EXPLORING THE IMPACTS OF POST-COVID-19 ON REMOTE WORK FOR WORKING FROM HOME EFFECTIVENESS

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Abstract-This research investigates the multifaceted dynamics of remote work during the COVID-19 pandemic. It focuses on the interplay between role conflict, environmental constraints, resource constraints, acceptance of the way of working, and mental health in determining its effectiveness. This study integrates them heavily to understand how role conflict, environmental constraints, resource constraints, remote work acceptance, and mental health affect remote work effectiveness. The border theory conflict model is empirically validated, and mental health mediates challenges. This nuanced view of remote work distinguishes the research and informs organizational strategies in an evolving workplace. This study collected data from a questionnaire and relevant internet and journal sources. The quantitative descriptive study used cross-sectional data to examine correlations. The sample in this study was 113 respondents, who were then analyzed using the SEM-PLS approach. Role conflict negatively impacts remote work effectiveness, supporting the border theory conflict model. Resource constraints negatively correlated with remote work effectiveness. Acceptance of remote work improved effectiveness, but mental health did not. Mental health mediated the negative effects of role conflict, environmental constraints, and resource limitations on remote work effectiveness. The study indicates that role conflict and resource constraints diminish remote work effectiveness, whereas acceptance enhances it. Organizations should address role conflicts and provide sufficient technological resources, fostering a positive attitude toward remote work and prioritizing employee mental health for improved outcomes.
Keywords: Constraints; Mental Health; Post-Covid-19; Remote Work; Role Conflict

1. INTRODUCTION

Remote work, a popular trend, especially post-COVID-19, offers work-life balance and reduces conflicts and obstacles during work. Ultimately, this will impact effectiveness in completing work while working remotely. Work-related acceptance is crucial for effective remote work. However, it has disadvantages like lack of technical support, emotional and financial health issues, and limited educational prospects. Despite these challenges, remote

work offers numerous educational opportunities, increased flexibility, and support in balancing work and childcare obligations from home.

1.1 Research Background

Modern technology and methods allow workers from various industries to work from home. Working from home offers more space and time flexibility (Vilhelmson & Thulin, 2016), ideal for administrative tasks (Sostero et al., 2020). The company offers this work method to its employees, who can accept or reject it. The choice to work from home is voluntary. Homeworkers have more work-life balance due to flexibility and autonomy (Currie & Eveline, 2011; Gajendran & Harrison, 2007). Working remotely reduces work time pressure and stress, especially for women (Mausner-Dorsch & Eaton, 2000).

Unlike Mausner-Dorsch and Eaton (2000), Song and Gao (2019), find that both men and women feel more pressure working from home than in the office. Working from home can lead to overwork, overtime, little rest, and increased stress (Mellner, 2016). Furthermore, technological advances can have mixed effects (Greer & Payne, 2014). Technology lets workers work faster and more flexibly (Maiti & Awasthi, 2020) dalam waktu yang lebih singkat. Technology use increases technostress, which lowers work performance (Lei & Ngai, 2014).

A psychological distress research model emphasizes acceptance (McAndrews et al., 2019). Individuals actively seek new experiences and accept them. High-acceptance people like work-from-home. The person will do something meaningful without trying to avoid, control, or change something. Since working from home became popular after the pandemic, employee surveys were conducted to assess this method. Additionally, working from home, parents are likelier to do office work in their free time. As an emergency response to an environmental crisis, 53% of respondents said their employer did not provide communication and IT equipment, making work-from-home inconvenient (Eurofound, 2020). Baert et al. (2020) found that telecommuting can isolate workers socially and professionally. Without face-to-face contact, remote workers who depend on others and need feedback have trouble coordinating with coworkers. Their research found that 27% of employees think working from home hurts career development, and 29.4% think it hinders promotion. Working from home also affects coworker relationships, according to 57.5% of employees.

COVID-19 is a new pandemic with no end date (He & Harris, 2020). New variants are emerging and infecting communities worldwide (ECDC, 2023). Working from home is possible during and after the pandemic. Research by Chan et al. (2023) lso supports that work-life conflict becomes more accessible to manage due to behavioral conflicts and time constraints, increased use of technology due to technological invasiveness, complexity, and increased psychological and emotional work. Therefore, this research suggests that employees have specific work-family and life support domains. However, research by Chan et al. (2023), did not explore the impact of Work-From-Home (WFH) in Asian countries, especially those with collectivist cultures. Additionally, research by Verma et al. (2023) only stated the impact of working from home in India, so further understanding is needed regarding workplace regulations and rules and their impact on employees.

This research was conducted in Indonesia, one of the developing countries in Asia (an emerging Asian market) which is experiencing rapid economic growth (Jin & Kim, 2022), and 70.72% of the population who are of productive age between 15 and 64 years (IDN, 2023). However, companies in Indonesia still need to adopt this work style (Putri & Irwansyah, 2020).

However, after the COVID-19 pandemic occurred, companies were required to switch from traditional office work to working from home online.

The first problem with working from home is work-family conflict. Low-productivity workers say they need help balancing work and home, collaborating with coworkers, and accessing work information (PwC, 2021). Since the pandemic policy began, 39.09% of Indonesian workers have worked full-time from home, according to data from the Central Statistics Agency for 2020. 34.76% work from home and are regularly in the office (Badan Pusat Statistik, 2020). On the other hand, Song and Gao (2019) found that married workers from home experienced more stress than those who were never married. A national survey of Chinese society during the COVID-19 pandemic found that women experienced more difficulties than men (Qiu et al., 2020). Female workers who have children must prepare lunch, change diapers regularly, prepare computers for online school, and schedule children's rest time (Li et al., 2020). However, working women have to maintain a stable internet connection, arrange time for multiple virtual meetings, and create a comfortable home office.

Work-from-home employees disrupting family life is the second issue. Career and personal life can increase family conflict (Baines & Gelder, 2003), causing stress (Sullivan, 2012). Working from home can also cause conflict because family and friends do not understand that the employee is working and cannot do other things (Kossek et al., 2006). Additionally, small children or noisy neighbors can disrupt his concentration even if an employee is motivated to work from home (Kord et al., 2017). Employee hardware and software shortages are the third issue with work-from-home. A Samsung Trend Radar survey in April 2020 found that 68% of Italians used PCs for work during the lockdown (MacRae & Sawatzky, 2020). Zoom Cloud Meeting, WhatsApp Messenger, Telegram, and Google Meet are the most famous work apps (App Annie, 2021). Remote workers often need more equipment, reducing productivity (Tavares, 2017). To communicate effectively, employees need smartphones, email, video conferencing, chat, and social media (Hager, 2018).

Thus, the context of this research is considered appropriate for understanding work-from-home effectiveness, especially in developing countries. This research was compiled and contributed. First, this research uses relevant related literature and gaps in research variables that form hypotheses and form research models. Second, this research expands the literature on human resource practices and regulatory policies in developing countries, especially from the lens of border theory. Third, this research method is described in detailed analysis using Smart-PLS and provides practical implications. The main limitations of the study and future research directions are discussed in the conclusion of the study.

