WORK FROM HOME: IMPACT ON EMPLOYEE PRODUCTIVITY

BY

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A project work report Submitted to Pokhara University in partial fulfilment of the requirement of the degree of

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DECLARATION

I hereby declare that the project work report entitled "WORK FROM HOME: IMPACT ON EMPLOYEE PRODUCTIVITY" submitted in partial fulfilment for the degree of Bachelor of Business Administration (BBA) is my original work and the project work has not formed the basis for the ward of any degree, diploma, fellowship or similar titles.

……..

Signature

Roshan Tamang

Date: 2025

Certificate from supervisor

This is to certify that the project work titled “Work from Home: Impact on Employee Productivity” submitted by Roshan Tamang for partial fulfillments of BBA embodies the bona fide work done by her under my supervision.

.....

Signature of the supervisor

Name: Prakash Regmi

Date: July 2025

.....

Signature of the external examiner

Name:

Date: July 2025

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I would like to express my sincere gratitude to all those who contributed to the completion of this research project.

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Finally, I am grateful to my family and friends for their unwavering support and motivation during this academic journey.

Thanking You

Roshan Tamang

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Executive summary

This research project, titled "Work from Home: Impact on Employee Productivity" examines how remote work arrangements affect employee efficiency, job satisfaction, and organizational performance in Nepal. The study was conducted through surveys and interviews with employees from various industries who have experienced work-from-home (WFH) setups, particularly during and after the COVID-19 pandemic.

Key findings indicate that while WFH has improved flexibility and reduced commuting stress, challenges such as poor internet connectivity, lack of proper workspace, and reduced team collaboration have negatively impacted productivity. The study also highlights the role of employer support, technological infrastructure, and work-life balance in determining the success of remote work policies.

Based on the findings, recommendations are provided for organizations and policymakers to enhance remote work efficiency in Nepal.

CHAPTER I

INTRODUCTION

1.1 Background of the study

The global workplace has undergone a significant transformation in recent years, with the concept of "Work from Home" (WFH) becoming increasingly prevalent. This shift has been largely influenced by rapid technological advancements, increased internet penetration, and, most notably, the COVID-19 pandemic. The pandemic acted as a catalyst, forcing organizations across the world, including in developing countries like Nepal, to adopt remote working models in order to maintain business continuity amidst widespread lockdowns and restrictions. As a result, WFH transitioned from being a rare or optional work arrangement to a necessary and often mandated practice.

In the Nepalese context, the idea of working from home was relatively uncommon before the pandemic. Traditional workplace culture in Nepal has long emphasized physical presence and direct supervision, especially in both public institutions and many private-sector enterprises. The sudden shift to remote work presented both opportunities and challenges. On one hand, it allowed organizations to continue operations during times of crisis. On the other hand, it raised critical questions about employee efficiency, communication, collaboration, monitoring, and overall productivity.

Employee productivity is a vital component in measuring the success of any organization. It is influenced by several factors including the work environment, access to tools and resources, management practices, and the physical and mental well-being of employees. WFH changes many of these factors significantly. For example, remote work eliminates commuting time, potentially giving employees more flexibility and time to focus on tasks. At the same time, it can introduce distractions from household responsibilities, create feelings of isolation, and reduce opportunities for in-person collaboration and mentorship.

In Nepal, several unique challenges further complicate the WFH model. The country continues to face infrastructure-related issues such as unreliable electricity supply, poor internet connectivity in rural and even some urban areas, and limited access to personal workspaces or devices. Additionally, socio-cultural norms, including expectations around household roles and limited exposure to digital literacy for certain segments of the workforce, play a crucial role in shaping the remote work experience. As such, the effectiveness of WFH in enhancing or hindering employee productivity in Nepal may differ significantly from that observed in more developed countries.

Moreover, the psychological and emotional aspects of remote work cannot be overlooked. Nepali employees may experience a lack of work-life separation, challenges in communication with team members, and the absence of organizational support systems while working from home. These factors can have both positive and negative impacts on productivity, depending on individual circumstances and organizational preparedness.

Despite the widespread adoption of WFH during and after the COVID-19 pandemic, there is still a limited amount of empirical research focusing specifically on the Nepalese workforce. Much of the existing literature on WFH and productivity originates from Western or more developed Asian economies, where technological infrastructure and remote work culture are more advanced. As Nepal moves towards digital transformation and as businesses become more open to flexible working arrangements, it is imperative to study the specific implications of WFH in the local context.

This research thus aims to bridge the knowledge gap by providing a comprehensive understanding of how WFH impacts employee productivity in Nepal. It seeks to explore not only whether productivity is enhanced or diminished but also the underlying factors that contribute to these outcomes. By examining employee experiences, organizational strategies, and contextual challenges, the study hopes to offer insights that can inform future workplace policies and practices in Nepal.

Ultimately, this research is expected to benefit a wide range of stakeholders. For employers, it can serve as a guide for designing effective remote work strategies that maintain or improve productivity. For policymakers, it provides evidence to support labor policies that reflect the changing nature of work. For employees, it highlights ways to adapt to and thrive in remote

work environments. And for researchers, it adds to the growing body of knowledge on remote work in South Asia, especially in under-researched economies like Nepal.

1.2 Statement of the Problem

The shift toward Work from Home (WFH) arrangements, driven primarily by the COVID-19 pandemic, has significantly altered the dynamics of workplace operations worldwide. In Nepal, where traditional office-based work culture has long been the norm, this sudden and unplanned transition to remote work has raised critical concerns regarding its impact on employee productivity. Although WFH offered a necessary solution for business continuity during crises, questions remain as to whether it is a sustainable and effective model in the long term, especially in a country facing infrastructural, technological, and socio-cultural limitations.

Nepal's digital infrastructure, while improving, is still inadequate for seamless remote work across all regions. Frequent power outages, inconsistent internet access, limited availability of personal computers, and lack of dedicated home office spaces are major barriers to productivity. Additionally, many organizations and employees were unprepared for the abrupt transition to virtual work environments, leading to issues in communication, time management, and team coordination.

Moreover, there is a lack of comprehensive empirical evidence evaluating how WFH has influenced employee output, motivation, mental health, and work-life balance in the Nepalese context. While some employees may benefit from the flexibility and reduced commuting time, others might experience decreased efficiency due to distractions at home, lack of supervision, and insufficient digital skills. Organizations too struggle with monitoring performance and maintaining employee engagement remotely.

Despite growing interest in hybrid and remote work models post-pandemic, the absence of localized data and context-specific research limits the ability of employers, policymakers, and institutions to make informed decisions. Without a clear understanding of the factors that

enhance or hinder productivity in WFH settings, there is a risk of either misusing or underutilizing this model.

Therefore, the core problem this study seeks to address is the lack of empirical understanding of how Work from Home affects employee productivity in Nepal. This includes identifying key challenges, assessing the overall effectiveness of remote work, and uncovering both the enablers and barriers that influence productivity across different sectors and employee groups within the country.

1.3 Objectives of the study

The primary aim of this research is to examine the impact of Work from Home (WFH) on employee productivity in the Nepalese context. To achieve this, the study sets out the following specific objectives:

- To assess the overall impact of Work from Home on employee productivity in Nepal.
- To identify the key factors that influence employee productivity in a Work from Home setting.
- To analyse the challenges and limitations faced by employees while working from home in Nepal.
- To examine the benefits and opportunities associated with Work from Home for employees and employers.
- To provide recommendations for improving employee productivity in remote work environments.

1.4 Need and Scope of the Study

The shift to Work from Home (WFH) in Nepal, driven by the COVID-19 pandemic, introduced new ways of working that many organizations and employees were unprepared for. While remote work offers flexibility and continuity, Nepal faces unique challenges such as poor internet infrastructure, lack of digital tools, and limited remote work experience. Despite growing interest in WFH, there is a lack of localized research to determine its actual impact on employee

productivity. This study is essential to understand the effectiveness of WFH and to guide future workplace policies in Nepal.

The study focuses on employees in sectors where WFH is feasible—such as IT, education, finance, NGOs, and administrative roles. It assesses the impact of WFH on productivity, examines technological and organizational factors, and explores challenges like communication, motivation, and work-life balance. The research excludes jobs that require physical presence and primarily covers urban and semi-urban areas with internet access. The findings aim to support employers and policymakers in building sustainable remote work models.

