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Coping and Resilience Strategies for Sustainable Work-Life Integration Post-Pandemic

Mrs.K.Sangeetha[1]* and Dr.Vanathi Vembar[2]
[1]Research Scholar, Department of Business Administration, Affiliated to Annamalai University, Chidambaram, Tamil Nadu, India; [b] Professor, Department of Business Administration, Affiliated to Annamalai University, Chidambaram, Tamil Nadu, India
*[2] Research Scholar, Department of Business Administration, Affiliated to Annamalai University, Chidambaram, Tamil Nadu, India; sangeethakrish.mba@gmail.com,

Abstract

The COVID-19 pandemic highlighted major challenges in balancing work and family responsibilities, stressing the importance for business to embrace and apply strong coping and resilience measures. The purpose of this study is to examine how IT employers can boost job performance and support work-family equilibrium in the post-pandemic context, while improving employee well-being and productivity. This study seeks ways to build resilience through coping strategies and organizational support by using both qualitative interviews and quantitative surveys with IT workers. The initial results indicate that clear communication, employee support programs, and flexible work options is required for solving work-family problems and boosting job performance. To improve resilience and productivity, the study suggests that employers focus on offering flexible work arrangements, mental health support, and fostering a positive work culture.

Keywords: Covid-19, Work-family balance, Resilience strategies, post-pandemic workplace, Employee well-being, Job performance

INTRODUCTION

Standard work patterns received a major disrupt during the COVID-19 pandemic. which has created a major havoc to the supply chain across the global especially in IT Industry. The entire dynamics of the work culture has significantly changed. Due to the logistical, technological, and psychological challenges produced by the quick transition to remote work, work routines and interpersonal dynamics have changed. As a result of this, Job demands have increased drastically putting forth the work-life balance. To overcome these challenges, coping strategies and resilience techniques were created by IT employees to manage a balance between the demands of remote work and personal commitments. These strategies can help in reducing stress, preventing burnout and other health concerns and at the same time enhance the performance at the workplace and the overall health of the organization.

Hence it is necessary to come up with effective strategies to manage the effects of the pandemic on remote work and increasing employee expectations. This study aims at understanding how IT professionals deal with the challenges that are associated with the pandemic by dissecting the relationship between these variables. This can assist organisations to come up with measures that can enhance the well-being of employees and at the same time boost their productivity. In order to ensure that the businesses are able to operate effectively it is important that the organizations adapt and develop strategies that will enhance the resilience of individuals while at the same time ensuring that healthy coping mechanisms are well catered for. This is especially important in a workplace setting when one has to manage work duties and at the same time attend to his or her personal requirements including caring for family, managing finance, and maintaining good health.

The following research is therefore designed to explore the response of IT employees to the effects of COVID-19 pandemic. Therefore, it has become crucial for the IT employees to change

the work environment in order to meet the current challenges. The objective of this study is to assess how the IT employees are coping with the changes brought about by the COVID-19 pandemic. This is crucial for the IT employees as it will enable them to comprehend these strategies that can be used in order to minimize the negative effects on the productivity and wellbeing. Not only for IT employees, the study also provides useful information for the organization for developing strategies and polices that can improve the health of IT employees and increase their productivity. It also helps develop better support system and care for IT employees by understanding how they cope up with the challenges. The ultimate aim is to increase job performance in the changing IT world, promote resilience, and enhance well-being.

The objectives of this study are:

(1) To examine the existence and severity of work-family conflicts during the pandemic.

(2) To identify the causes of these conflicts.

(3) To investigate how work-family conflicts affect employees job performance.

(4) To examine how individual and situational factors influence the relationship between work-family conflict and job performance.

(5) To provide suggestions for employers and policymakers on how to reduce work-family conflicts and improve employees' well-being and job performance.

By combining both qualitative and quantitative methodologies, the study focuses on developing targeted solutions that build resilience and improve job performance. The study also focuses on analysing strategies and challenges to provide real-time solutions for managing post-pandemic challenges.

LITERATURE REVIEW

The global workforce has changed massively due to the COVID-19 effects, with the IT workforce facing various challenges during the period, especially in the information technology sector. For those IT workers who were used to shared office settings, the sudden shift to remote work created logistical, technological, and psychological problems because of social distancing measures (Brooks et al., 2020; Gajendran & Harrison, 2007). This, in turn, has changed the expectations and pressure on performance due to changes in working hours and social interactions brought about by this change (Golden et al., 2008). As people try to blur the increasingly ambiguous boundary between work and home life, the convergence of personal and professional responsibilities becomes increasingly salient (Kowalski-Trakofler & Vaught, 2003). Coping strategies and resilience techniques can serve as crucial means of managing these challenges ensuring productivity, and fostering organizational resiliency while reducing stress, burnout, and harm for ill-being effects (Ramaci et al., 2020; Sasaki et al., 2018). It is important that the coping mechanisms involved become clear for the IT worker to preserve their well-being and productivity during these odd times (Vindegaard & Benros, 2020). The study aims to explore those mechanisms, informing organizational policy and assisting in creating specialized support systems fit for the unique needs of IT workers. This study contributes empirical knowledge to the literature on resilience and coping by examining their own experiences, perceptions, and coping mechanisms for an enhanced sense of well-being and optimal job performance in the IT sector both during and after the pandemic (Brooks et al., 2020).

