

# Work From Home: Challenges of Selected Employees from Baguio-Benguet Region During the COVID-19 Pandemic

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**Abstract**— The world is currently facing a challenge caused by the Coronavirus pandemic, and different industries and organizations as well as the workers are suffering and adjusting to make ends meet. Some industries shifted their work arrangement from working onsite to working from home. This study aims to explore the experiences of workers in Benguet who has undergone a shift in work arrangement. Specifically, it evaluates the daily events the workers encounter in the face of pandemic. A semi-structured interview was conducted to gather data with twenty participants who were acquired through purposive sampling. The respondents were interviewed online, and the gathered data showed that there is a division in the effects of working from home. Due to different backgrounds of the participants, the results showed that working from home is advantageous for workers living distant from their workplace and have a single role to play at home, but disadvantageous for workers who have different responsibilities at home since their time and attention is divided. These results suggest that the new work arrangement has a greater effect in the experiences of workers with complex roles at home. In this respect, the impact of workers' roles at home and environment at home to their mental health and performance at work should be taken into account.

**Index Terms**— Coronavirus, COVID-19, Employment, Pandemic, Work from home

## 1 INTRODUCTION

THE Coronavirus pandemic has brought change and various challenges in today's world since the activities that people usually do such as travelling, commuting to work and interacting with others are temporarily stopped due to the lockdown and social distancing implemented by the government to prevent the spread of the said virus. Due to this pandemic there are concerns that affected the world and one of it is rise of unemployment. Tuquero (2020) from Rappler reported that IBON Foundation estimated that 14 million Filipinos are unemployed. Additionally, Economist AJ Montesa of the Action for Economic Reforms mentioned that "sectors that have suffered most losses in employees are from are usually from wholesale and retail trade, construction, transportation and storage, manufacturing, and accommodation and food services, since these seemed to have suffered the biggest reduction of workers." (Tuquero, 2020)

But even if the pandemic has caused rise in unemployment, it is observed that some sectors still found a way to continue business as usual by letting their employees to work from home. Work from Home (WFH) is described as doing tasks in a job that does not require staying in a central place such as working in a store or an office building (Bao et.al, 2020). Furthermore, in the study of Dingel and Neiman 2020 as cited in Saltiel, 2020, they specified that jobs that are not classified as work from home are usually blue-collar jobs that involve lifting anything than 50 pounds, operating heavy machinery, repair and maintenance of electronic equipment and having contact with customers.

In the study conducted in the company Baidu Inc., China's largest language Internet search provider, stated that the employees in WFH arrangement believe that their employer have faith in them. Likewise, WFH is advantageous for those who belong in the disabled population. Employers are able to save costs in maintaining their office facilities. (Bao, et.al, 2020). In the study by Mustajab et.al. (2020), the impact of

WFH on work productivity was explored, and it showed an evident positive impact of WFH on work productivity as workers were reported to be more comfortable with not being supervised. There is flexibility because the employees can work anytime, they want and there is also work-life balance, but only with regards to their male respondents.

However, there are speculations from researchers and employees if WFH could work. This is usually observed from online articles of newspaper and blogs for example an article published by Monster a job search website, mentioned that the advantages of working from home are being able to rely on oneself since work at home enables a person to practice discipline and concentration, it can improve productivity since there are less distractions coming from co-workers and it helps to become adept in using online communication platforms such as Skype or Zoom. On the other hand, Roose (2020) from New York Times mentioned that the late Steve Jobs was apparently not a believer of remote work since he considers remote work as a detriment to creativity coming from brainstorming with others. Additionally, he mentioned that working with others can help people practice empathy and collaboration with others.

Due to this conflicting information and the lack of empirical studies here in the Philippines researchers would like to explore the experiences of Filipino workers that are working from home specifically the challenges they have encountered.

### Challenges of Working from Home

Working from Home (WFH) has become more prevalent due to the COVID-19 pandemic and it seems to have been considered as a new normal nowadays. WFH is not the usual work situation before the pandemic that is probably the explanation as to why some people would think it will not work. The female respondents are having a difficult time maintaining

work-life balance especially the married ones (Mustajab et.al. 2020). The challenges mentioned in their study are decreased motivation, additional costs for electricity and internet bills, and limited communication with their supervisors and colleagues. Viete and Ersdiek (2015) suggest that WFH can be disadvantageous for the company because they will have to find ways to monitor the attendance of their employees and calculate the costs of doing so. Since productivity is not easily monitored by employers, there is also a risk of having lower income for the company. But there is an advantage for companies. They could add more work load to employees since there is no need to commute. This is further supported by Bathini and Kandathil (2015) who claim that working from home employees are expected to work for longer hours because the company allowed them the privilege of enjoying advantages of their own home.