1.5 Literature Review

The literature surrounding the impact of working from home on employee productivity has evolved significantly and has undergone substantial changes in recent years. This evolution is particularly notable in light of the unprecedented global events that have necessitated a profound and rapid shift towards remote work arrangements, transforming how employees interact with their tasks and manage their time. A comprehensive systematic review conducted by researchers highlights numerous critical factors that are influencing productivity levels in a remote setting. These factors include, but are not limited to, work-life balance, which remains essential as employees navigate the blurred lines between personal and professional responsibilities, effective communication practices that foster collaboration despite physical distance, and the development and implementation of innovative new technologies. These tools and systems are specifically designed to assist employees in efficiently managing their tasks while operating outside the traditional office environment. Such advancements are crucial in maintaining productivity and engagement in a remote work context. These evolving dynamics reflect not only the ongoing adaptation to new modes of work but also the diverse challenges that employees face in this novel landscape of employment. As organizations continue to explore and refine their remote working strategies, the insights gained from recent research will undoubtedly shape future approaches to enhance productivity in an ever-changing workplace. (Anakpo et al., 2023) (Enaifoghe and Zenzile,

2023) (Barrero et al., 2023) (Claude Mutiganda et al., 2022) provides a foundational understanding of this phenomenon by exploring the relationship between telework and economic performance indicators at both individual and organizational levels. The authors highlight that employees who have the option to telework often report higher perceived performance compared to those required to work on-site. However, the review also acknowledges a perceived decline in productivity during the COVID-19 pandemic, suggesting that the nuances of tele work's impact on performance are multifaceted and influenced by various factors, including communication dynamics and managerial support.

Building on this foundation, (Weinert & Weitzel, 2023) delve deeper into the effects of teleworking during the pandemic, emphasizing the life-work conflict faced by employees. Their study reveals that while telework offers flexibility and autonomy, it also introduces challenges such as professional isolation and increased workload, which can adversely affect job outcomes. The role of technology is particularly noteworthy, as it can both mitigate feelings of isolation and complicate communication among remote workers. This duality underscores the importance of understanding the social and technical dimensions of telework and their implications for employee productivity.

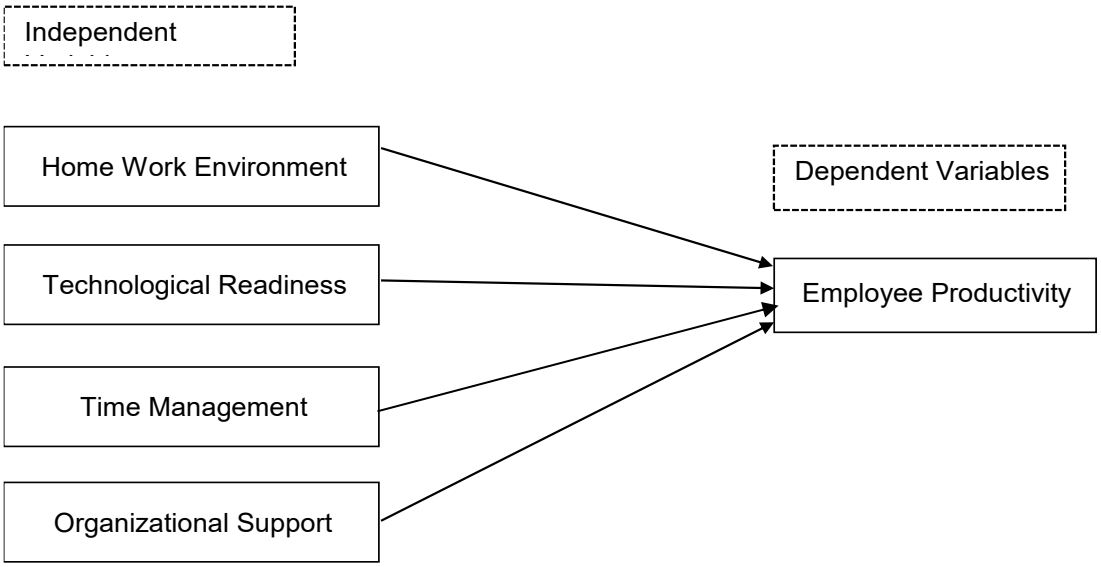
Further expanding on the theme of employee well-being, (Buonomo et al., 2023) investigate the interplay between job satisfaction, perceived structural support, and the sense of community among remote workers. Their findings suggest that teleworkers experience technostress, which can negatively impact job satisfaction and overall performance. The study emphasizes the importance of fostering a supportive work environment that promotes mental health and self-efficacy, especially in remote settings. By examining the relationship between telecommuting intensity and employee health, the authors highlight how workload and behavioral stress during the pandemic can shape the experiences of remote workers.

Together, these articles illustrate a complex landscape where the benefits of telework, such as flexibility and autonomy, are counterbalanced by challenges related to social interaction, workload management, and mental health. The literature indicates a need for organizations to adopt strategies that enhance communication, provide structural support, and promote a sense of community among remote employees to optimize productivity in a teleworking environment.

1.5.1 Conceptual framework

A conceptual framework provides a visual and theoretical structure that outlines the variables under investigation and their relationships. For this study, the framework is based on the idea that Work from Home (WFH) influences employee productivity through several mediating and moderating factors.

Fig: Conceptual Framework of Dependent and Independent Variables



This conceptual framework assumes that WFH has a direct impact on employee productivity, but the degree of impact is significantly influenced by the work environment at home, technological infrastructure, time management, and the level of support provided by the organization. At the same time, individual motivation, job type, work-life balance, and socio-cultural factors can strengthen or weaken this relationship.

1.6 Research Methodology of the study

1.6.1 Research design

This study will adopt a descriptive and analytical research design. The descriptive approach will help in understanding the current practices, experiences, and challenges of employees working from home in Nepal. The analytical aspect will examine the relationships between Work from Home (WFH) and employee productivity, including the influence of various mediating and moderating factors.

1.6.2 Nature and Sources of data

This is a quantitative research study, supported by some qualitative insights to enrich the interpretation of results. The primary data will be collected through structured questionnaires, while secondary data will be used for background analysis and literature support.

1.6.3 Study Population and sample

- **Population:** The study population includes employees from both the public and private sectors in Nepal who have experienced Work from Home either during or after the COVID-19 pandemic.
- **Sample Size:** Approximately 75-100 respondents will be surveyed, depending on feasibility and data availability.
- **Sampling Technique:** The study will use purposive sampling to select participants from sectors where WFH is applicable (e.g., IT, education, finance, customer service, NGOs). Respondents will be selected from both urban and semi-urban areas to capture diverse experiences.

1.6.4 Data Collection Methods

The collected data has been refined and analysed. Different tables, charts, diagrams and graphs have been used as applicable. In data analysis, the questions asked to the respondents through questionnaire are analysed into tables and charts and interpreted further. After scaling values, the researcher put them to statistical tables and charts to simplify the analysis. Basically, this study uses descriptive statistics to examine the responses of the respondents

1.7 Limitation of the Study

This study is not absolutely free from limitations. Some of the major limitations of the study are as follows.

- **Limited Scope**: The study only covers sectors where WFH is feasible and excludes jobs requiring physical presence.
- **Sample Bias**: The focus on urban and semi-urban respondents may not represent rural employees' experiences.
- **Self-Reported Data**: Productivity is measured based on participants' own perceptions, which may not always be accurate.
- **Digital Divide**: Individuals without access to the internet or digital tools may be excluded from the study.
- **Time Constraints**: Limited time and resources restrict the sample size and depth of analysis.
- **Evolving Nature of WFH**: As remote work practices are still changing, findings reflect only the current scenario and may not capture long-term effects.

1.8 Organization of the Study

This study consists of three chapters. They are introduction, data presentation and analysis and summary and conclusion. The introduction chapter consists of the general background of the study, justification of the study, purpose of the study, need and scope of the study, literature review, and research method used, limitation of the study and organization of the study. The second chapter consists of systematic presentation and analysis of data derived from the questionnaire survey.

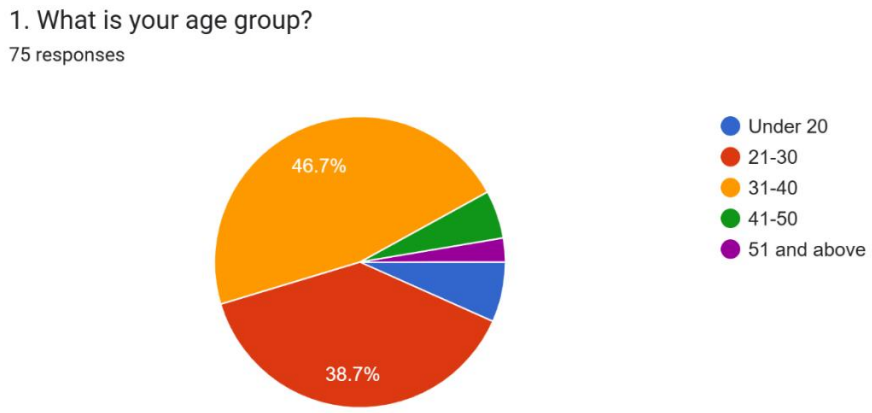
CHAPTER II

DESCRIPTIVE ANALYSIS

2.1 Analysis of Job satisfaction by Satisfaction Attributes

This study is concerned with impact on employee productivity while working from home. To complete the study various data are collected from primary sources. The collected data are the raw data. In this section all the forms of raw data are edited, tabulated, analysed and will be plotted in the graph for analysis and major findings of the study is presented in the last section of this chapter.

