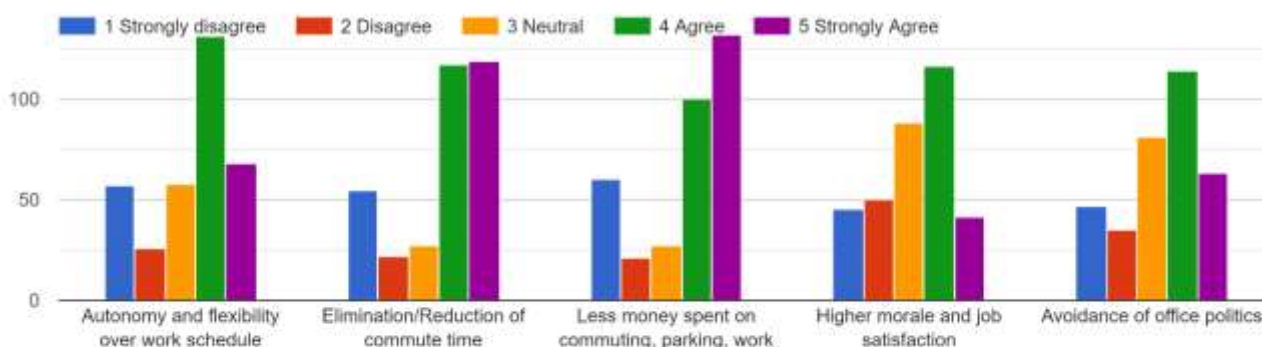


Table 3. Advantages of Work from Home to the Employees

According to Table 3, 131 or 38.5 percent of employees agreed that autonomy and flexibility

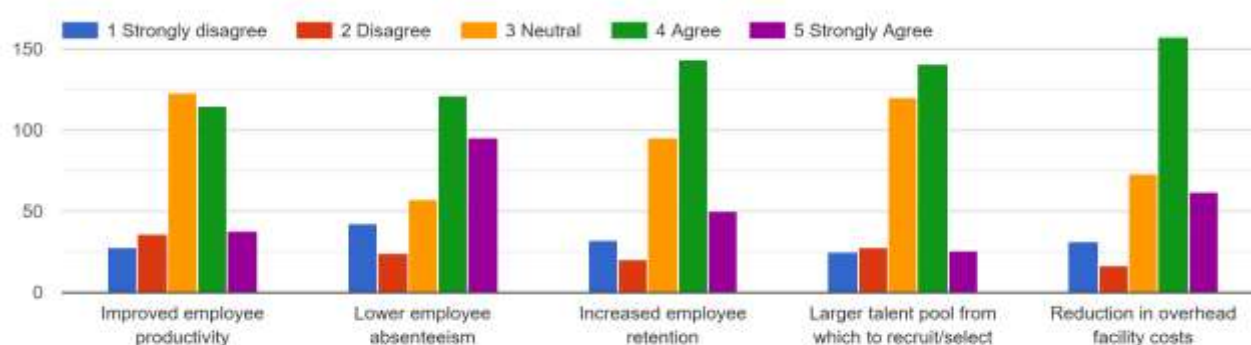
Advantages to the Employees	1 Strongly disagree		2 Disagree		3 Neutral		4 Agree		5 Strongly Agree		Total
	Count	% of Responses	Count	% of Responses	Count	% of Responses	Count	% of Responses	Count	% of Responses	
Autonomy and flexibility over work schedule	57	16.85%	26	7.6%	58	17.1%	131	38.5%	68	20%	100.0
Elimination/Reduction of commute time	55	16.2%	22	6.5%	27	7.9%	117	34.4%	119	35%	100.0
Less money spent on commuting, parking, work attire	60	17.6%	21	6.2%	27	7.9%	100	29.4%	132	38.8%	100.0
Higher morale and job satisfaction	45	13.2%	50	14.7%	88	25.9%	116	34.1%	41	12.1%	100.0
Avoidance of office politics	47	13.8%	35	10.3%	81	23.8%	114	33.5%	63	18.5%	100.0