1.2 Literature Review and Hypothesis Development

1.2.1 Border Theory

Border theory conceptualizes work and family as different but interactive environments associated with rules, emotions, values, thought patterns, and behavior (Karassvidou & Glaveli, 2015). Individuals are seen as boundary crossers who manage and negotiate the domains of work and family and the boundaries between the two to achieve a balance between work and family. Adopting a somewhat situational perspective, Clark (2000) defines balance as satisfaction and good functioning at work and home with minimal role conflict. In such a perspective, the balance between work and family is seen as a state that leads to various satisfactions valued by the individual and his stakeholders, thus providing the possibility to evaluate one's actions in a situational context (Reiter, 2007).

The main focus of border theory is that boundaries and bridges between work and family must be managed appropriately to create and maintain the desired balance (Karassvidou & Glaveli, 2015). Physical, temporal, and psychological boundaries define where work and family begin or end. The strength of a boundary depends on its ability to prohibit flow from one direction but not another (permeability) and bend in one direction to accommodate the demands of one domain or another (flexibility) (Clark, 2000). In general, constraints allow individuals to concentrate more on domains they are currently stronger.

Remote work blurs home-work barriers (Greer & Payne, 2014). The absence of physical limits from not traveling may boost employee productivity. Workers need a greater wage to compensate for longer hours. Geographic distance from work causes problems for remote workers. Remote employment allows people to determine their hours. Household chores are often required when working from home (Gimenez-Nadal et al., 2018; Greer & Payne, 2014). For example, professional activity is confined to 8:00 AM–5:00 PM (Greer & Payne, 2014), the person is in the office Monday through Friday. Working from home helps him combine family and work. Male home-based business owners set temporary limits to maintain their work schedules according to Mustafa and Gold (2013). Remote self-employed women set time limitations to manage family and child needs.

1.1.1 Work-From-Home (WFH)

International Labour Organization (2020) reports that technology allows workers to work from home. In academic literature, working from home is called remote work, virtual work, telecommuting, e-work, shift work, flexible work, and distributed work (Chong et al., 2020; Khan & Hasan, 2020; Nedelcu, 2020). It says companies use remote work to maintain a good reputation (Pyöriä, 2011). It has been shown that work-from-home policies affect many organizational functions. Reduced demand for physical workspace lowers operational costs and removes geographical constraints (Basile & Beauregard, 2016; Tsipursky, 2023).

The unprecedented situation of COVID-19 has forced many organizations to implement WFH policies for their employees wherever possible (Suresh & Gopakumar (2021). WFH has emerged as a viable alternative way to work in many sectors in many parts of the world due to the prevailing travel restrictions implemented by the government, as well as the closure of businesses and offices during COVID-19 (Shamshiripour et al., 2020). However, the decision to go with WFH is a complex choice that is often influenced by many factors, such as the location of residence, space in the house, household composition, type of work, and built environment attributes. For example, WFH individuals spend more time during the day at home, indicating the importance of understanding the residential location and housing attributes of individuals who prefer to communicate regularly. Previous research has made extraordinary efforts to provide insights about factors that may predict working from home; however, most of this research was conducted in pre-pandemic contexts. COVID-19 is likely to have a long-term impact on a person's behavior. While there is likely greater employee interest in flexible work arrangements, research into the feasibility of this phenomenon is limited.

Employees believe they can increase success and productivity by improving work quality. It takes exceptional self-discipline to achieve this goal. Employees must be able to solve problems, manage time, and communicate well to perform well (Allen et al., 2015; Bélanger, 1999; Sullivan, 2012). However, remote work has drawbacks. Domestic and professional responsibilities often conflict. Intra-role conflict occurs when a person's desires conflict with their role. Work-family conflict occurs when people struggle to balance family and work (Awan et al., 2021). This phenomenon is common in developing countries like

Indonesia, where Islam is the dominant religion, due to work or family obligations (Grzywacz, 2020). Work autonomy reduces stress and work time pressure, especially in women (Mausner-Dorsch & Eaton, 2000). As the literature continues, Song and Gao (2019) found both sexes feel more tension when working remotely than in an office. One could argue that men and women face similar risks. Psychological stress increases with longer work hours and less leisure time for home workers (Mellner, 2016). Despite the potential implications, there has been a lack of explicit research examining the influence of role conflict on family-related variables (Carnes, 2017).

Regardless of the advantages and disadvantages of WFH, not all employees can WFH even if they want to. Most jobs in certain industries that are not high-tech and information-centric cannot be done with digital technology. To understand the underlying causes of WFH adoption rates, it is important to assess why employees do not report working from home (Dey et al., 2020). The reason may be their choice, but it could also be because WFH is mostly impossible. After all, employees' work cannot be done at home, or organizational policies do not allow it. For example, it is generally accepted that knowledge workers are better able to WFH than other workers in service industries whose jobs require face-to-face contact with customers (Cheng & Farh, 2006). The transformation leading to WFH and social distancing has caused turmoil in employees' emotional and mental health due to the lack of human touch. Always socially connected employees crave short coffee breaks, birthday celebrations, informal chats, and discussions (Arora & Suri, 2020), which is also a key reason to keep their motivation high for office. For people or groups to accomplish their jobs well and to muster the emotional stamina to begin a new one, work motivation is essential (Setiabudi et al., 2021).

Therefore, high-performing employees are crucial for achieving industry goals, as they are key assets and driving the achievement of these objectives (Haryadi et al., 2021). However, this break has practically kept them away from face-to-face interactions, resulting in stress, anxiety attacks, insomnia, depression, nightmares, even fear of death, and so on (Athar, 2020). The outbreak of the COVID-19 pandemic and the resulting implementation of social restrictions have caused major disruption in the world of work. The outcomes of enforced and large-scale WFH practices are largely unexplored (Tønnessen et al., 2021).

Under normal circumstances, management usually decides how to manage different activities through appropriate job design (Alam, 2020). They can analyze jobs into categories; some can be considered suitable for WFH. However, when there is a total lockdown, like in the COVID-19 situation, this creates a big problem for management in determining, allocating, and monitoring various organizational activities and processes. This happens to my organization as it does to other organizations. If all jobs are not adequately defined, this will confuse employees and their supervisors. Employees are unsure about what they are expected to do, how the work is divided among different colleagues, the sequence of activities, and whether the distribution is fair and practical. Employees working remotely may not be aware of each other's work logs and patterns, resulting in duplication of work, and a smooth workflow may not always be achievable.

1.1.2 Hypothesis Development

The Effect of Role Conflict on the Effectiveness of Working from Home

Daily, employees may experience role conflict. This role conflict can be categorized by chronology, context, or behavior (Carlson et al., 2000; Moen et al., 2008). Role conflict can be caused by pressure, role demands, and conflicting expectations in professional and domestic settings (Golden et al., 2006). As was previously stated, working from home increases

flexibility. Due to the need to reconcile expanding career and familial obligations, this tendency may lead to difficulties (Fonner & Stache, 2012). Defining boundaries across domains is challenging. Therefore, remote work may exacerbate role conflicts. Residential staff may have varying responsibilities when interacting with residents of varying backgrounds and needs (Allen et al., 2015). Due to epidemic-related school and daycare closures, employed parents encounter additional difficulties. Household work increases with household size (Allen et al., 2015; Basile & Beauregard, 2016; Eddleston & Mulki, 2017; Palumbo, 2020). The stress of office work increases labor demand (Ghislieri et al., 2021). Therefore, the more people there are at home, the burden of household tasks at home also becomes significantly greater (Carlson et al., 2000; Craig & Churchill, 2020).

