**COVID-19 AND WORK FROM HOME**

JIRASAKE JAKRANURAK

**A THEMATIC PAPER SUBMITTED IN PARTIAL
FULFILLMENT OF THE REQUIREMENTS FOR
THE DEGREE OF MASTER OF MANAGEMENT
COLLEGE OF MANAGEMENT
MAHIDOL UNIVERSITY
2022**

Thematic paper
entitled
COVID-19 AND WORK FROM HOME

was submitted to the College of Management, Mahidol University
for the degree of Master of Management
on
May 1, 2022
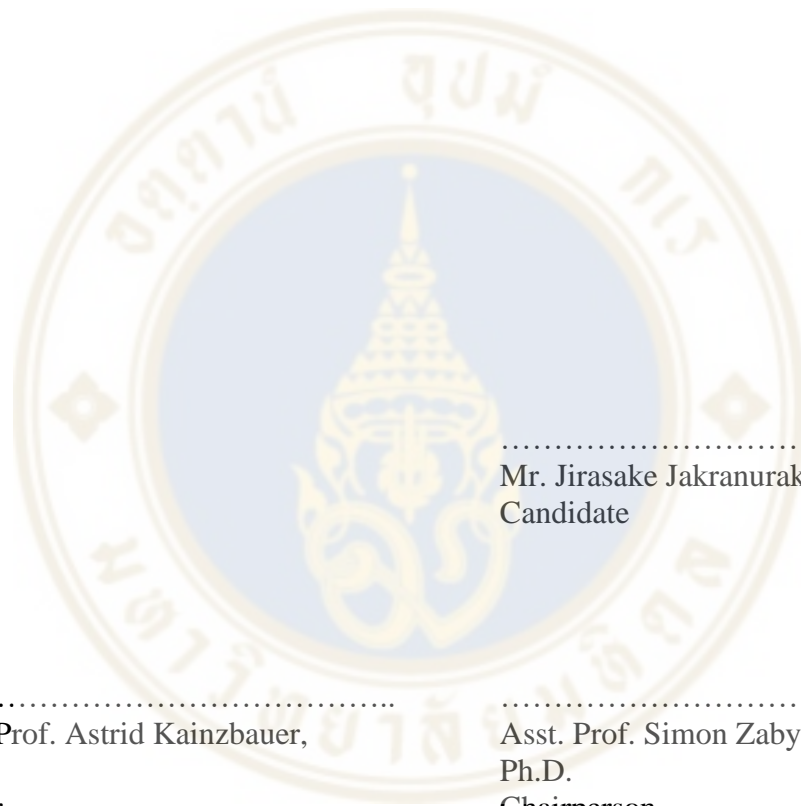
....
Mr. Jirasake Jakranurak
Candidate

....
Assoc. Prof. Astrid Kainzbauer,
Ph.D.
Advisor

....
Asst. Prof. Simon Zaby,
Ph.D.
Chairperson

....
Assoc. Prof. Vichita Ractham,
Ph.D.
Dean
College of Management
Mahidol University

....
Detlef Reis,
Ph.D.
Committee member

ACKNOWLEDGEMENTS

COVID-19 AND WORK FROM HOME

JIRASAKE JAKRANURAK 6349097

M.M. (MARKETING MANAGEMENT)

THEMATIC PAPER ADVISORY COMMITTEE: ASSOC. PROF. ASTRID KAINZBAUER, Ph.D., ASST. PROF. SIMON ZABY, Ph.D., DETLEF REIS, Ph.D.

ABSTRACT

This research aims to find the benefits, drawbacks, and mitigation plans of working from home due to the change in the way people work during the COVID-19 pandemic. This research is done through in-depth interviews with 10 Interviewees in the same company with different positions. Qualitative research collects the data by open-ended questions starting with simple questions and follows up questions to collect all of the information from the interviewees. The insight benefits and problems of working from home are gathered from the real situations of the interviewees. The benefits of working from home are Time-saving, cost-saving, and savings from COVID-19, and the problems are communication, distraction at home, and body and eye pain.

