

# Modelling the Impact of Post-Pandemic Remote Work Challenges on Work-Life Balance: Evidence from Chennai's Selected IT Industries

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## Abstract

The COVID-19 pandemic significantly transformed traditional workplace practices, leading to the widespread adoption of remote work across the Information Technology (IT) sector. Although remote work has provided employees with greater flexibility and reduced commuting time, it has also introduced several challenges that affect their ability to maintain an effective work-life balance. The present study aims to examine the impact of post-pandemic remote work challenges on work-life balance among IT employees working in selected IT industries in Chennai city.

The study adopts a descriptive research design and utilizes both primary and secondary data sources. Primary data were collected through a structured questionnaire administered to IT employees. A total of 200 questionnaires were distributed, of which 189 valid responses were used for analysis after excluding non-returned and incomplete questionnaires. Convenience sampling was employed to select the respondents. The study considered six major dimensions of post-pandemic remote work challenges, namely Health Issues due to Work from Home, Use of Information and Communication Technology (ICT), Work Scheduling and Working Hours, Communication and Collaboration Challenges, Emotional and Psychological Strain, and Family Role Strain. Work-Life Balance was considered as the dependent variable.

The collected data were analyzed using Percentage Analysis, Cronbach's Alpha Reliability Analysis, Exploratory Factor Analysis (EFA), Correlation Analysis, and Multiple Regression Analysis. The findings revealed that post-pandemic remote work challenges significantly influence work-life balance among IT employees. The regression results indicated that Emotional and Psychological Strain emerged as the most influential predictor of work-life balance, followed by Work Scheduling and Working Hours and Family Role Strain. The study further confirmed that the selected remote work challenge factors collectively explain a substantial proportion of the variation in employees' work-life balance.

The study concludes that organizations need to adopt comprehensive employee-centric policies focusing on mental well-being, workload management, communication effectiveness, and family-supportive practices to promote sustainable work-life balance in remote and hybrid work environments. The findings provide valuable implications for human resource professionals, organizational leaders, and policymakers seeking to enhance employee well-being and organizational effectiveness in the post-pandemic era.

**Keywords:** *Post-Pandemic Remote Work, Work-Life Balance, Information Technology Employees, Work from Home, Emotional and Psychological Strain, Family Role Strain, ICT Usage, Chennai.*

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## 1. Introduction

The COVID-19 enkindled the universal transformation of the world of work by revolutionizing the employments heretofore that is taking place. Especially notable was the level of advancement of the Information Technology (IT) sector amidst the ensuing lockdowns, characteristically menial and stature like activities have occurred during the pandemic. Utilization of digital tools has made it possible for businesses to

survive during the crisis without endangering the lives of the employees.

With Covid-19 pandemic biting, the overall way of conducting businesses has deeply shifted, in the sense that a growing share of the companies have joined the less tech savvy folks who lacked the IT literacy prior to the pandemic. The management has formed the newly created approaches to the type of work, which employees adapted exploit accordingly. Periodic happening remote work conducts under the assumption of the mistrust and many employees resent this. It should be noted in table data that there

are a number of consequences of remote work for communication in virtual teams. In addition, hours of operations and the aspect of sleep patterns and control implemented among group members have been enhanced due to COVID-19. Hours of operations and enhanced sleep pattern and control among group members is a functionality implemented since COVID-19. And in this case, the post-Covid-19 operational environment for an airline industry participants will look forward to more shifts than containment.

Being the major IT Hub of India where many computer giants and software development centres are established, Chennai has made her name before hand. The use of remote work has exponentially increased over time, but the issue of what impact post-pandemic conditions will have on the intervention of work-life balance of IT employees from Chennai has not been studied much. Hence this study aims to test the relationship, moderate and mediate the effect of post-pandemic remote work challenges on work-life balance of those employees that have employment in IT sector firms in Chennai.

### 2. Review of Literature

Wells and colleagues (2023) undertook a study illuminating the possible repercussions that remote working and work-life balance might have on employee well-being. The longer remote working lasted, the uncomfortable physical condition, feeling drained emotionally, and work-family interference that developed. Drawing attention to healthy work-life boundaries was another point underlined by the writers for the sustaining employee performance.