There is also the concern of lack of productivity due to the blurred dividing line between work and home. Delanoije, et.al, (2020), explored the effects of work from home in contributing to family conflicts. In their study, they mentioned the boundary theory by Ashforth (2000) as cited in Delanoije et al. (2020); according to Ashforth, boundaries are characterized by a degree of permeability, which refers to the ease with which psychological or behavioral aspects of other life roles can cross these boundaries (Ashforth et al., 2000). In this theory, life roles could be impermeable or permeable depending on the person. Those who prefer permeable life roles are more adept at shifting between two roles, they can easily interrupt doing their responsibilities at work to address concerns with work and vice versa. While those who prefer impermeable life roles prefer a set schedule or place for different responsibilities so for them transition in roles can be source of strain, stress and work-home conflict. Due to the strain associated with blurred work-home boundaries, Delanoije and her colleagues suggested that managers can help their employees by offering counseling or advice that could help their employees.

Another concern of WFH situation is the difference of work situation for the male and female. In the study of Lippel & Lippenyil (2018), it shows that women are more focused on reducing work-home conflict. However, their responsibilities with home and work are mixed up leading to interruptions of roles at home. On the contrary, men are more focused on their career advancement and are not expected to fulfill domestic roles so it is easier for them to more productive at their jobs. But for males, there is an issue of the femininity stigma where men could be discriminated by flexible work arrangements because it is different with the idea of masculinity wherein men are expected to do blue-collar jobs involving physical tasks such lifting heavy objects, operating machinery etc.

Next concern with working from home is that it is not exactly for everybody. In the study of Gottlieb et.al (2020), they found out that in European countries 76.8 % of managerial and 70.6 % professional occupations have majority of their jobs can be accomplished at home. In contrast, 96.1% of craft or trade occupations are tied to the location of the activity, very few elementary occupations or occupations under plant or machine operation can be done remotely. The ability to work from home in services and sales occupations is also rela-

tively low. On the other hand, in the study of Dingel and Neiman (2020), they identified the occupations that can be accomplish in working from home. In the United States, people who are in WFH arrangement are usually those who earn more. Also, people who have jobs described as "computer and mathematical" and "business and financial operations" can do a majority of their work from home. The case of developing countries by Saltiel (2020) found out that less managers can work at home since their job demands interaction with others, compared to professional occupations such as teachers. WFH for clerical occupations can also be done due to the lack of interactions with other people. Meanwhile, 6.5% of workers employed in sales and services occupations may work from home. Those who are unlikely to practice WFH are workers older than 40 years old, self-employed individuals, and females, since the jobs offered involve physical tasks that are usually done by males. In particular, these studies show that some workers are disadvantaged and stigmatized because of race, gender, and age.

The final concern that will be discussed is the impact of WFH in both physical and mental health. In the study conducted by Majumdar, et.al (2020), the researchers explored the repercussion of COVID-19 in the health of both office-workers and students. The results show that students and both office workers have increased the use of their gadgets (laptop and cellphone) both before and during lockdown. Due to this increased use of gadgets there was a disturbance in the respondents sleeping patterns. The researchers found out that increased cellphone use for students are associated with less sleep hours (usually 3-6 hours) while for office workers, increased used of their laptops also led to the same result. Moreover, less sleep is also associated with increased depressive symptomology in the respondents. They also found out that before the lockdown, there are fewer number of respondents with hypertension and gastrointestinal problems but it increased so from 6.09 % to 8.37%. In the aspect of mental health, there is an additional growth in the number of office workers (N=237) and students (N= 325) that portrayed depressive symptoms, from 1.97% of respondents it increased to 14.77% while for students from 7.07% to 30.77%. This statement is further supported by the study of Choi, Hui and Wan (2020), wherein 19% of their respondents from Hong Kong experienced depression during the pandemic. They also concluded in their study that factors that can contribute to poor mental health during the COVID-19 pandemic are those who did not encounter the SARS outbreak, people who were more concern about being infected by COVID-19, people who were more concern by having not enough surgical masks, and people who were more anxious by not being able to work from home.