over work schedule is an advantage of working from home, followed by 119 or 35 percent who strongly agreed

that elimination/reduction of commute time is also an advantage, 132 or 38.8 percent who strongly agreed on less money spent on commuting, parking, and work attire, 116 or 34.1 percent who strongly agreed on less money spent on commuting, parking, and work attire and 114 or 33.5% agreed on Avoidance of office politics. This suggests that the most important benefits of working from home for employees were less money spent on commute, parking, and work attire. All of the replies are summarized in Chart 2. Another benefit of working from home for the employees is saving time in going to the workplace, avoiding rush-hour traffic. Ford and Butts (1991) believe that reducing the difficulties of traveling in rush hour traffic may represent the most important gain for many employees. According to Wienclaw (2019), employees will have more free time to spend with their families if they do not commute.

**Chart 3**

Advantages to the Organization



Advantages to the Organization	1 Strongly disagree		2 Disagree		3 Neutral		4 Agree		5 Strongly Agree		Total
	Count	% of Responses	Count	% of Responses	Count	% of Responses	Count	% of Responses	Count	% of Responses	
Improved employee productivity	28	8.2%	36	10.6%	123	36.2%	115	33.8%	38	11.2%	100.0
Lower employee absenteeism	43	12.6%	24	7.1%	57	16.8%	121	35.6%	95	27.9%	100.0
Increased employee retention	32	9.4%	20	5.9%	95	27.9%	143	42.1%	50	14.7%	100.0
Larger talent pool from which to recruit/select	25	7.4%	28	8.2%	120	35.3%	141	41.5%	26	7.6%	100.0

Reduction in overhead facility costs	31	9.1%	17	5.0%	73	21.5%	157	46.2%	62	18.2%	100.0
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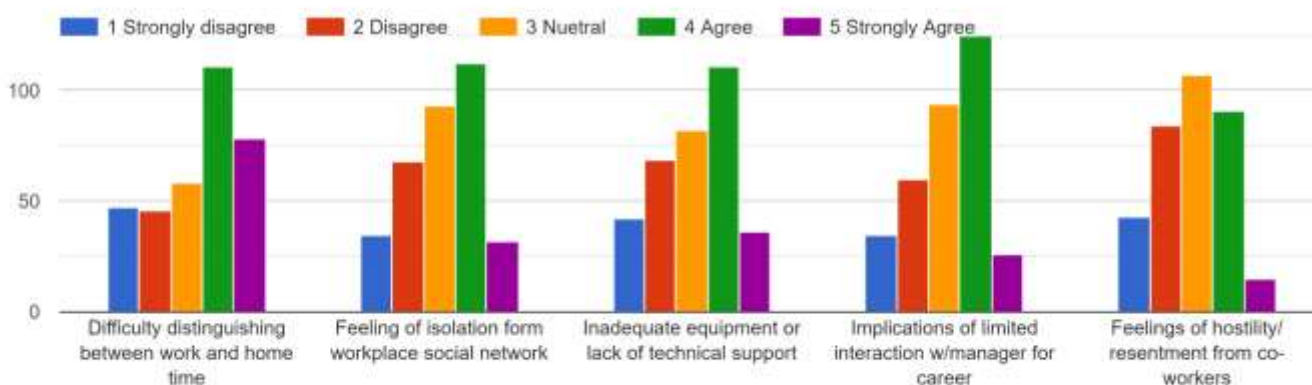
**Table 4. Advantages of Work from Home to the Organization**

According to Table 4, 123 or 36.2 percent of employees are neutral that improved employee productivity is an advantage of work from home to the organization, followed by 121 or 35.6 percent who agreed that lower employee absenteeism is also an advantage to the organization, 143 or 42.1 percent who agreed that it increased employee retention, 141 or 41.5 percent who agreed on Larger talent pool from which to recruit/select and 157 Or 46.2% on the Reduction in overhead facility costs. Based on the respondents' reply, this implies that one of the primary benefits of working from home for an organization is the reduction in overhead facility costs. All the replies are summarized in Chart 3. Ford and Butts (1991) believe that the negatives of working from home practice are based on perceived or real loss of control of the company. Organizations fear that workers may give precedence to personal errands overwork or may “farm out the work to somebody else” lowering the control of the business even further. This may result in data security issues, which Peters (2004) argues is the biggest disadvantage, placing #1 among several other disadvantages in their analysis. According to Ford and Butts (1991), when workers are permitted to work from home, security issues are mostly produced by “allowing outside computer terminal connections and external access to business databases.”