For Khedhaouria and Cucchi (2024) technostress itself is investigated along with its implications among remote workers. Their analysis so revealed that too much reliance on ICT tools and always-on culture plus information overload led to greatly increased stress levels among employees. They had discovered that social support serves as a modulator that lessens negative implications from technostress. Rodríguez, García and Fernandez (2025) had explored the effectiveness of communication in virtual work settings. This showed that communication barriers, as well as virtual meeting fatigue and coordination difficulties, negatively affect connectivity and job satisfaction of employees. The significance of proper communication systems in remote work conditions was stressed to show just how vital it is.

Eng, Lee and Wong (2025) were wise to study mental health problems among remote employees. From study data, it became clear that machinery such as social isolation, digital exhaustion, plus pressure at work, lead significantly to emotional weariness and substantial deterioration in the well-being of employees. The importance of this study has attributed the need for incorporating mental health into the awareness prevalent in remote work scenarios.

According to Bao, Zhang and Li (2025), family obligations in awareness of work-oriented achievement had long been examined on the subject of effects on employees, including the feeling of stressful conflict that emerged when trying to give good performance at home. According to published findings, a strong incidence of role strain actually occurs because of family responsibilities and care obligations due to increased pressure between the obligations entailed in the home-office work environment among workers. The higher the role strain from the family was perceived, the more negative its effect on work-life balance and employee productivity, based on the study conducted.

### 3. Statement of the Problem

The dynamics of the technological workplace have seen drastic changes after the pandemic. It is both a boon and a bane as far as the mechanics of work itself, but issues abound including health, technology, communication competence, emotional well-being, time organization and being a functional family member in easy fingertips. These difficulties often encompass the area of health and safety at workplace, making it difficult for employees to balance work and life comfortably.

Leaving alone the very compelling lifestyle aspects of this remote kind of working, those working in an office and based in Chennai, being employed at IT sectors becomes one of the highly impacted places by the remote-work-related anxiety. Most studies have privileged the remote work benefits and other aspects of employee general well-being. Yet this approach rarely allows for a combination of the aspects. This is why a closer examination of the relative impact of shifted post-pandemic working norms and work-life balance is called for in IT employees of Chennai. This seeming shale in the literature instigates an empirical probe into the particular, mediating and moderating work-family construct particularly in IT employees' perceptions in the post-pandemic phase. There is, therefore, a pressing need for the roles of casual factors of work-life imbalance among employees, to be evaluated, and measurement or discrimination power of variables defined. In light of the above, the objective of the study is to establish factors that affect the balance of work and personal life of employees in the post-pandemic period and suggest the possible ways of intervention accessible to the management of an organization.

### 4. Objectives of the Study

1. To look into how workplace health problems that show up during work from home, affect the work-life balance among IT employees.
2. To study the effect of information and communication technologies, on day-to-day work-life balance.

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3. To assess how planning work shifts and the actual number of hours worked, relates to work-life balance.
4. To evaluate the influence of communication hurdles and cooperation difficulties on work-life balance.
5. To determine the impact of emotional pressure and mental fatigue, on work-life balance.
6. To examine how stress from family responsibilities, shapes work-life balance.

## 5. Conceptual Development

In light of the widespread remote work trial that followed soon after the COVID-19 global pandemic was declared, attention has to be focused on and benefits of remote work challenges experienced by IT professionals on remote work-life balance. The model comprises six factors representing different dimensions of a concept about remote work challenges and this is the dependent variable work-life balance.



When remote work challenges increase, the framework predicts at the same time that this may have an impact on how effectively employees maintain their work-life balance.

## 6. Hypotheses Development

The research aims and objectives in this study are established on the basis of literature read, applied theories, and previous findings. So, challenges faced by work on how employees manage work and life are external, the associated literature base is disregarding a few cases where the external challenges are internal. It may not come as a surprise to the readers that below given are a few research questions outlined in this project to provide focus.

Hypothesis H1:  
Health problems caused by working from home significantly influence work life balance of IT employees.

Hypothesis H2:  
The use of Information and Communication Technology significantly influence work-life balance among IT employees.

Hypothesis H3:  
Work scheduling and working hours significantly influence work-life balance among IT employees.

Hypothesis H4:  
Communication and collaboration challenges significantly influence work-life balance among IT employees.

Hypothesis H5:

Emotional and psychological strain significantly influences work-life balance among IT employees.

Hypothesis H6:

Family role strain significantly influences work-life balance among IT employees.

Hypothesis H7:

Post-Pandemic remote work challenges collectively have a significant impact on work-life balance among IT employees.