#### Possible Solutions

As mentioned previously work from home entails a lot of challenges but it cannot be denied that we are also challenged to adapt to the new normal. Therefore, in terms solutions, it seems that the one of the ways to survive is to invest in themselves and to find help when necessary. The researchers cited articles published by American Psychological Association

(APA) during COVID-19. These articles present ideas that could be used by people as they cope with the new normal. The first article gives advice on how to be a better remote worker and the second highlights the initiative and effort of psychologists from different nations and how they helped others in this pandemic.

The APA (2020) advises that remote workers should do the following: minimize distractions, set goals and boundaries, make a communication plan and social connections.

For minimizing distractions, APA advises one should find room that is separated from distractions such as noise and they advise that one should look for a room that has a door. It is encouraged to inform family members about your work schedule or if not work hours when family members are resting for example early morning hours or after their bedtime. APA also advises to set daily objectives you wish to accomplish or project milestones to reach, working with a manager to establish goals when needed. Consider sharing to your coworker or family member those goals. For communicating, it is encouraged to always share about expectations especially for employers and for employees to share problems to their supervisors. Lastly it is advised not to isolate oneself and communicate with colleagues and managers since they serve as professional support system. Managers or supervisors are also advised to provide informal conversations during online meetings. Companies are also encouraged to messaging space where employees can ask for help.

It was mentioned previously that one of the health concerns during the pandemic is mental health and mental health is something that requires professional help, so APA created another article about how psychologists are extending help during COVID-19. In this article, they practice of mental health professionals that could be followed and could be implemented in our own country. The Korean Psychological Association created hotlines and provided free psychotherapy sessions for their citizens. KPA has created three dedicated telephone lines, free of charge for tele-therapy service and has recruited more than 350 volunteer psychologists to help. In the latest update, they have provided almost 900 sessions, with most cases on anxiety, family members and coworkers conflicts, unemployment and economic setback, and emotional instability. The former president of the British Psychological Society David Murphy, PhD, mentioned that BPS has teamed up with U.K.'s National Health Service to build a new multi-disciplinary rehabilitation program that incorporates pulmonary rehabilitation, health anxiety treatment, chronic fatigue management, and neurorehabilitation. For the Canadian Psychological Association, they offer free tele-therapy sessions for frontline healthcare providers utilizing 400 volunteer psychologists.

Lastly, for Brazil since the situation in their country is that there are a lot of psychologists that lack training and a small population have graduate degrees. So, the solution presented by Ronaldo Pilati, PhD, president of the Sociedade Brasileira de Psicologia, and its members is to provide guidance by producing fact sheets on topics such as stigmatization of health care workers, grief, and sleep disorders. So far there are 70,000 users that have accessed their website. In summary, APA is

encouraging us to still try to survive and ask for help despite the instability and challenges brought by the COVID-19 pandemic.

The researchers would like to know if the challenges involving work productivity, home-family conflict, stigma to the vulnerable population and health concerns are also encountered by Filipino WFH employees.

## 2 METHODOLOGY

The researchers chose the qualitative approach since the focus of this study are experiences and challenges of the respondents brought by COVID-19 pandemic. The researchers used purposive sampling wherein the following criteria are used: they should be employees who used to work in an in-site work arrangement but was required by their respective employers to work off-site due to the COVID-19 pandemic, and they should be employed in the Baguio-Benguet region. Some of the respondents are acquaintances of the respondents so that implies that the researchers also used convenience sampling. In total, there are 19 participants that agreed to be a part of the study and the ratio are as follows: 14 from the education sector, 2 from telecommunications, 2 from the business sector and banking and finance, and 1 from Non-Governmental Organization (NGO).

The researchers used online semi-structured interview and an online survey-questionnaire that inquire demographic data such as employment, age, marital status, etc. The semi-structured interview guide includes questions on the aspects of personal adjustments from working onsite to working online, the effect of the shift in work setting to their mental health, management of work life balance, and the extent of the effect on physical health on the use of electronic equipment and gadgets. After the approval of the semi-structured interview guide and the online survey questionnaire, the researchers proceeded to contact the respondents through social media sites such as Facebook or through emails. The respondents were asked to participate and if they agreed, the online questionnaire was sent to them. Thereafter, re-contacted to arrange and conduct an online interview via zoom or google meet. Then, the online interview was conducted depending on their preferred schedule. After the data has been collected and transcribed, the researchers used thematic analysis to analyze the data collected from interviews and to understand the general themes in the data, because it is a helpful method for studying the perspectives of different research participants, pointing out the similarities and differences, and brings out unanticipated insights. (Braun and Clarke 2006, King, 2004 as cited from Nowell, Norris, White and Moules, 2017)

## 3 RESULTS AND DISCUSSION

To analyze the data the researchers used the six phases of thematic analysis proposed by Braun and Clarke (2006). In summary the six phases are as follows: familiarizing oneself with data, generating codes, searching for themes, reviewing themes, defining and naming themes and producing the report. After the data has been transcribed, it was coded and

that is where the themes are derived from.