Several theoretical frameworks that are relevant in the domain of work-family relations, resilience, and coping in the IT industry form the basis of this study. Firstly, based on the Conservation of Resources (COR) Theory, it is held that individuals tend to acquire and maintain fundamental resources, whereby a stressful scenario arises and burnout occurs in the presence of a fall back or actual loss of these resources. As such, the greater perceived loss of resources during the COVID-19 pandemic is expected to be positively associated with work-family conflict for IT professionals Hypothesis 1 (H1) (Hobfoll, 1989).

According to the Job Demands-Resources (JD-R) Model, it is argued that job demands and available resources have direct and indirect relationships with employee well-being and job

performance. The pandemic's demands and remote work conditions may shape IT workers' perceptions of job resources, affecting their ability to cope and remain resilient. Therefore, it is hypothesized that (H2a) higher job demands will result in more work-family conflicts, while (H2b) better access to job resources will reduce such conflicts (Demerouti et al., 2001).

The Dual-Process Model of Coping highlights a distinction between coping methods centered on emotional regulation and those focused on solving problems. Post pandemic, IT employees managed work-family conflicts using emotion-focused coping like positive reframing to stay positive and problem-focused coping like time management to manage task effectively. Problem-focused coping strategies (H3a) and emotion-focused coping (H3b) help IT employees deal with work-family conflicts, leading to fewer conflicts. (Lazarus & Folkman, 1984).

The Work-Home Resources (W-HR) Model explains that resources from both home and work can impact work-family relationships. It is hypothesized (H4) that when people feel they have more resources at home, it will reduce the negative effects of work-family conflicts, especially when job demands are high. (ten Brummelhuis & Bakker, 2012).

Finally, the Psychological Capital (PsyCap) Theory suggests that optimism and resilience are positive mental qualities that help in dealing with stress. It is believed that IT professionals with more mental strength and positivity can better manage the stress caused by the pandemic and its impact on work-family conflicts. (Luthans et al., 2007).

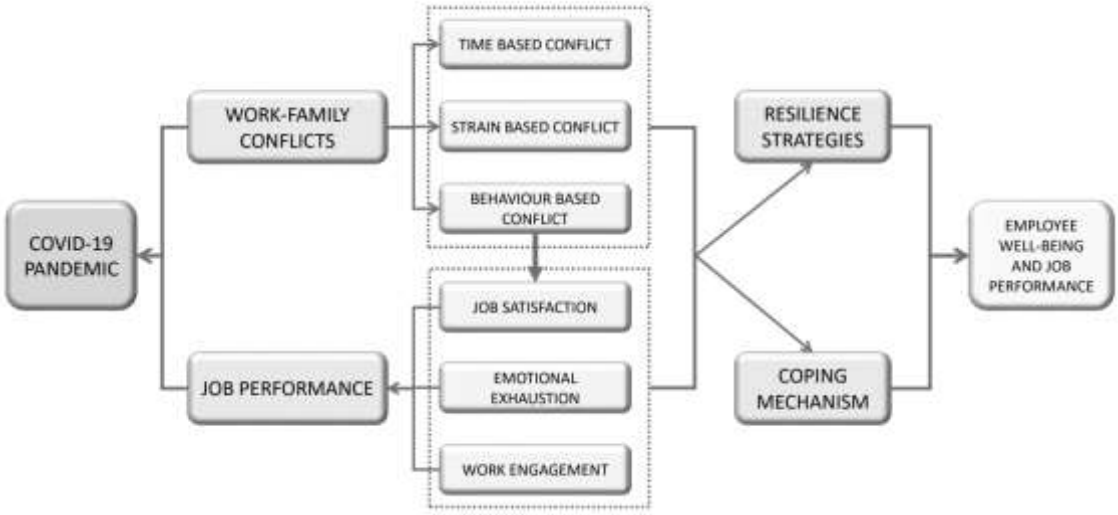
Conceptual Framework

The conceptual framework shows that the experiences, coping strategies, and resilience of IT employees are greatly influenced by various factors, especially after the COVID-19 pandemic. It mainly focuses on COVID-19 related stressors like remote work, job demands, and work-family conflict. These stresses impact the employees' self-confidence, the ability to bounce back, stay positive and confident in their abilities, and in turn influence how they perceive their job demands and resources.

To deal with these challenges, it is important for IT employees to adopt some resilience techniques and coping mechanisms. These methods can be divided into two: the emotion-focused coping which aims to control the feelings and the problem-focused coping which aims to manage the problems. The framework also identifies how individual characteristics and environmental factors such as demographic characteristics and sources of social support may moderate the efficacy of these strategies.