## 7. Methodology

This study uses a descriptive research design to look at how post-pandemic remote work problems can affect work-life balance, in general.

The work is carried out among IT employees, who are working in chosen IT industries in the Chennai city area.

For data collection, both primary and secondary information are taken into account. Primary data came from a structured questionnaire, while secondary data were taken from journals, books, reports, company websites, and other industry publications too.

To choose respondents, the convenience sampling method is used. That is the main sampling approach, for the selected IT organizations.

In total, 200 questionnaires were distributed. Out of these, 11 were not returned, and another 9 responses were incomplete so they were not used. Finally 189 valid questionnaires were used for the analysis.

A structured questionnaire was prepared with personal profile variables, work profile variables, and measurement items. These measurement items relate to remote work challenges and work-life balance, as needed.

## Statistical Tools

- Percentage Analysis
- Reliability Analysis (Cronbach's Alpha)
- Exploratory Factor Analysis (EFA)
- Correlation Analysis
- Multiple Regression Analysis

These statistical techniques were employed using SPSS software to examine the relationships among study variables and test the proposed hypotheses.

## 8. Analysis

**Table 8.1 Demographic and Work Profile of the Respondents (N = 189)**

Variables	Category	Frequency	Percentage
Age	Below 25 Years	32	16.9
	25 – 34 Years	81	42.9
	35 – 44 Years	53	28.0
	Above 44 Years	23	12.2
Gender	Male	118	62.4
	Female	68	36.0

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	Others	3	1.6
<b>Marital Status</b>	Single	74	39.2
	Married	103	54.5
	Divorced / Separated	12	6.3
<b>Employment Level</b>	Entry Level	71	37.6
	Middle Level	84	44.4
	Senior Level	34	18.0
<b>Work Experience</b>	Less than 2 Years	29	15.3
	2 – 5 Years	76	40.2
	6 – 10 Years	58	30.7
	Above 10 Years	26	13.8

**Source:** Primary Data

Table 8.1 demographically profiles the work characteristics of the respondents: the respondents of the presented data with 42.9% were mainly age group between 25-34 years and the age group of 35-44 years had 28.0% member; the men covered 62.4% of the population, whereas women contributed with 36.0%. Maritally, of course, 54.5% of the population is adults. Employment levels can obviously be categorized from lowest to highest: middle level (44.4 percent) comes first, while those in the entry level (37.6 percent) are at 44.4 percent. In other words, 2 to 5 years of experience were in the group of 40.2% and 30.7% under the range of 6 to 10 years. This profile highlights the professional standing of the respondents, who in majority are young and middle-aged IT professionals and have considerable work experience, which holds promise of post-pandemic assessment of the challenges of working remotely, and balancing between work and life.

**Table 8.2 Overall Reliability Analysis**

Variable	Number of Items	Cronbach's Alpha
Overall Scale	27	0.913

**Source:** Computed from Primary Data

Excellent internal consistency among the 27 measurement items used in this study has been indicated by a Cronbach's Alpha value of 0.913 overall. Moreover, this does also include the reliability coefficient which has surpassed the acceptable threshold value set at 0.70 and therefore makes this instrument highly reliable for any further statistical analyses such as Exploratory Factor Analysis (EFA), Correlation Analysis, and Multiple Regression Analysis.

**Table 8.3 KMO and Bartlett's Test**

Test	Value
Kaiser-Meyer-Olkin (KMO) Measure of Sampling Adequacy	0.891
Bartlett's Test of Sphericity - Approx. Chi-Square	2156.384
Degrees of Freedom (df)	351
Significance (p-value)	0.000

**Source:** Computed from Primary Data

In fact, a 0.891 KMO-invalidity further detects excellent sampling appropriateness for factor-analytical items to max out its recommended 0.70 standard. Bartlett's Test of Sphericity outputs a value of 2156.384 on Chi-square with 0.000 significance level, which is lower than 0.05. This says that the correlation matrix is not an identity matrix, suggesting the existence of sufficient correlations within variables.

So, the data are good for an explorative factor-analysis analysis, and the factors named should conceptualize post-pandemic remote-work-fatigue attention with regard to IT workers and work-life balance in a meaningful way.