The themes about work from home are as follows: i.) Source of comfort, ii.) Family relations, iii.) Boundaries, iv.) Social interactions and v.) Health concerns.

Table 1  
Themes and Responses

<p>Theme: Source of Comfort</p> <ul style="list-style-type: none"> <li>- less stress since there is no need to travel from home to work</li> <li>- can rest</li> <li>- can eat while working</li> </ul>	<p>Theme: Social interactions</p> <ul style="list-style-type: none"> <li>- can't easily communicate with supervisors and co-workers regarding work</li> <li>- subjects requiring group socializing is capsized</li> <li>- less social and physical activities</li> <li>- relationships have become a bit corporate and impersonal</li> <li>- easier to de-stress in the office because of the proximity of colleagues</li> </ul>
<p>Theme: Family Relations</p> <ul style="list-style-type: none"> <li>- more quality time with loved ones</li> <li>- able to help more with chores</li> <li>- get to look after the family's health</li> <li>- get to attend siblings' needs right away</li> </ul>	<p>Theme: Health concerns</p> <ul style="list-style-type: none"> <li>- fitness lifestyle</li> <li>- sleeping habits</li> <li>- eating habits</li> <li>- gaming habits</li> <li>- frequency of the use of gadgets</li> <li>- headache intensity and frequency</li> </ul>
<p>Theme: Boundaries</p> <ul style="list-style-type: none"> <li>- no delineation between home and work</li> <li>- while working, no family matters or concerns should be raised</li> <li>- schedule, manage and allot a specific timeline every day of work time</li> <li>- Set a timeframe, setting up a work place/corner/area at home</li> </ul>	

### I. SOURCE OF COMFORT

The respondents of this study shared that working from home makes them feel less stress since they are no longer bothered by preparations that they have to do before going to their respective offices.

*"I prefer working at home, since I do a hassle commute to and from the office prior to home-quarantine. Malaking factor yung commute and nabawasan talaga yung stress ko nung nawala yung hassle sa travel to and from work." (The commute is a big factor, and there is less stress since there is no need to travel from home to work.)*

*"It is comfortable and easy to make reports and other tasks that need internet connection. I can rest whenever I want to. I can eat while working, and the like."*

As supported by the survey conducted by Forbes magazine, Kruse (2012) reported that 38% of the respondents claim that working from home is a less stress environment, and 43%

say that it is a quieter environment. Work from home set-up provides a sense of comfort to employees and decreases stress. The results support the claim of Mustajab, Bauw, Rasyid, Irawan, Akbar & Hamid (2020) that not being monitored by a supervisor provides comfort to the employees. Aside from that, they can also work at their preferred schedule.

Moreover, White (2020) reported a study from Staples (2011) stating that people who work from home where able to manage work-life balance, have easier time to maintain eating healthier foods, and spend more time with family that makes them happier and more productive at work.

This could also be accredited to less commute time and less preparation time. Marasigan (2016) reported that 35% of the Filipino workers found travelling to work as a waste of their time that contributes to stress at work. Commuting is mainly perceive as neither productive work time nor enjoyable personal time, and is considered as an obstacle to more practical or enjoyable pursuits. Workers have more time spent on their family and other recreational activities. In fact, in survey conducted by Flexjobs in 2018 shows that 97 % of people states that flexible job had a huge and positive impact on their quality of life (Reynolds, n.d.).

### II. FAMILY RELATIONS

The second theme is that the Work from Home situation improves relationships with family members. It was observed that when it comes to family relations WFH is ideal and it doesn't affect work as shown in the following statement:

*"As a parent the advantages that I can see is more quality time with my son."*

*"I am able to help more with chores and more time with my family. I don't have a hard time balancing my work at home and house chores in fact during my break I help out."*

In contrast to the related literature that the researchers presented, WFH is seen as an opportunity to be closer and improve the family ties of the family instead of seeing children as a concern. Furthermore, helping out in the family is not seen as a burden but more of a responsibility and helps in developing a sense of accomplishment since it is observed that in the Filipino culture being a mwmwbr od a family unit is essential to one's identity. This is can be observed in the following statement:

*"I get to look after the family's health and my nieces' and nephews' studies. I get to extend a hand whenever I can."*

*"I get to attend my siblings' needs right away in case they have concerns, and I feel happy and fulfilled when I do so."*

*"As an uncle and a professional as well, I have the responsibility to guide my young relatives in doing their modules."*

In the studies of Olson (1987), Ahrentzen (1990), and Dubrin (1991), it shows the positive effects of WFH on work-family relationships that contain evidence of workers with no primary care responsibilities experience substantial integration of the two spheres improved family relations (Olson, 1987), and high levels of family-related life satisfaction (Ahrentzen, 1990; Rowe & Bentley, 1992) as cited by Standen, P. et. al. (1999).

