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Employees' experiences of working remotely from home during the  
covid-19 pandemic - *a mixed method study at Försäkringskassan*

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## Abstract

- Title:** Employees' experiences of working remotely from home during the covid-19 pandemic - a mixed method study at Försäkringskassan
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- Course:** SOCM03 Master thesis course, Master of Science in Human Resource Development and Labour Relations, 30 credits.  
Department of Sociology, spring 2021
- Background & aim:** The unique situation of covid-19 caused immediate changes to our working landscapes when workers from countries all over the world had to transition into immediate remote work. This study offers an understanding of the reality of remote working and its conditions effects on employees. This study aimed to explore how Försäkringskassans employees perceive and experience working from home, when mandatory, during the covid-19 pandemic. It aimed to explore different benefits and challenges with working remotely from home identified by the employees and how these experiences have influenced the employees overall working from home experience. This study was delimited to three main themes; work performance, work-life balance and work-related well-being.
- Methodology:** This study was conducted using an exploratory sequential mixed methods design, combining quantitative and qualitative methods. One group interview, four individual interviews, and one standardized questionnaire (N=46) survey were conducted.
- Theory:** The theoretical framework outlines previous research and theoretical models on remote working, focusing on work performance, work-life balance, and work-related well-being.
- Conclusions:** The results of this study provide an understanding of employees experiences of remote working when mandatory in the context of a pandemic. The overall result showed that working from home has influenced the employees work performance, work-life balance and well-being in both positive and negative ways. The main advantages identified were flexibility, increased performance, and improved mental health. The main challenges identified were lack of social interactions, negative impact on physical health due to less activity, absence of important workspace and technology, such as printers, copiers, ergonomic work chairs, work desks, etc.
- Keywords:** Remote work, work-life balance, performance, work-related well-being, working from home, employees.

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Conducting this thesis has been an educative experience. I hope that whomever reads this study finds it meaningful.

Lina Dahlberg

*Lund 8 of August 2021*

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# 1. Introduction

This section provides an overview and background to the research phenomenon. I problematize the lack of research on the topic and reflect on how it might affect our understanding of remote working as a work practice and how it impacts people. I present the purpose, aim, research questions, delimitations, and relevance of this study. Lastly, I describe the agency studied.

## 1.1 Background

The implementation of remote work practices across Europe, in particular, home-based remote work, has moved slower than expected. Prior to the pandemic (covid-19), which rapidly spread around the globe at the beginning of year 2020, remote working was not a widely used practice. Many European countries, including Sweden had been following this one standard practice which implied that it is necessary for employees to be physically present at work during regular office hours to carry out their work tasks, with limited to no flexible working options offered (Kossek & Lautsch, 2018). As of 2019, only 5.9 % of Swedish employees usually worked from home and the share of European employees usually working from home was 5,4 % (Eurostat, 2021).

The spread of the coronavirus brought on unexpected changes when countries around the world implemented emergency measures to slow down the spread of the virus; consequently canceling public gatherings and shutting down schools, restaurants and organizations. These emergency measures included guidelines which changes the working landscape dramatically. In order to prevent further spreading of the virus, employers all over the world were advised to encourage their employees to work from home. Many organizations even closed or eventually closed their work premises temporary, without knowing when to be able to open up their premises again. Eurofound (2020) suggest that close to 40% of those currently working in European countries permanently began to work remotely as a result of the pandemic (European Union, 2020). So far, there has never been an implementation of remote working to such a significant extent as a result of a health crisis, making this situation very unusual. Due to this unique situation, it can be contemplated that the implementation of remote work was forced by the circumstances. If covid-19 related health risks did not exist, most companies around the globe would most likely not have implemented remote work practices to such a significant extent.

So, what will the future of work look like after this and when will things go back to “normal”? Are we going back to our physical offices, and if so, how often? Will some workers continue to work remotely from home and never return and, if that is the case, what will the new meaning of work be? Researchers, companies, and employees worldwide are now searching for answers to these questions. Still, to answer them, we must better understand the advantages and challenges that remote workers have been facing during this pandemic, when working from home. Given the large amount of research on remote working out there, we might assume that we already have adequate evidence to rely on to understand this phenomenon. However, since almost none of those studies were conducted at a time when remote working was practiced at such a large scale, coupled with the unique context in which we now find ourselves, some of the previously collected empirical evidence on remote working may lack contextual relevance in this current covid-19 crisis and our understanding of remote working may not be wholly relevant (Wang, Liu, Qian & Parker, 2020). Besides this, available empirical evidence are inconsistent. This inconsistency shows a great need for more research in this field, especially sociological research, given the many societal challenges we as humans face today due to this situation, which affects how we work and live our lives.

## 1.2 Purpose and approach

The unique situation of covid-19 causing abrupt transition to remote work for many workers worldwide sets the foundation for this mixed method study, which is designed to acquire insights into how the current remote work situation and its conditions effects employees. As previous studies shows, working remotely from home is affiliated with both benefits and challenges (Bailey & Kurland, 2002; Kurland & Bailey, 1999). As this might influence ones overall working from home experience, this study is further designed to identify benefits and challenges perceived by the employees participating in this study.

## 1.3 Aim

This study aims to explore how Försäkringskassans employees perceive and experience working from home, when mandatory, during the covid-19 pandemic. It seeks to explore the benefits and challenges of working remotely from home identified by the employees and how these experiences have influenced their overall working from home experience.

## 1.4 Research questions

The following research questions will be addressed in this study;

- *How has working from home during the covid-19 pandemic been perceived and experienced by Försäkringskassan´s employees so far?*
- *Which benefits and or challenges with working from home have been recognized by the employees?*
- *In which way have these experiences influenced the employees overall working from home experience?*

## 1.5 Delimitations

This study is delimited to Försäkringskassan´s [fœ'se:krɪŋs,kas:an] local office in Malmö in south of Sweden. Furthermore, the literature in this study is delimited to research literature on remote working regarding work performance, work-life balance, and work-related well-being. This delimitation was made in agreement with the stakeholders due to their interest in gaining insight into these issues. By having an open dialog about the aim and purpose of this thesis, its limitations could be clarified. This was important as I wanted to remove unrealistic expectations about what this study can and cannot do. The stakeholders were informed that this study would provide insights linked to the purpose of the thesis, meaning that the result will give information on the employees own experiences of working remotely from home regarding work performance, work-life balance, and work-related well-being. Not provide objective measurements. Another delimitation is that this paper focuses on home-based remote work during the covid-19 pandemic, meaning that everyone who participated in this study has worked from home since the end of March 2020.

## 1.6 Relevance

It would be valid to argue that circumstances under which most previous studies on remote working have been collected have been limited by circumstances different from the current covid-19 crisis. When these studies were carried out, remote working was not considered a need, forced,

or a priority. At most companies, it was rather considered an optional approach. Previous research has focused almost exclusively on workers who select to work remotely by choice. Forced mass remote working creates a different context and an underlying problem with existing evidence as to why new studies are now needed. This study offers an understanding of the reality of remote working within this current context.

## 1.7 Description of the agency studied

This study was conducted at Sweden's social insurance company, Försäkringskassan [fœ'se:krɪŋs,kas'an]. Försäkringskassan arose on January 1, 2005 and is one of the largest government agencies in Sweden with around 13,400 employees, most of whom work as incurrence administrators. Assigned by the Swedish government, the mission of Försäkringskassan is to investigate, determine and pay social insurance grants and compensation to Swedish citizens such as families with children, people who are ill, and people with disabilities. The agency also pays for establishment compensation to newly arrived immigrants, for activity support and development compensation, which is part of the Swedish labour market policy. Försäkringskassan covers almost everyone living or working in Sweden and is an essential part of Sweden's public welfare system (Försäkringskassan, 2017). Försäkringskassans head office is situated in Stockholm, but the agency has about 80 local offices spread out across the country, one of which is located in Malmö in the south of Sweden. Försäkringskassans office in Malmö comprises 65 employees, spread out at different departments. Each department handles and processes various errands of individuals.

## 2. Theoretical framework

This chapter presents relevant literature and academic research on remote work. The first section introduces the phenomenon that is being studied. The following three sections present previous research based on the selected themes of this study; work performance, work-life balance, and work-related well-being.

### 2.1 Remote work

The topic of remote working has gained great attention in academic circles since the early 1970s. As a result of rising fuel costs during the 1973s OPEC oil crisis in the United States (Haddon &



Lewis, 1994), Jack Nilles (1975) introduced the term "telecommuting," which provided an alternative work arrangement to save fuel costs. Instead of moving workers to work, work could be moved to the workers instead, reducing workers' commuting time. In order to include other work-related benefits rather than solely reduced commuting time, Nilles (1988) eventually replaced the term "telecommuting" with the more general term "telework ". However, as a work arrangement at this moment in time, telework came to be performed primarily by women, in particular, mothers performing monotonous, low-paid, unskilled jobs, as they were bound to take care of their households and children (Thörnquist, 2001). When fascination for new information technology began to spread during the 80s, enabling the creation of new jobs, telework gained a new standing, now associated with high-paid, skilled work performed by men. Throughout the 90s, this image broadened as the emergence of internet, laptops, computers, and mobile devices created new alternative ways of organizing work, available for both men and women.

When comparing early research findings with newer findings on this topic it becomes clear that new academic strands of analysis have emerged throughout the decades. As for today, telework is relevant in several different research areas, such as business and economics, human resource management, psychology, pedagogy, as well as within the framework of sociology. Due to this, a range of different terms is used in research today to portray "the same phenomenon". Instead of using the terms remote working, teleworking, and telecommuting, some use terms like; distributed work, virtual work, flexible work, distance work, mobile working, e-working, work shifting, and flexible working, to mention a few. These terms may all share similar meanings and associate with the same things, like freedom and flexibility, but in reality, they cover a large number of diverse working practices and consequently lack a universally accepted definition. This may have hindered our understanding of this work arrangement so far, as previous empirical results often are not comparable across studies, causing challenges in reviewing existing literature and scientific findings. As a range of different terms are used, and we lack a universally accepted definition, this paper will lean on the term "remote working" and its following definition;

*" Remote working is a form of organizing and/or performing work, using information technology, in the context of an employment contract/relationship, where work, which could also be performed at the employer's premises, is carried out away from those premises "* (Eurofound, 2002).

The main element that separates remote work from non-remote work based upon this definition is that work must take place beyond a conventional office setting. Even though remote work often is associated with home-based work, it doesn't necessarily have to be that way, as long as work is carried out outside the employer's premises, under contract with an organization, in contact with the organization during working hours, using technology (Baruch, 2000). As for this study, using the above-mentioned criteria, all work has been carried out in the participants' own homes due to the pandemic.

## 2.2 Remote working and performance

Remote working and its impact on work performance is a matter of ongoing debate within research today. When we speak of work performance, we refer to the quantity and quality terms of the employer's work activities. Work performance is about how well an individual or work team fulfills their work duties, performs their required tasks, and how resources are used to obtain a certain level of output (OECD, 2001). Previous studies on remote work list both positive and negative factors which could influence someone's work performance. Overall, most prior findings suggest that working from home leads to better performance (Baudot & Kelly 2020; Golden & Gajendran, 2019; Vega, Anderson, and Kaplan, 2015; Martínez Sánchez et al., 2007; De Menezes and Kelliher, 2011). Lupu (2017) suggests that one reason behind this could be long periods of uninterrupted time for concentration on work tasks. Bloom, Liang, Roberts, & Ying (2015) suggest that this is because those who work from home take shorter breaks. Their study found a performance increase of 13% when employees worked from home compared to in an office environment. Their findings also suggested that remote work results in reduced sickness absence. The two main factors pointed out were that employees were able to work more minutes per shift on a monthly average, mainly because of fewer breaks and overall reduced sick days. Secondly, being able to work in a more quiet, more convenient environment led to better focus which had a positive impact on work performance.

Other commonly mentioned factors with a positive influence on work performance are motivation and flexibility. Previous studies show that flexibility increases both motivation and performance

(Bran & Udrea, 2016; Austin-Egole, Iheriohanma & Nwokorie, 2020; Davidescu, Apostu, Paul & Casuneanu, 2020; Rupietta & Beckmann, 2016). In a study conducted by Muchiti & Gachunga (2015), it was demonstrated that employees with greater flexibility in work are more likely to show increased engagement, motivation, and performance in work. Berkery et al. (2017) suggest that employees who are offered flexible work arrangements gain motivation, which eventually could lead to improved work performance. Furthermore, technical factors, such as having access to the right technology, the right equipment, appropriate tools, and a fast internet connection, are listed among factors with a positive impact on productivity, which is closely linked to increased performance (Ilag, 2021). Naturally, the opposite is listed amongst factors with a negative impact on performance. Social isolation, intensification of labor, and hampered knowledge sharing are other commonly mentioned factors said to have a negative influence on work performance (Neufeld & Fang, 2005; Toscano & Zappalà, 2020, Kelliher & Anderson 2009; Crandall & Gao; Felstead & Henseke, 2005).

Newer findings have recognized factors which concern the covid-19 pandemic. Data reveals that remote work increases productivity under normal circumstances but decreases it in forced remote work (OECD, 2020). Working from home during this crisis also significantly reduces any flexibility that typically is offered in voluntary remote work (Wang, Liu, Qian & Parker, 2020). Other factors which concern with the covid-19 pandemic are environmental factors, such as spending too much time in the same environment. Studies show that this can influence productivity in negative way (Mahmud, et al., 2020; Toscano & Zappalà, 2020). Studies on team performance in virtual teams show similar results. In a study that aimed to gain insight on the influence of co-workers working from home on individual and team performance, the results showed that team performance is worse if more co-workers are working from home. These findings suggest that it is important to bear in mind how employees influence each other as it can impact individual-level performance (Van der Lippe & Lippényi, 2020). Results obtained by Garro-Abarca, Palos-Sanchez & Aguayo-Camacho (2021) showed that communication in relation to tasks and trust amongst co-workers directly affects the performance of a virtual team.

