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The Evolving Impact of Remote Work on IT Professionals' Work-Life Balance

Sujan Poudel¹, Shyam Maharjan^{1*}, Khilanath Luitel¹

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ABSTRACT

This study assesses the evolving impact of remote work on the work-life balance of IT professionals. Descriptive and causal-comparative research methods were employed in the study to collect information from both primary and secondary sources. Primary data were collected using structured questionnaires among the sample population of 140 employees, utilizing convenience sampling while, secondary data were collected from organizational reports and official websites. Data analysis included descriptive statistics to generate mean values and standard deviations and correlation and regression analysis to test the interrelation between the variables based on statistical package SPSS. Results provide meaningful information on the interrelation between telework and work-life balance. While descriptive statistics uncover overall employee attitudes, regression analysis verifies that Frequency of Remote Work (FRW), Work Hours Flexibility (WHF), and Psychological Wellbeing (PW) all predict high work-life balance. The regression model explains 48.1% of variance in WLB, confirming the significance of FRW, WHF, and PW. Organizational Support (OS) does have a positive but statistically non-significant influence. It recognizes how central flexible working, home working, and mental health are to better work-life balance and provides guidance and advice to companies to create more facilitating policies to help employees.

INTRODUCTION

In the frequent changing era of modern-day workplaces, work-life balance (WLB) and flexibility provided by work-from-home are the major driving forces that are the main pillars of workforce happiness and effectiveness. As businesses adapt to a globalized environment with rapid technological advancements and shifting work cultures, remote work has been one of the dramatic transformations in most industries, but the impact of remote work on WLB has been a crucial factor towards sustainable worker participation and organizational effectiveness (García *et al.*, 2021).

Remote work encompasses diverse practices that facilitate employees to achieve their work outside of typical office settings which includes practices that center on Work Hours Flexibility, Remote Work Frequency, and Organizational Support necessary in order to promote an environment that supports employee health and performance. These factors promote effective handling of personal and professional work, thereby ensuring organizational objectives are progressed (Roopavathi & Kishore, 2021).

On the contrary, work-life balance is a fundamental driver to foster individual and collective performance in the workplace. Employees who achieve an equilibrium WLB are more productive, dedicated, and engaged in the workplace. They showcase higher levels of creativity, innovativeness, and resilience, resulting in a dynamic and high-performing working environment. It is imperative to identify those factors influencing work life balance, such

as flexible time and workplace, in order to create policies in support of a seamless integration of work and personal life (Hanaysha & Majid, 2018). This research, therefore, explores the intricate dynamics of telecommuting and work-life balance for IT Professionals employed near different Nepalese software companies.

Background of the Study

Remote work practice provides employees with the liberty to manage domestic and work obligations while delivering organizational objectives. Flexible working hours, home working policies and organizational support are a few of the determinants that augment the success of remote working which reinforces WLB and general job satisfaction (Bloom *et al.*, 2015).

Shirmohammadi *et al.* (2021) opined that teleworking has the potential to enhance WLB since it saves time spent on commuting and grants greater control over work schedules. However, the effectiveness of teleworking in bringing about WLB relies heavily on the level of organizational support offered to the workers by way of access to necessary resources and efficient communication pathways.

While the concept of flexible work schedules gained traction for its utility in compensating for disadvantages of remote working, Pabilonia and Redmond (2024) explore how remote working ultimately requires organizations to enhance significantly enhance organizational support broadly. The need for remote work and degree of work schedule flexibility must be balanced to mitigate work-life

¹ Nepal Kasthamandap College, Nepal

* Corresponding author's e-mail: samymhr31@gmail.com

conflict over the long-term so that employees can remain productive and satisfied.

Considering the outlined complexities, we require more in-depth research to understand the impacts of remote work on work-life balance within specific organizations. The current research project seeks to explore how flexibility in work hours, frequency of remote work, and organizational support can affect work-life balance and possible work-life conflict to provide applied implications that can be used for meaningful development of remote work policies that drive better employee satisfaction and organizational results.

Objective of the Study

The main objectives of the study are mentioned below.

- To identify the impact of Frequency of Remote Work on Work-Life Balance.
- To examine the impact of Organizational Support on Work-Life Balance.
- To determine the impact of Work Hours Flexibility on Work-Life Balance.
- To evaluate the impact of Psychological Wellbeing on Work-Life Balance.