The recommendations to improve working from home can be divided into three different ways for employees, employers, and the company. solving communication problems by using safety and fast online platform is the first recommendation from the interviewees for the company. And the second recommendation is Progress monitoring being strict on deadlines which is for the employers such as managers, and the head of the team. The last recommendation for the employees is to create a suitable space to work at home to improve their work performance.

KEYWORDS: Working from home/ Covid-19 Pandemic/ Benefits of working from home/ Problems of working from home

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CHAPTER I
INTRODUCTION

In this era, it is no doubt that the COVID-19 outbreak around the globe forced businesses to innovate and change the way people work. Offices have become less important and work from home has suddenly become mandatory. Many people especially the new generation feel familiar with the new work model and comfortable with working from home because they do not need to wake up early to go to the office, and are stuck in traffic jams. Besides, the time that is wasted on those stuff before work, changes to be them taking more rest and having time to prepare themselves before starting work in a day. However, some of the workers disagree and prefer to work in the workplace because when they are stuck at the home, it is making bad mentally and minimizing the efficiency of the work.

There is a big change in people's lifestyles in the Covid-19 situation since working at the workplace become work from home concept. Consequently, changing lifestyles impact many people, the employees may have different taught that some want to work from home but some consider the offices are better. Thus, it can be seen that working from home has both benefits and drawbacks because employees can improve their technical skills and have more time to stay with their families but they can be easily distracted by the unpreferable environment such as getting disturbed by children, internet problems or noise at home. In the world of technology, not only does Covid-19 make us to the world of Digital, but also the widespread popular digitalization has brought about breakthrough changes to the economy. Digital technologies and digital innovations are fundamentally changing business processes, products, services, and relationships. Organizations need to fundamentally change the way they do business and think of the team of leaders and restructure to survive. Thus, it is time for organizations to realize the importance of digital transformation, which is gradually reorganizing how public services such as health, education, and communication are delivered.

To sum up, the question of the advantages and drawbacks of working from home and how can we mitigate problems from working from home will be implemented in this research framework. This paper is going to investigate the perception of remote workers who work from home about what is the benefits and drawbacks of working from home, and how they suggest improving it.

1.1 Objectives

The purpose is to understand what is the main concept of work from home, and how work from home can be efficient, nothing less than working in the office. As being qualitative research, the interview concept will be suitable for this paper, and the interviewee will be office workers from one of the companies who work from home for a while because of Covid-19 including developers, project managers, product owners, Dev Operation, and Quality assurance. The questions will be about what are the benefits of working from home, problems due to WFH, and solutions to mitigate WFH problems.

CHAPTER II
LITERATURE REVIEW

2.1 Benefits of working from home

Schur, L. A., Ameri, M., & Kruse, D. (2020), the main concern for companies letting their employees work from home is whether the employees will lose their productivity or not. However, it has been researched randomly in many areas in China that telecommuters are more productive than work in their workplace by 13%. Moreover, it experiences the results that the turnover rate of the staff is dropped after using remote work and also increases satisfaction during the pandemic period. Maurer R. (2020) also mentioned that productivity did not decrease after workers changed to working from home, as well as the other study report by Martin BH, MacDonnell R., and Mekonnen T. (2012) interpreted that working performance has risen from remote work. Maurer R. (2020) also mentioned that, while many workplaces were shut down because of Covid-19, many companies recognize that innovation and creativity among their workers have increased and this is leading to shifting temporary remote work to be permanent. Flemish employees' telework perceptions supported those discoveries by the report that workers had more positive attitudes, resulting in them being more efficient and less exhausted. Besides, the majority of workers said digital conferences and telecommuting have become important features for work. On the other hand, some of them are afraid that it might impact their opportunities such as getting promoted and having fewer relationships with their colleagues. This story is an important reminder of working from home can benefit and drawback employees to companies in different ways.