This study employs both qualitative interviews and quantitative surveys to establish the connection between these factors and their impact on well-being and job performance, which helps us gain a clear understanding. Figure 1 below presents the framework of the relationships and influences

Figure-1 Conceptual Framework



The conceptual framework focuses on how different kinds of conflict including time-based, strain-based, and behaviour-based conflict influence work engagement, emotional exhaustion, and job satisfaction which in turn affect productivity. The problem is that role conflicts that arise from work and non-work responsibilities create stress and pressure. Referring to theories such as Role Stress Theory and the Conservation of Resources (COR) Theory, employees use coping and resilience strategies to deal with these conflicts. This study aims to examine the effects of these strategies on work-family conflict, employees' well-being, and productivity with the help of quantitative surveys and qualitative interviews. Therefore, the employers who are aware of these dynamics can come up with specific employee support programs that can enhance the working environment in the current post-pandemic period.

Theoretical Framework and Hypothesis

A number of conceptual approaches that are relevant to work-family relationships, resilience, and coping strategies in the IT industry will serve as the basis for this study. The following theories will guide the development of testable hypotheses for the empirical study:

Conservation of Resources (COR) Theory:

According to the COR theory, people work hard to obtain, preserve, and safeguard material, psychological, and social resources. Loss in these resources can result in burnout and stress. The IT industry may experience higher levels of stress and work-family conflicts as a result of the perceived loss of resources during the pandemic. Thus, the following hypotheses are proposed:

- H1: Higher levels of perceived resource loss during the pandemic will be associated with higher levels of work-family conflicts among IT professionals.

Job Demands-Resources (JD-R) Model:

According to the JD-R paradigm, both job demands such as workload and time pressure and job resources such as autonomy and social support have an impact on employee well-being and job performance. The transition to remote work and the growing demands during the pandemic could lead to shifts in IT professional perceptions on their employment resources and needs may change affecting their coping strategies and resilience. Based on this, the following hypothesis are proposed:

- H2a: Higher levels of perceived job demand during the pandemic will be associated with higher levels of work-family conflicts among IT professionals.

- H2b: Higher levels of perceived job resources during the pandemic will be associated with lower levels of work-family conflicts among IT professionals.

Dual-Process Model of Coping:

The Dual-Process Model of Coping is based on the idea that there are two types of coping mechanisms: those that are oriented towards the problem itself, for example time management and seeking social support, and those that are oriented towards emotions, for example relaxation and positive reframing. The way in which these coping strategies are going to be used by IT workers in order to manage work-family conflict during the pandemic will be examined in this research. Thus, the following hypotheses are proposed:

- H3a: Problem-focused coping strategies will be negatively associated with work-family conflicts among IT professionals during the pandemic.
- H3b: Emotion-focused coping strategies will be negatively associated with work-family conflicts among IT professionals during the pandemic.

Work-Home Resources Model:

The W-HR model focuses on how resources from the work and non-work systems affect work-family relationships. The availability and use of these resources may be impacted by remote work arrangements and could also help to reduce the link between work-family conflicts and job demands. Therefore, the following hypothesis is stated:

- H4: Higher levels of perceived home resources during the pandemic will buffer the relationship between job demands and work-family conflicts among IT professionals.

Psychological Capital (PsyCap) Theory:

Following Psychological Capital (PsyCap) theory, it is stated that people possess positive psychological resources such as self-efficacy, optimism, hope and resilience to help cope up with stressors. This study will aim at understanding whether PsyCap can reduce the detrimental impact of stressors such as the pandemic-related stress on work-family conflict. Therefore, the following hypothesis is proposed:

- H5: Higher levels of psychological capital among IT professionals will moderate the relationship between pandemic-related stressors and work-family conflicts.

METHODOLOGY

Using a mixed-methods approach, this study investigates how IT employees managed resilience, coping mechanisms, and experiences during the COVID-19 pandemic. In-depth qualitative interviews provided insights into IT employees' personal experiences, stress management techniques, and resilience-building strategies, helping to understand how they dealt with remote work challenges, job demands, and work-family conflicts. Additionally, a structured online survey was conducted to collect quantitative data on various factors, which was analyzed using statistical methods like regression and correlation to identify key relationships. By combining insights from both the qualitative and quantitative phases, the study offers a comprehensive overview of the factors shaping coping and resilience in the IT sector. The data aims to assist the IT industry in developing targeted interventions and creating support systems to enhance employee well-being and productivity post-COVID-19 pandemic.

Data Analysis

A sample size of 103 IT employees was categorized based on age, gender, and length of service. The gender breakdown includes 27 female participants (26%) and 76 male participants (74%). Age distribution is as follows: 49% are under 25, 32% are between 25 and 34, 14% are between 35 and 44, and 5% are over 45. Regarding educational qualifications, 67% hold a bachelor's degree, while 33% have a Master's degree. The participants' work experience spans various categories: 7% have been employed for less than one year, 55% for 1 to 3 years, 14% for 3 to 7 years, 6% for 7 to 10 years, and 19% have over 10 years of experience. The positions held by the respondents include Software Engineer, IT Analyst, IT Executive, QA Lead Engineer, Technical Lead, and Programmer Analyst.