Moreover, the result could be attributed to the Filipinos family culture that was not reflected by the literature re-

views that are based in western countries. Different cultures place a different value on family importance. Filipinos are known for strong family ties and deep family orientation, most often family will always be the highest priority. Each member of the family is raised and encouraged to contribute and play an active part in a highly centralized family. Despite inconveniences, many Filipinos are often willing to go the extra mile if it means being able to provide for their families (Diversify, 2016). With the work from home set-up, workers are able to a lot more time with their families, pay attention to their parents or children need and help more with the house hold chores.

### III. BOUNDARIES

The third theme that was seen was the setting of boundaries. It was mentioned beforehand that WFH can affect work performance because the boundaries between responsibilities at work is blurred with tasks that has to do with the home. This is apparent in the following statement:

*"Walang delineation ng work at home. Mahirap i-motivate ang sarili to work during most days kasi nakundisyon na ang utak na kapag nasa bahay, magpapahinga. Constant struggle ang pag-disiplina sa sarili to stick with the routine." (There is no delineation between home and work. I was used to the fact that you rest at home and it is hard to discipline oneself to stick to a routine.)*

This is further emphasized by the following statement:

*"Yes, my attention and concentration [go] to all over the place doing household chores, attending/running to urgent errands or looking over younger members of the family - babies or even the elderly that needs to be taken good care of."*

These statements supported the theory of Ashforth, et. al. (2000) as cited in Delanoieji, Verbruggen, & Germeys (2019) that people who prefer impermeable life roles are greatly influenced by the interruption and transition of responsibilities at home and at work, which can be the origin of stress, strain, and work-home conflict.

Even if a few of the respondents consider WFH situation as something that is distracting most of the respondents are able to preserve boundaries by doing the following: The first is communication with family members.

*"Communicate with the household members. I had to talk to them, maraming beses, about my situation, about my work, about my schedule."*

*"I specifically set boundaries that while I'm working, no family matters or concerns should be raised. Unless it is an emergency."*

*The next would be imposing self-discipline and order in one's life.*

*"I really have to schedule, manage and a lot a specific timeline every day of work time since I'm at home and I can't just feel too laxed."*

*"Set a timeframe, setting up a work place/corner/area at home - at least secluded to affairs or matters that may hinder my work time."*

A survey of Remote.co showed that the biggest pain that 40% of the full-time remote workers experience is unplugging after work hours (Reynolds, 2019). Heitmann (2018) reported that according to a study conducted by LinkedIn, professionals don't fully unplug from work. Singer-Velush (2019) stated that 40% of 1400 information workers commissioned by Microsoft work outside scheduled time that causes interference

with family time. And research from Utah State University, as reported by Reese (2019), shows that the use of mobile device during family time due to work does not create a negative impact to the employee and their spouse, instead it led to higher occurrence of burnout, a decreased commitment to their employer, and an increased likelihood of quitting.

This is the current challenge being experience from the respondents as WHF is slowly becoming the new normal that needs further studies. While the majority of research to date has presented workplace distractions in a shared office setting, remote work distractions are present and still to be explored as WFH becomes the new normal.

### IV. SOCIAL INTERACTIONS

The fourth theme is social interactions. Due to lack of interactions of superiors and subordinates, the quality of work and communication between employees are compromised.

*"I can't easily communicate with supervisors and co-workers regarding work and it is difficult to reach out to students. Also, the teaching materials are limited, and other subjects requiring group socializing is also capsized."*

*"I have less social and physical activities while working from home. I don't get to talk with my co-workers whenever I need to."*

This was consistent with the idea that WFH doesn't contribute with creativity and can make the work setting less interactive and inclusive. This is portrayed in the following statements:

*"But with working from home, it seems that work has become a bit too formal. Relationships have become a bit corporate and impersonal."*

*"With the work itself, not much difference since the nature of my job can be done online. The only difference is, it is easier to de-stress in the office 'cos I get to talk to my colleagues in person."*

This reflects on how work relationships are very much important to sustain the well-being of employees. It's not just about "getting along" with the co-workers but as humans we crave the contact and connection with other people (Kohll, 2018). In the theory of Abraham Maslow Hierarchy of Needs, states that the second level is love and belongingness as a need that motivates human behavior. These relationships can either increase or decrease an employee's stress levels, work rate and general feelings of happiness.