#### 4. Challenges of working from home to the employees and organization

**Chart 4**

Challenges to the Employees



Challenges to the Employees	1 Strongly disagree		2 Disagree		3 Neutral		4 Agree		5 Strongly Agree		Total
	Coun	% of Respo	Cou	% of Respo	Coun	% of Respo	Coun	% of Respo	Coun	% of Respo	

	t	nses	nt	onses	t	nses	t	ses	t	nses	
Difficulty distinguishing between work and home time	47	13.8	46	13.5	58	17.1	<b>111</b>	<b>32.6</b>	78	22.9	100.0
Feeling of isolation form workplace social network	35	10.3	68	20.0	93	27.4	<b>112</b>	<b>32.9</b>	<b>32</b>	9.4	100.0
Inadequate equipment or lack of technical support	42	12.4	69	20.3	82	24.1	<b>111</b>	<b>32.6</b>	<b>36</b>	10.6	100.0
Implications of limited interaction w/manager for career	35	10.3	60	17.6	94	27.6	<b>125</b>	<b>36.8</b>	26	7.6	100.0
Feelings of hostility/resentment from co-workers	43	12.6	84	24.7	107	31.5	<b>91</b>	26.8	15	4.4	100.0

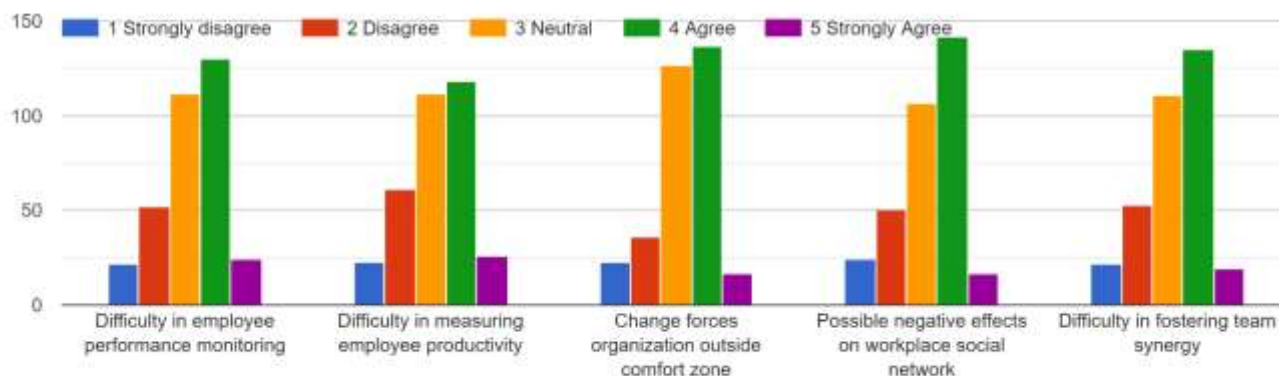
**Table 5. Challenges of working from home to the employees**

Table 5 reveals that 111 or 32.6% of the employees agreed that Difficulty distinguishing between work and home time was the highest among challenges of work from home to the employees followed by 112 or 32.9% who agreed that Feeling of isolation from workplace social network is also one of the challenges, 111 or 32.6% who agree on Inadequate equipment or lack of technical support, 125 or 36.8% who agree on Implications of limited interaction w/manager for career and 107 or 31.5% who were neutral on Feelings of hostility/resentment from co-workers. This means that the Implications of limited interaction with the manager for a career are the leading challenges of work from home among employees. Chart 4 summarizes all the responses.