## 2. 3 Work-life balance

The concept of work-life balance has become increasingly popular in research over the last few years. That which primarily has attracted attention is whether new forms of flexible work arrangements, especially working remotely from home, increase work-life balance or reduce it, causing debate on whether work and private life should be integrated or kept separated. The empirical evidence available are inconsistent (Maruyama, Hopkinson & James, 2009; Golden, Veiga & Simsek, 2006). Some research has confirmed that remote working brings clear benefits to employees, enabling them to adapt their working time to their private and family-related needs ensuring a better work-life balance, reduced work-life conflicts, and enhanced mental and physical health. For instance, Casey & Grzywacz (2008) examined the benefits of flexible work arrangements on workers' health and wellbeing and whether it increase work-life balance. Their findings showed that flexible work arrangements contribute to better health and higher wellbeing, which in turn promotes balance between work and private life. A similar study showed that workers with flexible work schedules have a greater balance between work and private life than workers who use traditional fixed work schedules (Hayman, 2009). Russel, O'Connell & McGinnity (2009) discovered that flexible work arrangements reduce stress surrounding work, which tends to reduce conflicts that can arise between work and private life and therefore create conditions for achieving greater balance between the two. However, more recent studies show that some remote work conditions might harm employees, suggesting that more freedom in work can lead to an intensification of work, irregular working patterns, and less clear boundaries between work and private life, resulting in work-life conflict and enhanced stress, accentuating the opposite of work-life balance (Eurofound, 2020; Beauregard & Basile, 2016; Boell et al., 2016; Allen et al., 2015).

### 2.2.1 Achieving balance

Experts have suggested several strategies on how to effectively achieve and sustain work-life balance. These strategies are built on the foundation of various theoretical models, which all provide insights into the relationship between work and private life domains. These models contain a number of closely related and sometimes overlapping concepts when discussing work-life balance, but also sometimes tend to use different terms synonymously, causing difficulties when

comparing and reviewing them. For instance, the term “family” is often used synonymously with the term “none-work”, “leisure”, “private life” or “other parts of life”. According to some experts, such differences have caused redundancy in the theoretical framework of work-life balance research (Rincy & Panchanatham, 2014). Regardless of this, they all seek to explain the same concept, using different theoretical approaches.

Two important theoretical contributions for understanding work-life balance are Boundary and Border theory. These theoretical models are considered to be the basis for all other theories on work-life balance. Even though the origins of the two theories differ, the basic tenets are essentially the same as both are developed to create an understanding of how people create and manage boundaries. Boundary theory (Nippert-Eng, 1996) provides an explanation of how people create, maintain, and move boundaries between different life domains. It was developed to create an understanding of the importance people attach to different domains, as well as how people make transitions between them, also referred to as boundary work. Boundary work is affected by three elements. The first element is overlapping, that is, the degree to which two domains are integrated. The second element is similarities and differences, the degree to which two domains are similar (do you live where you work, or are there common objects used in both domains, for example, a computer or a mobile phone). The third element is the coordination of different roles, how someone presents themselves, thinks, and acts through various roles within the domains (such as work role, family role, etc.). These three elements determine how permeable a boundary between two domains is. If two domains are very similar, associated with a greater mix of work and private life, they have a more permeable boundary. If they differ a lot, associated with keeping work and private life separated, they have a more impenetrable boundary. In other words, two domains always share an interface that, in some cases, may overlap. In addition to the location of the border, the permeability of the border is affected by how easy or difficult it is for an individual to move mentally between this border. What Boundary theory suggests is that home and work are integrated or segmented differently depending on different social circumstances and someone’s individual attitude.

In contrast, Border theory (Clark, 2000), focuses on boundaries surrounding work and nonwork domains. Each domain is seen as its own diverse world, connected to different functions, norms and expectations. Although these worlds look different and their purposes differ, humans tend to

integrate the two to varying degrees. Clark (2000) opines that people are daily border-crossers between the domains of work and family and addresses how domain integration and segmentation influence work-family balance. Above this, three different kinds of boundaries have been identified; physical, temporal, and emotional/psychological. Temporal boundaries have to do with time boundaries, that is, how to distinguish family time from working time and determining when work ends and family time begins or vice versa. The physical boundaries correspond to physical places, the place where work is performed versus where home activities take place. Lastly, the emotional/psychological boundaries determine when certain thought patterns, emotions, behavior patterns, and action patterns are appropriate and in which world. By identifying these, it becomes clear if and to what extent two worlds are integrated or segmented. With full integration, there is no distinction between work and family life; intellectual and emotional approaches are the same regardless of whether the activity is performed at work or home. The transition between the two worlds is easier, but work-family conflict is more likely to occur. Contrariwise, when segmented, a clear distinction is made between the two, and that intellectual and emotional approaches differ. The transition between the two worlds is more effortful, but work-family conflict is less likely to occur.

Another useful theoretical model is Kossek's border management model (2016), which proposes three various management styles for achieving work-life balance (separator, integrator, cyclist). A separator is someone who chooses to follow the "traditional concept" of work-life balance, dedicating certain hours of the day to work whilst remaining hours are given to personal time. This requires clear boundaries and, above all, fixed routines, but also a strict separation of objects used within these times, such as separated communication tools for work and leisure time. The separator perspective enables people to more easily psychologically detach from each domain, which is helpful for high-quality role experiences and avoiding work-family conflicts. Integrators prefer mixing work and nonwork tasks during the day. In brief, this strategy allows the professional-private boundaries to become permeable. The integrator perspective argues that blending work and nonwork roles can lead to positive outcomes by facilitating flexibility to combine work and nonwork however works best for the individual. Cyclists enable switching back and forth between cycles of high work-life integration followed by periods of separation. A cyclist normally works

very intensively during certain periods in order to have more time for personal time later in the year.

Each border management style determines what strategies that are necessary to achieve balance and how to incorporate these. Physical strategies involve separation of physical boundaries, such as using a separated workspace dedicated for work (a desk, a room, an office etc.), using separate communication devices (mobile phone, computer etc.), or avoiding conversing on work-related matters with family members. Social strategies involve creating time, that is, creating time for rest. This facilitates transitions between different roles and can also facilitate an individual's ability to manage boundaries. An effective strategy could be to have an automated email that informs people when you are on vacation or taking a weekend off. A third tactic is to keep personal email, and social media accounts separate from work accounts. Mental strategies involve striving to be mentally present, being fully focused on each domain, completely attending to work when at work, or focusing on nonwork matters when work is over. A strategy for this could be to have a clear time planning to facilitate which life role is to be assumed at what time. Another strategy could be to keep personal objects which could stir distracting emotions, such as photos of our family, outside our working space. The main idea with this model is to propose an active use of these strategies to set boundaries between work and private life when striving to find a balance between the two.

### 2.3 Work-related well-being

Another important aspect in regard to remote working is its effect on employees' work-related well-being. Well-being in remote work refers to employees physical and mental (psychological & emotional) health. Research on work-related well-being is well documented in previous studies, but the definition of well-being remains largely unclear. Juniper, Bellamy & White (2011) suggests that this is due to the subjective nature of the term, but also because it is multidimensional. Warr (1999) defines work-related well-being as the work experience and function of an employee, from a perspective of both psychological and physical dimensions. Another definition is that one of Pradhan and Hati (2019), which says that work-related well-being is all about the quality of someone's work-life, affected by different workplace interventions, both physical and mental.

Previous studies on work-related well-being in remote working suggest mixed results. Some indicate that remote working is associated with greater physical and mental well-being (Mostafa, 2021; Tavares, 2017), while others show the opposite (Iqbal, Suh, Czerwinski, Mark & Teevan, 2020). The fact that research on this topic appears to be limited to certain countries and circumstances might have an impact on these varying findings. One of the first studies that investigated remote working in relation to mental well-being focused on the emotional impact of remote working. The empirical findings suggested that the emotional impact of remote work appeared to be mostly negative, as remote work can lead to increased loneliness, consequently impacting mental well-being in a negative way (Mann et al., 2000). Since this study, loneliness is still frequently cited as a mental disadvantage of remote work, and so is social isolation. In a study obtained by Grant, Wallace & Spurgeon (2013) the participants stated that they missed office interactions and felt isolated when working from home, as they missed out on social exchange and not always could share necessary work-related concerns with colleagues when needed. The overall result of the study showed that absence of social interaction with co-workers when working from home fostered isolation, which had a negative effect on workers' mental well-being. These findings are supported by several other studies (Scott, 2020; Mann & Holdsworth, 2003). For instant, Oakman, Kinsman, Stuckey, Graham & Weale (2020) discovered that organizational support, social support from co-workers, and social connections outside of work strongly influence mental health. In a similar study obtained by Vander et al (2017), it was suggested that social support from co-workers was directly related to work-related well-being.

More recent studies suggest that the specific situation of the covid-19 pandemic and occurrences such as drastic changes in life, lack of interpersonal contact or isolation due to social distancing, and other lifestyle changes may amplify these previous results and, in addition, reveal findings which other previous studies could not foresee (Alzueta, et al., 2021). Drastic changes in life especially since it is recon to be a risk factor particularly harmful to mental health (Federal Ministry for Social Affairs, 2019). A more recent study on workers' physical and mental health showed a decrease in employees both physical and mental well-being after working from home. The result suggested that factors such as; communication with co-workers, childcare, environmental distractions, adjusted work hours, workstation set-up, workspace satisfaction, physical exercise, and food intake have an immense impact on workers overall physical and mental well-being when



working from home (Xiao, Becerik-Gerber, Lucas & Roll, 2021). In addition to mental well-being, which primarily has been focused on in more recent studies, physical health is also at risk. Holmes et al. (2020) suggest that working from home as a result of the pandemic abruptly has created new work environment and lifestyle patterns, unexpectedly interrupted many social opportunities crucial for physical and mental health (i.e., closed gyms, canceled sports activities etc.), generating in physical inactivity and other increased sedentary behaviors. Reduced physical activity due to lack of everyday commuting and natural everyday exercise should also be paid attention, as it has been demonstrated repeatedly that physical activity has beneficial effects across several physical and mental health outcomes (Penedo & Dahn, 2005). If remote working results in reduced physical activity, this, therefore, most likely will impact employees physical and mental health in a negative way. From a public health perspective, this is alarming, as physical inactivity already is a great public health problem (Nielsen, 2019, Trost, Blair & Khan, 2014). In the main, research on remote working in relation to physical and mental work-related well-being mainly focus on the potential risk factors that are emphasized during remote work. It seems like more recent studies implies that there is an urgent need for more research in this area to better understand how full time remote work impact workers mental and physical well-being.

### 3. Methodology

The purpose of this chapter is to provide a narrative of the methodology employed in this study. The methodology will begin with a description of the mixed method design followed by information about the data gathering process in this study, a description of the analysis procedure, ethics, and literature review.

#### 3.1. Data collection method

This study was conducted using a mixed method approach, combining quantitative and qualitative methods. As qualitatively oriented research strives to create an understanding of individuals' subjective experiences of a phenomenon, quantitatively oriented research focuses on gathering numerical data and generalizing it across a large group of people as it strives to provide answers to questions about the frequency of a phenomenon, or the magnitude to which the phenomenon affects the sample population (Allen, 2017). This study aims to provide an in-depth personal

perspective on employees experiences of working remotely from home during the covid-19 pandemic, as well as answer questions about the frequency of the phenomenon and produce a larger data quantity, enhancing the generalization of the results. The mixed method approach was selected because of the nature of this study; a single case study (one organization). The combination of the two methods provides a broth complexity and a richer and more comprehensive understanding of the research problem than one form of data collection could on its own (Creswell, 2015). Additionally, since this study has several stakeholders with different needs and interests, a mixed method is suitable as the needs can only be met in various ways. For example, it provides the opportunity for the employees to share their experiences on a deeper level. This way, a clear picture of their experiences can be presented. It will also provide the management team with statistical materials so that they can get an overview of the situation and more detailed data about the employees experience of working remotely from home. In case this study would have focused solely on a qualitative method in the form of interviews, it would be hard to get a generalized picture of the selected phenomenon, as I would not have been able to cover as many respondents as I could using a combined method. However, by exclusively conducting quantitative data, it would be hard to reach the debt that this study was aiming for.

### 3.2. Research design

This study uses an exploratory sequential design as an overall strategy to integrate the different components of the study, ensuring that the research problem effectively gets addressed. The purpose of the design is to facilitate the generalizability of results from a small qualitative phase to a larger sample (De Vaus, 2006). The exploratory sequential design has a two-phase structure, combining qualitative and quantitative data collection and analysis in two distinct interactive phases, meaning that only one type of data is collected at a time (see figure 1). The intent of the two phases is that the collection and results of qualitative data in the first phase can help develop the second quantitative phase. Following this design, this study started off with collecting the qualitative data in the format of interviews to explore in-depth personal perspectives of the employees experiences of working remotely from home, focusing on three major themes; work performance, work-life balance, and work-related well-being. Building from the results of this first phase, a second quantitative phase was conducted to generalize and test the qualitative findings. Contemplating the resulting categories as variables, I developed a quantitative instrument (my

online questionnaire form) and used it with a new sample of participants to interpret to what extent and in what ways the quantitative results expand or generalize on the initial qualitative findings (Creswell & Clark, 2017).