Operational Definitions

Work-Life Balance (WLB)

Work-Life Balance is described as the ability to maintain a sense of harmony between work responsibilities and non-work domains, including family, friend, leisure, personal development, and self-care. It reflects a perceived equilibrium that allows individuals to fulfill work obligations without compromising personal well-being, non-work aspirations and other life roles (Yu *et al.*, 2022).

Frequency of Remote Work (FRW)

Remote work is defined as a flexible work arrangement where employees perform their job duties outside of a traditional office setting, typically from home (Work-From-Home, WFH) or any location of their choice (Work-From-Anywhere, WFA). Frequency of Remote Work represents how often an organization allows the individuals to work from remote places (Choudhury *et al.*, 2021).

Organizational Support (OS)

Organizational support is the belief by the employee that the organization is concerned about their welfare and values their contribution. It is elicited by pleasant treatments such as fairness, regardful leadership, and favorable human resource practices, especially when these are seen as discretionary on the side of the organization. OS fulfills socioemotional needs such as approval, esteem, and emotional support, and is a resource that fuels employee commitment, well-being, and performance (Eisenberger *et al.*, 2020).

Work Hours Flexibility (WHF)

Work Hours Flexibility means the control of the timing

of work by employees. It entails the ability to change the beginning and end of work hours (flexitime), change the amount of hours worked every day or weekly and, in a few cases, have full control of the work schedule and working time, described as working time autonomy. Unlike flexitime, which is generally subject to restrictions like core working hours or compulsory fixed weekly hours, independence of working time fosters greater flexibility free from these restrictions (Chung & van, 2020).

Psychological Wellbeing (PW)

Psychological Well-Being reflects a person's overall mental state and/or emotional health along with wellness. Psychological Well-Being has a variety of definitions including looking at life in a positive way, methods to handle stress and challenges, and addressing the meaning of life. Major constructs associated with psychological well-being are optimism, resiliency regarding stress or challenges, and a set of coping processes related to meeting personal and work demands. Within an organizational context psychological well-being factors like work-family balance, social support, job satisfaction, and stress management (Obrenovic *et al.*, 2020).

LITERATURE REVIEW

Empirical Review

Prasad and Satyaprasad (2023) found a statistically insignificant direct association between remote working and work-life balance. However, social support was discovered to completely regulate and moderate this association. Higher levels of social support considerably boosted the benefits of remote working on work-life balance. Slope research revealed that employees with great social support had a better work-life balance when working remotely. This study emphasizes the need of social support in achieving work-life balance in distant work contexts (Prasad & Satyaprasad, 2023).

Bakar (2024) emphasized the relationship between work-life balance and elements like physical and mental health, job satisfaction, and life satisfaction to enhance employee well-being at home and at work, especially in the wake of COVID-19. The study integrates viewpoints from organizational behavior, sociology, and psychology to give a thorough and complex framework, emphasizing flexible work arrangements and positioning work-life balance as a crucial aspect of corporate social responsibility (Bakar, 2024).

Sharma and Sharma (2024) discovered that doctors' ratings of psychological wellbeing, work-life balance, and technology-related pressures were all relatively high. Importantly, there was no statistically significant relationship between the technostress generators and the outcomes. According to Sharma and Sharma (2024), these findings will need to be further researched and debated, because they shed light on the complex interrelationships between work-related issues, personal wellbeing, and the interaction of technology on doctors professional life. Additionally, these findings can inform measures to support doctors' psychological wellbeing, when taking into

consideration unique issues in relation to work-life balance and technostress generators (Sharma & Sharma, 2024).

Kurtuluş *et al.* (2023) found that work-life balance is positively correlated with psychological well-being ($r=.50$) and negatively correlated with social support ($r=-.51$). The bootstrap method was used to support the significance of the mediation analysis, which confirmed that psychological well-being mediated the association between social support and work-life balance, indicating that psychological well-being explained the negative correlation between social support and work-life balance (Kurtuluş *et al.*, 2023).

Adah *et al.* (2023) found that work-life balance (WLB) in construction is significantly impacted by company culture, pay, excessive workloads, long working hours, and rigid scheduling, according to key results. While workplace dynamics, job happiness, and organizational commitment have received a lot of attention recently, more research is required on issues including job stress, safety performance, employee attrition, and an aging workforce. The paper highlights the dearth of WLB research in South America and Africa, giving stakeholders information to carry out focused projects and laying the groundwork for further exploration in the field (Adah *et al.*, 2023).