Kaushik, M., & Guleria, N. (2020). The impact of pandemic COVID-19 in the workplace. European Journal of Business and Management described supporting the positive side by working from home. The benefits of working from home will be provided in the following paragraph.

2.1.1 Time-saving

One of the most positive reasons for working from home is time-saving from nontraveling. Normally, employees need to go to work by public or private transport to make them feel exhausted from temperature and traffic-jam. However, working from home means no need to waste time traveling, resulting in them extending more time to work to have better results. And also, since they have full energy, they might perform well at work. Moreover, due to the Covid-19 outbreak, some can have time to live with their family at home because the school also closed. Working from home individually can inevitably help to manage themselves, thus, time management and managing their mental and physical health are more challenging.

2.1.2 Work-life balance

Working from home can lead to employees having a work-life balance. Adekunle, M. (2018), Beauregard, T. A., & Henry, L. C. (2009), Isamu, Y., & Toshiyuki, M. (2012). reported that many pieces of research on the human capital sector found Work-life balance can significantly impact employee productivity. Plus, some studies focus on an ACCREDITED by the Ministry of Research and Technology Republic of Indonesia, which expressed that work from home positively affects the employee; it can be seen from an increase in the employee's productivity which can reduce turnover rate. Work-life balance is applied to the practice, such as flexible working time and this can cause a noticeable growth in terms of employee productivity.

This can lead to a positive impact on job satisfaction as well, companies try to challenge the advantages for the employees and focus on job satisfaction to be one of the factors of making great products. because if employees are dissatisfied with the job, it can be confirmed that it costs the company because when employees resign it might make the companies lose their budget due to the hiring and training process. Many empirical studies have shown the impact of job satisfaction on the worker's efficiency.

2.1.3 Technology improvement

The other indirect benefit is technology improvement which can be supported in the Digital world. Employees can easily sync up the work to each other from their homes. But technology should be aware because it can lead to significant problems, thus, higher levels like employers and HR need to manage unpredictable situations.

2.2 Problems due to working from home

On the other side, Thomée et al., (2007) expressed that there are negative impacts of working from home such as sleeping disorders and stress from work. Being an extrovert is the other impact of working as a telecommuter. De Sio et al., 2018 described that the most valid factors that can directly influence stress are exorbitant workload, lack of relationship with colleagues, getting less support from supervisors, relational disagreement between workmates and stakeholders, and having less involvement in the company in terms of changes of company organization. Schneiderman et al., (2005) also added information that disease and health issues also are caused by occupational stress such as depression, sleep disorders, back pain, gastrointestinal defects, autoimmune disease, cardiovascular disease, and stomach ulcers. Not only diseases and health concerns but there are some problems without work-life balance. To add to the negative impact of working from home, Gu, L., & Wang, J. (2020), also interpreted that the risks of working from home are perceiving social anxiety which is inevitably impacting mental health and productivity. Besides, when employees work from home, some of them tend to avoid social interaction with others, which leads to negative expressions, for example, feeling bored, fear of being ignored, and lack of responding skills. Thus, negative outcomes are influenced by incomplete technology which happens from social interaction anxiety said by McCord & Rodebaugh, however, social interaction anxiety can be mitigated by proper technology (Lu & Yang). To determine the most effective problems of working from home, the paragraph below will define 3 major problems of its impact.

2.2.1 Lack of communication

Coffey, R., & Wolf, L. (2018) explained that even remote work by using Digital transformation has many benefits for the organization, however, there are many challenges of remote work for the participants such as participation, visibility, and marginalization. Participation means how often the group of people working together is. And visibility is for how telecommuters fit with the organization's vision especially, the supervisor and higher-level employers. The last one marginalization is to describes how the worker is isolated from the team and with valid dissatisfaction because of a lack of connection with their organizations. This can lead to many problems for the organization; therefore, communication is one of the most important things which need to emphasize, to make internet applications will be more necessary to help mitigate these such work-from-home problems.