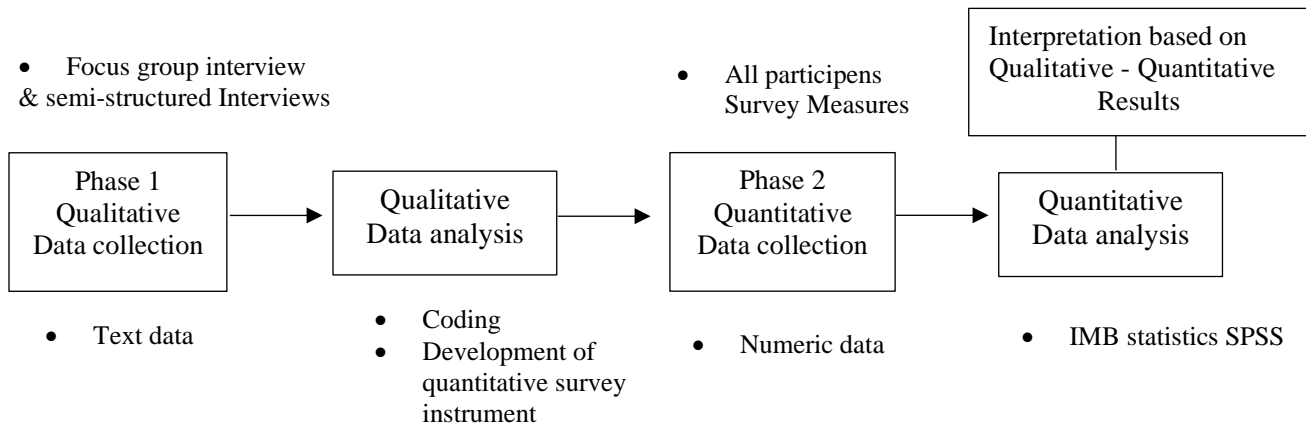


Figure 1. Exploratory sequential design, two-phase structure

### 3.3 Timeframe

This study was in progress for five months (2020-02 to 2021-06). The time schedule was divided into four different stages. The intention of the first stage was to focus on preparations, such as collecting background information about the organization, the subjects related to the aim and purpose of this study, prepare for data collection of the group interview, and reach out to participants. In the second stage, I focused on creating the measurements, collecting and analyzing the data, including interpretation. The last stage was the so-called writing stage, where I focused on writing and putting the thesis together. This distribution was seen as necessary to get a structure in the process.

Below is an overview of the timeframe:

#### *The first stage (one month)*

- Background research and literature review.
- Collecting background information about the organization.
- Create a comprehensive review of relevant literature.
- Preparations for data collection (group interview).
- Recruiting participants and schedule interviews.

*The second stage (two months)*

Phase 1.

Qualitative data collection and analysis.

Develop the interview guide based on the results from the group interview.

Qualitative data collection part two.

Develop the questionnaire guide based on the results in Phase 1.

Phase 2.

The implementation of the pre-test study of the quantitative part.

Collect and measure the responses from the quantitative part.

Interpretation

*The third stage (one - two months)*

Writing

Revision

Proofread, print and submit.

### 3.4 Data gathering, operationalization and sampling

#### Phase I

##### 3.4.1 Qualitative interviews

The first phase of this study was a qualitative exploration of employees' experiences of working remotely from home, for which one focus group interview and four individual semi-structured interviews were collected. Focus group as an interview form is a research technique where data collection is produced through group interaction and involves interviewing several candidates at the same time on certain issues or themes. Prior to the interview, the interviewer formulates a number of discussion questions based on what is to be investigated. Five discussion questions were developed based on the three major themes of this study. Guided by these, the participants were asked to openly reflect on their experiences of working remotely from home in regard to each theme. One benefit of focus group interviews is the rich knowledge material that is formed when people discuss and share their experiences as a group when they are provided the opportunity to develop their own thoughts, reflections, and own definitions of the research phenomenon (Wibeck, 2010). In a group context, participants are given the opportunity to highlight important aspects

related to the selected themes, which otherwise may not have been spotted during individual interviews. In this study, the focus group interview was relevant as its findings identified important aspects related to the selected themes. This is why the focus group interview was conducted before the individual semi-structured interviews in this study. Findings generated from the group interview were used as a tool to create the questionnaire guide for the semi-structured interviews, which consisted of 13 open questions designed to keep the interviews focused on the selected themes.

Semi-structured interviews combine both structured and unstructured interview questions. Structured questions are created to uphold the interview within its specific theme to obtain factual information and to be able to make an objective comparison of candidates. Unstructured questions allow for spontaneous exploration of topics or issues that are of importance to the candidate (Denscombe, 2016; Fejes & Thornberg, 2017). In this study, the method of semi-structured interviews was relevant as it came with the opportunity to ask follow-up questions on interesting inputs and allow the respondents to develop their answers and explain why they think the way they do. Interviews were selected as a part of this study since it is a useful way of gathering information about how individuals experience working remotely from home, which this study intended to investigate. The overall findings generated from the qualitative phase were used to develop the quantitative survey instrument to make sure that relevant issues were measured.

All interviews in this study were conducted through Skype as my goal was to make all participants feel safe and comfortable due to the pandemic and its risk of infection. The focus group interview took approximately 90 minutes, and each semi-structured interview was completed in a 40-45 minute range. All interviews were audiotaped, making it possible to focus on listening and taking field notes. This was also beneficial when transcribing the interviews, as I could listen through the interviews more than once to make sure that no information was left out. All interviews in this study were conducted and transcribed in Swedish. The results have therefore been translated into the final text.

### 3.4.2 Qualitative sampling

The selection of the participants for the qualitative interviews contained a random purposeful sampling. Random purposeful sampling infers identifying a population of interest as a first step and then uses a randomized way of selecting participants. This was a conscious choice as I wanted my sample to consist of a heterogeneous group to be able to cover different perspectives and represent different social groups. According to my inclusion criteria, the participants had to be an employee at Försäkringskassans office in Malmö. They must have worked at the office before the pandemic started to ensure that they have worked at the company before and after the transition to long-term remote work. Further on, I wanted my sampling to consist of both women and men, belonging to different age groups, with different previous remote work experience and different living situations. An email was sent to all employees informing them of my study. This way, anyone interested in taking part in an interview could respond and be chosen.

The final sample consisted of five women and three men covering age groups 30-39, 40-49, 50-59, and 60 +, all with different previous remote work experience and different living situations. Even though the final sample can be seen as a reasonable sample for my purpose and time frame, the final sample is not representative of a larger population, which can be seen as a drawback. The purpose of the qualitative part is, however, not to develop a representative study but instead generate, as most qualitative interviews do, a contextual understanding and study experiences of a specific case and to provide in-depth personal perspectives and can therefore be seen as a strength.

<b>Interview</b>	<b>Gender</b>	<b>Age group</b>	<b>Living situation</b>
Group	Woman	40-59	Live with partner (married or cohabitant) without child/children
Group	Woman	40-59	Live with partner (married or cohabitant) and child/children
Group	Woman	60+	Live with partner (married or cohabitant) without child/children
Group	Woman	40-59	Live with partner (married or cohabitant) without child/children
Individual	Man	30-39	Live with partner (married or cohabitant) and child/children
Individual	Man	30-39	Live with partner (married or cohabitant) and child/children
Individual	Man	60+	Live with partner (married or cohabitant) without child/children
Individual	Woman	30-39	Live alone

Figure 2. Qualitative sampling

## Phase 2

### 3.4.3 Questionnaire

The development of the quantitative instrument builds on the qualitative data findings in the first phase, meaning that there was a solid foundation from which constructs and scales could be adopted and adjusted. By identifying central topics in phase one, I could define the variables of the survey in phase two. However, for some variables, more than one measure was needed. The quantitative survey questions were developed to extract information corresponding to the qualitative topics. The final standardized questionnaire consisted of 40 questions or statements (see appendix), divided into four parts; background information, work performance, work-life balance, and work-related well-being. Most questions in the questionnaire were measured using a 4-point Likert scale measuring from "fully agree" to "don't agree". Some sole exceptions occurred when using multiple-choice questions or open-ended questions. To prevent forced answers or guessing, the scales also contained a "don't know" option which provides the opportunity of avoiding questions that the respondents would not like or cannot answer. The standardized questionnaire was developed in Swedish and later translated to English (see 3.6.2 *Statistical analysis of the numerical data*).

A disadvantage when conducting online surveys is that follow-up questions cannot be asked by the respondents. It is therefore important that the questionnaire is well formulated and elaborated before it is sent out. This is also important for validity and reliability. Reliability refers to how reliable the measures used to measure a concept are, and validity concerns the issue of whether the dimensions used measure the concepts they are meant to measure (Bryman, 2011; Weiss, 1998). In this study, the participants value themselves, which allowed them to estimate if and how, for example, their work performance had changed since they began working from home. This may have affected the validity of the concepts in this study and may not be as safe as studying measurements of actual work performance, such as the number of accomplished meetings in one day, before and after the change. Perhaps measurements of objective work performance measures would have been a more valid measurement, but since this study covers the employees experiences

only after the change looking at the employees own experiences, self-assessment was still considered the best option for this study.

#### 3.4.4 Pre-test survey

In the final stage of development of the research instrument, before the actual survey was carried out, the constructed measuring instrument was tested in a pre-test survey. I decided that it would be beneficial to consult two of the managers about the measuring instruments that were intended to be used to make sure that the measurement matched their interests, and they agreed to overlook and pre-test the questionnaire. The purpose of a pre-study was to test the instruments on a small scale to make sure that the design of the study was working and that the instrument was measuring what it was intended to measure, but also to identify possible errors in the guide, make sure that the questionnaire guide is comprehensible and make sure that the study would be carried out as intended. It was beneficial that the participant in the pre-testing was familiar with the agency that this study revolved around, meaning that they could represent my sample in a good way since they have good insights. The average completion time of the pre-test survey was eight minutes. After pre-testing a few questions were removed and the final average completion time decreased to six minutes.

#### 3.4.5 Quantitative sample

According to my inclusion criteria for the quantitative survey, the participants had to be an employee at Försäkringskassans office in Malmö. The second criteria were that they must have worked at the office before the pandemic started to ensure that they have worked at the company before and after the transition to remote work. To reduce a large dropout rate, I collaborated with one of the office managers to make sure that the questionnaire would be paid attention. A link to the final questionnaire invitation was sent out through email to a total of 65 employees. This email was sent out by the manager and included my description of the study (see appendix), and a direct link to the questionnaire. Three weeks after the initial invitation, a total of 46 participants had completed the survey, resulting in a response rate of approximately 77%. There is no generally accepted standard for what an acceptable response rate is for this type of survey, but many survey guidelines recommend a response rate of 50% or higher (Fincham, 2008). A high response rate



increases the probability that the proportion who answered the questionnaire is representative of the respondents and is thus important for results to be generalizable to the surveyed group.

The distribution of gender was unequal in the final sample as it consisted of 72 % women and 28 % men. Age was distributed quite uniformly, with an average age of 40-49 years old. Most respondents live with a partner (83 %), and 55 % of those living with a partner have one or more children living in the household. 87 % of the respondents have some level of previous working from home experience, this has been taken into account when analyzing the results. A demographic overview of the sample is given in tables in appendix.

### 3.5 Ethics

The Swedish Research Council's research ethics principles have been taken into account throughout this study (Vetenskapsrådet, 2017). These principles have been concretized into four main general requirements for scientific research: the information requirement, the consent requirement, the confidentiality requirement, and the utilization requirement. The employees that took part in this study were all invited to participate. In the invitation, they were informed about the purpose of the study, informed that it was voluntarily to take part and that their participation could be interrupted at any time if they so wished (see invitation in appendix). In this study, I have chosen not to disclose the interviewees' names or too much background information, for example avoiding mentioning details about their living situation, work tasks, or age, to avoid identification of the participants. Excluding names and information about the interviewees is necessary to assure confidentiality. Since this study is a single case study, collected at Försäkringskassans office in Malmö, questions about e.g. gender, age-span and experience could mean that individuals can be identified by colleagues or company representatives. To minimize this ethical risk, the company will not receive direct answers from the questionnaires. I have also decided to measure age-span instead of exact age. After the publication of this work, all recorded material, as well as transcribed interviews and documentation during coding, was deleted. Participants were informed of this at the time of the interview. Regarding the questionnaire, all participation was anonymous. The background questions in the questionnaire were asked in such a way that it should not be possible to derive information about individuals participating. The information collected was only used for the purpose of this study. The questionnaire has been password protected to prevent any

unauthorized persons from accessing it. After the publication of this work, the questionnaire answers, all excel files, and data outputs in SPSS were deleted.

### 3.6 Analysis procedure

In this study, the qualitative and quantitative data were analyzed sequentially, meaning that the analysis of the study finding occurs in two phases. The integration of the data occurred through building which involves gathering qualitative data, analyzing it, and letting its findings inform the quantitative survey instrument, then analyzing the findings (Creswell & Clark, 2017). To provide a more complete description of the results, data from both phases were integrated in the final analysis, meaning that both the quantitative and qualitative findings were brought together for analysis.

#### 3.6.1 Analyzing the qualitative findings

I began the process of coding by categorizing the focus group interview responses by each theme: work performance, work-life balance, and work-related well-being. After this, a set of descriptive codes were identified and categorized by each theme. This coding technique was used to identify the basic topics in the data. The uncategorized codes were used when coding throughout all themes. 28 codes were identified in total (see figure 3).