Mbonigaba & Vanitha (2023) found that burnout rates varied by industry, with higher levels ($p < 0.05$) observed among younger workers and those working in high-stress industries like technology and healthcare. The findings of the regression show that mental health programs ($\beta = -0.40$, $p < 0.05$) and flexible hours ($\beta = -0.35$, $p < 0.05$) considerably lower burnout. To increase resilience, lessen burnout, and create a healthy workplace, the study ends with suggestions for flexible work arrangements, mental health assistance, and focused interventions (Mbonigaba & Vanitha, 2023).

Aroosiya (2022) found that work-life balance is positively correlated with psychological well-being ($r = .50$) and negatively correlated with social support ($r = -.51$). The bootstrap method was used to support the significance of the mediation analysis, which confirmed that psychological well-being mediated the association between social support and work-life balance, indicating that psychological well-being explained the negative correlation between social support and work-life balance (Aroosiya, 2022).

Ajayi and Udeh (2020) found that burnout is a common problem among IT workers, fueled by difficulties in the field. However, initiatives such as flexible work arrangements, leadership development, mental health assistance, and the use of AI for personalized well-being interventions show promise in minimizing these consequences. The study indicates that developing a culture of well-being and resilience in the IT industry necessitates a multidimensional strategy, emphasizing the importance of organizational commitment to employee health and the ongoing adaptation of well-being strategies

to meet changing workforce needs (Ajayi & Udeh, 2020). Mokana Muthu *et al.* (2022) indicated that a lecturer's capacity to attain a healthy work-life balance is further enhanced by an increase in emotional intelligence and job engagement. The findings also show that the relationship between work-life balance, job engagement, and emotional intelligence is unaffected by organizational support. Furthermore, the study was unable to determine how organizational support affected Malaysian professors' work-life balance. The study's conclusion is that, to maximize work and life expectations while taking other factors into consideration, institutions and management must be aware of the situational demands of the lecturers (Mokana Muthu *et al.*, 2022).

Irfan *et al.* (2023) emphasized how crucial it is to implement WLB techniques to reduce conflicts brought on by ineffective time management, which have an impact on both personal and professional obligations. It is recommended that project-based businesses give professionals enough time to manage their job and family obligations. By offering a regression model for improving performance, this study advances our understanding of WLB, organizational support, and job burnout in connection to project success. The study provides a distinct viewpoint for developing nations and useful advice for policymakers hoping to successfully resolve work-family problems (Irfan *et al.*, 2023).

Uddin *et al.* (2020) found that the WLB of Bangladeshi female bankers is significantly impacted by perceived family support, perceived coworker emotional support, perceived supervisory instrumental assistance, perceived workplace support, and perceived supervisory emotional support. Additionally, the connection between PFS and WLB was controlled by work-life policy. The findings may help management practitioners, regulators, banking professionals, and researchers gain a better understanding of the sources of social support that drive WLB, as well as the indirect effect of WLB legislation on the linkages between PSS sources and WLB. By using the COR theory, which emerged from the Western perspective, to examine the indirect influence of WLB policies on the linkages between PSS sources and WLB, particularly in the setting of South Asian developing countries, this study adds to the body of current work on WLB (Uddin *et al.*, 2020).

Conceptual Framework

This framework identifies four mutually dependent factors that significantly impact work-life balance: how often working from home is conducted, how much organizational support is given, how flexible work hours are, and the level of psychological well-being. All of these factors are interrelated and combined have an impact on an employee's ability to maintain a good balance between professional and personal life. A visual depiction of this framework, as shown in the figure below, offers a clearer understanding of the dynamics between these elements.

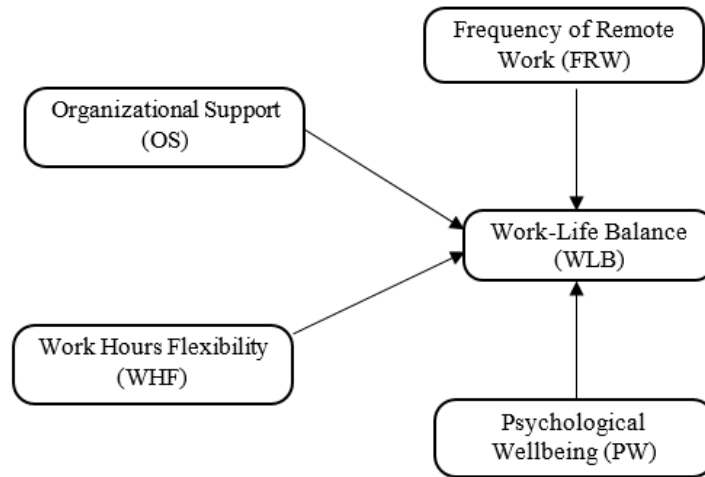


Figure 1: Conceptual Framework

MATERIALS AND METHODS

This study uses a blend of descriptive and causal-comparative research methods to explore how remote work affects employees’ work-life balance. Information was gathered from both primary and secondary sources. Primary data came directly from IT professionals working in various software companies through questionnaires, interviews, and workplace observations, while secondary data was drawn from company websites and official documents. Given the large workforce of around 1,000