2.1.1 Age Respondents



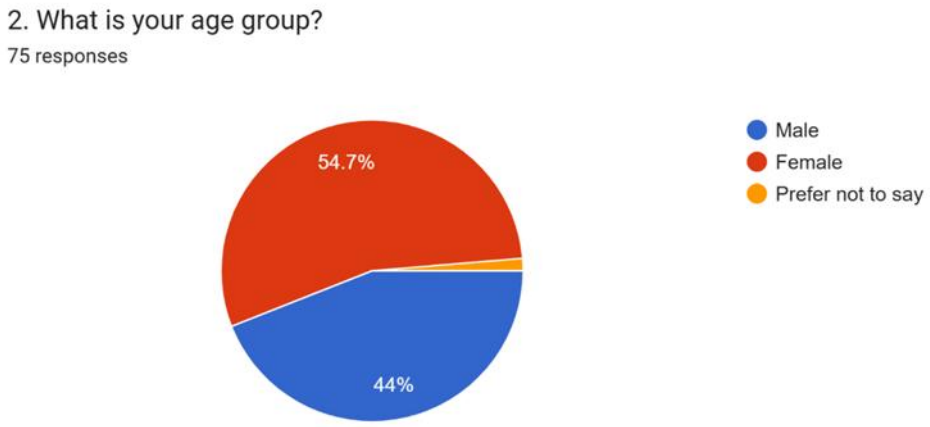
The above pie chart illustrates the distribution of responses from a survey conducted among 75 participants. The chart is divided into five distinct segments, each representing a specific age group: Under 20, 21–30, 31–40, 41–50, and 51 and above. According to the visual data, the largest proportion of respondents falls within the age group of 31–40 years, which makes up 46.7% of the total participants. This indicates that nearly half of the surveyed individuals belong to this middle adult age range, suggesting that this demographic may be the most actively engaged in the subject matter of the survey.

The second-largest group is those aged 21–30 years, accounting for 38.7% of the responses. Combined, the 21–30 and 31–40 age groups make up a substantial 85.4% of the entire respondent pool, highlighting a significant skew towards young and middle-aged adults. In

contrast, the Under 20 category, represented by only 6.7%, shows limited participation from teenagers or young adults still in their teens. Similarly, the 41–50 age group accounts for a small 5.3%, and the 51 and above group is the least represented, comprising only 2.7% of respondents.

This age distribution clearly suggests that the majority of participants in the survey are from younger to middle-aged groups, possibly due to their higher accessibility to digital platforms or greater interest in the survey topic. The low percentage of respondents aged 41 and above might reflect a generational gap in technology use or survey engagement. The pie chart effectively conveys this data using distinct color coding and clear percentage labeling, making the information easy to interpret at a glance. Overall, the chart highlights a strong youthful demographic presence in the survey, which may influence the findings and conclusions drawn from the collected data.

2.1.2 Respondents age group

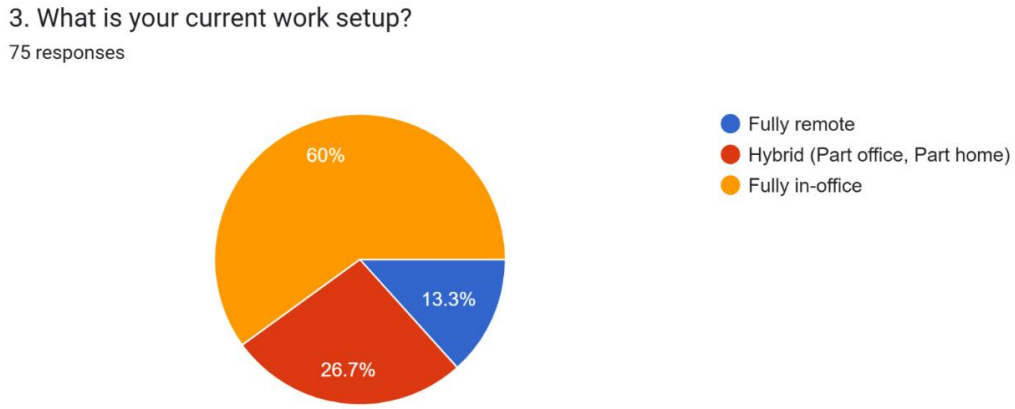


The above pie chart displays with a total of 75 responses. However, upon closer inspection, the question and the data represented seem mismatched — the title implies an inquiry about age groups, but the pie chart segments actually represent gender demographics. There are three color-coded categories shown in the chart: blue for "Male," red for "Female," and orange for "Prefer not to say."

According to the data visualization, the majority of respondents identified as female, accounting for 54.7% of the total participants. Males make up 44% of the respondents,

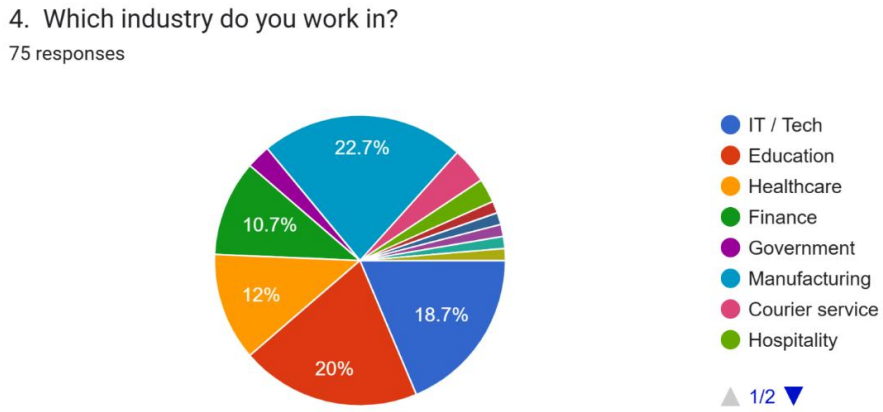
represented by the blue section of the chart. A very small fraction, illustrated in orange, chose not to disclose their gender, labelled as "Prefer not to say." This group constitutes only about 1.3% of the total respondents. The pie chart provides a clear and immediate visual representation of the gender distribution among the participants, with the use of contrasting colours helping to distinguish each group. Despite the inconsistency in the chart title and the actual data presented, the chart effectively communicates the proportions of gender identities in the response set.

2.1.3 Current Work Setup



The pie chart presents the results of a survey question titled "What is your current work setup?" based on 75 responses. The data is visualized through a pie chart, with three categories distinguished by different colours. The chart shows that the majority of respondents, accounting for 60%, are currently working in a fully in-office setup, represented by the large orange section of the pie. A smaller portion, 26.7%, are working in a hybrid model—a combination of both office and home-based work—which is depicted in red. The smallest group, comprising 13.3% of the total, are working fully remotely, represented by the blue segment of the chart. This distribution suggests that despite the rise of remote work options, traditional in-office work still dominates for a significant number of individuals. The hybrid model also shows a notable presence, indicating a shift toward flexible work arrangements, while fully remote work remains the least common among the three setups.

2.1.4 Working industry of respondents:



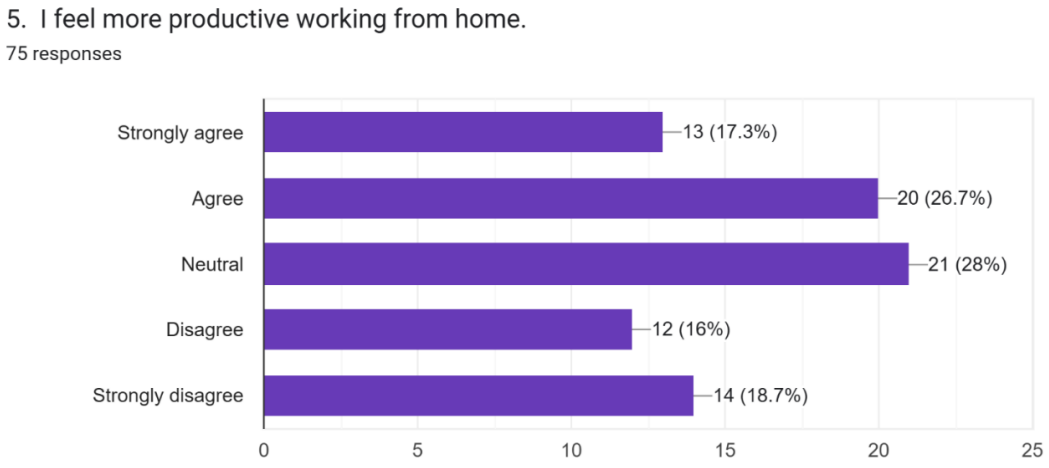
The image illustrates the distribution of survey respondents based on the industries they work in, as captured in the question titled "Which industry do you work in?" with a total of 75 responses. The results are visually represented through a colourful pie chart, with each industry segment identified by a distinct colour and corresponding percentage.