The stress of office work increases labor demand. Businesses value technology when evaluating an individual's ability to perform without time constraints (Ghislieri et al., 2021). Office employees typically turn on their laptops, read emails, and converse (Fonner & Stache, 2012). Thus, employees find it difficult to fulfill family obligations at night (Madsen, 2003). Remote employees may experience role conflict, impairing their concentration, focus, and energy for office work (Carlson et al., 2000). Multitasking can be stressful for employees (Ghislieri et al., 2021). As a result of fewer opportunities to interact with colleagues, job satisfaction may decrease. Consequently, remote employees have decreased. The following initial study hypothesis can be derived from the principles outlined above:

H_1: Role conflict has a negative effect on the effectiveness of working from home.

The Influence of Environmental Constraints on the Effectiveness of Working from Home

Environmental constraints refer to external obstacles that encircle an individual's physical being (Balagué et al., 2019). Investigated employees who work remotely must manage potential productivity-reducing distractions (Singh & Verma, 2021). Multiple remote employees from the exact location make working from home more difficult. Fathers frequently labor away from their children and rely on their partners (Sullivan & Lewis, 2001). In contrast, women cook, care for their families, and raise their offspring. Friends' phone calls and text messages unrelated to work can increase the danger (Basile & Beauregard, 2016). Technology such as mobile phones can blur the personal and professional lines (Hunter et al., 2019). Mobile devices facilitate both personal and professional communications. They are inexpensive and easily accessible, but this may be a drawback.

Remote employees struggle to communicate with coworkers and receive assistance with work-related issues (Wojcak et al., 2016). Email and phone misinterpretation are standard (Dambrin, 2004). Collaborative initiatives can effectively communicate issues. Slow transmission creates problems for remote communication (Wojcak et al., 2016). Virtual communication may not be able to supplant in-person interaction. Ineffective communication can result in apathy and decreased staff performance.

Employees may find it challenging to reconcile professional and family responsibilities (Singh & Verma, 2021). Remote workers struggle to reconcile their personal and professional lives. Additionally, the residence's essentials must not be neglected. Daily responsibilities include caring for infants and golden ager, doing laundry and laundering, sweeping surfaces, and cooking. Also, contemplate situations where a single employee must care for numerous family members. Efficiency should be considered when evaluating a remote worker's capacity to deal with environmental obstacles. The second research hypothesis can be derived from the statement:

H_2: Environmental constraints have a negative effect on the effectiveness of working from home.

The Effect of Resource Constraints on the Effectiveness of Working from Home

Resources include diverse properties, energies, states, or entities people value (Demerouti et al., 2007). "Resources" refers to technology in this study. During the COVID-19 pandemic, technology has become an indispensable tool for remote work communication and collaboration (Wong et al., 2020). Technology such as Wi-Fi, tablets, and smartphones has increased the temporal adaptability of work (Razif et al., 2020; Curtis, 2020; Jalagat & Jalagat, 2019). Technology such as Wi-Fi, tablets, and smartphones has increased the temporal adaptability of work (Beno, 2020). However, remote workers face numerous resource challenges. Software, hardware, and Internet access are utilized in a typical workplace (Kord et al., 2017). Due to remote work, employees must acquire and organize resources independently.

Application program updates frequently complicate the use of technology (Suh & Lee, 2017). Increased workforce size and duration of office tasks can contribute to increased employee workload. organizations must take particular measures to meet the needs of remote workers. Provide tools for remote work, participate in resource development, and facilitate acquiring new skills (Lei & Ngai, 2014). Modern communication technologies such as mobile phones, tablets, and laptops have altered how we work. The preceding factors have altered the work schedule, location, and procedures of employees (Boswell & Olson-Buchanan, 2007). Technology has facilitated remote work, enabling individuals to function from home. It is possible for remote work solutions to introduce resource obstacles that hinder employee efficiency.

This scenario may result in numerous complications (Prasad et al., 2020). Internet connectivity issues, hardware installation and maintenance issues, software and hardware limitations, technology utilization issues, and data security issues plague remote employees (Kord et al., 2017). Simpson et al. (2003) analyzed website accessibility, device configurations, and file downloads in a remote Australian region. Lewis (2013) discovered unreliable internet in some French locations. Consequently, remote employees face numerous challenges. Some participants said limited hardware resources, such as printers and scanners, and technical restrictions made activities difficult.

Emphasize the need for remote employees to have access to performance-enhancing technologies (Hraskova & Rolkova, 2012). Emphasizes the significance of dependable internet and phone connectivity (Lewis, 2013). The perceived simplicity of use motivates employees to incorporate technology into office tasks (Shih, 2004). The third research hypothesis is as follows, based on the factors mentioned earlier:

H_3: Resource constraints negatively affect the effectiveness of working from home.

The Influence of Work-Related Acceptance on the Effectiveness of Working from Home

Acceptance is a positive outlook or acknowledgment of an occurrence, including current and past experiences (Rodriguez et al., 2015). When viewed from this perspective, people can adapt to novel work circumstances, especially professionally. Wersebe et al. (2018) long-term employment increases tension. Using a flexible work schedule instead of standard guidelines may increase employee tension. There are numerous adverse effects of workplace stress on both individuals and enterprises. These effects include increased absenteeism, decreased productivity, anxiety, depression, insomnia, and cardiovascular disease.

Based on Bond et al. (2012), propose seven acceptability metrics for work strategies. There are three essential skills: working proficiently regardless of personal interests, recognizing and learning from mistakes while performing tasks, and functioning well despite anxiety. Anxiety does not impede professional achievement. It is vital to be able to meet job requirements regardless of disposition. Even with individual limitations, operational efficacy is also crucial. Also essential is separating personal and professional emotions and thoughts.

Several nations have instituted work-from-home policies to prevent the spread of COVID-19 (Bouziri et al., 2020). Employers must acknowledge and promote employees' preferred work styles, such as remote work, to boost productivity. Donaldson-Feilder & Bond (2004), define acceptance as the capacity to confront and interact with various psychological situations, including feelings, emotions, and ideas, without attempting to change or modify them. Accepting a specific work style refers to an employee's preparedness to address and surmount the various challenges associated with remote work, a relatively new approach to work.