In an article entitled "The dark side of working from Home: Loneliness", it was mentioned that workplace loneliness has increase due to the sudden shift to remote work. Despite having your family and kids at home you may still feel professionally alone (Vasel, 2020).

### V. HEALTH CONCERNS

Finally, the last theme to be discussed is health concerns. The following statement is consistent with the researchers' related literature wherein there is increase in use of gadgets nowadays which is correlated to increase in anxiety and depressive symptoms.

*"Sobrang babad ko sa electronic gadgets ngayon. Sakit sa ulo lalo na kapag puro Zoom meetings. Walang masyadong fitness lifestyle kasi nasa bahay lang. Madalas din mag overthink kasi andaming time na nasa bahay lang ako, unlike before na nadi-distract ako be-*

cause of the people I worked with." (I spend most of time now with gadgets. Having a number of Zoom meetings gives me headache. There is not much fitness lifestyle since I just stay at home, and most of the time, I overthink unlike when I can be distracted because of the people I work with."

The next statement is also consistent with the finding mentioned beforehand that the pandemic was a source of stress and can lead to concerns with a person's mental health.

"I find challenging to remain physically and mentally fit since the lockdown. I just stay at home the whole day these days as opposed to before when I could freely go anywhere to walk around and exercise. I also find it difficult to remain mentally and emotionally strong. I live by myself, and I work the whole day without having someone to talk to face-to-face."

But, somehow some of the respondents have no concerns with their health. In fact, the Work-From-Home arrangement greatly affects positively their quality of life since the routine of daily commute has been avoided. This is supported with the statement:

"I have more time with myself, my family, and my social life since natanggal na yung commute time. Malaking factor yung commute." (I have more time with myself, my family, and my social life since the commute was avoided. Commute is a big factor.)

In a survey conducted by Forbes in July 2020, it was published that the respondents' general quality of life significantly improved from gaining time for personal matters than spending their time with daily commute (Baskin, 2020).

Many of the respondents are unaware since they did not have a check-up. There are respondents that are coping well with the pandemic and new normal which again contradicts the information we gathered about the effect of WFH and COVID pandemic on employees. It appears that the respondents that we are interviewed are resilient and adapting. This is observable with the following statement:

"I developed gaming habits again, which I had when I was in high school and college. On the other hand, I also started having a fitness lifestyle. I started biking and working out."

"Before the pandemic the only exercise I do is jog, and sometimes I am not even eating. Now I get the time to exercise and also manage to eat and cook."

In summary, the findings have shown that work from home can improve family relations since the family spends more time helping each other, boundaries could easily be set one only needs discipline, communication with family and having a schedule, there are less social interactions which might contribute to having less connections with other employees and supervisors and WFH can affect health but it is still the employees' decision to adapt or to ask for help for their well-being.

#### 4 CONCLUSION AND RECOMMENDATIONS

In this study the researchers have found out that WFH have positive impact to the employees' work-life balance and family is not seen as a burden. Also, the COVID 19 pandemic and work from home situation did not have an impact in the well-being of employees. It seems that WFH is appropriate for the COVID 19 situation but it is not perfect since there was still

concerns that were shared by respondents such as internet speed, power interruptions, cost of internet and electric bills and some still prefer the office setting since their minds are conditioned to work in office settings.

On the other hand, the researchers would like to remind the reader that this study has its limitations so there are still some topics that could be studied in relation to WFH. First, it was observed that most of the results contradict the related literature one of the possible explanations is that most of the studies used are western with the exception of studies cited from South and West Asia. This implies that as a culture, we have different perspectives, personality and work ethic when it comes to other nations and future researchers can explore the mindset or personality profile of a Filipino worker. Additionally, researchers could also explore the individual factors or traits that help a person get through with a pandemic or a crisis. Fourth, most of the respondents of the study are single either living alone or still with their families that might have portrayed bias data when it comes to work life balance situations. Finally, in relation to Human Resource, researchers could study ways that could help employees in dealing with pandemic or ways to maintain connection in the workplace seeing that some of the respondents are struggling with isolation in the workplace.

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