employees and limited time, a sample of 140 participants was selected using convenience sampling. A carefully designed questionnaire was used to collect responses, and the data was analyzed using SPSS software. Descriptive statistics, such as mean and standard deviation, along with correlation analysis, were used to understand the relationship between remote work and work-life balance.

RESULTS AND DISCUSSIONS

Table 1 illustrates the interconnections among various

Table 1: Correlations Test between FRW, OS, WHF and PW with WLB

Correlations					
	FRW	OS	WHF	PW	WLB
FRW	1				
OS	.446**	1			
WHF	.526**	.437**	1		
PW	.497**	.496**	.521**	1	
WLB	.573**	.445**	.596**	.522**	1

* Correlation is significant at the 0.05 level (2-tailed).

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

remote work-related factors, i.e., the frequency of working from home (FRW), organizational support (OS), working hours flexibility (WHF), psychological well-being (PW), and work life vs. personal life balance (WLB). Comparison of the results indicates a strong positive correlation between the frequency with which individuals work remotely and their capacity to balance work and personal life ($r = 0.573, p < 0.01$).

This is an indication that the frequency of teleworking enhances individuals’ capacity to balance their professional and domestic obligations. Furthermore, the correlation of flexible working hours with improved work-life balance ($r = 0.596, p < 0.01$) indicates that flexible working hours allow employees to take care of their responsibilities both at work and at home. Positive psychological well-

being is linked to a more effective work-life balance ($r = 0.522, p < 0.01$), indicating that individuals who possess psychological well-being are more likely to achieve a good balance between the workplace and their private life.

Organizational support is also a contributing factor ($r = 0.445, p < 0.01$), indicating that a good working environment enables employees to effectively manage their work and domestic duties. The general results indicate that the extent to which individuals work from home, the flexibility of working hours provided, and being in good mental health are essential determinants in enabling individuals to balance their work and personal life. Whilst organizational support is very important, organizations seeking to provide more support to their employees should have high on their agenda the provision

of flexible working practices and concern for employees' mental well-being.

Regression Analysis

Within the predictors, Frequency of Remote Work

Table 2: Regression Analysis

Model		Coefficients					Collinearity Statistics	
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Tolerance	VIF
		B	Std. Error	Beta				
1	(Constant)	0.95	0.252		3.766	0		
	FRW	0.256	0.072	0.276	3.539	0.001	0.63	1.589
	OS	0.068	0.052	0.098	1.302	0.195	0.683	1.464
	WHF	0.294	0.073	0.32	4.05	0	0.617	1.62
	PW	0.133	0.062	0.17	2.138	0.034	0.606	1.651

a Dependent Variable: WLB

(FRW) has a positive correlation with work-life balance (B = 0.256, p = 0.001) therefore as the FRW increases, so do employees' work-life balance. In addition, Work Hours Flexibility (WHF) has a stronger impact on work-life balance (B = 0.294, p = 0.000) meaning more flexible working hours is positively correlated to work-life balance. Organizational Support (OS) indicated no statistically significant relationship with work-life balance with B = 0.068 and p = 0.195. Psychological Wellbeing (PW), with B = 0.133 and p-value = 0.034, indicates a significant positive influence on work-life balance. Collinearity statistics indicate that all the predictors have tolerances > 0.6 and VIF measures < 10, and multicollinearity therefore does not pose a problem in this model. The findings show that Frequency of Remote Work, Work

Hours Flexibility, and Psychological Wellbeing are good predictors of work-life balance, while Organizational Support does not contribute in any way significantly to variation in work-life balance in this model.

Gradient Boosting Regressor for Predictive Modelling

Gradient Boosting Regressor is a technique that consists of creating a sequence of decision trees that create an additional tree that helps to correct the mistakes of the last one. It effectively improves prediction accuracy, making it ideal for regression tasks with complex datasets. In this study, Gradient Boosting Regressor is used to predict Work-Life Balance (WLB) based on factors like Remote Work Frequency, Organizational Support, Psychological Wellbeing and Work Hours Flexibility.