The frequency with which a person employs job techniques can serve as an indicator of their psychological adaptability. Psychological flexibility is the capacity to navigate various challenges effectively by adopting a cognitive perspective characterized by awareness, nonjudgment, and openness to change (Bond et al., 2012). This work technique entails promptly evaluating the work environment and making decisions to achieve goals, emphasizing office duties (Bond & Bunce, 2003). Active participation and adaptation among remote workers reduced tension and maintained motivation (Aburumman & Omar, 2020). According to research conducted by Premiere Global Services in 2014, this statement is factual. The COVID-19 pandemic has altered the workplace dynamics, with many employees now working remotely. This change has prompted discussions and concerns about employees' responsibilities and perceived boundaries in this new workplace(Dolce et al., 2020). The preceding considerations imply that an additional study hypothesis may be derived. Following the statement of the hypothesis:

H_4: Work related acceptance has a positive effect on the effectiveness of working from home.

The Influence of Mental Health on the Effectiveness of Working from Home

The COVID-19 pandemic has created unprecedented conditions that hampered public health systems and the global economy (Waizenegger et al., 2020). The balance between work and family, interpersonal relationships, domestic tasks, and family strain change abruptly (Toniolo-Barrios & Pitt, 2021). The COVID-19 pandemic's negative effects on mental health and well-being create new challenges and reveal social disparities (Chandola et al., 2022). Knowledge workers worldwide are forced to (Chandola et al., 2022). Knowledge workers worldwide are forced to work remotely due to government lockdowns, a first. This presents tech challenges they may have yet to anticipate (Waizenegger et al., 2020).

COVID-19 and the rapid shift to remote work have disrupted the balance between work and life, reducing workplace productivity (Allen et al., 2021). Employers or organizations force some employees to change their work style with little consideration (Sasaki et al., 2020). These facts are important, but the current literature does not examine how stress affects productivity during work-from-home (WFH) policy implementation during the COVID-19 pandemic (Sutarto et al., 2021). In order to navigate their professional and personal lives, it is important to consider how people set, maintain, and change boundaries (Allen et al., 2021).

Mental health issues often cause workplace disadvantages (Kelloway et al., 2023). Workplace productivity is declining as more workplace issues occur at home (Sutarto et al., 2021). Hybridization of domestic environmental and resource capabilities at work harms work-life balance, productivity, and mental health (Waizenegger et al., 2020). Instead of cutting hours, many workers work longer hours, which can lower motivation, stress, and mental health (Toniolo-Barrios & Pitt, 2021). Research shows that work-related mental stress is more common in Asia (Chandola et al., 2022). The relationship between ethnicity, well-being, and mental health is unclear.

According to Border Theory, uncertain boundaries between professional and personal spheres can make balance and conflict resolution difficult (Clark, 2000). Work technology and the home environment affect work balance, productivity, and mental health (Allen et al., 2021). Boundary theory emphasizes that shifting boundary dynamics can affect mental health, employee well-being, and remote work effectiveness during the pandemic. The fifth research hypothesis is as follows, based on the factors mentioned earlier:

H_5: Mental health has a positive effect on the effectiveness of working from home.

The Mediating Effect of Mental Health on The Relationship Between Role Conflict, Environmental Constraints, Resource Constraints, Work-related Acceptance, and The Effectiveness of Working From Home

The experiences of remote employees are multifaceted. These experiences present difficult-to-grasp complexities (Shaw et al., 2003). The societal alterations caused by COVID-19 have shaped work-from-home. There is a correlation between employment, having children, and having more housework (Cinamon & Rich, 2002). Workplaces necessitate balancing work and family obligations. Flexible schedules can increase the productivity of remote employees (D. Anderson & Kelliher, 2020), and managers have a more significant impact on remote employees (Bathini & Kandathil, 2020). Domestic responsibilities may increase a person's sense of burden, hindering their ability to focus on their work (Song & Gao, 2019).

Remote workers must prioritize their mental health. A strong correlation between mental health, life satisfaction, and subjective well-being (Xu et al., 2016). Employee satisfaction enhances work performance (Oswald et al., 2015). Remote workers should establish work rules that suit their requirements and environment to be happy. Employees can maintain their mental health through either segregation or integration (Clark, 2000). Employees' mental acuity is enhanced by engaging in enjoyable activities and alleviating negative emotions such as concern about unfinished tasks. With this method, employees can concentrate more and surmount obstacles with greater vigor.

Remote employees encounter environmental concerns. Familial dynamics may contribute to difficulties in the workplace (Solís, 2017). Due to their loved ones' inability to comprehend their job responsibilities and rigorous schedules, employees experience personal difficulties. Family issues can hinder the concentration and productivity of employees (Demerouti et al., 2007).

As stated in the job description, employees who struggle to manage unpleasant situations may experience increased tension and disruptions in their personal and professional lives (Anderson et al., 2015). Individuals' mental health may be negatively affected by the phenomenon. Thus, employees are more likely to acquire psychological well-being if they can manage various situations, even when distressed. This strategy may help remote employees overcome cognitive issues (Oswald et al., 2015).

Workplace tools aid in achieving objectives, personal growth, and stress reduction (Buruck et al., 2016). The term "resources" is defined as technological devices in this study. Attribute remote work to the accessibility, pragmatism, and immediate advantages of technology (Taylor et al., 2008). Typically, remote employees encounter technology issues. Inequality in the distribution of technological equipment is a significant problem (Maiti & Awasthi, 2020). Disparities exist due to socioeconomic status, demographics, residential location, and social variables. There are both resource and psychological aspects to accessibility. According to research, excessive technology use can have negative consequences. These factors include increased diversions, work, and tension (Fonner & Stache, 2012; MacRae & Sawatzky, 2020). This initiative employs video conferencing to encourage collaboration and facilitate the collaboration of larger groups. The cognitive processes involved in these gatherings can induce fatigue (Brawner, 2020). Technological advances increase tension and strain for those without specialized skills (Maiti & Awasthi, 2020). Employees can experience anxiety, dread, and avoidance when confronted with technological issues, specifically computer problems (Suh & Lee, 2017).

Mental health is comprehending and interpreting experiences positively (Diener, 2009). Mentally healthy employees demonstrate positive workplace behavior (Russell, 2008). The observed behaviors are improved teamwork, punctuality, colleague support in difficult situations, and unwavering commitment to tasks. Improving the mental health of employees should enhance their problem-solving abilities when confronted by workplace technology. When struggling to comprehend a concept or topic, requesting a colleague is not the only option. YouTube offers instructional videos as well. Based on the factors mentioned earlier, the hypothesis are:

H_6: Mental health mediates the negative role conflict on the effectiveness of working from home.

H_7: Mental health mediates the negative environmental constraints on the effectiveness of working from home.

H_8: Mental health mediates the negative resource constraints on the effectiveness of working from home.

H_9: Mental health mediated the positive work related acceptance on the effectiveness of working from home.