**Chart 5**



Challenges to the Organization



Challenges to the Organization	1 Strongly disagree		2 Disagree		3 Neutral		4 Agree		5 Strongly Agree		Total
	Count	% of Responses	Count	% of Responses	Count	% of Responses	Count	% of Responses	Count	% of Responses	
Difficulty in employee performance monitoring	22	6.47	52	15.3	112	32.9	130	38.2	24	7.1	100.00
Difficulty in measuring employee productivity	23	6.76	61	17.9	112	32.9	118	34.7	26	7.6	100.00
Change forces organization outside comfort zone	23	6.76	36	10.6	127	37.4	137	40.3	17	5.0	100.00
Possible negative effects on workplace social network	24	7.06	50	14.7	107	31.5	142	41.8	17	5.0	100.00
Difficulty in fostering team synergy	22	6.47	53	15.6	111	32.6	135	39.7	19	5.6	100.00

**Table 6. Challenges of working from home to the employees**

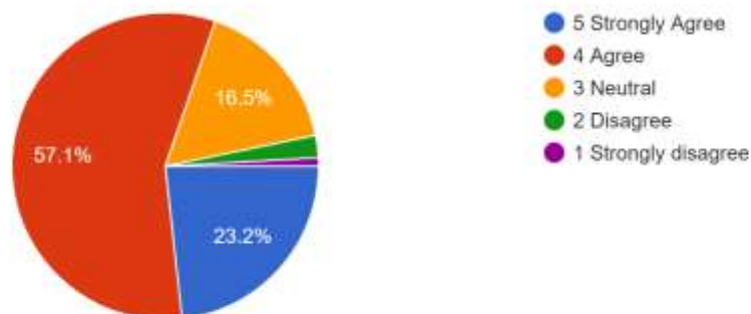
Table 6 shows that 130 or 38.2 percent of employees agreed that Difficulty in employee performance monitoring is one of the challenges of working from home to the organization, followed by 118 or 34.7 percent who agree that Difficulty in measuring employee productivity is also one of the challenges, 137 or 40.3 percent who agree on Change forces organization beyond the comfort zone, 142 or 41.8 percent who agreed on Change forces organization outside the comfort zone and 135 or 39.7% difficulty in fostering team synergy. This indicates that one of the most difficult aspects of working from home in an organization is the Possible negative effects on workplace social networks. All of the replies are summarized in Chart 5. Other technical disadvantages of working from home for the company include “the maintenance and monitoring of computer equipment placed in employee homes” (Ford and Butts, 1991). The disadvantage for the company is not only the damage or abuse of the office equipment but also the insurance issue that arises because the office equipment is off-site (Ford and Butts, 1991). Other disadvantages include repairing and transferring broken office equipment, establishing who is accountable for the repair (either the organization or the employee), and selecting how the broken equipment should be replaced (Ford and Butts, 1991).

#### 5. Has the Organization Provided Sufficient Support to Enable Employee to Work from Home in an Effective Manner?

**Chart 6**

To what extent do you agree with following statement, “My organization has provided me sufficient support to enable me to work from home in an effective manner”?