From the data, the largest proportion of respondents (22.7%) work in the Manufacturing industry, shown in light blue. This is followed closely by Education, which accounts for 20% of the participants, indicated in red. The IT/Tech industry represents 18.7% of the total responses, shown in dark blue, highlighting a significant presence in this technologically driven sector. The Healthcare industry follows with 12%, shaded in orange, reflecting its crucial role in the workforce. Finance makes up 10.7% of the responses and is displayed in green.

Several other industries are also represented but with smaller percentages. These include Government, Courier service, and Hospitality, each shown with distinct colours such as purple, pink, and another shade of green. Their segments are visibly thinner, indicating fewer respondents from these sectors.

The diversity of responses suggests a varied professional background among the survey participants, with a notable concentration in Manufacturing, Education, and IT/Tech. This distribution offers a glimpse into the employment landscape of the respondents, with both traditional and modern industries well represented.

2.1.5 Feeling more productive working from home



The image presents a bar graph displaying the results of a survey question: "I feel more productive working from home." The survey collected 75 responses, which are broken down into five distinct categories representing varying levels of agreement or disagreement with the statement.

The largest group of respondents, comprising 21 people (28%), selected "Neutral," indicating they neither strongly agreed nor disagreed with the idea that working from home enhances productivity. The second-largest group, 20 respondents (26.7%), chose "Agree," suggesting a moderate positive sentiment toward remote work productivity. Close behind, 13 respondents (17.3%) selected "Strongly agree," reflecting a strong belief in the productivity benefits of working from home.

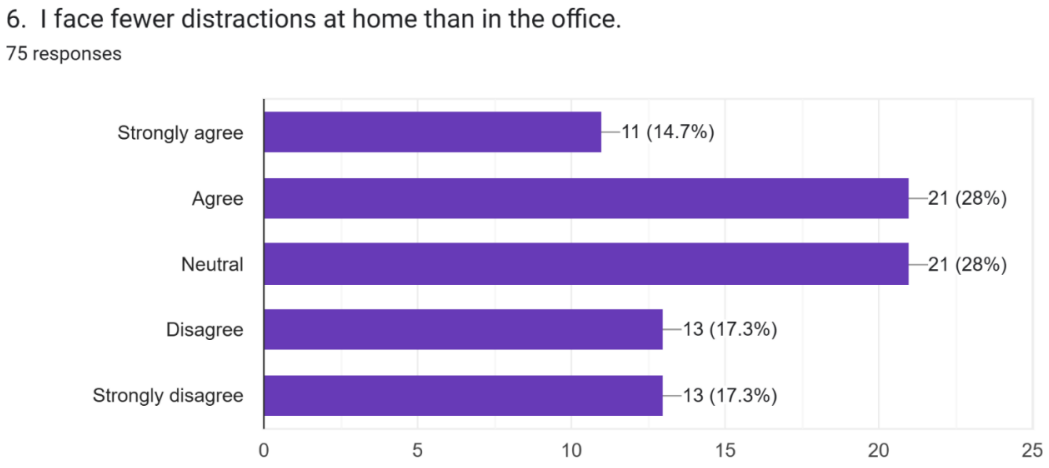
On the opposing side, 12 respondents (16%) chose "Disagree," indicating skepticism about increased productivity in a remote work setting. The smallest but still significant group, 14 respondents (18.7%), selected "Strongly disagree," representing a firm rejection of the idea that working from home improves productivity.

The graph includes a horizontal axis labelled from 0 to 25, likely representing the percentage or count of responses, though the exact metric is not explicitly stated. The distribution of responses shows a relatively balanced split, with a slight tilt toward agreement (44%

combined for "Agree" and "Strongly agree") compared to disagreement (34.7% combined for "Disagree" and "Strongly disagree"). The "Neutral" category serves as a substantial middle ground, highlighting that a significant portion of respondents remains undecided or indifferent on the topic.

Overall, the data suggests that while a notable portion of respondents find remote work beneficial for productivity, there is also considerable disagreement or neutrality, reflecting diverse perspectives on the effectiveness of working from home.

2.1.6 Face fewer distractions at home than in the office.



The image displays a bar graph summarizing survey responses to the statement: "I face fewer distractions at home than in the office." A total of 75 participants answered the question, with their opinions categorized into five levels of agreement or disagreement.

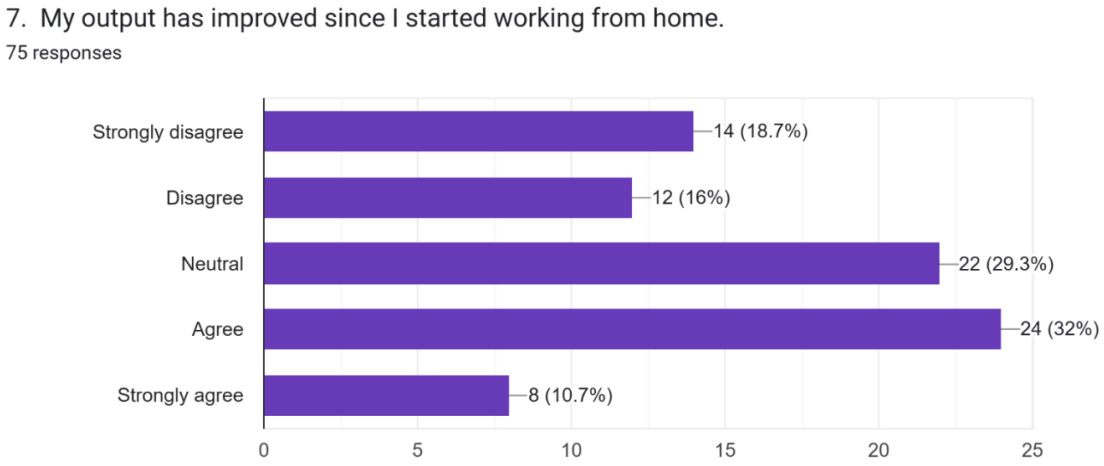
The data reveals a divided but slightly positive perception of remote work in terms of reduced distractions. The largest groups, each at 21 respondents (28%), selected "Agree" and "Neutral," indicating that a significant portion either finds home workspaces less distracting or remains indifferent on the matter. Meanwhile, 11 respondents (14.7%) "Strongly agree," reinforcing the belief that home environments offer fewer interruptions compared to offices.

On the other hand, disagreement is equally notable, with 13 respondents (17.3%) choosing "Disagree" and another 13 (17.3%) selecting "Strongly disagree." This suggests that a combined 34.6% of participants experience equal or more distractions at home, challenging the assumption that remote work inherently improves focus.

The graph includes a horizontal axis ranging from 0 to 25, likely representing percentage points or response counts, though the exact unit is unspecified. The distribution shows a near-even split between positive, neutral, and negative sentiments, with a moderate lean toward agreement (42.7% combined for "Agree" and "Strongly agree").

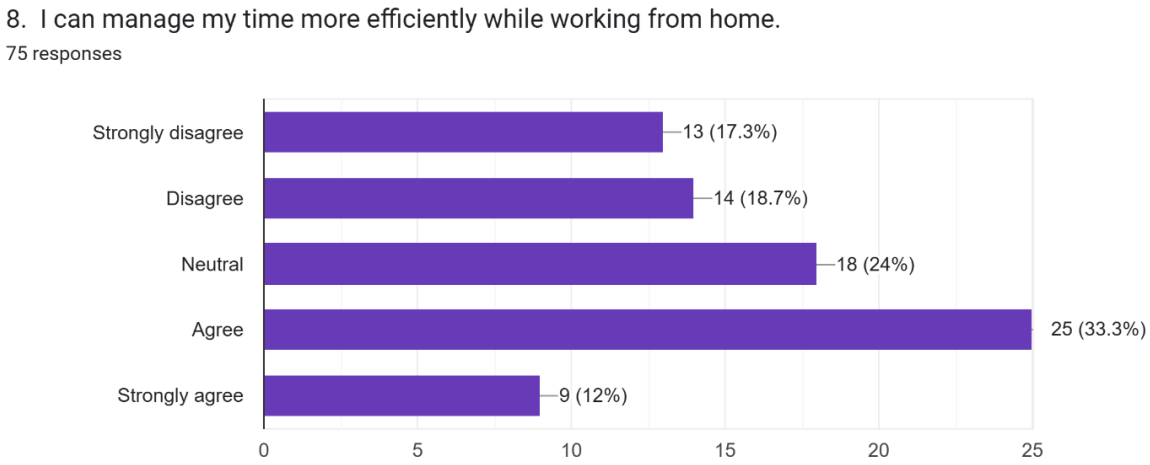
In conclusion, while many respondents perceive home workspaces as less distracting, a substantial minority report the opposite, highlighting that distractions in remote work vary widely depending on individual circumstances. The high "Neutral" response further suggests that for some, the difference between home and office distractions is negligible or situational.