1.2 Research Framework

Based on the previous hypotheses, the research framework is:

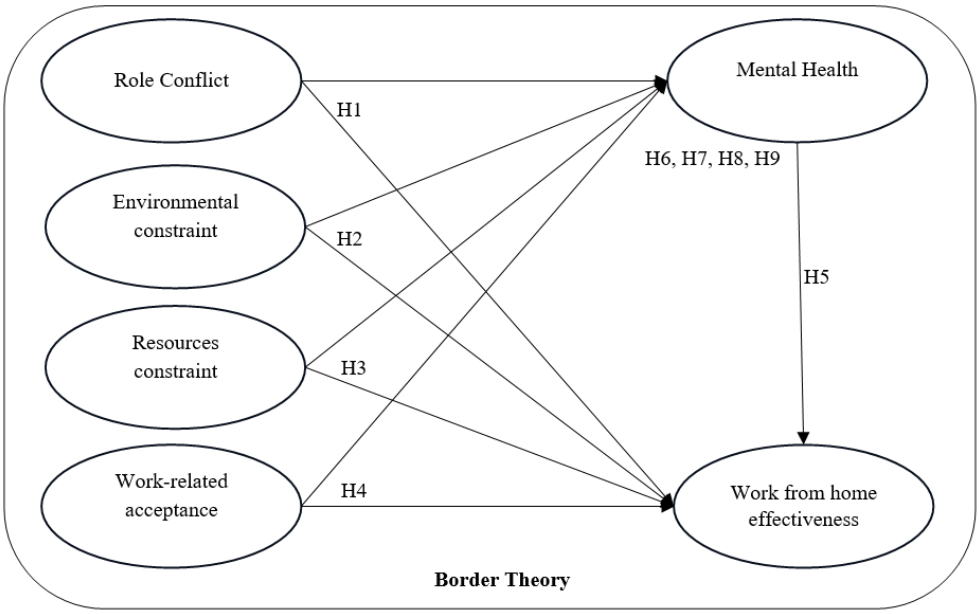

Figure 1. Research Framework

2. RESEARCH METHODOLOGY

2.1 Research Design

The goal of this quantitative descriptive study is to examine correlations. The data was collected via a questionnaire. The survey method was chosen because it was expected to reach many people. Cross-sectional data is used in this study to get a complete picture of outcomes and attributes (Levin, 2006).

2.2 Sample Selection and Size

The survey was distributed via Google Forms from June to September 2023. There were 143 Indonesian respondents nationwide. However, the data that can be analyzed further is 113, with the male gender at 58.41%. This sample size is sufficient because, according to Chin (1988), the minimum sample size for PLS-SEM is around 10 times the number of latent variables by running a bootstrapping procedure with 5,000 (and possibly 10,000) iterations (Hair et al., 2019). Therefore, PLS-SEM provides strong statistics with smaller sample sizes. Most respondents (36.28%) were between 31 and 35, 34.51% were between 26 and 30, and 0.89% were between 20 and 25. Most respondents (72.57%) were married with children (64.60%). In conclusion, 84.07% of respondents worked from home.

2.3 Measurement

This study measures the construct using a one-to-five Likert scale to simplify it and reduce respondent frustration so they can provide a better view (Rahi, 2017). This study's questionnaire had 47 statements. Six statements address role conflict (Carlson et al., 2000), five environmental constraints and four resource constraints (Wong, et al., 2020). Seven statements about accepting the new way of working (Bond et al., 2012), twenty about mental health and five about home-based work effectiveness (Wong, et al., 2020).

2.4 Data Analysis Technique

This study used SmartPLS 3.2.9 to analyze data using PLS (Partial Least Square) due to its complex model and limited sample size. PLS is a variant or component-based SEM equation model. PLS showed that all variance measures can be explained (Hair et al., 2017). To prove that indicators (observed or manifest variables) can represent latent variables (unmeasurable variables), the outer model will be tested (Ghozali, 2021). Individual indicator loading factors show convergence validity testing. This study will remove questionnaire items with loading factor values below 0.5 (Chen & Tsai, 2007; Truong & McColl, 2011; Wolf et al., 2013) — research model. Cronbach's alpha and composite reliability over 0.7 are used (Hair et al., 2017). The inner model will show latent variable or construct estimate reliability (Ghozali, 2021). This study examined the inner model's R2, Q2, and GoF values. Bootstrapping tested the hypothesis. used a 0.05 cut-off p-value to determine effect significance (Hair et al., 2017).

3. RESULT

3.1 Common Method Bias (CMB)

Common Method Bias (CMB) in PLS-SEM is caused by the research model's measurement method (Kock & Lynn, 2012). Measurement bias may be caused by questionnaire format, scale type, or research item selection (Podsakoff et al., 2003). This study tested the CMB using collinearity statistics, or VIF values. Hair et al. (2017), state that the VIF value is below 10. A higher value indicates construct or variable multicollinearity. The test results indicate that all variables have values below ten (<10). The data processing results show no multicollinearity.

3.2 Validity and Reliability Test

According to Hair et al. (2019) convergent validity is the correlation between latent variables and indicators. This study assessed convergent validity using loading factor values. The study used 0.5, as suggested by previous research (Chen & Tsai, 2007; Truong & McColl, 2011; Wolf et al., 2013). Test results show that the mental health variables MH11, MH12, MH16, MH17, MH18, MH19, and MH20 indicators and the work acceptance variable's P7 indicator all have values below 0.5. These eight indicators are excluded from the model analysis. The outer loading test showed that all remaining indicators in this study had values greater than 0.5 after removing invalid indicators from the analysis model. Thus, the remaining indicators in this study are statistically valid and warrant analysis.

The reliability test verifies the instrument's construct quantification precision, consistency, and accuracy (Ghozali, 2021). This study assessed construct reliability using Cronbach's alpha and composite reliability. Both are expected to exceed 0.7 (Hair et al., 2017). RoleC shows role conflict. The environmental constraint variable is EC. The resource constraint variable is ResC. MH represents mental health indicators. WRA is the work methodology acceptance variable. E represents working-from-home effectiveness. All research variables (RoleC, EC, ResC, MH, WRA, and WfHE) have composite reliability and Cronbach's alpha values above 0.7. This means the research variables measure the construct precisely, consistently, and accurately.

3.3 Descriptive Analysis of Variables

Table 1 shows descriptive statistics for each regression equation model variable. As shown in Table 1, all variables directly affecting this research have correlation coefficients below 0.9. Thus, these variables show no initial multicollinearity.

Table 1. Statistic Descriptive Analysis

	Correlations							
	Mean	Std. Dev.	RoleC	EC	ResC	WRA	MH	WfHE
RoleC	10.96	2.914	1					
EC	9.18	2.529	.716**	1				
ResC	7.28	2.277	.630**	.794**	1			
WRA	28.60	2.969	-.335**	-.442**	-.556**	1		
MH	56.08	5.410	-.898**	-.900**	-.714**	.511**	1	
WfHE	20.88	2.835	-.634**	-.806**	-.990**	.563**	.714**	1

**Notes: RoleC = role conflict, EC = environmental constraint, ResC = resource constraint, WRA = work-related acceptance, MH = mental health, WfHE = Work from Home effectiveness*
***Correlation is significant at the 0.01 level (2-tailed).*

Source: Authors' work

3.4 Inner Model Evaluation Analysis

This study uses inner model evaluation to evaluate the R2, Q2, and GoF values in Table 2. Blindfolding is used if Predictive Relevance (Q2) exceeds zero. Its significance suggests that the model can predict the endogenous (dependent) variable (Hair et al., 2017). Mental health (MH) and remote work efficacy are endogenous (dependent) variables in the structural equation inner model. The coefficient of determination, R2, measures the correlation between endogenous (dependent) and exogenous (independent) variables in a model. R2 is a 0–1 metric (Hair et al., 2019). In the subsequent analysis, manually calculating the Goodness of Fit (GoF) value by taking the square root of the average R2 values and the average communality index. Twenty-one is the GoF range (Tenenhaus et al., 2004).

Tabel 2. Inner Model Analysis

	SSO	SSE	Q^2 (=1-SSE/SSO)	R Square	R Square Adjusted	GoF
RoleC	678,000	395,772	0,416			0,708
EC	565,000	300,516	0,468			
MH	1.469,000	941,724	0,359	0,976	0,975	
ResC	452,000	179,751	0,602			
WRA	678,000	282,478	0,583			
WfHE	565,000	209,528	0,629	0,990	0,990	

**Notes: RoleC = role conflict, EC = environmental constraint, ResC = resource constraint, WRA = work-related acceptance, MH = mental health, WfHE = Work from Home effectiveness, GoF = Goodness of Fit*

Source: Authors' work

Table 2 shows that all variables have Q2 values greater than zero. This shows the predictive validity of this study's endogenous variable model. Additionally, the data processing results show that the endogenous variable mental health (MH) has an R2 value of 0.976 and that working from home is effective (E) at 0.990. Exogenous variables include role conflict (RoleC), environmental constraints (EC), resource constraints (ResC), and work related acceptance (WRA). The effectiveness of working from home (WfHE) was 99% explained, and mental health (MH) was 97.6% explained. The research model fit was 70.8%. The GoF value is significant, so the research model becomes better at characterizing the sample as it rises. The conclusion recommends further research because the research model is good.

The research hypothesis obtained in this study is:

Tables 3 and 4 show structural equation model interpretation test results. First, role conflict (RoleC) negatively impacts effectiveness of working from home (WfHE) with a path coefficient of -0.274 and a significance level of 0.000. This confirms the initial hypothesis. Remote work becomes less efficient as role conflict arises.

Table 3. Interpretation of Structural Equation Models

	Original Sample (O)	*Sample Mean* (M)	*Standard Deviation* (STDEV)	*T Statistics* (|O/STDEV|)	*P Values*	Results
RoleC -> WfHE	-0,274	-0,288	0,075	3,650	0,000	Supported (-)
EC -> WfHE	-0,368	-0,386	0,069	5,357	0,000	Supported (-)
ResC -> WfHE	-0,853	-0,850	0,029	29,414	0,000	Supported (-)
WRA -> WfHE	0,089	0,092	0,026	3,432	0,001	Supported (+)
MH -> WfHE	-0,522	-0,552	0,119	4,390	0,000	Not Supported
RoleC -> MH -> WfHE	0,278	0,292	0,075	3,693	0,000	Supported (+)
EC -> MH -> WfHE	0,315	0,332	0,063	4,999	0,000	Supported (+)
ResC -> MH -> WfHE	-0,088	-0,088	0,027	3,222	0,001	Supported (-)
WRA -> MH -> WfHE	-0,069	-0,070	0,031	2,237	0,026	Supported (-)

**Notes: RoleC = role conflict, EC = environmental constraint, ResC = resource constraint, WRA = work-related acceptance, MH = mental health, WfHE = Work from Home effectiveness*

Source: Authors' work

Moreover, environmental constraints (EC) negatively affect remote work efficiency (WfHE) with a path coefficient of -0.368 and a significance level of 0.000. Thus, hypothesis 2 is supported. Increased environmental restrictions reduce remote work efficiency.

Resource limitations (ResC) directly and statistically significantly reduce remote work efficiency (E), as shown by a path coefficient of -0.853 and a significance level of 0.000. This supports the third hypothesis. Remote work becomes less efficient as resources decrease.

Work related acceptance (WRA) directly and significantly affects effectiveness of working from home (WfHE), as shown by a path coefficient of 0.089 and a significance level of 0.001 (both below 0.05). Therefore, the fourth hypothesis is supported. Remote workers are more productive as this mode of operation gains popularity.

Table 4. Results of Mediation Analysis using the VAF Method

Hypothesis	VAF	Description
RoleC -> MH -> WfHE	99,58%	Fully Mediated
EC -> MH -> WfHE	91,32%	Fully Mediated
ResC -> MH -> WfHE	10,04%	No Mediation Effect
WRA -> MH -> WfHE	6,11%	No Mediation Effect

**Notes: RoleC = role conflict, EC = environmental constraint, ResC = resource constraint, WRA = work-related acceptance, MH = mental health, WfHE = Work from Home effectiveness*

Source: Authors' work

Mental health (MH) negatively impacts effectiveness of working from home (WfHE) effectiveness, as shown by a path coefficient of -0.522 and a significance level of 0.000. The

fifth hypothesis is not supported since mental health and remote work efficiency are negatively correlated. Improved mental health reduces remote work efficiency, as shown by lower stress and work-life balance.

Mental health (MH) mediates effectiveness of working from home (WfHE) effectiveness, with a path coefficient of 0.278 and a significance level 0.000. Thus, hypothesis 6 is supported. Mental health can reduce role conflict, improving remote work efficiency.

With a path coefficient of 0.315 and a significance level of 0.000, mental health (MH) mediates the positive effects of effectiveness of working from home (WfHE) over environmental constraints (EC). So, the seventh hypothesis is supported. Mental health can reduce environmental constraints and improve remote work efficiency.

Mental health (MH) does not mediate resource constraints (ResC) and the effectiveness of working from home (E), as shown by a path coefficient of -0.088 and a significance level of 0.001 (both below 0.05). Thus, the eighth hypothesis fails. Working from home becomes less effective as mental health cannot mediate resource constraints.

The effectiveness of effectiveness of working from home (WfHE) was not mediated by mental health (MH), as shown by a path coefficient of -0.069 and a significance level of 0.026 (both below 0.05). Thus, the ninth hypothesis fails. The mediation effect of mental health between work related acceptance (WRA) and effectiveness of working from home (WfHE) is the opposite. Greater acceptance of working methods increases remote work efficiency, but mental health mediates this effect, decreasing it.

4. DISCUSSION

4.1 Role Conflict Negatively Influences the Effectiveness of Working from Home

The analysis of data supports hypothesis 1. According to Wong et al. (2020), Eddleston & Mulki (2017), and Tavares (2017) role conflict hinders remote work. Home-based workers who complete most of their professional responsibilities may have more time for family activities. This may conflict with their family and professional responsibilities. Remote work can also result in role ambiguity because it diminishes professional and personal boundaries.

During crises such as the COVID-19 pandemic, remote work can make it difficult for employees to balance work and leisure. The line between personal and professional life is dissolving. Significant role conflict risk exists. The research provides empirical support for the conflict model of the border theory. According to this theory, role conflict increases office task inefficiency, decreasing remote work's efficacy. According to the findings, participants can reconcile personal and professional obligations when working remotely. The low mean score for the role conflict variable demonstrates this. Work-from-home policies are principally motivated by emergency readiness. This policy assists individuals in balancing their personal and professional obligations, thereby increasing productivity. The study's findings have implications for how organizations oversee employee work methods. Telecommuting is an alternative to traditional office employment. It operates under both exceptional and normal conditions.