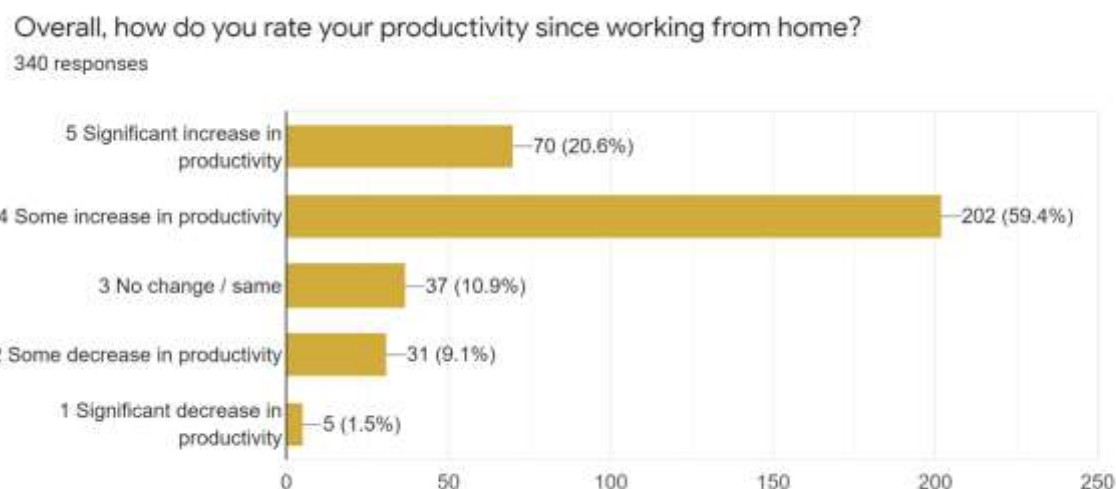
340 responses



The majority of respondents (194 or 51.7 percent) believed that their company had provided adequate assistance to allow them to work from home effectively. Only 2.4 percent, or 8 respondents, disagreed, and 3 percent, or 0.9 percent, severely disagreed. All forms of answers are summarized in Chart 6. According to Kattenbach, Demerouti, and Nachreiner (2010), flexible working methods have become increasingly popular for businesses owing to market needs and in terms of workplace effectiveness. However, no conclusions have been drawn as to the effects of this adjustment on firms or their employees. Furthermore, it states that working from home looks to be a trend that is spreading throughout enterprises. According to Barton (2017), some firms have implemented hot-desking, which is defined as a method of encouraging more employees to work from home, which is more beneficial for the business because it saves money and frees up more space.

## 6. Rate of productivity since working from home

Chart 7



Most of the respondents (202 or 59.4%) say that there is some increase in productivity in working from home, 70 or 20.6% with a significant increase in productivity, 37 or 10.9% no change/same productivity, 31 or 9.1% with some decrease in productivity, and 5 or 1.5% with a significant decrease in productivity. This means that majority of the respondents' rate of productivity is with some increase. Chart 7 summarizes all types of responses. Working from home increases productivity by 13%, according to a Stanford study of 16,000 workers conducted over 9 months. This performance improvement was related to more calls per minute owing to a calmer, more pleasant working environment, as well as working longer minutes each shift due to fewer breaks and sick days. Workers in this research also reported increased job satisfaction, and attrition rates were reduced by half

## CONCLUSIONS

Based on the aforementioned findings, the following conclusions were drawn:

1. The majority of respondents are between the ages of 20 and 35, 274 or 80.6 percent are female, 297 or 87.4 percent are teachers, 134 or 39.4 percent have 5-10 years of service, and 245 or 72.1 percent have a bachelor's degree.
2. The level of satisfaction of the respondents is Somewhat satisfied with their current work from Home Arrangement.
3. The most important benefits of working from home for employees were less money spent on commute, parking, and work apparel and the primary benefit of working from home for organizations is a reduction in overhead facilities expenditures.
4. Implications of limited interaction with the manager for career is the leading challenges of work from home among employees while the most difficult aspects of working from home in an organization are the Possible negative effects on workplace social network.

5. The majority of respondents believed that their company had provided adequate assistance to allow them to work from home effectively.
6. The respondent's rate of productivity is with some increase.

## RECOMMENDATIONS

In the light of the foregoing findings of this study and drawn conclusions, the researcher offers the following recommendations:

1. For the employees and organization to be more satisfied with their current WFH scheme, the formulation of formal guidelines, policies or laws must be strictly implemented.
2. Strengthening the ongoing Remote learning for teachers and students is highly encouraged.
3. HR Department must provide various strategies on how to manage time and work especially if the work scheme for alternative work arrangement is work from home.
4. The organizations' HR department would need to ensure that the employee's contracts cover the agile working policy, these should be reviewed.
5. Since there is a reduction in facilities expenditures, the amount of savings must be spent wisely to procure office equipment among employees during WFH.
6. Training on Psychological interventions is needed since findings revealed that the most difficult aspects of working from home in an organization are the possible negative effects on workplace social networks.
7. To have a significant increase in productivity, employers particularly the HR Department must provide all the necessary support and provisions to the employees when it comes to training, provisions of resources, and salary and benefits.

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