2.2.2 Distraction and pressure

One of the valid disadvantages research projects from Purwanto, A., Asbari, M., Fahlevi, M., Mufid, A., Agistiawati, E., Cahyono, Y., & Suryani, P. (2020). Providing the example of the drawbacks in teacher occupation after working from home. Losing motivation is one of the impacts of working from home, due to an unfavorable environment, such as social media distractions, and internet problems. Moreover, when a teacher does not work in a school or university, their electricity and internet bills are continuously increasing and not supported by the institution, these directly lead teachers to have more pressure from working from home.

2.2.3 Sickness and stress

Sickness is one of the drawbacks of working from home since employees do not have a chance to meet their colleagues and have less movement activity like working in the office, for example, walking to the meeting room or walking to talk with colleagues, reported by Tavares AI. 2017. Moreover, Majumdar P, Biswas A, Sahu S. (2020), working in front of a computer for a long time will make them have health issues such as back pain, headache, and eye-related symptoms. What is more, especially, people who work alone without having social interaction and face-to-face discussions may have more chances to get mental sickness leading to depression and anxiety

disorder. (Evanoff BA, Strickland JR, Dale AM, et al. 2020). A common problem in work-life such as time management is also included to make it unbalanced with their family, where, for some parents, work time becomes "porous". And in some cases, some of the parents tend to sacrifice their time to sleep for working at night or early in the morning because they have few hours to avoid interruption. (Thompson C. 2020), this could be leading to emotional exhaustion. (Vander Elst T, Verhoogen R, Sercu M, Van den Broeck A, Baillien E, Godderis L 2017)

2.3 The solution to mitigate work-from-home problems

Regarding Dobrica Savić 2020, Austria report, it is undeniable that the impact of Covid-19 spread worldwide including in the economy and how people live. Hence, digital technology has become more popular especially in terms of office employees because work from home has become inevitable, so new working models need to be improved and applied as soon as possible. Alternative ways, for example, telecommuting, remote work, virtual work, electronic work, mobile work, and flexible workplace, are applied to use the new working model to change the way they work which is called "digital transformation of the workforce". Ideas to mitigate problems of industry 4.0; Digital transformation fast spread to many people, the helper to support the impact of Covid-19 (work from home). Changing business models bring the highest benefits, information technology (IT) is required to change the culture and behavior of workers in the workplace.

2.3.1 Online platform

To solve communication problems, the Kazi Turin Rahman, M., & Arif, Z. U. (2020) reported that we found that Internet Applications can drive Remote Work. As everyone knows, the internet has become essential for the work-from-home concept. Many applications have been used for online communication. Picu and Dino had researched telecommunication in Europe and the United States. They specify that many suitable online platforms have been used for teleworking. For instance, Skype, Google Talk, and Gizmo have been used for communication. Moreover, it also has platforms for online presentations such as WebEx, Go to Meeting, and LiveMeeting. For project

management, Active collab, Basecamp, and Quick base. Moreover, lastly, the applications for managing the timeline and the activity for commuters, like Google and Yahoo calendars. However, there are remaining platforms that were not mentioned, it could depend on the target groups whether it is suitable for them or not.

2.3.2 Monitoring and communication methods

This is the solution to reduce the distraction problems, regarding (Cioca et al., 2019; Wang, et al., 2021) report, it has been said that employees' work efficiency will improve or discourage are depending on how their supervisor threat them and the characteristic of their workplaces, such as how the supervisor and employers monitor their employees without making them feel stress. If they handle it correctly like being a supporter, it will reduce the effect of loneliness and distractive problems. Moreover, communication in the workplace is very important, due to the spreading of covid-19, employees need to use technology to communicate, therefore, it will be good if the infrastructure of technology is stable. However, the problems from communication like signal problems still make employees miscommunicate, and also don't know their emotions of each other. (Jone & Graham 2015). Virtual communication media is recommended to use for face-to-face communication not only talking by text (Morley, Cormican, & Folan, 2015). This can make employees feel connected to each other, and feel cared to keep creating strong teamwork. (Hegde, 2020; Putri, 2020)

2.3.3 Time management

The balance between responsibility at work and family is very necessary to avoid employees' stress. Too much stress can make them have unstable emotions, and lead to less productivity. (Afida, Janipha, Mustapha, & Ismail, 2012). Hence, this is a solution to reduce the stress of working from home. Time management is a good thing to do, employees can schedule the time separating between work and family to make them manage time to as not let them have a problem from home and also have time for family. Preparing activities at home for children, and wife to not make them feel bored. (Bahney, 2020; Hegde, 2020). This solution can also reduce stress from work and also avoid family conflict which makes the situation worse. (Albertsen, Rafnsdóttir, Grimsmo, & Tómas-son, 2008)

CHAPTER III
METHODOLOGY

3.1 Primary Data Collection Method

Regarding the data analysis from the literature review in chapter 2, it reflected positive and negative aspects of working from home, and what is the solution makes work from home more efficient. There are many impacts of changing the culture in workplaces, however, it does not contain implicit example information, therefore, interview questions will reflect in-depth employees' perception of what are they facing and how they can live with them. The research will take relevant data through 30 minutes, in-depth one-on-one interviews.

3.2 Interview Method

The majority of data findings in this paper will come from Interview questions that will reflect in-depth employees' perceptions of what are they facing and how they can live with them in the era of Covid-19. The method of the interview is as follows:

3.2.1 Sample selection

For this research, there are 2 to 4 general questions and then open-end questions of 10 interviewees in different positions of one big company in Thailand which is directly impacting the Digital world. Among those 10 selected interviewees are separated into 5 different fields, including Developers, project managers, product owners, Developer operations (DevOps), and Quality assurance (QA). All of those selected employees are Thais.

1. Developers:

Required 2 developers who work from home for a year since Covid-19 was spreading, one of them has experience in this field of about 8 years, and he is a developer

manager. And the remaining is junior developers which work in this field for less than 2 years.

2. Project manager (PM):

Required 2 project managers in the company, one is head of the project manager who worked in this position for 8 years, and the other one is a senior project manager who work in this company for 3 years.

3. Product owners (PO):

Required 2 product owners in the company, both of them are junior-level working in this field about 2 years

4. Developers' operation (DevOps):

Required 2 DevOps in the company, all of them are senior and junior level who worked in this company with this situation at minimum 2 years and maximum at 5 years.

5. Quality assurance (QA):

Required 2 Quality assurance in this company, one is QA manager working in this position and company for 8 years. The other one is a QA leader who has experience in this field.

Table 3.1 Interviewee lists

Name lists	Position	Experience	Level	Gender
1	Developer	8 years	Dev manager	Male
2	Developer	2 years	Developer	Male
3	Project manager	8 years	Head of the Project manager	Female
4	Project manager	3 years	Senior	Male
5	Product owner	2 years	Junior	Male
6	Product owner	2 years	Junior	Male

Table 3.1 Interviewee lists (cont.)

7	Developer operations	5 years	Senior	Male
8	Developer operations	2 years	Junior	Female
9	Quality assurance	8 years	QA manager	Male
10	Quality assurance	4 years	QA leader	Female

Open-ended question list (General question, follow-up question)

Finding Factor (General questions)

● what do you think about working from home?

● what is the challenge of working from home?

● In your opinion, what are the benefits of working from home?

● In your opinion, what are the problems for you from working from home?

Follow up questions

● Due to working from home, how do you manage your time?

● After working from home, what makes you feel satisfied, compared to working at the office?

● Why do you feel that working from home is better than working in the office? In terms of work-life balance?

● Could you share the story of when you miscommunicated from working from home, and what is the reason for that?

● Please share the time that you got distraction from working from home?

● What is the factor of feeling pressure by working at home (e.g. electricity bill, lonely, etc.)

● What is the reason that makes you feel stressed at work and how do you handle it?

● How do you handle those sicknesses or pains due to working with a computer for a long time? And what is the reason for that pain?

● In your work life, which online platform do you use and does it help your work to be more successful?

● How does your boss monitor you when you working from home and is it make you feel stressed or being pressured?

● what is your recommendation for working from home? what would you recommend to the company?
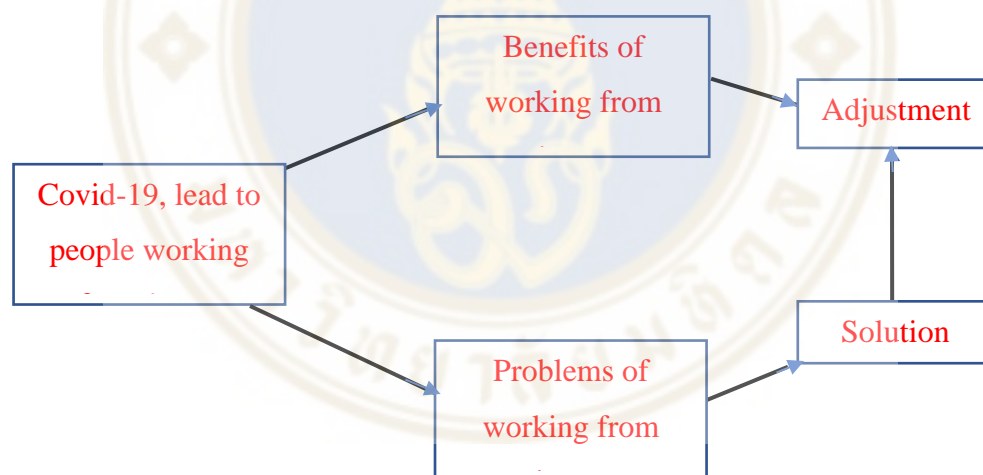
Research framework

Figure 3.1 Research framework

CHAPTER IV
RESEARCH FINDINGS

After conducting the qualitative research, the summary of data finding from sample interviewees is analyzed and grouped into positive aspects, negative aspects, and solutions to mitigate the problem.

4.1 Benefits of working from home

4.1.1 Time-saving

For the Time-saving part, the researcher found many interesting points of the reasons why there are many benefits of Time-saving, the information is below.

4.1.1.1 Reduce travel time

the most relevant benefit from all interviewees said the same way that, they have more time to do their stuff before working instead of transportation. Interviewee 1 said that "I love working from home, I hate the time that I am stuck in the traffic jam every morning, After I worked from home, I save 1-2 hours per day to do my stuff instead of traveling. Some of the interviewees also mentioned that "I need 1 hour from driving from my home to my office and I feel like I can spend my time preparing to work." Moreover, for some people who never go to work on time, one interviewee mentioned that "Working from home made me join the meeting every morning on time because I often go to the workplace late".

4.1.1.2 save time on the morning routine

Many Interviewees have problems with dressing time in the morning, especially the women, they claimed that they need to make up every morning before work and it took about 30-45 minutes every day, but it is necessary for them because it makes them feel confident at the workplace. However, after working from

home, they do not need to be beautiful because they do not need to open the camera while working from home. On the men's side, most of them told that they save a lot of time in the morning because they do not even need to take a bath before working, different from working at the office, they need to be a neat dress with a suit and shirt.

4.1.2 Cost-saving

Cost-saving is one of the factors that most of the interviewees mentioned, the reasons why working from home can save costs in on below.

4.1.2.1 Save Travel cost

Some of the interviewees have a problem with the costs of traveling, some said that they lose about 100-250 baths every day from going to their office. One interviewee mentioned, "I need to spend 200 from traveling by public transportation every day, so I can save a lot of money because of working at my home". Hence, saving on travel costs does affect the benefits of working from home.

4.1.2.2 Save food cost

Save food cost is one of the benefits caused by working at home, some of the interviewees told that "When I am working at home I cook myself, and it costs me 70 baths per day while buying food at the office costs me more than 200 baths each day", part of interviewees also mentioned that they work from home and their parents cook for them, thus, they do not need to pay money for food.

4.1.2.3 Increasing electricity and water expenditure

Bill payment is a problem of working from home. Although most of the interviewees mentioned that they can save costs on food, and travel, the electricity and water bill expenditure is increasing due to the self-air condition and water. One of the interviewees mentioned that "my electricity bill increases from 700 baths to 1,600 per month because I turn on the air conditioner every day, water bill as well, it rises from 40 baths to 80 baths per month". Hence, costs are reduced by the other aspect but bill payment is contrary.

4.1.3 Safe from Covid-19

All of the interviewees said the same direction that they feel safe from the Pandemic when they are at home. Most of the interviewee's concerned that they need to use public transport to go to their office, and it makes them feel worried about getting an infection from outside. Moreover, they also add that some of their colleagues are careless and often take off their masks while working, which makes them feel uncomfortable and paranoid.

4.2 Problems of working from home

4.2.1 Communication

Regarding the communication part, many interesting aspects of the communication problems of working from home are provided below.

4.2.1.1 Emotionless response to messages

Some of the interviewees said that they sometimes have problems with their colleagues and co-worker because of a lack of emotional messages. Some of them prefer to talk by texting instead of talking via the phone, and sometimes the response is emotionless leading to misunderstanding. This is an example from one of the interviewees "I need to transfer some jobs to my colleague to help me on that, but when I text to him, he said "um" and that is it, then I feel that he is not satisfied with it. So, I called to him and he said OK with a good voice". Thus, the misunderstanding often happens when texting the message instead of talking face to face or calling by phone.

4.2.1.2 Network unstable

Most of the interviewees used to have a problem with the Internet with bad signal, some of the interviewees mentioned that their internet often loses the signal about 3 times a day, and it affects the work especially when they are in the meeting. Some of the interviewees mentioned that not only internet problems but also the VPN is unstable, it needs to be reconnected every 3 hours.

4.2.2 Distraction at home

4.2.2.1 Noisy surrounding

One of the biggest problems found by some of the interviewees about working from home is the noise surrounding. One of the interviewees said, "My dog and neighbor dogs always bark when I'm working, so I lose my concentrate on my work". While another one mentioned, "My house is an industry and my father and mother sometimes shout too loud, I need to stay in my room and lock the door, but even if I do that noise still comes inside". The other also said their noise surrounding differently. Hence, noise surrounding is one of the main problems of working from home.

4.2.2.2 Distraction from the environment

Most of the interviewees face the distraction from the isolated environment, Due to no monitoring in the home like in the workplace, the employees can easily lose the attention from their work. Many interviewees said that they have a lot of distractions when they work in their home, and sometimes they cannot resist it. There are many examples from the interviewees mentioned about; playing social media like Facebook, and Instagram, playing with their dogs, and playing games. All of these reasons can lead to losing attention when working at their homes.

4.2.3 Body and eye pain

Some interviewees complained about back pain because they do not have a good environment to work in such as a good table and chair. One said "I live in a condominium and I put my computer on the Japanese tables, and I feel back and neck pain every day, sometimes I need to go to work outside like a coffee shop because I want to change my posture. While some interviewees complained about their rooms that it does not have enough light in the room, then they get eyestrain

4.3 The suggestion for improving working from home

4.3.1 Solving communication problems by using safety and fast online platform

Regarding the interview session, the fact that interviewees come from the same company means they are using the same platform, such as the Microsoft team, and gather. Most of the interviewees believed that the Microsoft team could help in terms of communication via the team because it is connected inside the company and it is the safest route to communicate without data leaking to the outside. However, one of the interviewees mentioned that "I think the fastest way to get the results is Line application, but it sometimes can be a misunderstanding". The internet problem is also the main point that is difficult to solve because each employee uses their internet but the VPN problems can be solved by the Network team. Moreover, some interviewees said that the discussion board could help in terms of improving online interaction because it forces the attendees to do the tasks on the board. An example from one of the interviewees is the Easyretro platform to lets the team mentions the meeting details and what is good and bad.