2.1.7 Output has improved since I started working from home.



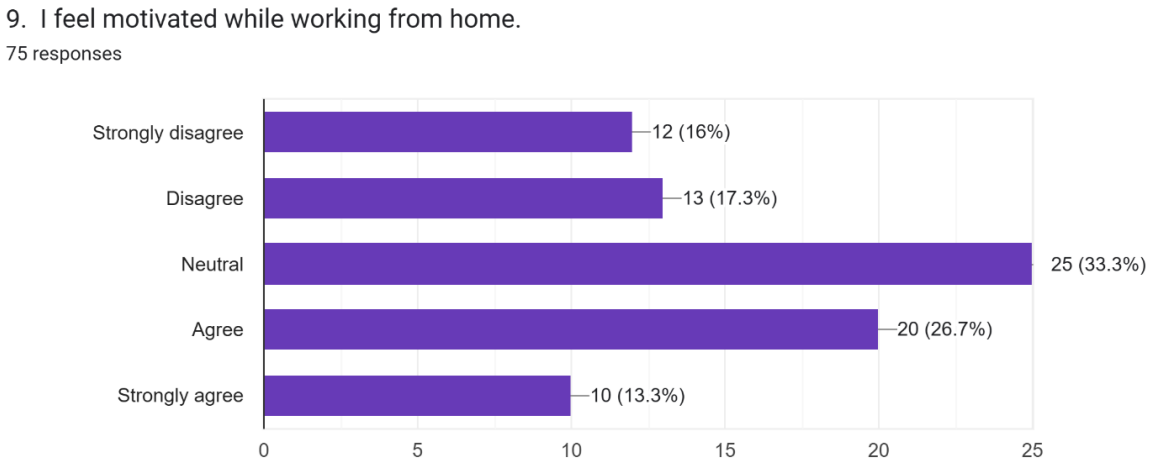
The image shows survey results for the statement: "My output has improved since I started working from home." Out of 75 responses, the majority (42.7% combined) agreed or strongly agreed that their productivity increased, with 24 respondents (32%) selecting "Agree" and 8 (10.7%) choosing "Strongly agree." However, a significant portion (22 respondents, 29.3%) remained neutral, while 34.7% (26 respondents combined) disagreed or strongly disagreed, indicating that remote work's impact on productivity varies widely. The data suggests a moderate positive trend but with notable dissent.

2.1.8 Can manage my time more efficiently while working from home.



The image presents survey results for the statement: "I can manage my time more efficiently while working from home." Out of 75 responses, the largest group (25 respondents, 33.3%) agreed, while 9 (12%) strongly agreed, indicating a combined 45.3% positive sentiment. However, 18 respondents (24%) were neutral, and 36% (27 respondents combined) disagreed or strongly disagreed, revealing significant divergence in time-management experiences with remote work. The data shows a moderate lean toward efficiency gains, but with substantial skepticism.

2.1.9 I feel motivated while working from home.



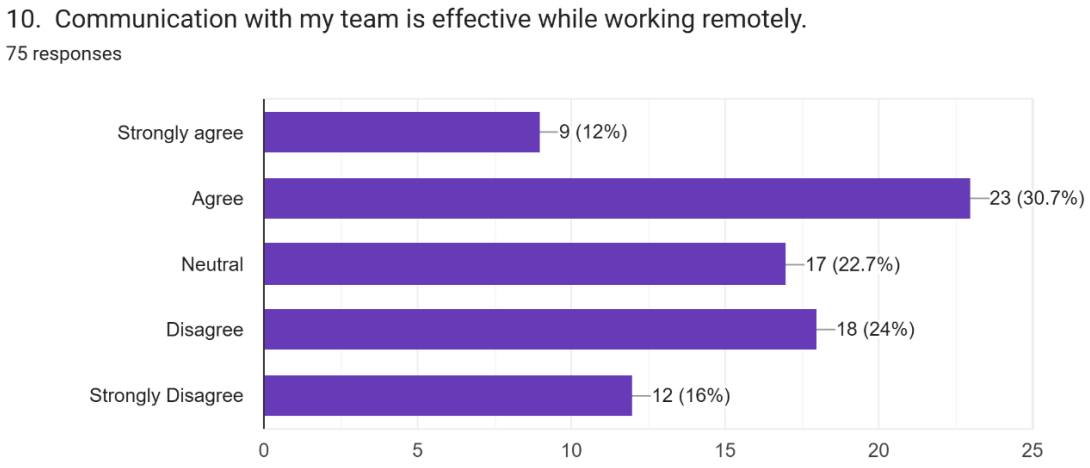
The image displays survey results for the statement: "I feel motivated while working from home." A total of 75 responses were collected, revealing a mixed but cautiously optimistic outlook on remote work motivation.

The largest group, 25 respondents (33.3%), reported feeling neutral—neither particularly motivated nor demotivated. Meanwhile, a combined 40% of participants expressed positive sentiment, with 20 respondents (26.7%) agreeing and 10 (13.3%) strongly agreeing that they feel motivated working remotely.

However, a significant portion (33.3%) reported reduced motivation, including 13 respondents (17.3%) who disagreed and 12 (16%) who strongly disagreed.

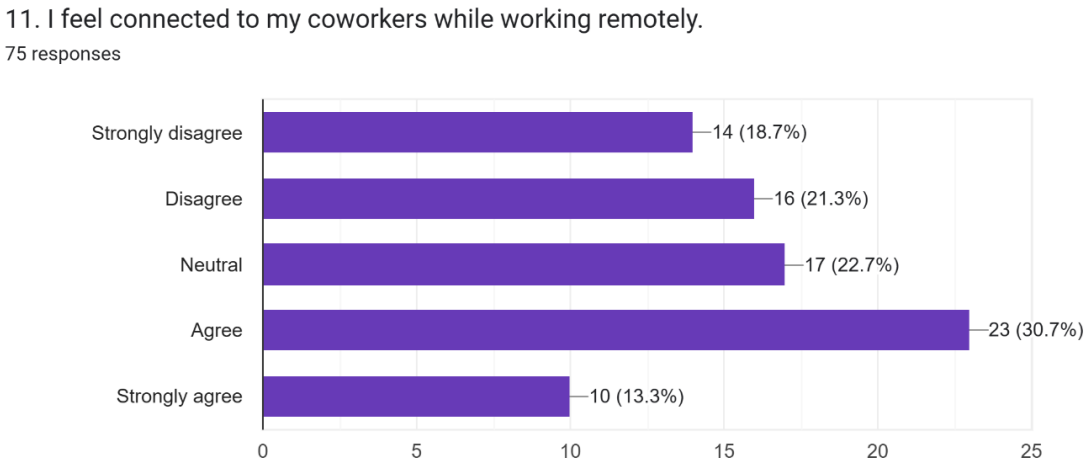
The data suggests that while many employees find remote work motivating, a substantial minority struggle with motivation, and a sizable neutral group remains indifferent. This highlights the varied psychological impact of remote work, with no clear consensus. The polarization between motivated and demotivated workers may reflect differences in work environments, personal preferences, or job roles.

2.1.10 Communication with my team is effective while working remotely.



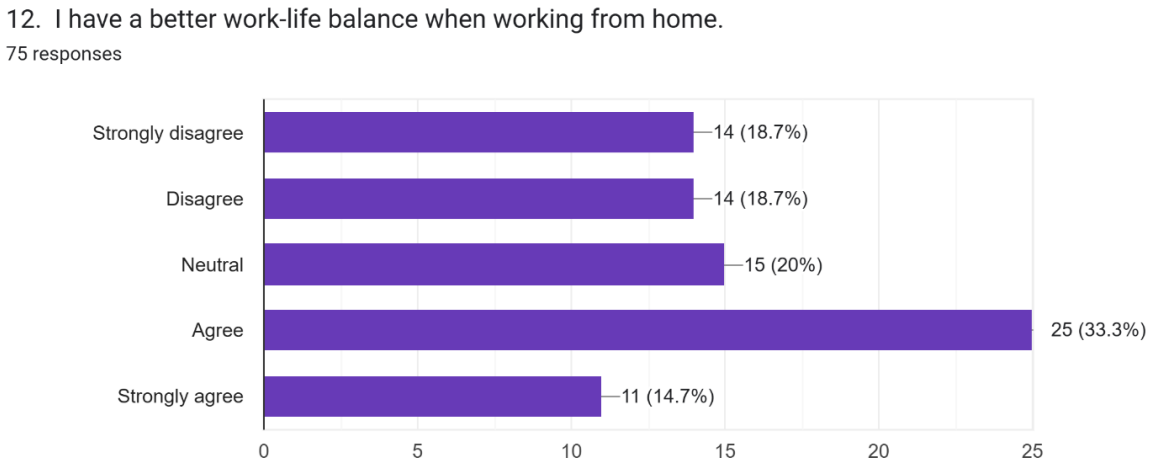
This survey reveals divided opinions about remote team communication effectiveness. While 42.7% of respondents (32 people) find it effective (agree/strongly agree), a nearly equal 40% (30 people) report challenges (disagree/strongly disagree). The remaining 17 respondents (22.7%) remain neutral. The data highlights a sharp split, suggesting remote communication success depends heavily on team dynamics or tools. The near-even divide between positive and negative responses underscores the ongoing adaptation to virtual collaboration.