**Table 8.4 Correlation Analysis**

Variables	Work-Life Balance
Post-Pandemic Remote Work Challenges	0.694**

**Note: Correlation is significant at the 0.01 level (2-tailed).**

**Source:** Computed from Primary Data

Finding the Pearson correlation coefficient between Post-COVID-19 remote work challenges and work-life balance of employees, value of 0.699 was obtained which demonstrates a very strong indeed and is very significant at the 0.01 level. The outcome indicates that challenges experienced in remote working are interlinked with balance between the professional and personal lives of the workers. Thus, the study agrees that there is considerable association between the given variables.

### 8.5 Multiple Regression Analysis

To find out the influence post-pandemic remote work challenges have on the work-life balance among IT employees, the study utilized multiple regression analysis.

**Table 8.5 Model Summary**

R	R Square	Adjusted R Square	Std. Error of Estimate
0.694	0.482	0.465	0.524

**Source:** Computed from Primary Data

**Table 8.6 ANOVA**

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	48.263	6	8.044	28.916	0.000

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Residual	50.65 3	18 2	0.278		
Total	98.91 6	18 8			

Source: Computed from Primary Data

**Table 8.7 Regression Coefficients**

Variables	Beta	t-value	Sig.
Health Issues due to WFH	0.184	2.961	0.004
Use of ICT	0.156	2.584	0.011
Work Scheduling & Working Hours	0.238	3.887	0.000
Communication & Collaboration Challenges	0.141	2.312	0.022
Emotional & Psychological Strain	0.271	4.261	0.000
Family Role Strain	0.198	3.175	0.002

**Dependent Variable:** Work-Life Balance

The model summary shows that R value is approximately 0.694 and R<sup>2</sup> value is 0.482, explaining that 48.2% of the difference in the work life side between the IT workers can be attributed to the effects of the predictors. The ANOVA table reports sport an F of 28.916, which is supported by the associated significance level of 0.000 that the model is statically a satisfactory.

The findings from the zero-order correlation research confirmed the importance of all six post-pandemic remote work challenge factors in causing the moderation of work-life balance. Among the predictors, Emotional and Psychological Strain ( $\beta = 0.271$ ) is observed to be the most influential, followed by Work Scheduling and Working Hours ( $\beta = 0.238$ ) and Family Role Strain ( $\beta = 0.198$ ). Therefore, it appears to be valid to hold the assumption that the problems of post-pandemic telecommuting would play a role in the balancing of work and other life commitments when applied in an IT organization in Chennai.

### 9. Conclusion

It is hardly an exaggeration to say that the recent contagious outbreak has reset all functional parameters in technological spheres nowadays. Even though working remotely has its perks like work-time flexibility and puts the entire organization in operation, it has a complex combination of challenges that interfere with coping in a work-life scenario. So, this study presents the effect of post-pandemic remote working difficulties on work-life balance among IT professionals employed in various information technology firms of Chennai.

It was revealed that many of the challenges that stem from working from home post- a contagion scare indeed impact on work-life balance perceptions in

many establishments and has a far-reaching influence on every activity. There exists a strong correlation demonstrated by the positive effect on work-life balance-related issues caused by remote work problems. The last section shows another part of the data which confirms the conclusions from the correlation analysis. More especially; when the perception will cost Fact Issues because of RMT, use of ICT, WOS Services, Overtime Work, Communication Problems, Emotional and mental tension and some family strains the respondents [IT employees] are facing have a direct impact on their work life balance.

After investigating the factors, Emotional and Psychological Strain has been identified as the most dominating aspect of work-life balance, with Work Scheduling and Working Hours as well as Family Role Strain following. Therefore, such psychological well-being, appropriate distribution of duties in time and space and meeting family duties form a critical component of the adequacy of work-lifestyle balance in virtual working environment.

The study asserts that organizations will not be able to rely only on information technologies to support work at a distance. There should be more concern for the well-being of the employees, establishment of mental health care, role in terms of workload regulation, communication efficiency and gentle policies. Incentives like protecting the reputation of an organization or promoting the satisfaction of employees come from those organizations that can take up such challenges and result in satisfaction improvement, productivity increase, employee engagement, and long-term employment.

To sum up, it is right to say that the challenges facing IT employees as regards work-life balance amidst work from home after the pandemic can be termed as quite significant. As work terms and conditions continue to evolve with more remote and hybrid-working arrangements coming into play, it is critical to design plans that assist employees to centralise both their professional and personal lives. The data collected during the current research does not only help hr professionals, managers, and field experts who focus on job-design; but also, can be used to assist in useful negotiation and mediation processes performed within organizations.

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