RESULTS

Time Based Conflicts

This study explores time-based conflict variables (T1 to T10) that reflect the challenges respondents face in balancing work and family responsibilities. Key dimensions of conflict include stress from juggling duties, sacrificing family time for work, and work schedules interfering with family activities. Mean scores for these variables, ranging from 2.25 to 2.60 on a 1 to 4 scale, indicate a moderate level of work-family conflict among respondents as shown in Table 1.

Table 1: Time Based - Mean, Standard Deviation and Variance for Survey Variables

VARIABLE	Mean	SD	VARIANCE
T1	2.3786	0.9678	0.9366
T2	2.3592	0.9447	0.8925
T3	2.5825	1.1549	1.3338
T4	2.4660	1.0329	1.0670
T5	2.3495	0.9535	0.9092
T6	2.5243	0.9343	0.8729
T7	2.6019	1.0565	1.1161
T8	2.4272	0.9524	0.9071
T9	2.3592	0.9133	0.8341
T10	2.2524	1.0414	1.0845

Variables T3 (sacrificing family time for work) and T7 (work schedules interfering with family activities) have the highest mean scores (2.58 and 2.60, respectively), highlighting these as the most common sources of conflict. Conversely, T10 (family responsibilities preventing work deadlines) has the lowest mean score (2.25), suggesting this is less frequently a concern for respondents.

Standard deviations and variances reveal the diversity of experiences: T3 and T7 show greater variability, indicating varied levels of conflict in these areas, while T9 (work schedule preventing family care) displays more consistent responses. These findings underscore the complex and diverse nature of work-family conflict challenges.

Figure 2: Time Based – Mean, SD and Variance

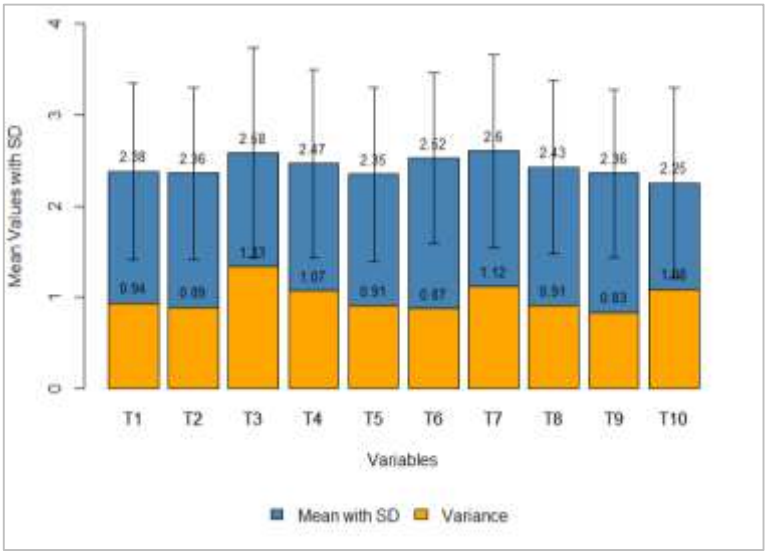


Figure 2 represents work-family conflict variables through blue bars indicating average scores. Taller blue bars signify higher reported conflict, while vertical lines on the bars show variability around the mean—longer lines indicate greater differences in respondents' perceptions. Orange bars at the bottom represent variance, quantifying the spread of responses; higher orange bars reflect more diverse experiences.

Key findings include T3 (sacrificing family time for work) and T7 (work schedule interfering with family activities) as areas with both high conflict levels and variability. In contrast, T10 shows lower conflict levels with more consistent responses, highlighting less variability in this area. This visualization emphasizes the most prevalent areas of conflict and the diversity of respondent experiences.

Strain Based Conflicts

Table 2 illustrates the mean values, standard deviations, and variances for ten strain-based variables (S1 to S10) that capture various dimensions of work-related stress and its impact on family responsibilities. The analysis employed descriptive statistics to provide insights into the respondents' experiences regarding their work-family interactions.