2.1.11 Feel connected to the coworkers while working remotely.



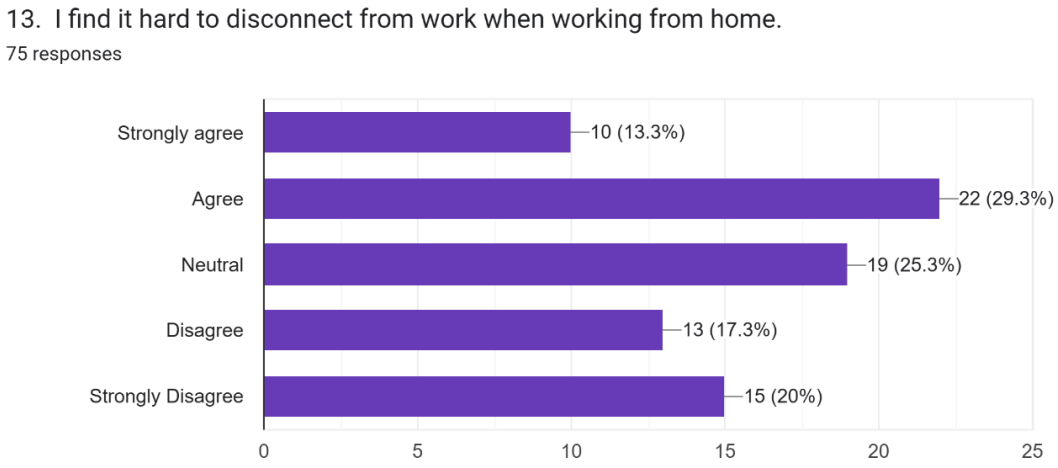
This survey shows mixed feelings about remote work connections with coworkers. While 44% (33 people) feel connected (agree/strongly agree), 40% (30 people) feel disconnected (disagree/strongly disagree), and 22.7% (17 people) remain neutral. The results reveal a near-even split, highlighting how remote work impacts workplace relationships differently across teams. The significant "disconnected" group suggests many struggles with virtual colleague bonds despite digital tools.

2.1.12 Have a better work-life balance when working from home.



This survey reveals divided opinions on work-life balance in remote work. While 48% (36 people) report improvement (agree/strongly agree), 37.4% (28 people) see no benefit or negative effects (disagree/strongly disagree), and 20% (15 people) remain neutral. The data shows a slight majority favor remote work for balance, but a significant minority experience challenges, reflecting varied personal circumstances and boundaries in home-based work environments.

2.1.13: Find it hard to disconnect from work when working from home.

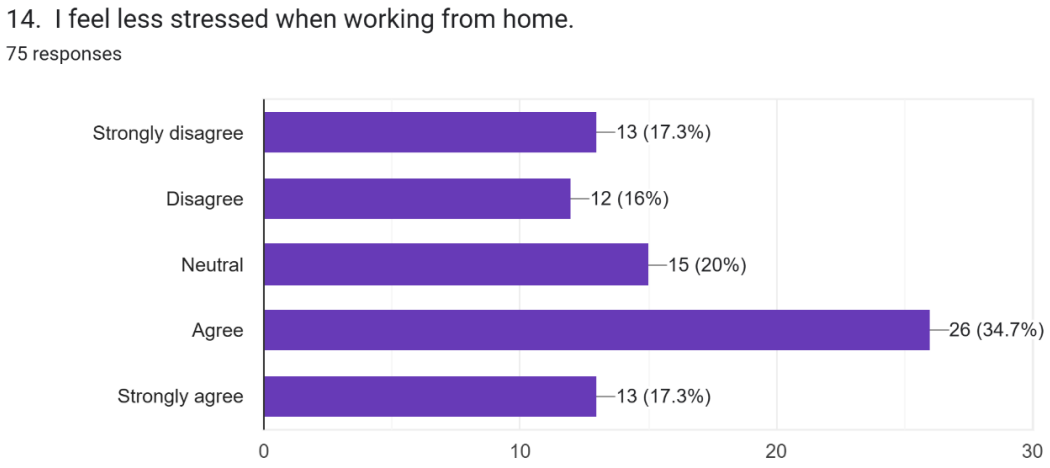


The survey results highlight a significant challenge of remote work: the difficulty in disconnecting from work. 42.6% of respondents (32 people) either agree (29.3%) or strongly agree (13.3%) that they struggle to separate work from personal life when working from home. This suggests that for many, the boundaries between professional and private time blur in a remote setup.

A quarter of participants (25.3%, 19 people) remain neutral, possibly indicating they experience this issue occasionally or are indifferent. On the other hand, 37.3% (28 people) disagree (17.3%) or strongly disagree (20%), implying they successfully maintain work-life boundaries.

The data underscores a polarized experience: while a substantial group finds it hard to "switch off," nearly an equal portion manages this aspect well. This split may reflect differences in home environments, job roles, or personal discipline. Employers aiming to support remote workers could address this by promoting clear work-hour policies or well-being initiatives.

2.1.14 Feel less stressed when working from home.

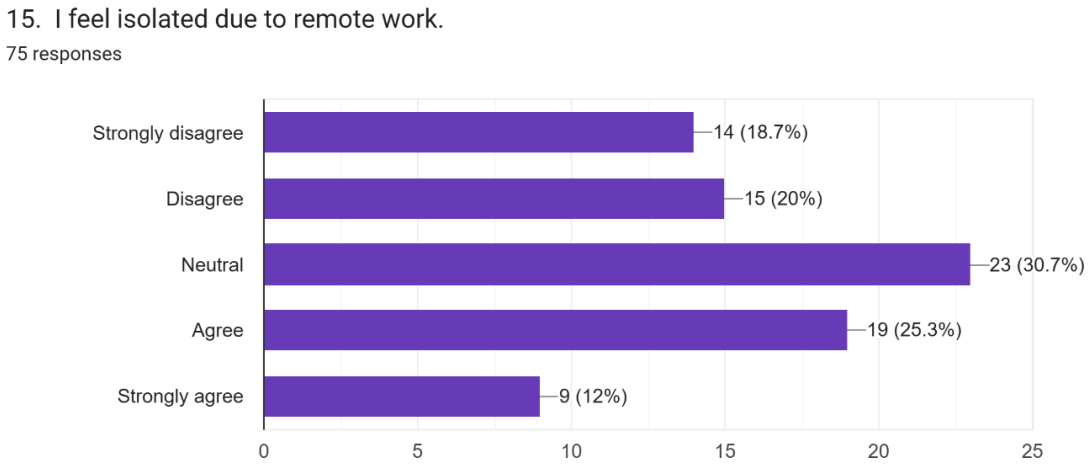


This survey examines stress levels in remote work environments, revealing a generally positive trend with notable exceptions. A combined 52% of respondents (39 people) report lower stress levels when working from home, with 34.7% agreeing (26 people) and 17.3% strongly agreeing (13 people). This suggests that for the majority, remote work contributes to reduced workplace stress, likely due to factors like eliminated commutes or flexible schedules.

However, a significant 33.3% (25 people) experience equal or greater stress (*17.3% strongly disagree + 16% disagree*), indicating remote work isn't universally stress-relieving. This group may struggle with isolation, blurred work-life boundaries, or inadequate home workspaces. Another 20% (15 people) remain neutral, possibly experiencing situational stress fluctuations.