##### Theme 1: **Work performance**

Code: Challenge	Code: Productivity
Code: Advantage	Code: Motivation
Code: Work satisfaction	Code: Performance
Code: Concentration	Code: Collaboration
Code: Work equipment	Code: Technology

##### Theme 2: **Work-life balance**

Code: Flexibility	Code: Commuting
Code: Distractions	Code: Work environment
Code: Separation	Code: Unplugging
Code: Transition	

##### Theme 3: **Work-related well-being**

Code: Mental health	Code: Physical health
Code: Social interactions	Code: Sense of belonging
Code: Social isolation	Code: Physical activity
Code: Work space	Code: Distractions

## **Uncategorized**

Code: Advantage

Code: Challenge

Code: Flexibility

Figure 3. List of codes

Analyzing the semi-structured interviews occurred in a manner similar to the focus group interview. All interviews were read through carefully and coded using the descriptive codes stated above. After analyzing and coding the interviews, I began the development of the quantitative survey instrument used in the second phase (see 3.4 Data gathering, operationalization, *and sampling*).

### 3.6.2 Statistical analysis of the numerical data

Analyzing quantitative data requires developing selections of measures, defining variables of interest, and locating significant relationships among them. The statistical analysis proceeded in three distinct steps. In the first step, all survey data were entered into Microsoft Excel to control for and clear out errors in the questionnaire findings. In this step, the questionnaire answers were translated from Swedish to English. In the second step, the data was transferred to a statistical software SPSS (version 26) for further analyses. The second step contained running univariate analysis to gain descriptive statistics of all variables, including means, medians, ranges, percentages, and variances. Univariate analysis is a description technique used to analyze individual variables. The final step contained running bivariate analyses using crosstabs. Bivariate correlations were calculated to identify significant relationships found across variables in the data (Field, 2013).

### 3.6.3 Integration using primary and secondary data

To provide a more complete description of the results, data from both phases were integrated in the final analysis using a weaving approach. When integrating using a weaving approach, both quantitative and qualitative findings are brought together for analysis and involves reporting both sets of findings on a theme-by-theme basis to provide a better understanding of the research findings in relation to the research topic. In an attempt to make full use of the findings, both sets

were integrated with the theoretical framework of this study. Comparing and discussing the findings in this way can lead to various outcomes; The quantitative findings can confirm or discourse the results of the qualitative findings, both sets of findings can confirm or discourse parts of the theoretical framework or vice versa, or findings from the two sets of data can diverge and expand insights of the phenomenon of interest by addressing different aspects or by describing complementary aspects (Fetters, Curry & Creswell, 2013).

### 3.7 Literature - quality control and reliability

Within the subject area of remote work, there is a large amount of literature, and therefore some type of limitation had to be set. In this study I focused mainly on literature that matched my study themes; work performance, work-life balance, and work-related well-being. Both quantitative and qualitative studies have been included. Few articles could relate to a straight sociological perspective, thus this study includes research from other disciplines such as psychology, pedagogy, business, and management. However, I believe that these disciplines can be discussed in a sociological and HR context. I have included research articles and sources that are both older and newer, which provides a mixture of previous research. I have as far as possible tried to use modern articles in the field. However, some older literature has been necessary to include as they have interesting findings or are a primary source. Occasionally I used a filter to only screen articles published between the years 2020 and 2021.

The scientific articles and literature used in this study were collected in three selection rounds. The first round was conducted in the database EBSCOhost, which I found through the search services that Lund University provides. The keywords searched for included for example " Remote working, work-life balance, work performance, covid-19, work-life balance and work-related well-being ". The search continued in two different directions, with the help of new keywords in LUBsearch, Emerald Insight, ResearchGate, and Google scholar and through a form of "snowball principle", that is, through reviewing and future explore previous essays that studied similar topics. I experience mainly two advantages of exploring previous essays (1) It gives me an idea of the different sources used, which gives me a good overall picture of the article's content and reliability (2) I can easily look forward to more articles in the areas that are relevant to me. Overall, the articles used in this study were found in the following databases; LubSearch, SAGE Journals,

ResearchGate, PubMed, Wiley Online Library, Google scholar & Emerald Insight. In the search for books and articles, both Swedish and English words were used. The most common keywords used were; remote working, work-life balance, work performance, work-related well-being and working from home.

The searching of books and articles has mainly been done in English, as the supply of literature is larger in English than in Swedish. Some searches have been done in Swedish by using the same terms as in English only translated. I experienced difficulties finding suitable articles that deal with work performance and well-being in relation to remote work. I experienced that several of the articles that I went through broke in their theoretical grounding, and many of the concepts used in those articles were diverse, somewhat imprecise and lacked unclear definitions. Previous studies are also limited to certain countries and circumstances and are therefore often incomparable across studies.

## 4. Result & analysis

The following chapter discusses the results of data collected in this study in relation to the theoretical framework, based on the different themes of the study. The first section provides background information about the questionnaire respondents and the interview participants, but also findings of transitioning to telework. The second section presents findings of work performance, followed by findings of work-life balance in section four. The fifth section presents findings of work-related well-being. Presenting the themes separately enables the final section which summaries the overall findings responding to the research questions.

### 4.1 The participants

Tables 1, 2, and 3 provide descriptive information about the questionnaire respondents. 72 % of those who took part in the questionnaire were women, and 28 % were men. The majority of the respondents were between 40-49 years old. More than half of the respondents (57%) live in a household with their partner and child/ren. 26% live in a household with their partner without children, and 17 % live alone. 87 % of the respondents had the experience of working remotely from home prior to the pandemic. Almost half of those (48%) have experience of working remotely from home a few days a month, and 22 % have experience of working remotely from home a few

times a week. 6% worked from home daily before the outbreak of covid-19, and 13 % had no previous working from home experience.

Gender*Age	18-29	30-39	40-49	50-59	60+	Total
Female	2 %	9 %	30 %	20 %	11 %	72 %
Male	2 %	2 %	15 %	4 %	4 %	28 %
Total	4%	11 %	46 %	24 %	15 %	100 %

Table 1. Gender and age N=46

Previous working from home experience	Daily	A few times a week	A few times a month	Less often	Never	Total
Total	6 %	22 %	48 %	11 %	13 %	100 %

Table 2. Previous work experience N=46

Housing situation	Live alone	Live with partner (married or cohabitant) without child/children	Live with partner (married or cohabitant) and child/children
Total	17 %	26 %	57 %

Table 3. Housing situation N=46

Five women and three men took part in the qualitative interviews, covering age groups 30-39, 40-49, 50-59, and 60 + (all with different living situations). All interview participants, except one, had the experience of working remotely from home prior to the pandemic. The quantity of how many days in total over each month has varied over the years. A detailed description of the interview participants can be found in the qualitative sample description in the methodology section (see figure 2).

#### 4.2 Transitioning to telework

The qualitative findings reveal that all participants experienced that the transition to long-term permanent remote work worked really well. When the only participant without any prior experience of remote work was asked if they had any presumption of what it would be like to work remotely from home for the first time and how these presumptions corresponded to how they later

perceived it, they expressed that they held a negative feeling towards remote working in relation to work itself.

*“ I remember wishing that I could keep working at the office. But out of fear of the risk of infection and the whole pandemic situation, it made me want to work at home, but I strongly doubted that it would be optimal. “*

This participant affirmed that their overall experience turned out to be much better than they had anticipated. Another participant (with less prior experience of remote working compared to the others) had a similar presumption as to the employee without any prior experience of remote work.

*“ I felt resentment towards knowing that I would have to work from home all the time. I thought about it a lot workwise, but I also thought about what it would be like to have informal conversations with colleagues at a distance when needed. “*

The quantitative findings in tables 4 and 5 correspond with these findings. 96 % of the respondents experienced that the transition to long-term permanent remote work worked well. When the respondents were asked to answer a question about how challenging they experience their current work situation to be, 41% of the respondents described it as roughly the same. 26 % described it as more challenging, 13% as slightly less challenging, and 20 % as much less challenging.

Transitioning to long-term permanent remote work worked	Very well	Quite Well	Neither well or bad	Quite bad	Quite bad
Total	52 %	44 %	4 %	,0 %	,0 %

Table 4. Transition N=46

How challenging is the current work situation	Much more challenging	Somewhat more challenging	About the same	Somewhat less challenging	Much less challenging
Total	2%	24 %	41 %	13%	20%

Table 5. Current work situation N=46

### 4.3 Performance

The quantitative findings in table 6 reveal that 89 % of the respondents feel more efficient at work when working from home. 84 % express that they feel more productive, as disturbances that normally occur at the office are avoided, and 80 % perceive work as less demanding than normal. These results both support and conflict with previous studies. It supports those findings suggesting that remote work makes employees more productive (Baudot & Kelly 2020; Golden & Gajendran, 2019; Vega, Anderson, and Kaplan, 2015; Martínez Sánchez et al., 2007; De Menezes and Kelliher, 2011; Lupu, 2017), but conflict with those studies suggesting that being exposed to forced remote work makes workers less productive (OECD, 2020). Moreover, the quantitative findings also reveal that 85 % of the respondents experience increased concentration when working from home. 94 % express that they work longer periods of time without having to let go of concentration on their tasks, and 68 % take shorter breaks than normally when working from home. These findings are consistent with those of Bloom, Liang, Roberts, & Ying (2015), which suggested that long periods of uninterrupted time for concentration on work tasks and shorter breaks results in increased productivity. Overall, these findings suggest that 89 % of the respondents feel more productive when working from home because they concentrate better and can work longer periods of time without being interrupted as disturbances are avoided, leading to better concentration. The results further show that half of the respondents (50 %) have felt less committed to their work tasks when working from home, while the other half have felt a greater commitment (47 %). Correspondingly, 49 % have felt less motivated, while 43 % have felt more motivated.

When working from home	Fully agree	Somewhat agree	Somewhat disagree	Don't agree	Don't know
Work is more demanding than normal	2 %	7 %	39 %	41 %	11 %
I become more efficient	61 %	28 %	7 %	4 %	,0 %
I have felt a greater commitment to my work tasks	9 %	38 %	22 %	28 %	3 %
I have felt more motivated	7 %	36 %	22%	27 %	8 %
I can work longer periods without uninterrupted time	72 %	22 %	4 %	2 %	,0 %
I take shorter breaks	35 %	33%	17 %	13 %	2 %
I concentrate better	67 %	18 %	9 %	4 %	2 %
I work more productively	54 %	30 %	9 %	4 %	2 %
Potential distractions at work can be avoided (leading to better concentration)	67 %	22 %	9 %	2 %	,0 %



Table 6. When working from home, work performance N=46

The quantitative findings presented in table 6 match the initial qualitative findings. Above this, the qualitative findings offer complementary aspects to the quantitative results. In the qualitative interviews, all participants expressed that working from home has been more efficient than working at the office. These results are highly impacted by their work environment. The participants expressed that working in an office setting contributes to being disturbed now and then due to sounds and movements in their work environment, which can affect their overall work performance. One participant said:

*“ We normally work in an open office landscape, so I work better from home since small noises and distractions are avoided. My home environment is calmer, which provides a greater opportunity to think and ponder without being disturbed. I feel like I deliver somewhat more when I work from home ”.*

This is something other participants emphasizes too:

*“ Concentration and productivity are much better, for my part. I sit where I sit, I don't have to move around as much depending on my tasks as I do when working at the office. If I get a call when working from home, I don't have to move, it allows me to be more efficient.”*

*“ My performance is undoubtedly better when I work from home. I am more focused as my home environment is more peaceful and quiet.”*

These findings support Bloom, Liang, Roberts, & Yings' (2015) observation. Being able to work in a quieter and more convenient environment leads to better focus and thereby increased productivity. Other participants approached a different aspect. They expressed that not always having to be available adds to their efficiency in work:

*“ Suddenly, you realize that you didn't even have time to do half of what was planned because there were so many interruptions. At home, I can control when and who I talk to, and that makes me more efficient during the day “.*

Another participant expressed that they can talk undisturbed when discussing important matters with colleagues when speaking on skype instead of in person at the office as factors that otherwise can interfere with the conversation are gone:

*“A colleague and I agreed that we had had much more exchanges and talked more on work-related matters now since we started working from home than when we met in the office “.*

Another participant agreed:

*“ I also experience that I can talk more undisturbed when I discuss a matter. There are almost no other factors that can interfere. If you mark your phone as busy, no one else can call and interrupt in the middle of the conversation when going through something with someone. No one else comes and wants anything “.*

The participants mentioned that it was nice to decide for themselves when and how they want to talk to colleagues, but as much as not always being physically available comes with advantages that can have a positive impact on their performance, it also comes with challenges. The results show that getting in touch with colleagues does not flow as easily when working from home when in need of quick support or confirmation regarding something work-related. If the participants get stuck with a work task, they must use Skype to get in touch with a colleague rather than just turn to the side and consult with someone, like they would if working at the office. When talking about this issue, an interviewee said:

*“ I miss actual physical support, having real people around me who work with the same thing, especially when I get stuck in a task. When working from home, I can't just stick my head up and say, “Hey can you help me?, or do you mind taking a look at this? When working remotely, you actively have to look for someone on skype to see if anyone is free, is anyone green? Can I get in touch with someone? It works, but it is less effective. “*

Something else which the participants emphasized as more challenging was the aspect of remote work in relation to work-related education. One participant said: *“At the moment, all our work-related educations are online only. This is not optimal at all. Sometimes it is actually better, or often it is better to participate in education which is teacher-led on-site ”.*

The quantitative results add to these findings by identifying additional challenges. Figure 1 demonstrates summarized results from the open-ended question in the questionnaire, which allowed the participants to share the overall main challenges that they have faced when working from home in relation to performance. These challenges are; not having colleagues around when in need of quick support, having issues with technology, carry out work while lacking important work equipment such as printers and scanners, and keep up team performance when working remotely. According to these findings, it can be suggested that working together as a team is more challenging when working remotely. It can also be suggested that poor information exchange, communication, and difficulties with feeling involved in a group contexts influence team

performance. These results are in agreement with those obtained by Van der Lippe & Lippényi (2020) and Garro-Abarca, Palos-Sanchez & Aguayo-Camacho (2021). However, it is important to take into account that this is subjective and that multiple other factors which have not been taken into account in this study could explain these results. Overall, the quantitative results match those observed in earlier studies (Bran & Udrea, 2016; Austin-Egole, Iheriohanma & Nwokorie, 2020; Davidescu, Apostu, Paul & Casuneanu, 2020; Rupietta & Beckmann, 2016; Muchiti & Gachunga, 2015; Berkery et al., 2017; Ilag, 2021; Wang, Liu, Qian & Parker, 2020; Mahmud, et al., 2020; Toscano & Zappalà, 2020).