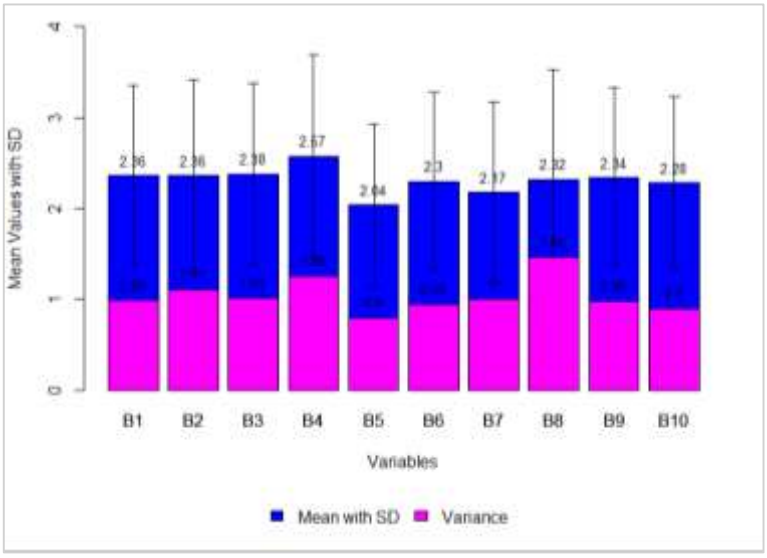
Table 2: Strain Based - Mean, Standard Deviation and Variance for Survey Variables

VARIABLE	Mean	SD	VARIANCE
S1	2.3592	0.9949	0.9899
S2	2.3592	1.0520	1.1067
S3	2.3786	1.0072	1.0144
S4	2.5728	1.1214	1.2575
S5	2.0388	0.8925	0.7965
S6	2.3010	0.9750	0.9506
S7	2.1748	1.0005	1.0010
S8	2.3204	1.2100	1.4640
S9	2.3398	0.9920	0.9840
S10	2.2816	0.9505	0.9035

The mean scores for strain-based variables (S1 to S10) range from 2.0388 (S5) to 2.5728 (S4) on a 1 to 4 scale, indicating a moderate level of strain among respondents. While challenges in balancing work and family responsibilities are evident, extreme stress levels are not commonly reported. Standard deviations, depicted as error bars, range from 0.8925 (S5) to 1.1214 (S4), reflecting variability in respondents' experiences. Higher variability, as seen in S4, suggests diverse

levels of strain, with some individuals facing significant challenges while others report lower strain. Variance values, ranging from 0.7965 (S5) to 1.4640 (S8), further highlight the consistency of responses. Higher variance indicates a broader distribution, revealing that certain stressor impact individuals differently. The analysis highlights how respondents experience work-related strain.

Figure 3: Strain Based – Mean, SD and Variance



From the analysis presented in Figure 3, it is possible to obtain crucial information regarding the pressure that the participants felt when trying to manage work and family life. The use of mean values, standard deviations and variances shows how work-family interaction is a multifaceted process and therefore requires specific measures to help people deal with these conflicting demands. This is a useful starting point for exploring the relationship between work stressors and wellbeing as well as the family context.

Behaviour-Based Conflict

Behaviour-based questions assess how work responsibilities interfere with family life, thus giving insight into the emotional and practical difficulties posed by employees. For example, behaviours like bringing work home, checking emails during family time, and placing work ahead of family commitments. These behaviours indicate the influence of work-based stressors, which includes feelings of guilt from wanting to be present at any missed family activity, or even the need to cancel vacation plans because of work demands. This directly relates to the impact of work-family conflict and supportive workplace practices that are present in balancing the two domains for a healthier balance in life.

Table 3: Behaviour Based - Mean, Standard Deviation and Variance for Survey Variables

VARIABLE	Mean	SD	VARIANCE
B1	2.3592	1.0520	1.1067
B2	3.0777	0.9327	0.8699
B3	2.3301	0.8062	0.6499
B4	2.3495	1.0129	1.0260
B5	2.2330	0.9885	0.9772
B6	2.6505	1.2219	1.4931
B7	2.2136	1.0219	1.0443
B8	2.0097	0.8878	0.7882
B9	2.6796	0.8396	0.7049
B10	2.3592	1.0884	1.1845

The analysis shown in table 3 of behaviour-based variables reveals varying degrees of work-family conflict, with mean scores ranging from 2.0097 (B8) to 3.0777 (B2) on a 1 to 4 scale. The mean score for B2 (3.0777), which addresses the frequency of checking work-related emails during family time, is the highest of the variables. Therefore, it is possible that most respondents frequently check work emails at the expense of family members. This signifies palpable rather high encroachment of work on personal life, with possible strained relationships and reduced quality time for the family.

On the contrary, B8 (2.0097) that looks into neglecting personal or family needs due to work obligations has the least mean score. This might mean that while work demands are at the top, some of the respondents would still probably prioritize some of these family needs, though this can vary from person to person.