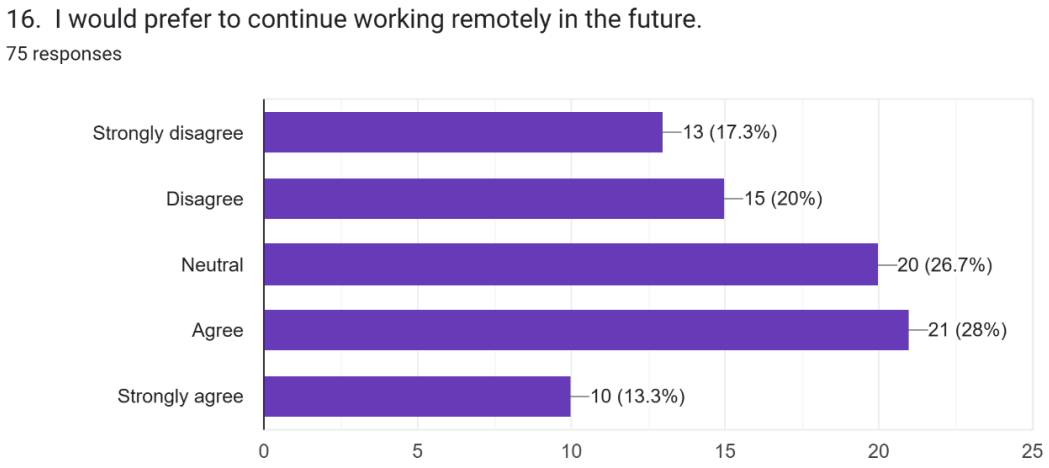
The 20-point gap between those benefiting (52%) and those not (33.3%) highlights remote work's dual nature: while most find it less stressful, employers should address the third of employees who don't share this advantage through targeted support measures. The data underscores the importance of personalized approaches to remote work policies.

2.1.15 Feel isolated due to remote work.



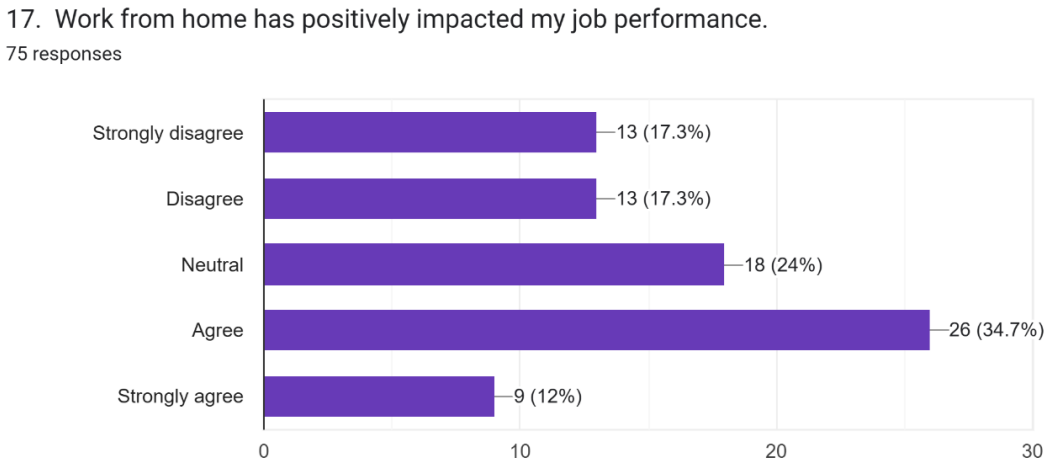
This survey reveals mixed feelings about isolation in remote work. While 37.3% (28 people) feel isolated (agree/strongly agree), a larger 38.7% (34 people) disagree (disagree/strongly disagree), and 30.7% (23 people) remain neutral. The results show that while remote work causes isolation for some, most adapt well, though the significant neutral group suggests many experiences occasional loneliness. Employers may need targeted strategies to address isolation for affected employees.

2.1.16 Would prefer to continue working remotely in the future.



This survey reveals a divided but leaning-positive preference for continuing remote work. While 41.3% (31 people) want to keep working remotely (*28% agree + 13.3% strongly agree*), 37.3% (28 people) prefer otherwise (*20% disagree + 17.3% strongly disagree*). The significant 26.7% neutral group (20 people) suggests many remain open to hybrid arrangements. The slight preference for remote work (41% vs 37%) highlights how workplace flexibility remains a polarizing issue with no overwhelming consensus.

2.1.17 Work from home has positively impacted my job performance.



This survey shows a generally positive perception of remote work's impact on job performance. A combined 46.7% of respondents (35 people) report improved performance (*34.7% agree + 12% strongly agree*), while 34.6% (26 people) see neutral or negative effects (*24% neutral + 17.3% disagree + 17.3% strongly disagree*). The results suggest remote work benefits many employees' productivity, though a significant minority experience challenges. The 24% neutral group indicates varying impacts depending on individual circumstances.

2.2 Major Findings of the study

This study, titled “Work from Home: Impact on Employee Productivity”, presents several key insights derived from survey data collected from 75 respondents across various sectors in Nepal. The major findings are as follows:

- **Mixed Impact on Employee Productivity**
  A significant portion (46.7%) of respondents reported improved job performance while working from home. However, many others remained neutral or disagreed, suggesting that the effectiveness of WFH varies based on individual and contextual factors.

- **Improved Time Management for Some**

  Approximately 45.3% of participants indicated they managed their time more efficiently at home. Conversely, 36% faced difficulties, reflecting a division in time management capabilities among remote workers.
- **Distractions in the Home Environment**

  While 42.7% of respondents experienced fewer distractions at home, 34.6% reported more, often due to family responsibilities, household noise, or lack of dedicated workspace.
- **Varied Levels of Motivation**

  Around 40% of participants felt motivated while working remotely, whereas 33.3% reported decreased motivation, pointing to diverse emotional responses to the remote setup.
- **Reduced Stress for Many Employees**

  Over half of the respondents (52%) noted lower stress levels working from home, primarily due to eliminated commuting and flexible schedules. Nonetheless, one-third still experienced similar or increased stress levels.
- **Work-Life Balance Improvements and Challenges**

  48% of employees reported an improvement in work-life balance. However, 37.4% felt that it either remained the same or worsened, highlighting the difficulty in maintaining boundaries while working remotely.
- **Communication and Team Collaboration Issues**

  42.7% of respondents felt that team communication was effective in a remote setting, whereas 40% disagreed, indicating challenges in maintaining collaboration and clarity outside the office environment.
- **Isolation and Social Disconnection**

  38.7% of participants reported feeling isolated during remote work, although 51.3% did not. This indicates a split experience in terms of social connectedness and emotional well-being.

- **Preference for Continued Remote Work**

  41.3% expressed a desire to continue working remotely in the future. Meanwhile, 37.3% preferred to return to traditional work settings, and 26.7% remained undecided—suggesting support for a flexible or hybrid model.
- **Technological and Infrastructure Constraints**

  Many respondents highlighted barriers such as poor internet connectivity, unstable electricity supply, and lack of personal devices or suitable home workspaces, all of which negatively impacted productivity.
- **Critical Role of Organizational Support**

  Employer-provided support—including tools, policies, and communication protocols—played a major role in shaping the productivity and satisfaction of remote workers.
- **Individual Factors Influence Outcomes**

  The productivity of remote workers was significantly affected by individual circumstances, such as the nature of their job, household environment, digital literacy, and personal discipline.

CHAPTER III

SUMMARY, CONCLUSION AND RECOMMENDATION

3.1 Summary

The research study titled "Work From Home: Impact on Employee Productivity", provides an in-depth exploration into how remote work arrangements have influenced the productivity of employees in Nepal. The backdrop of the study is grounded in the global shift in work practices induced by the COVID-19 pandemic, which rapidly accelerated the adoption of Work From Home (WFH) policies. Although remote work had already gained some traction globally before the pandemic, the crisis acted as a catalyst, making it a necessity rather than an option. However, in developing nations like Nepal, where traditional workplace norms dominate and technological infrastructure is still emerging, this transition posed unique challenges and opportunities.

The primary aim of the study is to assess how WFH has affected employee productivity across various sectors in Nepal and to understand the mediating factors that either enhance or hinder productivity in remote working environments. The research specifically focuses on sectors where remote work is feasible, such as IT, education, finance, healthcare, NGOs, manufacturing, and administrative services. Using a descriptive and analytical research design, the study collected data from 75 respondents through structured questionnaires. The analysis integrates both quantitative data and qualitative insights, providing a well-rounded view of the remote work experience in Nepal.

The study begins with a contextual background that outlines how WFH was an unfamiliar concept in Nepal before the pandemic. Nepalese work culture has traditionally emphasized physical presence, supervision, and routine office operations. The sudden shift to remote work challenged these norms and introduced new dynamics into employee management, communication, and performance monitoring. Employees had to adapt to new technological platforms, while employers were tasked with ensuring productivity without direct oversight. The research identifies that this abrupt transition brought both benefits and complications that continue to shape organizational practices.

One of the central findings of the study is that WFH can positively impact employee productivity, but this impact is not uniform across all individuals and organizations. Approximately 46.7% of respondents agreed that remote work had a positive effect on their job performance, with many citing increased efficiency, reduced commuting time, and better time management as primary reasons. About 45.3% of the respondents felt they could manage their time more efficiently when working from home. Flexibility in scheduling was appreciated by many, allowing them to balance personal responsibilities alongside professional tasks. Additionally, a significant portion of employees—52%—reported reduced stress levels in remote settings, likely due to the elimination of long commutes, fewer office distractions, and the comfort of home environments.