Challenges	Quotations	
Performance	<i>“Not having access to colleagues right away is a challenge, especially when you need to resolve some work related issues fast”</i>	<i>“ If a problem arises you are alone with it unless you reach out to someone on Skype ”</i>
	<i>“ Conduct group work with colleagues on Skype is a challenge, not everyone gets along, difficult to read emotions this effect how we perform as a group “</i>	<i>“ Training/education work better with teachers on site than through skype “</i>
	<i>" It can be difficult to find time to discuss issues / problems that need to be resolved quickly “</i>	<i>“ The personal part disappears in skype meetings ”</i>
	<i>“ It is difficult to feel like you are a part of a group contexts when you participate in online meeting “</i>	<i>“ Not having access to printing or scanning documents ”</i>
	<i>“ Issues with technology”</i>	<i>“ Make informal conversations flow smoothly in slightly larger groups online, you get a bit confused, people speak at the same time ”</i>

Figure 1. Summary of challenges, selected quotations N=46

#### 4.4 Work-life balance

The quantitative results in table 7 show that 87 % of the respondents follow the “traditional concept” of work-life balance by assigning certain hours of the day to work vs. personal time. 80% of the respondents have no difficulties with separating work and leisure, and 98 % say that it is easy to put work aside when their workday is over.

When working from home	Fully agree	Somewhat agree	Somewhat disagree	Don't agree	Don't know
I assign certain fixed hours of the day to work and other hours to personal time	65 %	22 %	2 %	6 %	5 %
It is difficult to separate work from private life	2 %	17 %	15 %	65 %	,0 %
It is easy to put work aside when work day is over	83 %	15 %	2%	,0 %	,0 %

Table 7. When working from home, work-life balance N=46

These findings respond to the initial qualitative findings, which showed that all participants found it easy to separate work from private life. One of the participants said that it is easy for them to distinguish between work and private life since they have small children: " *My children are in control, it would be impossible to work when they are at home. It is natural to turn work off when they are back home since I have to be with them* ". When it comes to balancing work with family life in relation to childcare, some of the other participants highlight the importance of clear boundaries. One participant says:

*"If my children are sick and at home, I take that day off. I know some people still try to work, but it doesn't work for me. It's better to put up a boundary and tell yourself today I will take care of my children* ".

Another one says:

*"Even if my partner is at home, it can be tempting to go and comfort your child when you hear that it is sad, I try my best to work when I work, and I constantly remind myself that I wouldn't be able to comfort if I was at the office* ".

A further aspect that helps the participant maintain work-life balance involves the separation of physical boundaries and separation of work objects. All participants indicated to have a separate workspace dedicated to work, which they now associate with work. One participant said: " *Once*

*I'm done for the day, I shut everything down and leave the room, and then I'm not at work anymore* ". Another participant explains that they use to work in the kitchen due to lack of space. After moving to a new home, they now use a separate room like everyone else and says that it is more optimal:

*" I did not have the strength to remove the computer or other work accessories during the weeks. It was not optimal. Now I have the opportunity to sit somewhere else. I can close my door, and when I leave that room, it is almost like leaving work. Not having to be amongst my work items does quite a lot mentally."*

The quantitative findings correspond with these qualitative findings. As can be seen in table 8, 89 % of the participants agree that it is important to keep work and private related objects separated, and 87 % have a separate designed working space at home for work.

When working from home	Fully agree	Somewhat agree	Somewhat disagree	Don't agree	Don't know
It is important to keep objects used within work and leisure time separated	65 %	24 %	,0 %	2 %	9 %
I have a separate designed working space for work	72 %	15 %	,0 %	13 %	,0 %

Table 8. When working from home, work-life balance N=46

The qualitative and quantitative findings suggest that it is easy to separate work from private life when sticking to fixed routines and segmentation of the two worlds. This aligns with Nippert-Eng's (1996), Clark's (2000), and Kosseks' (2016) theoretical models' which imply that clear boundaries, segmentation, fixed routines, and strict separation of objects are important for maintaining a healthy work-life balance and for avoiding work-life conflict. According to the quantitative results in table 9, 70 % of the participants say that they often are unable to mentally disconnect from work, which supports the qualitative results suggesting that the mental transition between work and private life is more challenging when working from home. According to Boundary theory (Nippert-Eng, 1996), the permeability of a border is affected by how easy or difficult it is for an individual to move mentally between two borders. If we assume that two separate domains always share an interface that overlaps, it must be the location of the border that detracts how easy or difficult it is for an individual to move mentally between the two domains. Some of the participants

expressed that they normally would use their commuting time to clear their heads after work to make the transition from work to private life easier. The lack of a natural breaking point between work and home makes the transition more challenging, despite the use of separated workspaces. On the other hand, they all express that working from home saves traveling time which frees up more time for family-related activities. It also enables for distributing their time differently during the day, such as adapting working time to private and family-related needs, endorsing work-life balance. These results are in alignment with those obtained by Casey & Grzywacz (2008), which showed that flexible work arrangements promote a balance between work and private life.

The quantitative results confirm these findings. According to the quantitative results, 85% of the respondents agree that it is an advantage not having to commute to and from work, and 61% say that the flexibility that comes with working from home makes it easier to combine work with other chores that are none work-related. This further supports Russel, O'Connell & McGinnity's (2009) findings which showed that flexible work arrangements create conditions for achieving work-life balance. It also supports Haymans' findings (2009) which showed that it is easier to balance between work and private life if having a flexible working schedule. On the other hand, some studies suggest that more freedom in work can lead to an intensification of work, irregular working time patterns resulting in work-life conflict (Eurofund, 2020; Beauregard & Basile, 2016; Boell et al., 2016; Allen et al., 2015). This is not supported by the qualitative or quantitative findings in this study.

When working from home	Fully agree	Somewhat agree	Somewhat disagree	Don't agree	Don't know
I am often unable to disconnect from work when work day is over	59 %	11 %	20 %	10 %	0 %
Avoiding commuting to and from work is an advantage	76 %	9 %	7 %	7 %	2 %
The flexibility makes it easier to combine work with other chores that are not work-related	15 %	46 %	24 %	13 %	2 %

Table 9. When working from home, work-life balance N=46

## 4.5 Work-related well-being

The qualitative findings show that working from home has affected the participants' mental and physical health in both positive and negative ways. It shows that lack of social interchangeability due to working from home affects all participants to a certain degree, some more than others. The results suggest that the employees miss out on important social exchanges with co-workers when working from home. They all express that office work fulfills a positive social function, especially when in need of mental support after a difficult work call. They also express that they miss everyday social interaction with colleagues. The quantitative findings illustrated in table 10, and 11 confirm these results. As can be seen in table 11, 52 % of the respondents expressed that working from home has affected them in a negative way, 33 % expressed that it has affected them in a positive way, and 11% express that it has affected them in both positive and negative ways. These findings corresponds with previous findings (Iqbal, Suh, Czerwinski, Mark & Teevan, 2020, Mostafa, 2021; Tavares, 2017).

The participants express that they feel socially isolated when working from home, as they don't interact as much with colleagues as they use to. In addition, they also lack closeness to colleagues when in need of direct support or emotional confirmation when something difficult has arisen in an errand. These findings match previous empirical studies, which show that working from home can increase loneliness and have a negative effect on workers mental well-being (Mann et al., 2000; Grant et al, 2013; Oakman, Kinsman, Stuckey, Graham & Weale, 2020; Vander et al, 2017; Scott, 2020; Mann & Holdsworth, 2003, Neufeld & Fang, 2005; Toscano & Zappalà, 2020, Kelliher & Anderson 2009; Crandall & Gao; Felstead & Henseke, 2005). One participant expressed that working from home forces you to create new channels of social contact. As a strategy to cope with social isolation, several of the employees have taken the initiative for joint virtual coffee during the year. *"It does not weigh up against meeting people in person, but it helps "*. Another participant expressed that they have colleagues nearby and that they often take walks together during lunch breaks. *"If it wasn't for this (...)"* they said, *"(...) I wouldn't have been as positive about working from home. Having the opportunity to meet with colleagues now and then makes my mental health better"*.

When working from home	Fully agree	Somewhat agree	Somewhat disagree	Don't agree	Don't know
I feel lonely	17 %	41 %	13 %	26 %	2 %
Not working in the office has contributed to me feeling more socially isolated	24 %	35 %	9 %	30 %	2 %
I miss the social part that is obtained in the workplace	50 %	39 %	7 %	4 %	,0 %

#### 10. Mental health N=46

Working remotely from home has affected my health in any way weather positive or negative?	Yes in a positive way	Yes in a negative way	Yes both in a positive and negative way	No
	33 %	52 %	11 %	2 %

Table 11. Remote works impact on health N=46

When comparing the overall results of the qualitative and quantitative findings focusing on physical health, the results are mixed and sometimes inconsistent. When looking at the qualitative results, some participants expressed that their physical health has been affected in a negative way due to lack of everyday exercises, such as biking to work, walking on stairs, or moving around at work. The quantitative findings in table 12 confirm these results. 45 % of the respondents express that they engage less in physical activities when working from home, 20 % engage in more physical activities, and 12 % engage much more in physical activities. This match the results of previous studies (Penedo & Dahn, 2005; Holmes et al., 2020). Carrying on with the qualitative findings, others express that they make time for exercise throughout the day, such as taking morning or afternoon walks, as they have gained more spare time due to reduced commuting time. They express that this has had a positive impact on their physical health. These findings show that it is easier for the participants to manage their energy in a more sensible way when working from home. This because working from home allows greater flexibility, such as implementing more consistent breaks without the day or taking a longer lunch break generating more time for rest, prepare things for later, or activity outside, as mentioned above. In terms of decreased commuting time, one participant said:



*"Being able to avoid commuting is great. Even if I don't live very far away from the office, I normally still have to get up early. Now I can relax in the morning, sleep some more or just relax at home before work. This has made a big difference for my energy levels in the morning but also for when work is done for the day".*

In relation to flexibility, all participants express that working from home is a benefit. Another participant said:

*"The advantage is that you can be a little more efficient. If I make lunch, I can make a little extra, in that way, there's food for the evening too, meaning that I get some time over for rest during the evening."*

The quantitative findings illustrated in table 2 expand on these findings. According to the results, working from home has a positive effect on the respondents' health due to increased flexibility. Some respondents expressed that they can decide when to take breaks, and as they take more breaks throughout the days, they have noticed that they have more energy left by the end of the day. Some expressed that reduced transportation time results in less stress and more time for leisure. Others expressed that working from home helps them eat healthier as they eat home-cooked meals, and some said that they gain more rest and sleep, which they experience have a positive effect on their health, and some expressed that they feel more mentally relaxed as they do not experience the same environmental disruptions throughout the days when working from home. The quantitative results also suggest that working from home has a negative impact on the respondents' physical health. The most prominent result shows that many lack an optimal workspace and lack good work equipment at home. Because of this, they have experienced more physical pain, such as neck problems, pain in legs, arms, and shoulders, and increased back problems during this year when working from home. Some express that they move around less than before due to the decrease of natural everyday exercises, such as movement to and from work or natural movement at work during the days at the office. These findings support those findings reported by Xiao, Becerik-Gerber, Lucas & Roll (2021), which showed that factors such as communication with co-workers, environmental distractions, adjusted work hours, workstation set-up, physical exercise, and food intake have an impact on workers overall physical and mental well-being and that its impact can lead to both an increase and decrease in employees physical and mental well-being when working from home.

Would you say that you engage less or more in physical activities (eg, walking, climbing stairs, riding a bike to work) now that you work from home?	Much more	More	About the same	Less	Much less
	12 %	20 %	17 %	45 %	7 %

Table 12. Physical health N=46

Mental & physical health

Quotations

Positive

*“ My health has improved. When I work from home I make time for long walks in the middle of the day, instead of spending that time commuting to and from the office”*

*“ I feel much less stressed”*

*“ Working from home helps me eat healthier as it is facilitated by the fact that I can prepare food instead of eating outdoor lunches”*

*“I am more mentally relaxed, as I don’t experience the same environmental disruptions throughout the days at home compared to when I work at the office ”*

*“ I take lunch walks sometimes, eat homemade food. I feel much calmer and I have more energy both in work and during my free time”*

*“ I exercise every morning before work (instead of taking the bus and a short walk)”*

*“ I make time for long walks in the morning instead of spending that time commuting to and from the office “*

*“ Not having to commute comes with more free time”*

Negative

*“ I miss the company of my colleagues, I miss being able to lift difficult things in work in a more informal way, get that immediate support “*

*“ When I work from home, I’m in less contact with people, I feel isolated and I am afraid of how it might have affected my mental health “*

*“ I don’t like the feeling of bringing work home, especially when there is an office. I prefer to keep work and private life separated “*

*“ Impaired ergonomics affect back / shoulders / neck “*

*“ The physical work environment is worse at home, I have more problems with my back, neck and shoulders now than before “*

*“ You don't get that natural movement in everyday life as you do when you have to move around at the office “*

*“ I move more when I'm at the office, walk in stairs, walk to the dining room or to the bicycle storage ”*

*“ Not having access to a proper workplace with all the functions that normally are available at the office, in order to be able to varyate your working position “*

*“ I feel more stressed, and I feel as if more demands are placed on us when working from home, there's more meetings, more than what might have been booked if we had worked from the office and were able to have physical meetings ”*

*“ Increased back problems due to lack of height-adjustable desk “*

Figure 2. Working from home, effect on mental and physical health, summarized answers, selected quotations N=46

#### 4.6 Overall

When the participants speak about their wishes regarding the future, they all express that they desire the freedom to decide for themselves whether they want to work from home or from the office based on the working methods that suit them at the time. One participant says: *“ I would like to work one or two days at the office. I would like to maintain that peace of mind and productivity that I have now experienced ”*. The quantitative findings in table 13 show that 50 % of the respondents prefer to be able to alternate between office work and remote work. 35 % express that they would prefer to continue to work permanently from home, and only 2 % express that they prefer to go back to working permanently from the office.

Preferred work arrangement	Work from home	Work from home to some extent	Prefer to be able to do both	Work at the office to some extent	Work from the office
	35 %	4 %	50 %	9 %	2 %

Table 13. Preferred work arrangement N=46

Figure 3 shows what the participants miss most about working at the office. 78 % miss social interactions with colleagues the most. 9 % miss everyday exercise to and from work. 7 % miss workplace technology, such as printers, copiers, etc., and 4 % miss their workspace the most, such as work chairs, work desks, etc. These results match the overall findings in the previous sections above. Lack of social interactions seems to be the biggest challenge with working remotely from home.

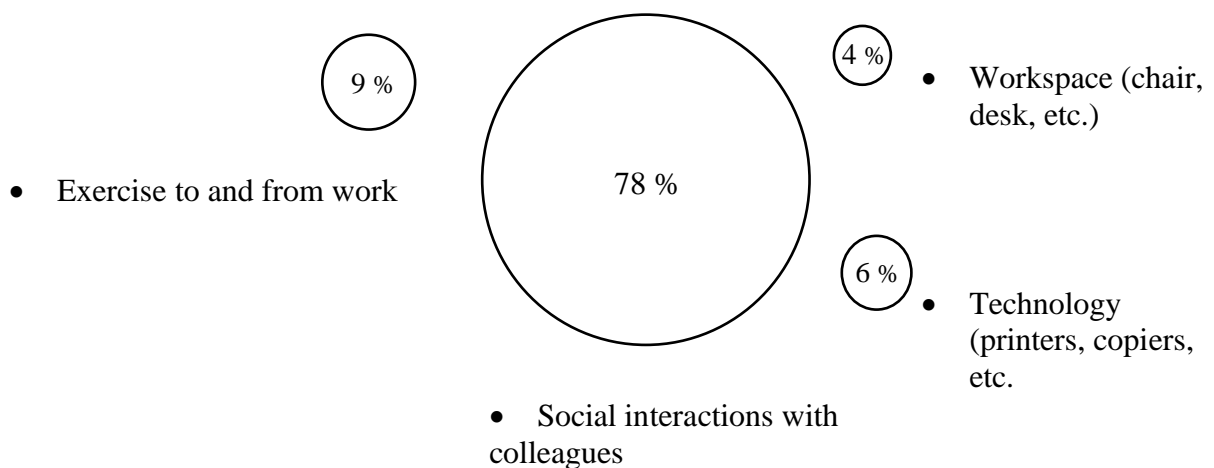


Figure 3. What the participants miss the most N=46

## 5. Conclusion and discussion

This study was conducted using an exploratory sequential mixed methods design, combining quantitative and qualitative methods. The aim of the present study was to explore how Försäkringskassan's employees perceive and experience working from home, when mandatory, during the covid-19 pandemic. It also aimed to explore different benefits and challenges with working remotely from home identified by the employees and how these experiences have influenced the employees overall working from home experience. This study was delimited to three main themes; work performance, work-life balance, and work-related well-being. Three research questions were formed to guide this study forward;

- *How has working from home during the covid-19 pandemic been perceived and experienced by Försäkringskassan's employees so far?*
- *Which advantages and or challenges with working from home have been recognized by the employees?*
- *In which way have these experiences influenced the employees overall working from home experience?*

The results that were presented in this study, based on my analysis of the theoretical framework, concluded the following:

Work performance - the impact of remote working on productivity has been experienced differently by the employees participating in this study. Overall, this study strengthens the idea that employees feel more productive and efficient when working from home. A possible explanation for this might be that the employees concentrate better when working from home and can work longer periods of time without being interrupted as workplace disturbances are avoided. The results further suggest that being able to work in a quieter and more convenient environment leads to better focus/concentration and thereby increases work performance. Being able to decide when and how to talk to colleagues when working from home was also seen as an advantage, as it makes the employees more efficient in work. But as much as not always being physically available comes with advantages that can have a positive impact on employees' performance, it also comes with challenges which, instead, can have a negative impact on performance. One challenge included the impact of less communication, especially in need of quick support or confirmation regarding something work-related. Another challenge emphasized in the results was the aspect of remote work in relation to work-related education. When working from home, all work-related educations are provided online. The result suggests that this is not as optimal as when given teacher-led on-site. Other overall main challenges identified when working from home in relation to performance are; having issues with technology, carry out work while lacking important work equipment such as printers and scanners, feeling less committed to work tasks, feeling less motivated, and keeping up team performance when working remotely. According to the findings, it can be suggested that working together as a team is more challenging when working remotely. A possible explanation for this could be that poor information exchange, communication, and

difficulties with feeling involved in a group contexts influence team performance. As a whole, the quantitative findings matched the initial qualitative findings on work performance.

Work-life balance - My results support the idea that following a more traditional concept of work-life balance by assigning certain hours of the day to work vs. personal time increases work-life balance and prevents work-life conflict. Aspects that help the participant maintain work-life balance involve separation of physical boundaries and separation of work and private related objects. When separating work and leisure and objects used during this time, it is easier for the employees to put work aside when work is done for the day. This confirms that clear boundaries, segmentation, fixed routines, and strict separation of objects are important for maintaining a healthy work-life balance. My findings suggest that the employees have experience both advantages and challenges with working from home in regard to work-life balance. One of the advantages of working from home in relation to work-life balance is the flexibility that working from home offers. Working from home makes it easier to combine work with other chores that are none work-related. Another advantage is that working from home saves traveling time, which frees up more time for family-related activities. It also enables for distributing time differently during the day, such as adapting working time to private and family-related needs, endorsing work-life balance. The biggest challenge is how lacking physical boundaries affect the mental transition between work and private life. Lacking a natural breaking point due to the fact that work is performed where other home activities take place makes the mental transition more challenging. This natural breaking point usually happens when people commute to and from work as this time can be used to clear your head after work to make the transition from work to private life easier.

Work-related well-being – Working from home affects employees' mental and physical health in both positive and negative ways. The results of this study suggest that employees miss out on important social exchanges with co-workers when working from home. Office work fulfills a positive social function, especially when in need of direct mental support or emotional confirmation. These findings strengthen the idea that working from home can increase loneliness and have a negative effect on workers' mental well-being. It is important to recognize that being socially connected with colleagues may have different meanings during this covid-19 crisis since most social gatherings are not allowed. This might have an impact on this need, however, this

cannot be confirmed from the result in this study. My findings further show that lack of everyday exercise when working from home, such as biking to work, walking on stairs, or moving around at work, can affect employee's physical health in a negative way. My findings further show that it is easier to manage energy in a more sensible way when working from home. A possible explanation for this could be that working from home allows for greater flexibility, such as implementing more consistent breaks without the day or taking a longer lunch break generating more time for rest, prepare things for later or create time for exercise. Working from home can, therefore, also have a positive effect on the respondents' health due to increased flexibility. When working from home, the employees feel more mentally relaxed as they don't experience the same environmental disruptions throughout the days when working at the office. The most prominent negative result shows that lacking an optimal workspace and lacking good work equipment at home results in more physical pain, such as neck problems, pain in legs, arms, and shoulders, and increased back problems. Overall, it can be summaries that communication with co-workers, environmental distractions, adjusted work hours, workstation set-up, physical exercise, and food intake has an impact on workers overall physical and mental well-being and that its impact can lead to both an increase and decrease in employees physical and mental well-being when working from home.

Overall – The qualitative and quantitative data in this study confirmed each other as most results from the two data sources provided similar findings. No findings diverged, but some expanded on insights by addressing diverse aspects, such as when qualitative findings showed that being more efficient in work might be highly impacted by work environmental factors. Taken together, the overall result showed that working from home has influenced the employees' work performance, work-life balance, and well-being in both positive and negative ways. Mostly it has influenced the employees in a positive way. The main advantage identified was flexibility, such as more time for other activities and flexibility to adapt work to leisure activities. Avoiding workplace disturbances is also considered to be an advantage as it impacts the employees' mental health in a positive way. The main challenge with working from home identified in this study was lack of social interactions with co-workers. Working from home can further have a negative impact on physical health due to less activity. The absence of important workspace and technology, such as printers, copiers, ergonomic work chairs, work desks etc., have also been identified as challenges.

Despite some of the challenges that have been identified in this study, which clearly has influenced the employees overall working from home experience, most employees would prefer to be able to alternate between office work and remote work or continue to work permanently from home after the guidelines of working from home are repelled, and things can go back "to normal".

The results of this study confirm much of what has been stated in previous studies but also provide an understanding of employees' experiences of remote working when mandatory in the context of a pandemic. Since remote working is a complex and wide concept, I had to explore the employees' experiences of remote working based on one definition. This was necessary to delimit the study but affects my study as it makes it difficult to compare my findings with previous research exploring the same concept. Many previous studies have collected data from context where remote working was only practiced by some, occasionally or irregularly (Wang, Liu, Qian & Parker, 2020), which likely affects the outcomes of this study. Previously identified benefits of remote working might only be true for those who engage in voluntary remote working, which the employees of this study did not. This study, therefore, provides new insights on the topic, insights which previous studies did not. Some of the insights found in this study could therefore be useful in the formation of future research. In spite of its limitations, this study certainly adds to our understanding of what it is like to work remotely from home when remote work is forced by the circumstances.

### 5.1 Limitations and future studies

As with most research, I acknowledge that the methodological choices of this study create certain limitations. One of these limitations concerns a limited time frame. This study was set out to take about four months, which hindered my opportunity to prepare my quantitative data for further analysis. Ideally, I wish I had more time to further explore my data by running a factor analysis, a technique that is used to explain variant and covariance between variables by reducing a large number of variables into fewer numbers of factors (Bruin, 2009). This as I believe that my data might contain a set of underlying variables which can explain the interrelationships among my observed variables. I hold a belief that my collected data potentially could contain unobserved factors, which further could deepen the understanding of my result. Another limitation is that my qualitative data could be seen as context-dependent, and therefore is unrepresentative for a larger



population. The result could possibly vary if this study were reproduced at another service center or another company. I, consequently, identify a need for more studies considering employees' remote working experience in regard to work performance, work-life balance, and work-related well-being to create a more comprehensive understanding of its implications. Due to the limitations of the study, I have identified a few topics and conditions for future research. For example, it would be of interest to conduct a quantitative study that compares working in an office setting with working remotely, measuring work productivity and work-related well-being particularly. Further, it would be of interest to explore whether different social groups experience or handle remote work differently, more specifically looking at different generational groups. Future research could also benefit from collecting data from multiple sources. Work performance could, for example, be observed by others, such as a manager, and not necessarily only through self-assessment or individuals' well-being and work-life balance could be explored from the perspectives of a partner. Another example of interest could be to examine the consequences working remotely has for work effort, work-related well-being, and work-life balance. Expanding on my own findings, it would be interesting to explore how emotion expression and communication in virtual teams affect team performance or how organizations can help foster social interactions among co-workers in remote work teams. Lastly, as a lot of previous research has focused on understanding whether remote working should be implemented or not, it would be of interest to shift focus to how to get the most out of remote working, given the possibility that remote working as a work practice is here to stay. This requires a better understanding of the changing nature of work itself, whereas a study conducted from a macro-sociological perspective would be of great interest. A further study on the future of work and society and how they interact, analyzed from multiple perspectives, even potentially across disciplines, could be a proposal for future research.

## 5.2 Final reflections

My main interest in conducting this study has been to further learn about how different societal changes affect our working landscapes and how we as humans adapt to these changes. It has also been of interest since the popularity of remote work has increased and is becoming a more common form of work in general, especially now because of the covid-19 crisis, which has changed the

working landscape dramatically. My hope is that this study will provide insights into the discussion about how to proceed with the implementation of remote working.

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## Appendix

Hej,

Mitt namn är Lina och jag läser sista året på mastersprogrammet i personal och arbetslivsfrågor vid Lunds Universitet. Jag hörde att du är intresserad av att ställa upp som deltagare i min studie om distansarbete, så roligt.

Under intervjun kommer jag ställa några frågor till dig och dina kollegor angående era erfarenheter av att arbeta på distans under den pågående Corona pandemin. I vissa fall kan jag även komma till att be er berätta om era tankar kring ett visst tema. De teman som vi kommer att fokusera på är **arbetet i helhet**, era egna erfarenheter men också hur ni upplever att arbeta teambaserat på distans, **work-life balance** (balansen mellan arbete och fritid) samt **hälsa**.

Era svar kommer att hjälpa mig förstå hur ni har upplevt att arbeta på distans, samt ge mig insikter som är viktiga i mitt arbete med att utforska distansarbete som arbetsform. Jag uppmanar dig att använda denna möjlighet att reflektera kring dina erfarenheter.

Den data som samlas in kommer att ingå i mitt forskningsprojekt om distansarbete. Studiens resultat kommer även presenteras för dina chefer, vilket kommer ge dem en bild av hur du och dina kollegor har upplevt att arbeta på distans.

**Gällande behandling va dina uppgifter:** Alla uppgifter kommer att antecknas, lagras och avrapporteras på ett sådant sätt att enskilda personer inte ska kunna identifieras av utomstående. Det här innebär att dina ord i viss mån kan komma att förkortas i vissa fall för att undvika identifiering. Det kan också handla om fingerade eller borttagna namn. Samtlig data som samlas in kommer att raderas när studien är avslutad.

Intervjun kommer att pågå ungefär en timme och sker enligt överenskommen tid och plats (zoom, teams eller annan plattform)

Jag vill också att du ska veta att du när som helst kan avbryta din medverkan.

Om du har några frågor om studien kan du kontakta mig via [X](#)

Lina Dahlberg  
Mastersstudent i personal och arbetslivsfrågor

Lunds universitet

Hej,

Mitt namn är Lina och jag läser sista året på mastersprogrammet i personal och arbetslivsfrågor vid Lunds Universitet.

**Jag skulle vilja ställa några frågor till dig angående dina erfarenheter av att arbeta på distans under den pågående coronapandemin.**

Den data som samlas in kommer att ingå i mitt forskningsprojekt om distansarbete. Dina svar kommer att hjälpa mig förstå hur du har upplevt att arbeta på distans, samt ge mig insikter som är viktiga i mitt arbete med att utforska distansarbete som arbetsform.

**Ditt deltagande är anonymt, jag kan inte spåra svaren till enskilda respondenter.** Jag ber dig därför att inte ange din identitet i fritextsvaren. Samtlig data som lagras på enkätplattformen kommer att raderas när studien är avslutad.

**Enkäten tar 5–10 minuter att besvara** och är indelad i fyra teman. Några frågor kan besvaras med fritextsvar och jag uppmanar dig att använda denna möjlighet att reflektera kring dina erfarenheter.

**Ditt deltagande är helt frivilligt.**

Om du har några frågor om studien kan du kontakta mig via: X

Stort tack för din tid och ditt deltagande!

Lina Dahlberg  
Mastersstudent i personal och arbetslivsfrågor

Lunds universitet

Tryck [HÄR](#) för att komma till enkäten

## Intervjuguide gruppintervjuer

*Jag inleder med att berätta kort om studiens syfte, mig själv samt vad intervjun kommer att innehålla/gå till.*

*Därefter tillfrågas deltagarna **hur många år de har arbetat på försäkringskassan och vad de arbetar med (yrkestitel)**. Arbetade någon av dem hemifrån före utbrottet av covid-19? Hur ofta? Om nej, är detta något som de innan pandemin hade en önskan om att fåt göra?*

*Vad hade de för föreställning om hur det skulle vara? Om de önskade att arbeta distans varför önskade de det?*

**1. Skulle ni vilja reflektera öppet lite kring olika fördelar och utmaningar som ni stått inför i relation till arbetet i sig/arbetet med andra under den här perioden som ni har arbetat hemifrån?**

- Koncentration
- Engagemang
- Produktivitet och motivation
- Prestation
- Samarbeta med kollegor/arbete teambaserat
- Sociala biten/fysiska träffar

**2. Skulle ni vilja reflektera öppet lite kring olika fördelar och utmaningar som ni stått inför i relation till ert privatliv, när arbetet har utförts i hemmamiljö?**

- Oförmögen att koppla från arbetet när arbetsdagen är slut
- Två största utmaningarna du står inför när du arbetar hemifrån
- Distraktioner i hemmet
- Distraheras av annat t.ex. sociala medier, privata telefonsamtal eller familjeliv

**3. Hälsomässigt, har ni upplevt förändringar i er hälsa i relation till att arbeta på distans. Det kan vara både fysiskt och mentalt. Skulle någon vilja dela med sig av sina tankar kring detta?**

- Ensamhet
- Socialt isolerad,
- Fysisk hälsa

**4. Vad saknar ni mest med att arbeta på kontor?**

**5. Hur skulle ni beskriva upplevelsen av att arbeta hemifrån med era egna ord?**

*- Slutligen ombads de intervjuade sammanställa, eller ge en helhetsbild av sin egen upplevelse av distansarbete.*

## Intervjuguide individuella intervjuer

*Jag inleder med att berätta kort om studiens syfte, mig själv samt vad intervjun kommer att innehålla/gå till.*

**1. Hur många år har du arbetat på försäkringskassan och vad arbetar du med (yrkestitel)?**

**2. Arbetade du något hemifrån före utbrottet av covid-19? Hur ofta?  
Om nej, är detta något som de innan pandemin hade en önskan om att få göra?**

**3. Hade du någon föreställning om hur det skulle vara? Vill du berätta lite?**

**4. Hur tycker du att övergången till distansarbete har fungerat överlag?**

**5. Skulle du vilja reflektera öppet lite kring olika fördelar och utmaningar som du har stått inför i relation till arbetet i sig, men också i arbetet med andra under den här perioden som du har arbetat hemifrån?**

- *Koncentration*
- *Engagemang*
- *Produktivitet och motivation*
- *Prestation*
- *Samarbeta med kollegor/arbete teambaserat*
- *Sociala biten/fysiska träffar*

***Innan jag går vidare tillfråga deltagaren om nuvarande boendesituation***

- *Barn, familj?*

**6. Skulle du vilja reflektera öppet lite kring olika fördelar och utmaningar som du stått inför i relation till ditt privatliv, när arbetet har utförts i hemmamiljö?**

- *Oförmögen att koppla från arbetet när arbetsdagen är slut*
- *Två största utmaningarna du står inför när du arbetar hemifrån*
- *Distraktioner i hemmet*
- *Distraheras av annat t.ex. sociala medier, privata telefonsamtal eller familjeliv*

**7. Har du känt av någon form ökad flexibilitet då du arbetat hemifrån? Skulle ni vilja prata lite om detta?**

- *Mer tid över att spendera på familj/annat eftersom jag inte behövt pendla fram och tillbaka till min arbetsplats.*
- *Lättare kan hitta luckor i arbetet som tillåter att man gör andra sysslor som inte är arbetsrelaterade).*

**8. Berätta lite om er arbetsyta ser ut hemma. Arbetar ni på en bestämt plats?**

- *Separat avsedd plats för arbete*

**10. Brukar du vara strikt med att dela upp arbete och privatliv eller nyttjar du flexibiliteten som kommer med att arbeta hemifrån dvs, möjligheten att kunna blanda jobb med privata saker så som städa/ förbereda mat / slänga igång en tvättmaskin osv.**

- *Separera arbetsliv från privatliv*
- *Särskilja familjetid från arbetstid*
- *Skiftar fram och tillbaka mellan arbete och hemmasysslor under veckodagarna.*

**9. Vad innebär att ha en balans mellan arbete och privatliv för er?**

**10. Hälsomässigt, har ni upplevt förändringar i er hälsa i relation till att arbeta på distans. Det kan vara både fysiskt och mentalt. Skulle du vilja dela med sig av sina tankar kring detta?**

- Ensamhet*
- Socialt isolerad,*

**11. Vad saknar du mest med att arbeta på kontor?**

**12. Vilka är de två största utmaningarna ni står inför när ni arbetar hemifrån?**

**13. Hur skulle du beskriva upplevelsen av att arbeta hemifrån med dina egna ord?**

- Helhetsupplevelse vid distansarbete*

Webbenkät

Bakgrundsfrågor

**Kön:**

- Kvinna
- Man
- Annat

**Åldersgrupp:**

1. 18-29
2. 30-39
3. 30-49
4. 50-59
5. 60 +

**Högsta utbildningsnivå:**

- Grundskoleutbildning
- Gymnasieutbildning
- Högskoleutbildning (t.ex. utbildning efter avslutad gymnasieutbildning)
- Vet inte / föredrar att inte svara

**Din nuvarande boendesituation:**

- Bor ensam
- Bor I ett hushåll med min partner (gift/sambo) utan barn
- Bor I ett hushåll med min partner (gift/sambo) och barn
- Bor med en släkting/släktingar eller en vän/vänner
- Annat

**Om du bor I ett hushåll med barn, bor du med (du kan välja mer en ett alternativ)**

- Barn under 12 år
- Barn mellan 13-17
- Vuxet/vuxna barn

**Hur många år har du arbetat på Försäkringskassan?**

(fritextsvar)

**Din yrkestitel:**

(fritextsvar)

**Kategori 1 (Arbetet)**

**Hur ofta arbetade du hemifrån före utbrottet av covid-19?**

- Dagligen
- Flera gånger i veckan
- Några gånger i månaden
- Mindre ofta
- Aldrig

**Hur tycker du att övergången till distansarbete fungerade överlag?**

- Mycket bra
- Ganska bra
- Varken bra/dåligt
- Ganska dåligt
- Mycket dåligt
- Vet ej

**Sammantaget, sett till din nuvarande arbetssituation, hur skulle du beskriva den?**

- Mycket mer utmanande
- Något mer utmanande
- Ungefär samma
- Något mindre utmanande
- Mycket mindre utmanande

**Sammantaget, var upplever du att du kan vara som mest effektiv i ditt arbetet?**

- Hemma
- På kontoret

Lika produktiv på båda  
Annat, varken hemma eller på kontoret  
Om annat, var:

**Hur ställer du dig till vart och ett av de uttalanden som följer nedan?**

**Skala :**

Stämmer helt

Stämmer något

Stämmer ganska dåligt

Stämmer inte alls

Vet ej

**Q:** Jag upplever att jag blir mer effektiv i mitt arbete när jag arbetar hemifrån.

**Q:** Jag har känt ett större engagemang för mina arbetsuppgifter sedan jag började arbeta hemifrån

**Q:** Jag har känt mig mer motiverad inför mina arbetsuppgifter sedan jag började arbeta hemifrån

**Q:** När jag arbetar hemifrån kan jag arbeta längre perioder utan oavbruten tid för koncentration på mina uppgifter.

**Q:** När jag arbetar på distans tar jag kortare pauser än jag normalt gör när jag arbetar på kontoret.

**Q:** Jag koncentrerar mig bättre när jag arbetar hemma än när jag arbetar på kontoret

**Q:** Jag känner mig ensam när jag arbetar hemifrån.

**Q:** Att jag inte kan arbeta på kontoret har bidragit till att jag känner mig mer socialt isolerad

**Q:** Jag är ofta oförmögen att koppla från arbetet när arbetsdagen är slut.

**Q:** Under dessa tider är mitt arbete mer krävande än normalt

**Q:** Jag koncentrerar mig bättre när jag arbetar hemma för att de eventuella störningsmoment som finns på arbetsplatsen undviks.

**Q:** Jag arbetar mer produktivt när jag arbetar hemma för att de eventuella störningsmoment som finns på arbetsplatsen undviks.

**Q:** Jag saknar att ha informella samtal med mina kollegor

**Q:** Jag saknar att ha informella samtal med mina chefer

**Q:** Jag saknar den sociala biten som erhålls på arbetsplatsen



**Q:** Jag föredrar fysiska möten med kollegor framför möten på distans.

**Vad saknar du mest med att arbeta på kontor?**

Fritextsvar

**Ser du fram emot att återvända till kontorsarbete? Varför / Varför inte**

Fritextsvar

## **Kategori 2 Work-life balance**

**Hur ställer du dig till vart och ett av de uttalanden som följer nedan?**

Skala:

Stämmer helt

Stämmer delvis

Stämmer ganska dåligt

Stämmer inte alls

Vet ej

**Q:** Jag tilldelar vissa bestämda timmar på dagen till arbete och övriga timmar till personlig tid.

**Q:** Det är viktigt med fasta rutiner för arbetstid och personliga tid

**Q:** Det är viktigt med strikt separation av de objekt som används inom dessa tider, såsom att arbetstelefonen inte används på fritiden och privattelefonen inte används på arbetstid.

**Q:** Jag har en separat avsedd plats för arbete då jag arbeta hemifrån.

**Q:** Det är enkelt för mig att lägga arbetet åt sidan då arbetsdagen är slut trots att jag arbetar hemifrån.

**Q:** Sedan jag började arbeta hemifrån är det svårare att separera arbetsliv från privatliv

**Q:** Det var svårare än jag trodde att hålla arbete och privatliv separerat.

**Q:** När jag arbetar hemma är det enklare att distraheras av annat t.ex. sociala medier, privata telefonsamtal eller familjeliv.

**Q:** Den ökade flexibiliteten som distansarbete möjliggör, gör att man lättare kan hitta luckor i arbetet som tillåter att man gör andra sysslor som inte är arbetsrelaterade.

**Q:** En fördel med distansarbetet är att jag slipper transportsträckan till och från jobb.

**Vad innebär balans mellan arbete och privatliv för dig?**

Fritextsvar

### **Kategori 3 Well-being**

**Upplever du att distansarbete har påverkat din hälsa på något sätt, oavsett positivt eller negativt, beskriv:**

Fritextsvar

**Skulle du säga att du deltar mindre eller mer i fysiska aktiviteter (t.ex. promenader, trappsteg, cyklar till jobbet) under den period som du har arbetat hemifrån?**

Mycket mer

Mer

Oförändrat

Mindre

Mycket mindre

Ej relevant / Vill ej svara

**Vilka är de två största utmaningarna du står inför/upplever när du arbetar hemifrån?**

Fritextsvar

**Reflektera över din erfarenhet av att arbeta hemifrån överlag, jämfört med att arbeta på kontor, vilket föredrar du?**

Föredrar att arbeta hemifrån

Föredrar i viss grad att arbeta hemifrån

Föredrar att kunna göra båda

Föredrar i viss grad att arbeta på kontor

Föredrar att arbeta på kontor

Vet ej

# Tabeller

## Background variables

### Statistics

	Gender	Age	How often did you work from home before the covid-19 breakout?	Housing situation	How did you experience that the transition from working at the office to working from home went?	Overall, given your current work situation, how would you describe it?
N	Valid 46 Missing 0	46 0	46 0	46 0	46 0	46 0
Mean	1.28	3.35	3.02	2.39	1.52	3.24
Median	1.00	3.00	3.00	3.00	1.00	3.00
Mode	1	3	3	3	1	3
Std. Deviation	.455	1.016	1.064	.774	.586	1.099
Range	1	4	4	2	2	4

### Frequency Table

#### Gender

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Female	33	71.7	71.7	71.7
Male	13	28.3	28.3	100.0
Total	46	100.0	100.0	

#### Age

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 18-29	2	4.3	4.3	4.3
30-39	5	10.9	10.9	15.2
40-49	21	45.7	45.7	60.9
50-59	11	23.9	23.9	84.8
60+	7	15.2	15.2	100.0
Total	46	100.0	100.0	

### How did you experience that the transition from working at the office to working from home went?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Very well	24	52.2	52.2	52.2
Quite well	20	43.5	43.5	95.7
Neither well or bad	2	4.3	4.3	100.0
Total	46	100.0	100.0	

### How often did you work from home before the covid-19 breakout?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Daily	3	6.5	6.5	6.5
A few times a week	10	21.7	21.7	28.3
A few times a month	22	47.8	47.8	76.1
Less often	5	10.9	10.9	87.0
Never	6	13.0	13.0	100.0
Total	46	100.0	100.0	

### Overall, given your current work situation, how would you describe it?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Much more challenging	1	2.2	2.2	2.2
Somewhat more challenging	11	23.9	23.9	26.1
About the same	19	41.3	41.3	67.4
Somewhat less challenging	6	13.0	13.0	80.4
Much less challenging	9	19.6	19.6	100.0
Total	46	100.0	100.0	

#### Housing situation

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Live alone	8	17.4	17.4	17.4
Live with my partner (married or cohabitant) without child/children	12	26.1	26.1	43.5
Live with my partner (married or cohabitant) and child/children	26	56.5	56.5	100.0
Total	46	100.0	100.0	

# Work performance

## Statistics

		During these times, my work is more demanding than normal	I become more efficient in my work when I work from home	I have felt a greater commitment to my work tasks since I started working from home	I have felt more motivation for my work tasks since I started working from home	When I work from home, I can work longer periods without interrupted time to concentrate on my tasks	When I work from home, I take shorter breaks compared to when I am working at the office	I concentrate better when I work from home compared to when I work in the office	I work more productively when I work at home because potential disruptions at work are avoided	I concentrate better when I work at home because potential distractions at work can be avoided
N	Valid	46	46	46	45	46	46	46	46	46
	Missing	0	0	0	1	0	0	0	0	0
Mean		3.52	1.54	2.89	2.96	1.37	2.15	1.57	1.70	1.46
Median		4.00	1.00	3.00	3.00	1.00	2.00	1.00	1.00	1.00
Mode		4	1	2	2	1	1	1	1	1
Std. Deviation		.863	.808	1.120	1.127	.679	1.115	.981	.963	.751
Range		4	3	4	4	3	4	4	4	3

### I have felt more motivation for my work tasks since I started working from home

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully agree	3	6.5	6.7	6.7
	Somewhat agree	16	34.8	35.6	42.2
	Somewhat disagree	10	21.7	22.2	64.4
	Don't agree	12	26.1	26.7	91.1
	Don't know	4	8.7	8.9	100.0
	Total	45	97.8	100.0	
Missing	System	1	2.2		
Total		46	100.0		

### During these times, my work is more demanding than normal

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully agree	1	2.2	2.2	2.2
	Somewhat agree	3	6.5	6.5	8.7
	Somewhat disagree	18	39.1	39.1	47.8
	Don't agree	19	41.3	41.3	89.1
	Don't know	5	10.9	10.9	100.0
	Total	46	100.0	100.0	

### When I work from home, I can work longer periods without interrupted time to concentrate on my tasks

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully agree	33	71.7	71.7	71.7
	Somewhat agree	10	21.7	21.7	93.5
	Somewhat disagree	2	4.3	4.3	97.8
	Don't agree	1	2.2	2.2	100.0
	Total	46	100.0	100.0	

### I become more efficient in my work when I work from home

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully agree	28	60.9	60.9	60.9
	Somewhat agree	13	28.3	28.3	89.1
	Somewhat disagree	3	6.5	6.5	95.7
	Don't agree	2	4.3	4.3	100.0
	Total	46	100.0	100.0	

### When I work from home, I take shorter breaks compared to when I am working at the office

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully agree	16	34.8	34.8	34.8
	Somewhat agree	15	32.6	32.6	67.4
	Somewhat disagree	8	17.4	17.4	84.8
	Don't agree	6	13.0	13.0	97.8
	Don't know	1	2.2	2.2	100.0
Total	46	100.0	100.0		

### I have felt a greater commitment to my work tasks since I started working from home

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully agree	4	8.7	8.7	8.7
	Somewhat agree	16	37.8	34.8	43.5
	Somewhat disagree	10	21.7	21.7	65.2
	Don't agree	13	28.3	28.3	93.5
	Don't know	3	3	6.5	100.0
	Total	46	100.0	100.0	

**I concentrate better when I work from home compared to when I work in the office**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully agree	31	67.4	67.4	67.4
	Somewhat agree	8	17.4	17.4	84.8
	Somewhat disagree	4	8.7	8.7	93.5
	Don't agree	2	4.3	4.3	97.8
	Don't know	1	2.2	2.2	100.0
	Total	46	100.0	100.0	

**I work more productively when I work at home because potential disruptions at work are avoided**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully agree	25	54.3	54.3	54.3
	Somewhat agree	14	30.4	30.4	84.8
	Somewhat disagree	4	8.7	8.7	93.5
	Don't agree	2	4.3	4.3	97.8
	Don't know	1	2.2	2.2	100.0
	Total	46	100.0	100.0	

**I concentrate better when I work at home because potential distractions at work can be avoided**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully agree	31	67.4	67.4	67.4
	Somewhat agree	10	21.7	21.7	89.1
	Somewhat disagree	4	8.7	8.7	97.8
	Don't agree	1	2.2	2.2	100.0
	Total	46	100.0	100.0	

**Work-life balance**

**Statistics**

		I assign certain fixed hours of the day to work and other hours to personal time	It is easy for me to put work aside when my work day is over, even though I work from home	It is important to have a strict separation of the objects used within these times, such as not using my workphone during leisure time and my private phone during working hours	I am often unable to disconnect from work when the work day is over	An advantage with working from home is that I get to avoid commuting to and from work	The increased flexibility that working from home enables, makes it easier to find gaps in work that allow you to do other chores that are not work-related
N	Valid	46	46	46	46	46	46
	Missing	0	0	0	0	0	0
Mean		1.63	1.20	1.65	3.54	1.50	2.41
Median		1.00	1.00	1.00	4.00	1.00	2.00
Mode		1	1	1	4	1	2
Std. Deviation		1.103	.453	1.197	.751	1.027	.979
Range		4	2	4	2	4	4

**I assign certain fixed hours of the day to work and other hours to personal time**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully agree	30	65.2	65.2	65.2
	Somewhat agree	10	21.7	21.7	87.0
	Somewhat disagree	1	2.2	2.2	89.1
	Don't agree	3	6.5	6.5	95.7
	Don't know	2	4.3	4.3	100.0
	Total	46	100.0	100.0	

**It is easy for me to put work aside when my work day is over, even though I work from home**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully agree	38	82.6	82.6	82.6
	Somewhat agree	7	15.2	15.2	97.8
	Somewhat disagree	1	2.2	2.2	100.0
	Total	46	100.0	100.0	

**It is important to have a strict separation of the objects used within these times, such as not using my workphone during leisure time and my private phone during working hours**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully agree	30	65.2	65.2	65.2
	Somewhat agree	11	23.9	23.9	89.1
	Don't agree	1	2.2	2.2	91.3
	Don't know	4	8.7	8.7	100.0
	Total	46	100.0	100.0	

**I am often unable to disconnect from work when the work day is over**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat agree	7	15.2	15.2	15.2
	Somewhat disagree	7	15.2	15.2	30.4
	Don't agree	32	69.6	69.6	100.0
	Total	46	100.0	100.0	

**An advantage with working from home is that I get to avoid commuting to and from work**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully agree	35	76.1	76.1	76.1
	Somewhat agree	4	8.7	8.7	84.8
	Somewhat disagree	3	6.5	6.5	91.3
	Don't agree	3	6.5	6.5	97.8
	Don't know	1	2.2	2.2	100.0
Total	46	100.0	100.0		

**The increased flexibility that working from home enables, makes it easier to find gaps in work that allow you to do other chores that are not work-related**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully agree	7	15.2	15.2	15.2
	Somewhat agree	21	45.7	45.7	60.9
	Somewhat disagree	11	23.9	23.9	84.8
	Don't agree	6	13.0	13.0	97.8
	Don't know	1	2.2	2.2	100.0
	Total	46	100.0	100.0	

**Work related well-being**

**Statistics**

		I feel lonely when I work from home	The fact that I cannot work in the office has contributed to me feeling more socially isolated	I miss the social part that is obtained in the workplace	Do you feel like working remot from home has affected your health in any way, whether positive or negative?
N	Valid	46	46	46	46
	Missing	0	0	0	0
Mean		2.54	2.52	1.65	1.87
Median		2.00	2.00	1.50	2.00
Mode		2	2	1	2
Std. Deviation		1.130	1.225	.795	.778
Range		4	4	3	3

**Do you feel like working remot from home has affected your health in any way, whether positive or negative?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes in a positive way	15	32.6	32.6	32.6
	Yes in a negative way	24	52.2	52.2	84.8
	Yes both in a positive and negative way	5	10.9	10.9	95.7
	No	2	4.3	4.3	100.0
	Total	46	100.0	100.0	

**I feel lonely when I work from home**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully agree	8	17.4	17.4	17.4
	Somewhat agree	19	41.3	41.3	58.7
	Somewhat disagree	6	13.0	13.0	71.7
	Don't agree	12	26.1	26.1	97.8
	Don't know	1	2.2	2.2	100.0
	Total	46	100.0	100.0	

**The fact that I cannot work in the office has contributed to me feeling more socially isolated**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully agree	11	23.9	23.9	23.9
	Somewhat agree	16	34.8	34.8	58.7
	Somewhat disagree	4	8.7	8.7	67.4
	Don't agree	14	30.4	30.4	97.8
	Don't know	1	2.2	2.2	100.0
	Total	46	100.0	100.0	

**I miss the social part that is obtained in the workplace**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully agree	23	50.0	50.0	50.0
	Somewhat agree	18	39.1	39.1	89.1
	Somewhat disagree	3	6.5	6.5	95.7
	Don't agree	2	4.3	4.3	100.0
		Total	46	100.0	100.0

**Overall**

**Statistics**

Would you say that you engage less or more in physical activities (e.g., walking, climbing stairs, riding a bike to work) now that you work from home?

When reflecting on your experience of working from home in general, compared to working at the office, which work arrangement do you prefer?

N	Valid	46	46
	Missing	0	0
Mean		2.98	2.39
Median		3.00	3.00
Mode		4	3
Std. Deviation		1.256	1.125
Range		4	4

**Would you say that you engage less or more in physical activities (e.g., walking, climbing stairs, riding a bike to work) now that you work from home?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Much more	8	17.4	17.4	17.4
	More	9	19.6	19.6	37.0
	About the same	8	17.4	17.4	54.3
	Less	18	39.1	39.1	93.5
	Much Less	3	6.5	6.5	100.0
	Total	46	100.0	100.0	

**When reflecting on your experience of working from home in general, compared to working at the office, which work arrangement do you prefer?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Prefer to work from home	16	34.8	34.8	34.8
	Prefer to some extent to work from home	2	4.3	4.3	39.1
	Prefer to be able to do both	23	50.0	50.0	89.1
	Prefer to some extent to work at the office	4	8.7	8.7	97.8
	Prefer to work at the office	1	2.2	2.2	100.0
	Total	46	100.0	100.0	