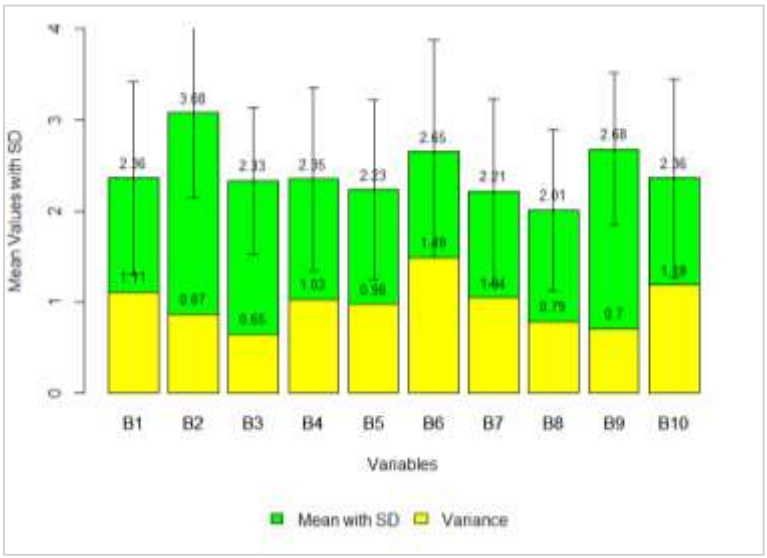
Standard deviations and variances reflect variations in response, too. For example, a rather high standard deviation for B6 (1.2219) implies a mixed bag of responses about having to work during planned time off. B3 (0.8062) is not as diversified, whereas there is more general agreement across the respondents about availability for family time.

Figure 4: Behaviour Based – Mean, SD and Variance

These results are illustrated by figure 4 above where bars indicate mean for each question and error bars show standard deviation. This visualisation brings out the difference in experiences between people so we can better see the interplay between work and family.

Overall, these findings suggest that we need to better manage work-family conflict as part of our organisational culture, since frequent disruption can have deep effects on employee wellbeing and family relationships.

Job Satisfaction



Based on a series of ten questions, where they are asked to rate many aspects of their work life, this research is looking at home-worker job satisfaction. These are the questions that measure satisfaction with flexibility about scheduling, the freedom to create a healthy working environment, the savings in commute time, management of the workspace, balancing work and life, and work-life balance generally. By focusing on these points, we will learn more about the effects that working from home has on employee satisfaction, and what factors are important for the overall work experience.

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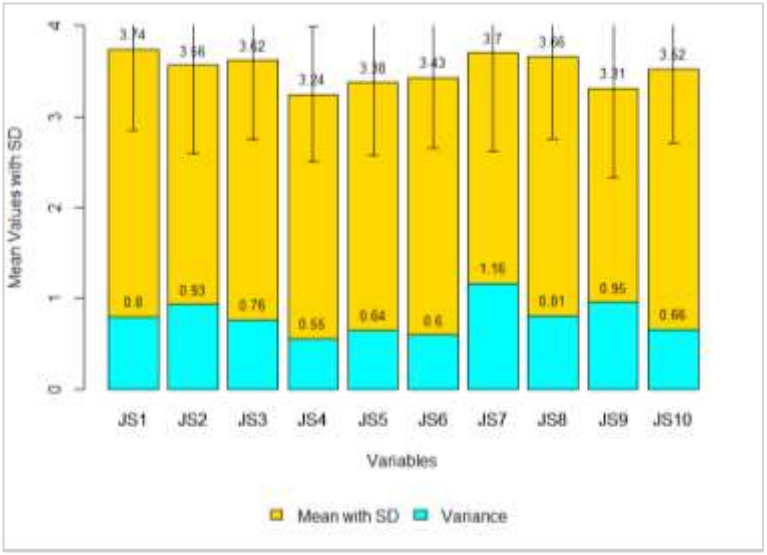
Table 4: Job Satisfaction - Mean, Standard Deviation and Variance for Survey Variables

VARIABLE	Mean	SD	VARIANCE
JS1	3.7379	0.8929	0.7973
JS2	3.5631	0.9633	0.9279
JS3	3.6214	0.8726	0.7614
JS4	3.2427	0.7444	0.5541
JS5	3.3786	0.8029	0.6446
JS6	3.4272	0.7718	0.5957
JS7	3.6990	1.0792	1.1647
JS8	3.6602	0.8993	0.8088
JS9	3.3107	0.9769	0.9543
JS10	3.5243	0.8117	0.6588

Table 4 provides insights into various aspects of job satisfaction among employees working from home. These 10 items of job satisfaction score average 3,24-3.7 on a scale of 1-5, which is high



satisfaction. These are especially valuable to employees for flexibility (JS1) and freedom (JS2): they have the highest mean ratings for these questions. On the other hand, juggling work and personal obligations (JS4) has a somewhat lower mean, indicating that some people may find this more difficult. Low response variability is indicated by the standard deviations across questions, which show that participants' satisfaction levels are constant. The somewhat higher standard deviation for independent functioning (JS7), however, indicates that there may be some variance in how this feature is perceived.

Figure 5: Job Satisfaction – Mean, SD and Variance

Figure 5 visually represents the mean scores, with error bars displaying standard deviations and orange bars illustrating variances for each question. This layout highlights questions with the most and least variability, helping to pinpoint which factors may benefit from further attention. Overall, the results emphasize positive employee perceptions of remote work's flexibility, reduced commuting, and control over their environment, while also hinting at areas where work-life balance support could be strengthened.