4.2 Environmental Negatively Influences the Effectiveness of Working from Home

The data analysis supports the conclusion that the third hypothesis is valid. The result is consistent with the research conducted by Hraskova & Rolkova (2012), which suggests that environmental constraints negatively correlate with remote work efficiency. The success of remote work is contingent upon the employee's access to and effective utilization of environmental resources, such as technology (internet connectivity and computer systems).

Employees' use of the internet and computers is crucial to enhancing the effectiveness of their work processes. Technological tools play a crucial role in boosting productivity by rapidly retrieving work-related information and facilitating communication between coworkers. Moreover, it is essential to recognize that technology plays a crucial role in addressing the issue of social isolation that can arise when employees work remotely.

In remote work, employees rely on media platforms such as video conferencing to communicate. For successful implementation, both hardware and software components must be utilized effectively. The analysis of the environmental constraints limitation variable reveals that the statement items about the paucity of remote work hardware and the difficulty in utilizing hardware have particularly low values. Claims regarding the dearth of software availability and its difficulties demonstrate a pessimistic perspective. The data suggests that employees face fewer resource constraints when working from home during a pandemic, allowing them to perform their work remotely effectively.

Numerous technological advances have substantially affected the nature and characteristics of work. There is a growing need for employees to be adaptable and productive in their work, regardless of their location or time constraints, during the pandemic. This eliminates the requirement that workers be physically present in the office. Therefore, employees must have access to essential resources such as energy, internet connectivity, telephone service, and a computer or laptop in emergency and routine situations. This is essential for maximizing productivity when working remotely.

Technological advancements are anticipated to enhance employees' ability to operate remotely. For remote workers to be receptive to technology adoption, they must comprehensively comprehend how it is utilized. Utilization of hardware and software components is largely responsible for resource constraints. In order to consistently provide technology-related training to its employees, the company must demonstrate a solid grasp of the subject matter, given the accelerated advancements in technology.

Organizations must provide employees with essential technology devices to facilitate and support remote work. Even after the emergency period has passed, it is believed that the prevalence of technological devices and the employees' ability to use them will increase remote work productivity. Under normal conditions, organizations may contemplate implementing remote work as an alternative means for employees to carry out their job responsibilities while not physically in the office.

4.3 Acceptance of the Way of Working Has a Positive Influence on the Effectiveness of Working from Home

The analysis of study data provides support for the fourth hypothesis**.** Bond & Bunce (2003), Hilbrecht et al. (2008), and Arntz et al. (2020) all discovered that performance is enhanced by telecommuting. Alternatives to in-person employment permit employees to balance their personal and professional lives more effectively. These ideas can reduce travel expenses and advance the careers of employees. Remote work offers numerous advantages for organizations. It reduces operating and office space expenses while attracting and retaining highly trained personnel. Previous investigations have documented increased mean value due to workplace techniques. Telecommuting during the COVID-19 pandemic aims to reduce COVID-19 exposure while performing office duties. Employees frequently utilize telecommuting as regular work because it satisfies their needs.

Remote employment is favored by female employees who have children (Hilbrecht et al., 2008). They prefer remote work because they believe it will assist them in maintaining a

healthy work-life balance. The aforementioned work arrangement assists individuals in balancing work and family. Mothers are devoted and accountable when juggling work and child care. Time for personal needs is difficult to obtain due to their limited availability. It is possible to coordinate work and child schedules to assist women in balancing their families and careers. Using remote work strategies may increase employee productivity. Organizations may consider integrating this methodology into their routine operational procedures.

4.4 Mental Health Has a Positive Influence on the Effectiveness of Working from Home

Analysis of the data does not corroborate the fifth hypothesis. Despite statistical significance, the route coefficient values indicate a negative correlation between remote job performance and mental health. Mental health data processing impacts remote work due to the inaccuracy with which stress indicators are subtracted from mental health variables.

In this study's mental health factor assessment, items related to annoyance were the most significant. The employees' emotional well-being was positively impacted by remote work during the pandemic, as evidenced by the inverse correlation between their ratings. Irrespective of the circumstances, organizations and individuals are responsible for mental health treatment. Innovative challenges can enhance employee performance across various work environments and methodologies, including remote work.

This research further supports the works of Ammons and Markham (2004) and Tavares (2017) According to older research, employees who can adjust to their schedule and work environment enjoy improved mental health and experience less stress. By establishing their schedules, employees can also balance work and personal obligations (Ammons & Markham, 2004). asserts that remote workers can minimize familial issues, manage their personal affairs, and achieve a work-life balance (Tavares, 2017). Discuss employee mental health benefits in their investigation. Benefits include enhanced physical health, self-control, creativity, reduced absenteeism, increased job satisfaction, and improved colleague relationships (Tenney et al., 2016).

Remote work may have an impact on the mental health of employees. It could increase family involvement, thereby enhancing mental health. However, remote work may reduce productivity. Distractions while working from home can hinder productivity. Such diversions may include attending to children's needs, arranging a comfortable work environment with electronic devices, upholding personal hygiene, and assisting children with their assignments (D. Anderson & Kelliher, 2020; Arntz et al., 2020). The balancing act of work and family can result in exhaustion, frustration, and insomnia (Mann & Holdsworth, 2003). The COVID-19 pandemic has negatively impacted the mental health of telecommuters and remote workers.

4.5 Mental Health Mediates the Negative Effect of Role Conflict on Effectiveness of Working from Home

The study's data analysis supports the sixth hypothesis. The harmony between productivity and role conflict in remote work is contingent upon the well-being of one's mind. Job flexibility is associated with employee mental health, according to Tavares (2017), as remote work becomes more prevalent. The flexibility of a remote work environment and schedule is an advantage of remote employment.

Based on border theory (Clark, 2000), Fostering work-life balance for employees can alleviate tension. One can anticipate and prepare for limitations with the aid of flexibility. Some contend that remote work could foster social connections and independence. Mental health

issues may assist employees in overcoming obstacles and increasing output in remote work environments.

During emergencies, this research identified several factors that could enhance the convenience of remote employees. The distinct division between work and family time facilitates remote labor. When providing staff with distinct workstations, this must be taken into account. People also possess the technologies and tools necessary to operate remotely. Personnel must conquer role conflict to maintain mental health and productivity throughout the epidemic. In light of employee emotional well-being, organizations may maintain work-from-home policies in practice following the epidemic.

4.6 Mental Health Mediates the Negative Effect of Environmental Constraints on the Effectiveness of Working from Home

The coefficient for the route is positively significant, as determined by an examination of the data. This suggests that the productivity of remote personnel is influenced indirectly by environmental restrictions (Fonner & Stache, 2012). As potential mediators, mental health factors contribute significantly to the significance of this finding. The statistical evidence supports the notion that the variables in question possess the capacity to substantially impact the correlation between environmental factors and the viability of remote work (Shaw et al., 2003).

Consequently, those who are prepared to operate remotely throughout an emergency are capable of employing diverse approaches to prioritize critical obligations while preserving their mental health. By notifying their families of their professional obligations and designating a designated workspace, employees are afforded the opportunity to request uninterrupted concentration.

Good mental health enables individuals to surmount a variety of obstacles that might impede their well-being and productivity (Balagué *et al*., 2019). The obstacles encompass impediments stemming from familial relationships, distractions stemming from domestic responsibilities, and inadequate communication with colleagues. When environmental constraints must be surmounted, remote personnel possess a distinct advantage in times of emergency. Consequently, organizations may wish to maintain policies permits for remote work beyond times of emergency.

4.7 Mental Health Mediates the Negative Effect of Resource Constraints on the Effectiveness of Working from Home

The analysis of the data refutes Hypothesis 8. Statistics indicate that resource limitations harm remote labor. Green et al. (2020) state that implementing remote labor is contingent upon adequate resource resources. All personnel who work remotely can improve an organization's mental health and survival. Additionally, social distance and modern technologies can impede the spread of viruses.

The utilization of technology is crucial in supporting remote laborers. It facilitates communication and collaboration and combats social isolation. With the appropriate skills, technology may prove easier to operate. Cybercrime, work-life imbalance, and loss of privacy increase (Maiti & Awasthi, 2020). Technology assistance and training are critical components of remote employment. Production must continue regardless of the situation (routine or emergency).

4.8 Mental Health Mediates the Positive Influence of Acceptance of the Way of Working on the Effectiveness of Working from Home

The analysis of the data indicates that there is insufficient evidence to support hypothesis number nine. A negative value with statistical significance was identified. According to the findings, remote work practices diminish effectiveness. The success of work-from-home arrangements is contingent on satisfying employee and employer requirements. However, a number of internal groups oppose their implementation in the workplace (Bélanger, 1999; Ollo-López et al., 2020). While remote work has disadvantages, employees frequently agree to it under specific circumstances.

Numerous businesses have enacted remote work policies in response to COVID-19 concerns (Dolce et al., 2020). Nonetheless, remote work could be detrimental to one's mental health. Discretionary and occupational complications may result from isolation and annoyance. Transcription services alleviate tension, anxiety, and regret.

Nevertheless, employees may benefit from remote work despite challenging circumstances. Potential advantages include increased educational opportunities, age-appropriate accommodations, or family caregiving. This phenomenon might be explicable (Ollo-López et al., 2020), by the autonomy of employees in determining their work schedule and location. It has been demonstrated that stress reduction and work-life balance enhance mental health when performing tasks remotely. This phenomenon significantly reduces the time and cost of commuting to work, particularly for remote workers. Therefore, the available data is insufficient to substantiate the claim that remote work positively impacts mental well-being and professional achievement.

5. CONCLUSION

The COVID-19 pandemic is negatively impacting remote workers' mental health and productivity. Combining personal and professional spheres through remote work may significantly affect output. Technology can boost productivity and work-life balance by increasing operational efficiency and decreasing social barriers. Video conferencing can increase the efficiency of remote workers. Obtaining the proper software and hardware is crucial for this procedure. Remote work may boost their productivity by allowing women to balance work and living. Mental health issues and remote work performance are inextricably linked. Active engagement of organizations and individuals in collaborative endeavors to furnish all-encompassing mental health assistance is imperative. Remote work has the potential to enhance mental well-being through the promotion of social interaction and autonomy. However, there are disadvantages to remote employment. In addition to technical support and training, long-term emotional and financial health can be enhanced by implementing remote work standards. Although remote work has disadvantages, it provides numerous educational prospects, increased flexibility to accommodate individuals of all ages, and enhanced support in balancing work and childcare obligations from home.

6. CONTRIBUTION AND LIMITATION

Research on the efficacy of remote work prior to and during the COVID-19 outbreak is limited. According to the data, during the COVID-19 pandemic, the employees encountered minimal resource constraints, environmental concerns, and role conflicts. Simultaneously evaluating the effectiveness and mental health effects of telecommuting is imperative.

Light duties influence employee perceptions of role conflict and environmental constraints. Thus, there is less family influence within the household. However, the study did

not examine the challenges faced by remote laborers. Additionally, the study revealed no significant association between the efficacy of remote work and gender or the presence of children in the household. This investigation targeted individuals aged 26–35 with a higher education degree (S-1). Most of those being discussed are tech-savvy administrative personnel who frequently use personal devices. Individuals encounter numerous challenges when engaging in remote employment.

The research utilizes the COVID-19 pandemic experiences of the employees. This phenomenon can potentially enhance psychological well-being, social inclusion, and social welfare. It can also increase the efficacy of remote operations. Varying outcomes may result from research being conducted at various times and employing different methodologies. Employees demonstrate an awareness of its perils by working remotely to reduce the risk of transmitting the infection to colleagues. Office work provides less protection against viral illnesses than remote labor.

Employees perceive a financial responsibility to support their offspring's education due to the institution's remote nature. By utilizing Zoom Meetings, individuals can demonstrate their readiness to function remotely. Alternatives to remote employment may enhance employee morale and physical health. This is because remote work reduces the risk of viruses and allows employees to focus on their children's education. However, having numerous children in one household may be detrimental to mental health. Academics investigating remote work must assess the potential impact of employee workload on its efficacy. In light of the limitations of the present investigation, this method should be thoroughly evaluated. In addition to gender, the number of children in the family should be considered when stratifying findings.

This research provides an in-depth look at the dynamics of work-from-home effectiveness and carries significant implications for policies that support work success when organizations face uncertain constraints. The research results provide a deeper understanding of the various factors that influence the performance of employees who work from home. Role conflict emerges as a key factor that can hinder WFH's effectiveness. This negative impact signals organizations to pay more attention to work structure and dynamics, ensuring that employee roles and responsibilities are clearly and consistently defined. Future research could focus on role conflict management involving task clarification, coaching, and better expectations management.

In addition, this research highlights the importance of working environmental conditions and the availability of resources for employees who work from home. Environmental discomfort and limited resources can affect well-being and productivity. Therefore, organizations need to invest in adequate technological infrastructure, provide work-from-home related training, and ensure the availability of necessary resources. Organizations can achieve this through effective communication efforts, training, and ensuring that employees receive policies that support working from home. Creating a culture that encourages acceptance of working from home can also strengthen employee performance.

The positive findings on mental health also indicate that employees' psychological well-being contributes significantly to the effectiveness of working from home. In this context, organizations are expected to provide adequate mental health support, such as access to counseling, mental well-being programs, and other resources to help employees manage stress and psychological distress. Thus, this research provides rich insights into how various factors are interrelated and influence each other in the context of working from home. Organizations that understand these dynamics can take concrete steps to improve employee working

conditions, support mental well-being, and increase the effectiveness and productivity of those working from home. These conclusions can guide changes in policy, training, and management strategies to achieve more optimal results in this ever-changing work era.

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