However, the study also uncovers a range of challenges that counterbalance the benefits. A substantial 42.6% of participants admitted difficulty in disconnecting from work, indicating that boundaries between work and personal life are often blurred in remote setups. This issue of "always being on" can lead to burnout, fatigue, and reduced mental well-being over time. Furthermore, 40% of respondents reported that communication with their teams was ineffective, and a similar percentage felt disconnected from their coworkers. These findings suggest that despite advances in digital communication tools, virtual interactions still fall short of replacing the richness and spontaneity of in-person collaboration.

The issue of motivation also emerged as a significant concern. While 40% of participants reported feeling motivated while working remotely, 33.3% expressed demotivation, and another 33.3% remained neutral, revealing that individual productivity in remote settings heavily depends on personal circumstances, self-discipline, and environmental factors. The home environment, for instance, varies widely between individuals. Some respondents benefited from quiet, organized spaces conducive to work, while others struggled with household distractions, lack of privacy, or inadequate work setups. When asked if they faced fewer distractions at home compared to the office, only 42.7% agreed, and a notable 34.6% disagreed, pointing to the inconsistency in home working conditions.

Technological limitations represent another major barrier. Nepal's digital infrastructure—particularly outside major urban centers—remains underdeveloped. Issues such as frequent power outages, poor internet connectivity, and lack of access to quality hardware were

reported by many respondents as obstacles to productivity. These infrastructural challenges are compounded by a general lack of digital literacy among certain segments of the workforce, especially older employees and those in rural areas. Consequently, while younger professionals in tech-savvy sectors adapted relatively well, others faced substantial difficulty navigating the remote work environment.

The study also delves into socio-cultural influences on WFH effectiveness. In Nepal, traditional gender roles and household responsibilities often place a disproportionate burden on women, especially in family settings. For female employees, remote work can lead to increased multitasking pressure, where they are expected to simultaneously fulfill professional and domestic duties. This dual burden can undermine productivity and mental health, even if it offers more time at home. The gendered dynamics of remote work, while not a central focus of the study, were implied through the demographic data and thematic analysis.

Another key insight from the research is the importance of organizational support. Employees who reported higher levels of support from their employers—through regular check-ins, provision of digital tools, mental health resources, or clear communication—tended to report better productivity outcomes. In contrast, lack of managerial engagement or unclear expectations contributed to confusion, lowered morale, and decreased output. The study's conceptual framework reinforces this idea, suggesting that variables such as technological readiness, home work environment, time management skills, and organizational support play a crucial role in mediating the relationship between WFH and productivity.

The research concludes with several practical recommendations. For employers, it is advised to invest in infrastructure (e.g., laptops, high-speed internet, cloud tools), provide regular training in digital skills, and implement clear policies around work hours and performance expectations. Encouraging a hybrid work model—combining the flexibility of WFH with the collaboration benefits of in-office work—is suggested as an optimal solution for many organizations. For policymakers, the study highlights the need to improve Nepal's digital infrastructure, support broadband expansion in rural areas, and introduce labor regulations that reflect the changing nature of work. For employees, the research underscores the

importance of setting personal boundaries, creating ergonomic home workspaces, and engaging in regular communication with peers and managers.

In sum, the study offers a nuanced and comprehensive view of WFH in Nepal. It neither glorifies remote work as a universal productivity booster nor dismisses it as ineffective. Instead, it presents WFH as a context-dependent model whose success is shaped by multiple factors—including technological capacity, personal discipline, organizational policies, and socio-cultural realities. As Nepal continues to transition into a more digitally enabled economy, the insights from this research serve as a valuable guide for building inclusive, flexible, and sustainable work environments.

3.2 Conclusion

The study concludes that the transition to Work From Home (WFH), though initially driven by necessity during the COVID-19 pandemic, has brought both promising opportunities and complex challenges to the Nepalese workforce. While WFH has the potential to improve employee productivity by eliminating commute times, offering flexible schedules, and reducing workplace-related stress, its effectiveness is highly variable and context-dependent. A considerable number of participants reported increased efficiency, better time management, improved work-life balance, and reduced stress as key benefits of remote work. These advantages are particularly evident among individuals in tech-enabled sectors, those with access to adequate technological resources, and employees who received consistent support and communication from their organizations. However, the study also highlights that WFH is not a universally positive experience. A substantial portion of respondents expressed feelings of isolation, demotivation, and communication difficulties with team members, which, in turn, negatively affected their performance. The blurring of personal and professional boundaries was found to be a major concern, with many employees reporting difficulty in disconnecting from work and maintaining mental well-being. Furthermore, infrastructural limitations—such as poor internet connectivity, irregular electricity supply, lack of proper home workspaces, and limited digital literacy—continue to hinder the success of remote work across Nepal, especially in semi-urban and rural areas. The research underscores that organizational support plays a critical role in mitigating these challenges;

companies that invested in digital tools, employee training, and flexible yet structured policies observed more favorable productivity outcomes. Ultimately, the study concludes that while WFH can be a viable and even advantageous work model for Nepal, its success hinges on the alignment of several factors including technology readiness, employee motivation, effective communication, and managerial adaptability. Therefore, a hybrid work model—balancing remote flexibility with in-person engagement—emerges as a recommended path forward. This approach not only allows for the maximization of productivity benefits but also addresses the limitations experienced by employees and organizations alike. For Nepal to harness the full potential of remote work, coordinated efforts from employers, policymakers, and infrastructure providers will be essential in creating inclusive, supportive, and sustainable remote work ecosystems.

3.3 Recommendations

- Organizations should implement a hybrid model combining in-office and remote work to balance flexibility with collaboration and supervision.
- Investment in reliable internet, power supply, and digital tools is essential to support remote work, especially in semi-urban and rural areas.
- Employers should offer regular training in digital literacy and the use of remote work tools to enhance employee efficiency and adaptability.
- Remote work policies must clearly define working hours, responsibilities, and performance metrics to reduce ambiguity and improve accountability.
- Encourage employees to establish boundaries between work and personal life by adopting flexible schedules and promoting breaks.
- Use collaborative platforms (like Zoom, Slack, Microsoft Teams) effectively to maintain regular communication and reduce feelings of isolation.
- Employers should recognize the emotional impact of remote work and provide mental health resources, motivational sessions, or wellness programs.
- Organize virtual team-building events or informal check-ins to foster team bonding and reduce social disconnect.
- Since productivity varies by job nature, organizations should adopt customized WFH strategies based on the needs and functions of different roles.

- Gather feedback from employees regularly to improve WFH policies and ensure they align with workforce needs and challenges.

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Dear Respondent,

I am Roshan Tamang, a 6th semester BBA student at Nepal Tourism and Hotel Management College. As part of my academic research, I am conducting a study on "Work from Home: Impact on Employee Productivity."

The aim of this questionnaire is to understand your views and experiences regarding how working from home has affected your productivity, motivation, and work-life balance. Your responses will provide valuable insights for this study.

Please be assured that your answers will be kept strictly confidential and used only for academic purposes. Participation is entirely voluntary, and the survey will take approximately 5 to 7 minutes to complete.

Thank you very much for your time and support.

Sincerely,
Roshan Tamang
BBA 6th Semester
Nepal Tourism and Hotel Management College

What is your age group?

- 21-30
- 31-40
- 41-50
- 51 and Above

What is your current work setup?

- Fully Remote
- Hybrid (Part office, Part Home)
- Fully in office

Which industry do you work in?

- IT/Tech
- Education
- Healthcare
- Finance
- Government
- Other

I feel more productive working from home.

- o Strongly Agree
- o Agree
- o Neutral
- o Disagree
- o Strongly Disagree

I face fewer distractions at home than in the office.

- o Strongly Agree
- o Agree
- o Neutral
- o Disagree
- o Strongly Disagree

My output has improved since I started working from home.

- o Strongly Agree
- o Agree
- o Neutral
- o Disagree
- o Strongly Disagree

I can manage my time more efficiently while working from home.

- o Strongly Agree
- o Agree
- o Neutral
- o Disagree
- o Strongly Disagree

I feel motivated while working from home.

- o Strongly Agree
- o Agree
- o Neutral
- o Disagree
- o Strongly Disagree

Communication with my team is effective while working remotely.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

I feel connected to my coworkers while working remotely.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

I have a better work-life balance when working from home.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

I find it hard to disconnect from work when working from home.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

I feel less stressed when working from home.

- Strongly Agree
- Agree
- Neutral
- Disagree

- Strongly Disagree

I feel isolated due to remote work.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

I would prefer to continue working remotely in the future.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Work from home has positively impacted my job performance.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree