

## **A Systematic Literature Review on the Role Remote Working and its Impact on Employee Wellbeing**

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### **Abstract**

**Objective:** The present study analyzes the progression of research on the theme of Remote Working and Employees' well-being using bibliometric analysis. It also performs science mapping and themes of existing articles to provide gaps and future research direction in this area.

**Methodology Approach:** The VOSviewer tool and Scopus analysis are used to do a bibliometric analysis of the biographies of articles published in Remote Working and Employees Wellbeing. 281 publications were obtained from the Scopus database to investigate research trends. Total citations, most cited articles, prolific writers and journals, notable institutes, and country contributions were all studied.

**Findings:** Bibliometric analysis techniques are used to identify current trends, leading journals, top authors, top articles, significant co-words, keywords, and so on, followed by comprehensive science mapping analysis. The top ten most widely published journals in the specified field are identified and thoroughly examined.

**Research limitations / Implications:** The reviewed literature focuses on the social science field. However, analysts may incorporate more topics in future studies. Future researchers may also focus on other databases, such as the Web of Science, or mix data from Scopus and the Web of Science in their studies.

**Originality/ Value:** The study derives significant research gaps from setting the direction of future research. It also provides a methodological contribution to this research domain. This is useful for both novice researchers and those familiar with this area.

**Paper type:** Review paper

**Keywords:** remote working, employees' well-being, bibliometric analysis, VOSviewer.

## Introduction

To remain competitive and protect employee health, organizations must adopt new strategies such as automation, digitalization, technological support, and flexible structures (Gómez et al., 2020). However, modern technology enables professionals to operate remotely (Prasad et al., 2020). Nonetheless, efficiently balancing work and family has become a significant challenge for workers, both with and without families (Grant, Wallace, & Spurgeon, 2013). Some people are anticipated to experience post-pandemic stress, while others may recognize their inner strengths and express profound thankfulness for what they have (Prasad et al., 2020). The result would indicate that employees will encounter several problems that might impact their psychological well-being, which will be addressed and acknowledged in this study, considering that it may last for an extended time. Research on remote work is gaining popularity (Raišienė et al., 2020). Several studies have been conducted on the topic. However, the researcher chooses to work from home as the main thrust of the current research since it is a highly flexible method enterprises endorse as an alternate workplace strategy. Raišienė et al. (2020) suggest investigating the benefits and challenges of remote working and gathering evidence from diverse cultural backgrounds to understand it better.

Currently, we frequently encounter the expression "work from home." Although this is straightforward, I've added a few descriptions, notes, and observations about working from home. Working from home is defined as employees working in a flexible workplace without the need to travel. The study sought to comprehend the "Impacts of work from home on employee wellbeing during a pandemic". It includes the aspects that influence employee well-being when working from home. Children, as well as the elderly, use electronic devices such as tablets, computers, and mobile phones. This is due to the impact of working from home.

Working from home is a growing trend in the modern workplace, allowing individuals to contribute from any location. This tendency represents a friendly contract or convention between employees and employers. This approach gives the employee the option of working from home. There are some eligibility requirements for selecting employees to work from home. The individual can work in their preferred location with flexible working hours. So, the employees' work or duty becomes much more manageable. Though it has a bright side, it also contains some weaknesses that can damage the organization, such as physical and mental health disruptions. These are undesirable influences for workers working from home.

The primary goal is to investigate the effects of working from home on employee well-being among IT employees. The secondary goal is determining the level of home and work demands encountered by IT professionals. It is also vital to determine whether job and home demands conflict. Furthermore, the level of well-being of employees who work from home should be researched.

Research indicates that remote working is becoming more popular globally, with a predicted increase in remote workers (Gómez et al., 2020; Raišienė et al., 2020). Remote work is a working practice that encourages professionals to work outside of the traditional office setting, anywhere they are productive, resulting in an ideal work-life balance; it is based on the idea that work does not need to be performed in a specific location. Employees have reasonable control over their days to ensure that their professional and personal lives are integrated to their maximum potential and satisfaction (Prasad et al., 2020). Numerous studies have defined remote working using telecommunication devices as e-working (Grant et al., 2013). The term 'e-working provides more flexibility in terms of moving work to the workers instead of moving workers to work; this relates to work being accomplished anywhere and at any time regardless of location, and thanks to the technology that aids

in the implementation of this flexible working arrangement (Nilles, 2007). Remote working can also be described as 'teleworking' and 'telecommuting,' which refers to the employee's ability to work remotely using technology to facilitate communication in the workplace (Raišienė et al., 2020). Latterly, 'agile working' has been added to the terminology referring to an organization's capability to be flexible to meet changing market demands and adjust working practices accordingly (Grant, Wallace, Spurgeon, Tramontano & Charalampous, 2019). Thus, the current study will focus on working from home as a remote work strategy to offset the pandemic using technology to access work like Team Viewer, Zoom, and Microsoft Teams. It can be seen from previous studies that remote working is a weapon with two edges; first, it has various benefits, such as a better work-life balance, more flexibility to work, increased job satisfaction, and employee engagement (Grant et al., 2013). Higher productivity, along with being one of the ways to cut costs of office rent, electricity, property insurance, office supplies, maintenance costs, and infrastructure, in addition to saving time travelling to and from the workplace, several studies highlighted that employees are willing to leave their current job for another job that offers remote working opportunity (Prasad et al., 2020; Molino et al., 2020; Raišienė et al., 2020).

Second, despite all the benefits mentioned above, other studies indicated that remote work could be challenging for many employees compared to working at the office, as stated by Grant et al. (2013) in addition to Barber and Santuzzi (2015), who claimed that remote working could lead to poor wellbeing, communication overload, work overload and workplace pressure (Charalampous, Grant, Tramontano & Michailidis, 2019; Molino et al., 2020), which is justified by exchanging emails during non-working hours, a practice that has been linked to stress (Chesley, 2014) and blurred home-work boundaries (Tietze & Musson, 2005), which could subsequently affect job effectiveness and performance (Grant et al., 2019). Consequently, remote working may become unfavourable in some cases when individuals intensify their work activity (Charalampous et al., 2019), adding the feelings of being isolated and not connected with coworkers and the need for new and different skills and mindset to succeed as a remote worker (Raišienė et al., 2020; Rysavy & Michalak, 2020). After reviewing previous studies, the main research topics tackling telework in organizations are the efficiency of virtual teams (Bhat, Pande & Ahuja, 2017), remote features (Raghuram, Hill, Gibbs & Maruping, 2019), virtual leadership (Hoch & Kozlowski, 2014), aspects of mutual trust, effective communication (Rysavy & Michalak, 2020), mental stress and anxiety (Gómez et al., 2020).

Nowadays, during the COVID-19 pandemic, workers operate with a new working style that they are not used to; they are used to operating in a familiar office atmosphere, integrating with their team, attending meetings, and calling customers. But now, with the new working norm (working from home policy), lines between personal and work life will blur even for professionals that are used to working from home as an increasing number of work will be at home, and working parents might struggle to separate responsibilities, which might affect the worker's overall wellbeing (Staglin, 2020). Hence, Pradhan and Hati (2019) defined employee well-being as the quality of work-life; it is the employee's well-being affected by workplace interventions; it is all about employees' psychological, physical, and emotional health (Juniper, Bellamy & White, 2011). The relationship between telework and job-related factors, organization policies, and job satisfaction on the well-being of the employees in the IT sector (Prasad et al., 2020), along with studying the use of remote work, France (Aguilera, Lethiais, ISBN code 978-93-83302-72-7

Rallet & Proulhac, 2016) during typical situations; however, the current research intends to concentrate on evaluating employees' perceptions of remote working in terms of psychological well-being, emotional tiredness, and work-life balance throughout the epidemic. will reduce organizational performance and productivity (Cohen & Liani, 2009). In the opinion of Irawanto et al. (2021), telecommuting can help people attain a better work-life balance by allowing them to spend more time with their loved ones. The ability of any person, regardless of gender, to balance work and family is referred to as "work-life balance" (Hjalmsdottir & Bjarnadottir, 2021).

This study's primary focus is on the work-life balance of remote employees who telecommute. Telework is becoming increasingly common worldwide (Buomprisco et al., 2021). Using bibliometric analytic approaches, this study aims to provide a comprehensive picture of remote working and work-life balance in the present remote working trend driven by technological breakthroughs. The findings of this study are expected to be useful to decision-makers when remote working is introduced to improve work-life balance. Furthermore, it is expected that this research will contribute to future investigations.

The current study also provides a literature evaluation based on bibliometric analysis to find answers to numerous research topics. The following are the important research issues that demand additional examination to observe data in this domain:

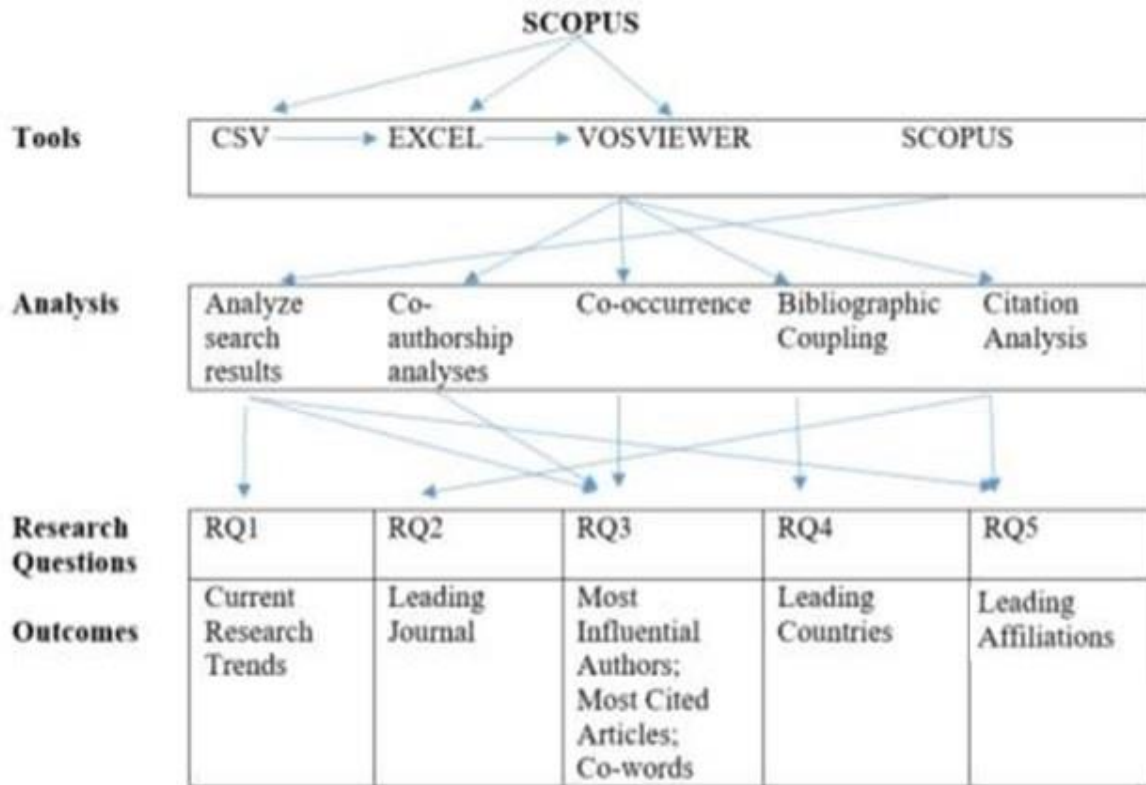
1. What are the latest patterns in research on remote working and employee well-being?
2. Who are the most prominent and consequential contributors to the literature?
3. Who are the most influential authors, co-authors, and cited works in Remote Working and Employee Wellbeing?
4. Which countries conduct most research in this domain?

Various bibliometric analyses such as Bibliographic Couplings (BCs), Co-Occurrences and Co-Authorship Analysis, Co-Words Analysis, Scopus Analyzed Search Results, and Citation Analysis were conducted to answer the above research questions.

## **2. Research Methods and Study Design**

This study examines research development on remote work and employee well-being. To achieve this purpose, bibliometric analysis was applied to the biography data of publications published in this subject and indexed in the Scopus database. The Scopus database is one of the most extensive collections of articles and biographies. Therefore, in this analysis, the Scopus database is considered. The search terms, extraction technique, and inclusion/exclusion criteria are covered in the following sections.

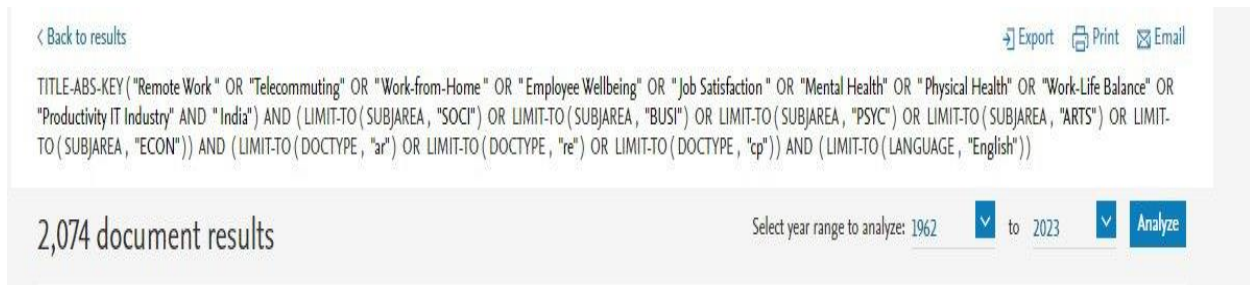
Figure 1: Analytical methods and Outcomes of the bibliometric study



Note: Figure 1 represents the analytical methods and Outcomes of the bibliometric study. Abbreviations: BC= Bibliographic coupling; CA= Citation Analysis; CRT= Current research trends; MIA= Most influential Authors; MCA=Most cited countries; LC = Leading countries; LA= Leading affiliations

## 2.1 Search criteria and data extraction process

Figure 2 shows the entire search procedure from the Scopus database, including the search keyword. ("Telework\*" or "Telecommuting" or "Homework\*" or "Remote work" or "virtual work" or "online work" or "work from home" or "Mobile working") AND ("Work-family conflict\*" or " Work life conflict" or "Workplace conflict" or "work-life program" or "Work life balance") search term furnished access to literature from social science, business management and accounting, economics, as well as arts and humanities disciplines from Scopus database. The extraction of data from Scopus is explained in Table 1. Before filtration, broad topic papers were 476 on the topic, and after applying the filtration, yielding 2074 results.



**Table 1: Bibliographic data retrieval process**

| Stage | Filtering Criteria                                                                         | Eliminated | Accepted   |
|-------|--------------------------------------------------------------------------------------------|------------|------------|
| 1.    | Initial search                                                                             | ---        | 476        |
| 2.    | Subject filter (Social sciences; Business, Management and Accounting; Arts and Humanities) | 148        | 328        |
| 3.    | Document type (Article, Review paper, and Conference paper)                                | 33         | 295        |
| 4.    | Language (ENG)                                                                             | 14         | 281        |
| 5.    | <b>Total accepted papers</b>                                                               | ---        | <b>281</b> |

## 2.2 Development in Bibliometric Research Methodology

In the past few years, bibliometric analysis has gained popularity among researchers. The creation, convenience, and advancement of bibliometrics instruments such as Bibliophagy and VOS Viewer, as well as research databases such as Scopus and Web of Science, have all contributed to this popularity. Furthermore, bibliometric research approaches can be used to a variety of subjects, including business and management study, as well as information theory. Furthermore, the bibliometric analysis has been examined in many areas of business research, including business strategy (Kumar et al., 2021a), commerce (Kumar et al., 2021b), finance (Durisin & Puzone, 2009), human resource management (Andersen, 2019), management studies (Ellegaard & Wallin, 2015), and marketing research (Donthu et al., 2020d; Donthu et al., 2020b).

The current study uses qualitative and network methods to summarise the current research on telework and work-family conflict in social science. Our descriptive analysis comprises the total number of publications and citations (Tsay, 2009), while keyword analysis identifies emerging trends and topics within the proposed study (Hu et al., 2018). Science mapping analyses include bibliographic couplings (BCs), co-occurrence and co-authorship analysis, co-



words analysis, citation analysis, and co-citation analysis. Our study focused on primary analysis using Scopus, VOSviewer, and Excel. VOSviewer is used for scientific mapping and bibliometric research, whereas CSV Excel is used to extract data files.

### 3.1.Results and discussion

#### 3.1 Current publication trends

Figure 3: Research trends of articles between 2004 and 2022

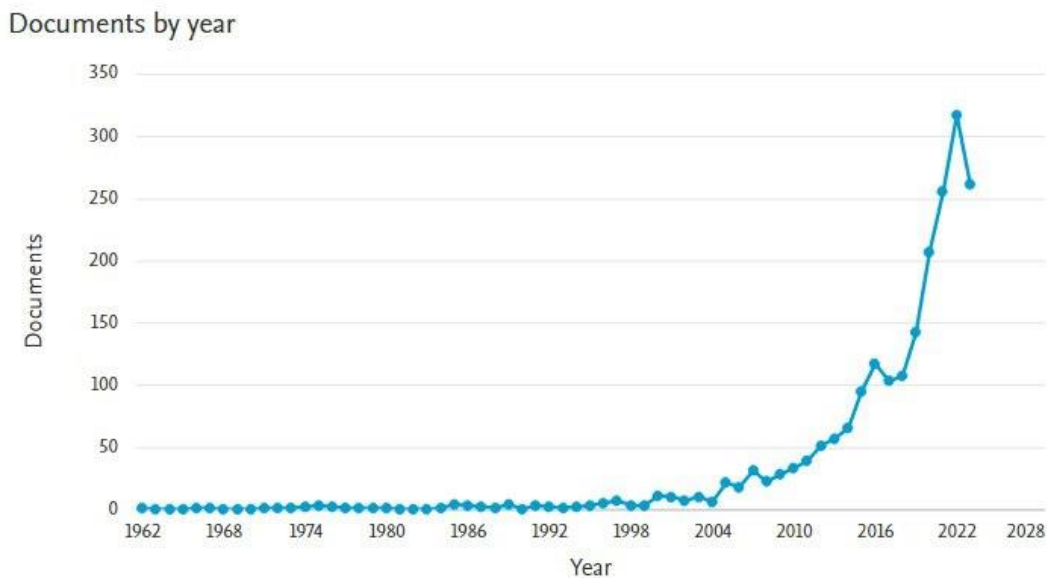


Figure 3 displays an analysis of patterns among Scopus articles over the previous 18 years. Based on this Scopus research, published document growth began almost steadily and then increased gradually. In 2004, there were 30 publications; by 2022, the total number of publications will be nearly eight times that, at 320.

Figure 4: Distribution of documents by subject area.

Documents by subject area

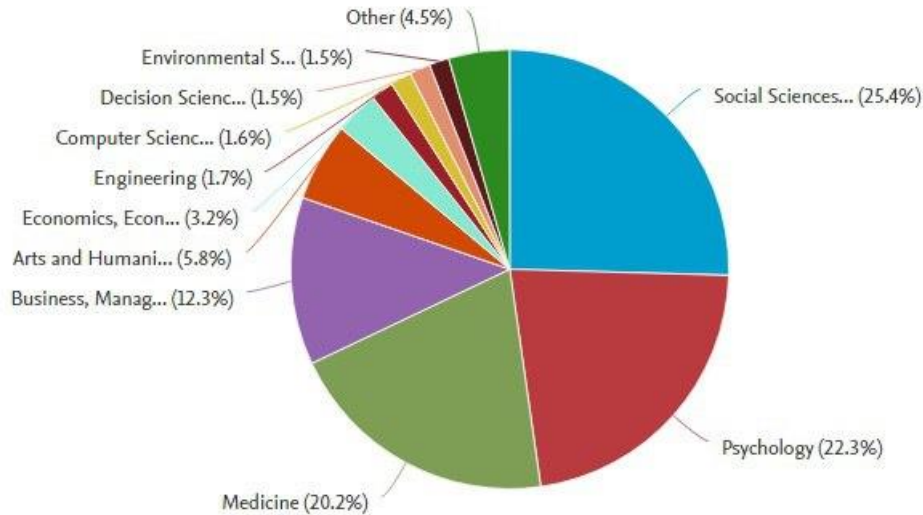


Figure 4 depicts the disciplines covered in this area based on extracting all 281 research papers from the Scopus database. The core subject area was investigated utilizing a pie chart. "Social science" accounts for 29.1 per cent (159 papers) of the total, followed by "Business Management and Accounting" at 26.7 per cent (146 papers). The subjects regarded the least in this research domain are "energy", "Decision Science", and "Arts and Humanities", which account for 3.3%, 3.8%, and 3.8%, respectively. This report presents research developments in this field, including Social Science and Business Management.

### 3.2 Leading, Influential and Impactful Source

Table 2: Top 10 leading journals in the Remote domain with total publications and citations.

| Journal                                            | Publication | Citation |
|----------------------------------------------------|-------------|----------|
| New Technology, Work, And Employment               | 8           | 809      |
| Gender, Work, And Organization                     | 5           | 615      |
| Journal Of Vocational Behavior                     | 4           | 597      |
| Sustainability (Switzerland)                       | 17          | 335      |
| Journal Of Organizational Behavior                 | 3           | 334      |
| International Journal of Human Resource Management | 6           | 208      |
| Community, Work, And Family                        | 6           | 145      |
| Work, Employment, and Society                      | 3           | 126      |
| Review Of Public Personnel Administration          | 4           | 108      |
| Personnel Review                                   | 4           | 69       |



The popular journal "New Technology, Work, and Employment" has published eight articles (809 citations) on remote working and employee well-being. The Journal of Gender, Work, and Organization and the Journal of Vocational Behavior, with 5 and 4 documents, respectively, come next. These top ten papers have impacted all research published since 1992. Surprisingly, few research publications on remote and employee well-being have appeared in the “Journal of Work, Employment, and Society”.

### 3.3 Most Creative/Prolific Authors on Telework

Figure 5: Top 10 leading authors' studies on Remote working and Employee wellbeing.

#### Documents by author

Compare the document counts for up to 15 authors.

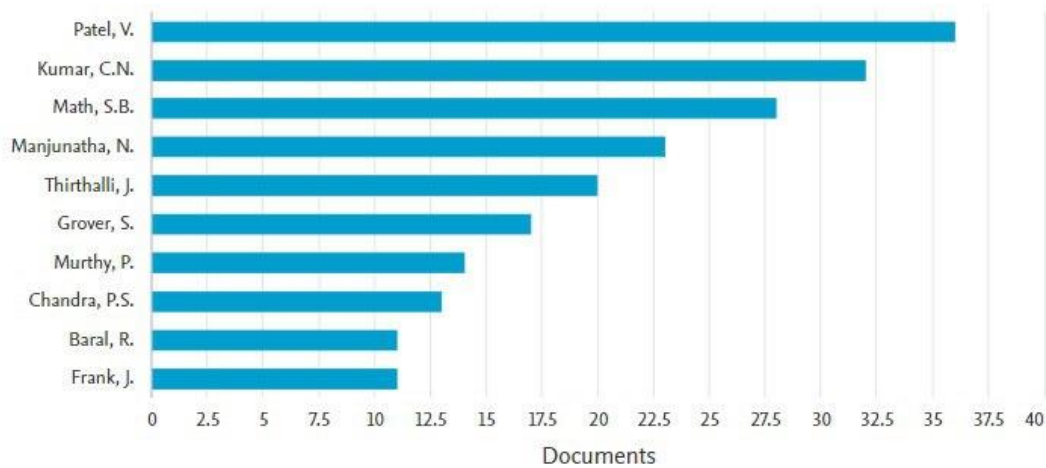


Figure 5: Display the number of research articles on Remote Working and employee well-being written by each researcher. Table 3 lists the most well-known authors in this field and the number of papers they have published. Only authors with three or more articles on the chosen topic were considered. Surprisingly all the top 10 authors, each having three published works.

### 3.4 Most Influential Articles

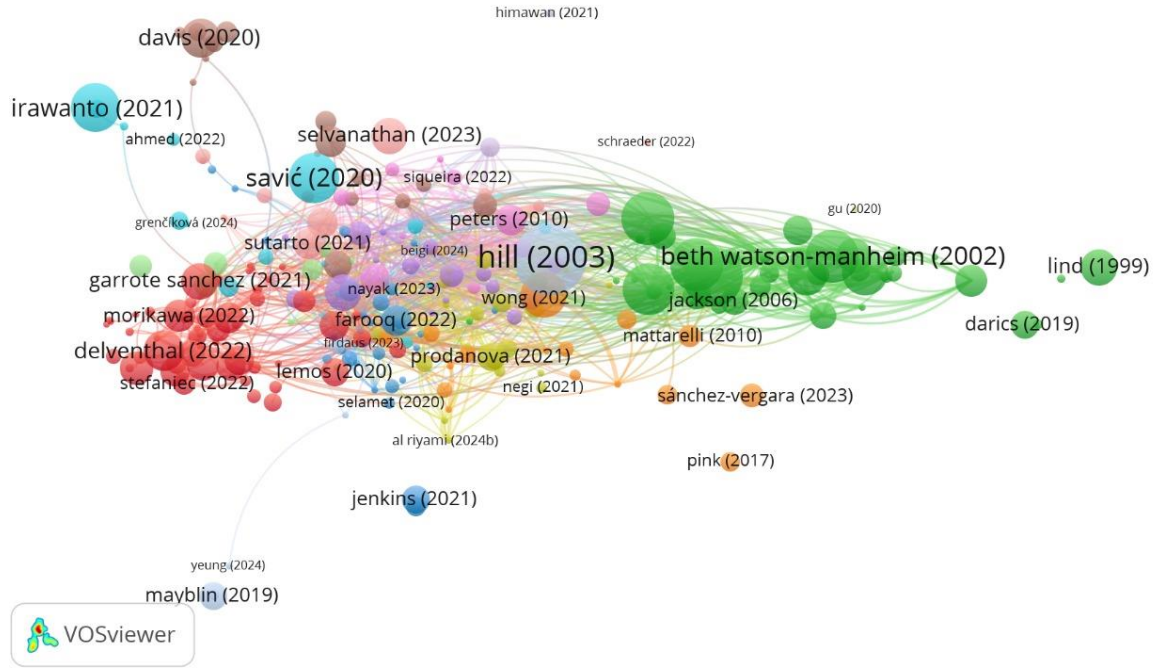
Table 4: Top 10 leading articles along with authors based on total citation

| Authors               | Title                                                                               | Citation |
|-----------------------|-------------------------------------------------------------------------------------|----------|
| Kelliher c.<br>(2010) | "Doing more with less? flexible working practices and the intensification of work." | 445      |

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|                      |                                                                                                                                                                                  |     |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| hill e.j. (2003)     | "Does it matter where you work? A comparison of how three work venues (traditional office, virtual office, and home office) influence aspects of work and personal/family life." | 303 |
| hill e.j. (1998)     | "Influences of the virtual office on aspects of work and work/life balance"                                                                                                      | 277 |
| Felstead a. (2017)   | "Assessing the growth of remote working and its consequences for effort, well-being, and work-life balance."                                                                     | 245 |
| Shockley k.m. (2007) | "When flexibility helps: Another look at the availability of flexible work arrangements and work-family conflict."                                                               | 219 |
| Sullivan c. (2001)   | "Home-based telework, gender, and the synchronization of work and family: Perspectives of teleworkers and their co-residents"                                                    | 218 |
| perrons d. (2003)    | "The new economy and the work-life balance: Conceptual explorations and a case study of new media"                                                                               | 195 |
| Fonner k.l. (2010)   | "Why teleworkers are more satisfied with their jobs than are office-based workers: When less contact is beneficial."                                                             | 184 |
| hilbrecht m. (2008)  | "'I'm home for the kids': Contradictory implications for work - Life balance of teleworking mothers."                                                                            | 173 |
| Golden t.d. (2006)   | "The role of relationships in understanding telecommuter satisfaction"                                                                                                           | 171 |

Table 4 lists the top 10 most influential articles, along with their years of publication and total citations, based on **Citation analysis**. Kelliher C.'s "Doing more with less? Flexible working practices and the intensification of work" (2010) is identified as the most influential article credited with the highest citation, i.e. 445, followed by Hill e.j.'s "Does it matter where you work? A comparison of how three work venues (traditional office, virtual office, and home office) influence aspects of work and personal/family life" (2003) with citation 303 and "Influences of the virtual office on aspects of work and work/life balance" (1998) with 277 total citations.



### 3.5 Co-occurrence author keywords. (Co-words)

The term in a co-word assessment is often produced in "author keywords," although critical phrases for the research may be obtained from "article titles", "abstracts", and "full texts" (Donthu, Kumar, Gremler, and Pattnaik, 2020). Co-word analysis identifies a thematic association between keywords that appear frequently. When relevant "words" from publications and future study goals are combined, co-word analysis can forecast additional research on the topic.

**Table 5: List of top 29 author’s keywords in the Remote and Employees well-being domain**

| keyword              | occurrences | total link strength |
|----------------------|-------------|---------------------|
| work-life balance    | 72          | 106                 |
| covid-19             | 67          | 113                 |
| telework             | 59          | 88                  |
| work-family conflict | 28          | 35                  |
| telecommuting        | 26          | 48                  |
| remote work          | 24          | 37                  |
| gender               | 20          | 38                  |
| teleworking          | 20          | 38                  |
| work-life balance    | 20          | 35                  |
| work from home       | 19          | 40                  |
| job satisfaction     | 18          | 40                  |

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|                           |    |    |
|---------------------------|----|----|
| well-being                | 11 | 15 |
| pandemic                  | 10 | 19 |
| flexibility               | 9  | 13 |
| virtual work              | 8  | 13 |
| remote working            | 7  | 11 |
| work-from-home            | 7  | 15 |
| working from home         | 7  | 17 |
| autonomy                  | 6  | 12 |
| flexible work             | 6  | 14 |
| work–family conflict      | 6  | 10 |
| burnout                   | 5  | 8  |
| flexible working          | 5  | 8  |
| homeworking               | 5  | 10 |
| human resource management | 5  | 10 |
| teachers                  | 5  | 7  |
| work at home              | 5  | 13 |
| work engagement           | 5  | 7  |
| work-life conflict        | 5  | 8  |

Table 5 displays the top 29 authors' keywords, which reflect the most commonly used terms in the existing Remote and Employee Wellbeing literature. The term "work-life balance" is the most frequently used, with 72 occurrences, followed by COVID-19 and Remote, which appear 67 and 59 times, respectively. It implies that most previous research on the author's keywords, which include work-life balance, covid-19, remote work, and employee well-being, has been undertaken in social science. Table 5 also shows the link strength between terms, with work-life balance, COVID-19, and Remote having strong network links, meaning that these three keywords have been frequently used in research and review papers.

#### 4. Limitations

A bibliometric analysis of the impact of remote working on employees' well-being has certain limitations. Firstly, it relies heavily on indexed databases, which may exclude relevant research published in non-indexed sources, such as regional journals or conference proceedings. This can lead to a potential publication bias, favouring studies that are more widely cited or published in high-impact journals. Additionally, while bibliometric analyses excel in identifying quantitative trends, they lack the depth needed to provide qualitative insights into the nuanced effects of remote working. Temporal constraints also pose a challenge, as recently published studies or emerging research may not yet be indexed or widely cited, leading to their underrepresentation. Furthermore, the interdisciplinary nature of the topic introduces complexities in harmonizing diverse methodologies and terminologies, which may affect the comprehensiveness of the analysis.

Conducting a bibliometric analysis on the impact of remote working on employees' well-being presents several limitations:

1. **Data Source Limitations:** Bibliometric analyses typically rely on specific databases, which may not encompass all relevant literature, especially emerging studies or publications in non-indexed journals.
2. **Quantitative Focus:** Such analyses emphasize citation counts and publication metrics, potentially overlooking qualitative insights that provide more profound understanding of employee well-being nuances.
3. **Interdisciplinary Challenges:** The topic intersects various fields like psychology, organizational behaviour, and information technology, leading to challenges in integrating diverse terminologies and research methodologies.
4. **Temporal Constraints:** Rapid developments in remote working practices, especially post-2020, may not be fully captured due to publication lags, resulting in an incomplete representation of recent trends.
5. **Contextual Variability:** Employee well-being is influenced by cultural, organizational, and individual factors, which may not be adequately addressed in a broad bibliometric analysis, limiting the generalizability of findings.

These limitations suggest that while bibliometric analyses offer valuable insights into research trends, they should be complemented with qualitative studies to comprehensively understand the impact of remote working on employee well-being.

**Data Coverage:** Limited to available databases and indexed journals, which may exclude non-indexed but relevant studies.

**Publication Bias:** Tendency towards more frequently cited or high-impact studies, possibly overlooking niche but critical research.

**Scope of Analysis:** Focuses on trends and patterns rather than in-depth content or qualitative insights.

**Temporal Constraints:** Recent or emerging studies might not yet be widely cited or indexed.

**Discipline Overlap:** Challenges in addressing interdisciplinary contributions due to diverse terminologies and methodologies.

## **5. Findings and Future Areas of Research**

The bibliometric analysis reveals significant growth in research on the impact of remote working on employees' well-being, particularly post-pandemic. Key findings focus on themes such as work-life balance, mental health, productivity, and organizational support. Studies highlight the dual nature of remote work, with benefits like flexibility and challenges like social isolation and burnout. Geographical trends show a concentration of research in developed

nations, with limited studies from developing countries, including cultural and economic differences.

Future research should explore longitudinal studies to assess the long-term effects of remote working on well-being. More attention is needed to investigate underrepresented contexts, such as employees' experiences in developing economies or non-traditional work environments. Interdisciplinary approaches combining psychology, technology, and organizational behaviour can offer deeper insights. Additionally, the role of emerging technologies, such as AI and virtual collaboration tools, in shaping remote work experiences warrants exploration. These areas will help develop targeted strategies to optimize the well-being of remote workers globally.

## **6. Conclusion**

The bibliometric analysis of research on the impact of remote working on employees' well-being highlights the increasing scholarly attention to this critical subject, especially in the wake of the global shift toward remote work. The findings underscore a complex interplay of benefits, such as improved flexibility and work-life integration, alongside challenges, including social isolation, mental health concerns, and productivity management. While the analysis provides valuable insights into research trends and key themes, it also reveals significant gaps, particularly in underrepresented regions and industries.

Future research must adopt interdisciplinary approaches and focus on diverse cultural and economic contexts to comprehensively address the multifaceted impact of remote working on well-being. This will enrich the academic discourse and guide policymakers and organizations in crafting strategies that foster a sustainable and supportive remote work environment, ensuring both employee well-being and organizational success.

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