4.3.2 Progress monitoring being strict on deadlines

This solution is coming to help the employers and higher levels to manage their subordinates and to see how they work without making them feel uncomfortable. Mr.1 who is a developers manager said "I made a session called "standup meeting" every morning which use to recap of what did you do yesterday and what is you going to do today. We keep tracking the progress of the work to make sure that his team will not lose much attention to doing work because they need to finish their work on time". Some of the interviewees said that a company is very flexible working hours but the works need to be completed within the deadline. Another interviewee who is the head of the project manager said "Since my team is working from home, they can lose their attention all the time, thus, I need to check their progress at the end of the day every day. Moreover, we use the agile model; we cannot delay the working sprint date because it will impact the customers. However, I never force my team to do work all the time, but their work just needs to be finished on the expected timeline.

4.3.3 Creating a suitable space to work at home

Many interviewees mentioned that the space for work is very important, creating the working space to be like the office is one of the best ideas to make them have more concentration and intention to work. Some of them said that "they make their room to be working space since they are in that room, they act like they are in the workplace" Because of this idea makes them lose their discipline, and do not lose their performance from working at home. One of the interviewees said, "Every morning when I am going to start my work, I will stay in this room and always work, but after working time off, I will stop working and leave that room". Thus, creating a good space to work could be efficient for working from home proved by some of the interviewees.

CHAPTER V
RECOMMENDATIONS AND CONCLUSION

5.1   Conclusion

After summarizing in-depth information from the interviewees, it can be claimed that working from home has both benefits and drawbacks. We could identify the factors of each benefit, problem, and solution of working from home.

5.1.1 The positive aspects of working from home

Based on the conclusion that we found from the research, we can conclude that

● Time-saving is the most important factor of working from home, all of the interviewees shared their information in the same way such as saving their time from dressing, and traveling.

● Saving costs from traveling and food could be the main benefits of working from home, even though, there are some concerns about the electricity and water bill which are increasing moderately.

● Home is safer than outside; employees feel safe and comfortable when staying in their homes to avoid talking face to face. And without fear, it can lead to having high performance in their work.

5.1.2 The obstacle of working from home

● Lack of communication is the second factor that should not be ignored. Details and information can be missing and misunderstood due to working from a longing distance.

● Working from home can lead to estrangement due to an emotionless response to messages. Due to unclear in the conversation, the moods of messages can be understood in the wrong way.

● Bad environment is one of the biggest problems when working from home, the distraction and noise from the surroundings make the employees lose their concentration on the work.

● Sickness and stress can happen even working in the office due to working in front of the computers. However, some people can be more suffered from working from home, due to non-stop work, or unsuitable environments such as not enough light in the room.

5.2   Recommendation

● An improvement in the online platform is a key to success when working from home. According to the interview, even though an email can be used to contact each other, the new online platforms like Microsoft team, Line, Easyretro, and Gather are safer, faster, and easier to use.

● Progress monitoring being strict on deadlines are a great way to control and monitor subordinates and the team, regarding the interview, although monitoring and communicating by working progress is still needed, monitoring all the time is not a good way to work as a team. Therefore, controlling the team by keeping checking the progress is a better way to not make the employees feel stressed.

● One of the most and best suggestions from the interviewees is creating a suitable space to work at home, having a good space to work can directly enhance the working concentration, and performance. Choosing one room to be the office, if you come to that room, you promise yourself to only work without distraction.

5.3   Limitation

The limitation of this thematic paper is that the quantitative data because there are only 10 interviewees, a small amount of the interviewees may not be accurate in detail. Thus, the research should be covered 100 working from home employees in Thailand. Moreover, the time is limited to make this research, not to concrete. The researcher needs time to collect more data from the interviewees.

5.4   Future research

Future research should cover not only qualitative information but also quantitative data to make the research more reliable, and precise. Furthermore, the next should conduct the deep details about how to make the recommendation more applicable. What is more, the collective data should come from many working from home employees in different companies, to understand and know how they apply their working style to the era of working from home.

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