Table 3: Model Training and Test Results

Stage	R-Squared (R ²)	Mean Squared Error (MSE)	Data Split
Training	0.9284	0.0311	80% of total data (112 samples)
Testing	0.9284	0.0311	20% of total data (28 samples)

Table 3 shows that Gradient Boosting model performed very well in predicting Work-Life Balance (WLB) with an R² of 92.84%, meaning it explains nearly 93% of the variability in Work-Life Balance. The model also has a low

Mean Squared Error (MSE) of 0.0311, indicating that the predictions are quite accurate. The training data (80%) and testing data (20%) split ensures that the model is both fit to the data and generalizable to new, unseen examples.

Table 4: Feature Importance

Feature	Importance
Remote work helps reduce stress and improves ability to balance work and personal life.	0.2973
I feel mentally refreshed and more in control of my time when I work remotely.	0.1861
Working remotely enhances emotional well-being and work-life balance.	0.1676
Remote work helps reduce commuting stress, giving me more time for personal activities.	0.1421
The flexibility in my work hours allows me to handle unexpected situations effectively.	0.1298

This table 4 summarizes the key features that significantly contribute to predicting Work-Life Balance (WLB). The Gradient Boosting model identifies which factors have the most influence on an individual's ability to balance

work and personal life. The most important feature is remote work's impact on reducing stress and improving work-life balance, followed by how remote work refreshes and empowers individuals. Other important components

are being emotionally satisfied while working remotely, and eliminating commuting stress allows time for personal needs. Last of all, flexibility in working time is an important component that gives UML and individuals the best chance of successfully managing a work-life balance.

Major Findings
The major findings of the study are outlined below:

- The research conducted has a statistically significant, positive relationship between Frequency of Remote Work (FRW) and Work-Life Balance (WLB). Meaning employees who worked remote at a higher frequency were able to achieve a healthier work-life balance, indicating that remote work allows employees to effectively manage the responsibilities of their work and home life.

- The study resulted in a statistically significant, positive relationship between Work Hours Flexibility (WHF) and Work-Life Balance (WLB). The Work Hours Flexibility that allows the employee more control on how to time their work day properly allows the employee to develop a schedule which mitigates the work and family life conflict.

- Organizational Support (OS) had a statistically significant but low correlation with Work-Life Balance (WLB). This suggests that Organizational Support on its own may not improve the work-life balance until it is supplemented with other support systems.

- Psychological Wellbeing (PW) showed a statistically significant and favorable link with Work-Life Balance (WLB). This implies that Psychological Wellbeing fully assists employees in striking a work-life balance.

- Regression analysis puts forward that Frequency of Remote Work (FRW), and Work Hours Flexibility (WHF) are the most predictive of work-life balance. There is a strong positive correlation of both variables, with significant p-values, as evidence of how they contribute towards improving employees' work-life balance and personal life.

- The model summary reports the R-squared value as 0.481, indicating that 48.1% of the variance in work-life balance is explained by the predictors FRW, OS, WHF, and PW collectively. The adjusted R-squared value of 0.466 also confirms that the model fit is adequate.

This study's results demonstrated that Frequency of Remote Work (FRW) and Work Hours Flexibility (WHF) positively contributed mainly a key role as variables that promote work-life balance. Psychological Wellbeing (PW) which is a direct significant correlation to work-life balance, indicating that employees can effectively balance work and personal activities. Organizational Support (OS) has a positive association as well but is not significant showing that this construct cannot independently lead to substantial change in work-life balance.

CONCLUSION

This research was designed to address the relationship that the frequency of remote work (FRW), organizational support (OS), work-hour flexibility (WHF), and psychological well-being (PW) will have on work-life balance (WLB). The study revealed that FRW and

WHF are both statistically significant positive predictors of work-life balance thereby demonstrating that they are important factors that facilitate employee's work-life balance. Psychological Wellbeing (PW) was also statistically significant and positively associated with work-life balance indicating that PW contributes to employees ability to balance their roles. Organizational Support (OS) was also positively related but was not statistically significant which implies that the effects of OS could be indirect or mediated by another factor. The regression model accounts for 48.1% variance in work-life balance and highlights the collective effect of these predictors. In total, the findings support the efficacy of employee remote-work opportunities and flexible work hours as means to enhance work-life balance. As this study found the predictors of employee enablement and perception of work flexibility, organizations could look for means to enhance supportive structures and cultivate psychological wellbeing for holistic and sustainable changes to work-life balance.

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