Emotional Exhaustion

The emotional exhaustion (EE) section of the survey assessed respondents' fatigue and burnout while working from home, focusing on aspects such as emotional drain, work-life balance struggles, burnout symptoms, and the impact on mental well-being. Ten questions explored how often

respondents felt exhausted, faced distractions, lacked motivation, or experienced negative emotions. Responses were measured on a Likert scale (1 to 4), with higher values indicating more frequent emotional exhaustion. Table 5 summarizes the mean, standard deviation, and variance for each question, providing insights into the average frequency and variability of emotional exhaustion among respondents.

Table 5: Emotional Exhaustion - Mean, Standard Deviation and Variance for Survey Variables

VARIABLE	Mean	SD	VARIANCE
EE1	2.1553	0.7350	0.5403
EE2	2.3495	0.9010	0.8118
EE3	2.1845	0.9228	0.8515
EE4	2.1165	0.9595	0.9207
EE5	2.2621	0.9355	0.8752
EE6	2.4369	1.1561	1.3366
EE7	2.2136	1.0775	1.1611
EE8	2.3010	1.0518	1.1063
EE9	2.2816	1.2589	1.5848
EE10	2.4175	1.2978	1.6842

The mean values for emotional exhaustion ranged from 2.1165 (EE4) to 2.4369 (EE6), indicating that, on average, respondents did not experience extreme emotional exhaustion frequently. However, aspects like burnout symptoms (EE6, mean = 2.4369) and a loss of purpose (EE10, mean = 2.4175) were reported more often. This suggests that while emotional exhaustion was not consistently overwhelming, burnout symptoms were more common. The variability in responses, as indicated by the standard deviation and variance, shows significant differences in experiences. For instance, EE10 (variance = 1.6842) reveals a wide spread in feelings of lost purpose, with some respondents frequently experiencing it and others not at all. Similarly, EE9 (variance = 1.5848) indicates varied responses regarding negative emotions and burnout.

Figure 6: Emotional Exhaustion – Mean, SD and Variance

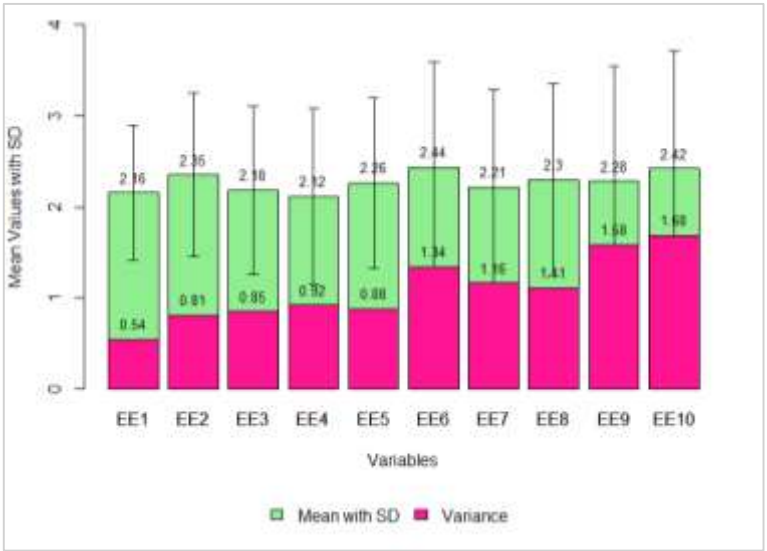


Figure 6 visualizes the survey results, highlighting the mean and variance for each question. Higher mean values, such as those for EE6 and EE10, indicate more frequent experiences of burnout and a loss of purpose, suggesting that respondents struggle more with these aspects of emotional exhaustion while working from home. In contrast, lower mean values for EE1 and EE4 show that, on average, respondents feel less emotionally drained or find it easier to separate work and personal life. Overall, the findings reveal that while emotional exhaustion is not uniformly experienced, burnout, loss of purpose, and negative emotions are more common concerns. The

variability in responses highlights that some employees cope well with remote work, while others may be more vulnerable to emotional exhaustion.

Work Engagement

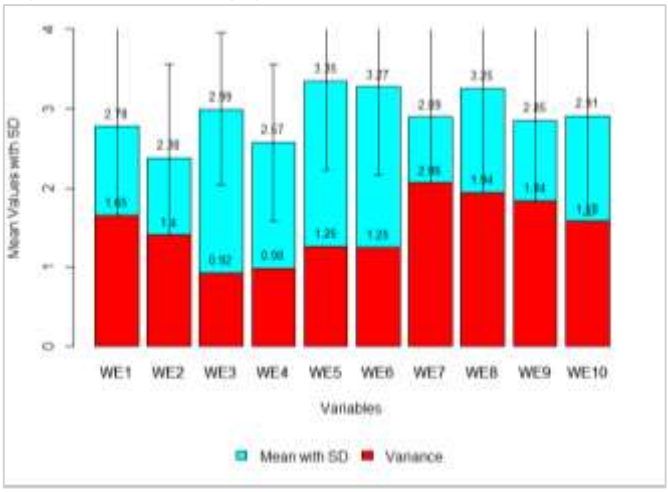
The work engagement (WE) section of the survey assessed respondents' motivation and engagement while working from home through ten questions. These focused on aspects such as motivation, task absorption, sense of purpose, professional growth, goal achievement, and positive emotions. Respondents were asked how often they felt motivated, absorbed in their work, challenged, and stimulated, and experienced meaning and positive emotions. The responses were measured on a Likert scale from 1 to 4, with higher values indicating greater work engagement. Table 6 summarizes the mean, standard deviation (SD), and variance for each of the 10 questions, providing insights into the average frequency of work engagement and the variability in these experiences among respondents.

Table 6: Work Engagement - Mean, Standard Deviation and Variance for Survey Variables

VARIABLE	Mean	SD	VARIANCE
WE1	2.7767	1.2858	1.6532
WE2	2.3786	1.1848	1.4037
WE3	2.9903	0.9615	0.9245
WE4	2.5728	0.9924	0.9850
WE5	3.3495	1.1223	1.2595
WE6	3.2718	1.1178	1.2495
WE7	2.8932	1.4358	2.0616
WE8	3.2524	1.3932	1.9410
WE9	2.8544	1.3556	1.8376
WE10	2.9126	1.2565	1.5787

The mean values for work engagement reflecting varying levels of engagement among respondents, range from 2.3786 (WE2) to 3.3495 (WE5). The highest mean (WE5) denotes a strong sense of achievement in goals, while the lowest (WE2) reflects less frequent motivation and enthusiasm. There is substantial variation in the responses, as indicated by the standard deviations and variances. For example, WE7 (variance = 2.0616) shows a wide range of respondents feelings regarding their contributions to organisational performance, highlighting differing levels of engagement. Figure 7 visualizes these results, with higher mean values, especially for WE5 and WE6, showing that respondents felt a strong sense of achievement and growth while working from home—key factors for maintaining motivation and engagement in a remote setting.

Figure 7: Work Engagement – Mean, SD and Variance



In contrast, the lower mean value for WE2 suggests that motivation and enthusiasm are not as prevalent among all respondents, pointing to a potential area for improvement. The variance in responses indicates that while some employees thrive in remote work settings, others struggle with engagement, potentially impacting productivity and job satisfaction. Overall, the findings show that work engagement varies among respondents working from home. Factors like goal achievement and professional growth contribute to higher engagement, while motivation and enthusiasm may need more focus. Addressing these challenges could improve employee engagement and satisfaction in remote work environments.

FINDINGS

The findings indicate that both men and women experience stress from balancing work and family obligations in remote work settings, though the degree varies. Women are more likely to report this stress occurring "rarely," while men frequently indicate it happens "sometimes." Although both genders manage work and home responsibilities "sometimes," women tend to do so more often. However, women often struggle to reconcile these demands due to conflicting work hours, emphasizing the need for supportive workplace policies. While many women feel successful in balancing work and family despite challenges, additional support is essential for those facing greater difficulties.

Work-life imbalance contributes to emotional stress, anxiety, and exhaustion, with women being particularly affected. However, tension and emotional exhaustion are more commonly reported by men. These variations suggest the need of gender-specific support programs.

Additionally, the study also explores motivational factors and a sense of purpose in remote work. Compared to males, who frequently find remote work more difficult, women exhibit higher levels of dedication and purpose. Women also say they feel more content and assured about their ability to help the business succeed. Building an inclusive and supportive remote work culture involves recognizing these gender-based experiences. Employers must take these differences into considerations when shaping policies and support systems. These differences can be addressed by focused studies and initiatives, fostering a more just and productive remote work environment.

CONCLUSION

It is evident that resilience and coping mechanisms are essential for assisting staff members in overcoming obstacles and successfully adjusting to distant work environments. Flexibility is a powerful resilience tactic that lowers stress and boosts productivity. Remote work and flexible scheduling are two examples of flexibility that can be used as a resilience technique to help people perform better by lowering stress levels. Slack and Zoom are two examples of tools that can help build resilience by reducing loneliness and encouraging teamwork. Employers can increase employee motivation and morale by emphasizing results over hours spent, giving workers a feeling of accomplishment and purpose. In order to foster resilience, companies should offer mental health services, such as counselling and stress-reduction techniques, to assist staff in handling stress at work. Employees are better equipped to handle the demands of remote work when clear boundaries between work and personal time are encouraged, which also helps to maintain work-life balance and lowers stress. Regular interaction with remote workers strengthens resilience by preserving a sense of support and belonging within teams, especially when leadership focused on work-life balance sets an example, fostering resilience across the organization. All of these tactics promote productivity, wellbeing, and teamwork, which helps to create a resilient staff that can flourish in a remote work setting.

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