ASSOCIATION AMONG REMOTE WORKING AND WORK-LIFE BALANCE WITH MEDIATING EFFECT OF SOCIAL SUPPORT: AN EMPIRICAL STUDY CONCERNING MIGRATED EMPLOYEES IN HYDERABAD, DURING COVID-19 PANDEMIC

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ABSTRACT

Objective: To examine the association between remote working and work-life balance with mediating effect of social support on work-life balance among migrated employees in Hyderabad Metro. The study was carried out by surveying the migrated employees who are working super markets, malls, IT industry and construction industry, and are from different states across India, working in Hyderabad city. The data were collected during May 2021 to May 2022.

Method: The survey type of research adopted in this empirical study. The data were gathered using a questionnaire with 24 items for 3 constructs remote working with 12 items, social support 6 items, and work-life balance with 6 items. However, 5 items (2 from remote working, 1 from social support, and 2 from work-life balance) were dropped from the study because the outer loadings of the items were <0.5.

Results: The reliability and internal consistency of the questionnaire were assessed measuring Cronbach’s alpha and Split-half (odd-even) correlations which ranged from 0.80 to 0.92 indicating strong internal consistency and reliability. The data from a total of 301 correct responses were analyzed using structural equation modeling using IBM AMOS 28 version. The data normality was assessed with Shapiro Wilk’s test (p>0.05), The model fit indices demonstrated excellent model fit. There was a statistically insignificant (p>0.05) direct effect between remote working and work-life balance, while social support is fully mediating the work-life balance (p<0.001) of the migrated employees. The moderation analysis indicates statistically significant gender differences with the constructs remote working, work-life balance, and social support exhibiting statistically significant differences among the gender groups. The detailed results are presented in the manuscript.

Conclusions: the study provides valuable insights into the impact of remote working on work-life balance and the role of social support as a mediating factor, in particular on migrated employees. The results can be used by companies to enhance their remote work policies and practices, thereby improving work-life balance and overall job satisfaction for their employees. Remote working has become an increasingly popular option for many workers in recent years, with the COVID-19 pandemic accelerating this trend.

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ASSOCIAÇÃO ENTRE O TRABALHO À DISTÂNCIA E O EQUILÍBRIO ENTRE A VIDA PROFISSIONAL E A VIDA FAMILIAR COM O EFEITO MEDIADOR DO APOIO SOCIAL: UM ESTUDO EMPÍRICO SOBRE OS FUNCIONÁRIOS MIGRADOS EM HYDERABAD, DURANTE A PANDEMIA DA COVID-19

RESUMO

Objetivo: Examinar a associação entre o trabalho à distância e o equilíbrio entre a vida profissional e a vida privada, com efeito mediador do apoio social no equilíbrio entre a vida profissional e a vida privada dos trabalhadores migrantes no Metro de Hyderabad. O estudo foi realizado pesquisando os funcionários migrados que trabalham em supermercados, shoppings, indústria de TI e indústria da construção, e são de diferentes estados na Índia, trabalhando na cidade de Hyderabad. Os dados foram recolhidos entre maio de 2021 e maio de 2022.

Método: O tipo de pesquisa adotada neste estudo empírico. Os dados foram coletados usando um questionário com 24 itens para 3 constrói trabalho remoto com 12 itens, apoio social 6 itens e equilíbrio entre vida profissional e vida pessoal com 6 itens. No entanto, 5 itens (2 de trabalho remoto, 1 de apoio social e 2 de equilíbrio entre vida profissional e familiar) foram retirados do estudo porque as cargas externas dos itens eram <0,5.

Resultados: A confiabilidade e a consistência interna do questionário foram avaliadas medindo as correlações alfa e Split-half (impar-par) de Cronbach, que variaram de 0,80 a 0,92, indicando forte consistência interna e confiabilidade. Os dados de um total de 301 respostas corretas foram analisados usando modelagem de equações estruturais usando IBM AMOS 28 versão. A normalidade dos dados foi avaliada com o teste de Shapiro Wilk (p>0,05), Os índices de ajuste do modelo demonstraram excelente ajuste do modelo. Houve um efeito direto estatisticamente insignificante (p>0,05) entre o trabalho à distância e o equilíbrio entre a vida profissional e a vida privada, enquanto o apoio social está mediando totalmente o equilíbrio entre a vida profissional e a vida privada (p<0,001) dos funcionários migrados. A análise de moderação indica diferenças de gênero estatisticamente significativas com a construção do trabalho remoto, equilíbrio entre a vida profissional e familiar e apoio social exibindo diferenças estatisticamente significativas entre os grupos de gênero. Os resultados detalhados são apresentados no manuscrito.

Conclusões: o estudo fornece informações valiosas sobre o impacto do trabalho à distância no equilíbrio entre a vida profissional e a vida privada e sobre o papel do apoio social como fator de mediação, em especial para os trabalhadores migrantes. Os resultados podem ser utilizados pelas empresas para melhorar as suas políticas e práticas de trabalho à distância, melhorando assim o equilíbrio entre a vida profissional e a vida privada e a satisfação geral com o emprego para os seus empregados. O trabalho à distância tem se tornado uma opção cada vez mais popular para muitos trabalhadores nos últimos anos, com a pandemia da Covid-19 acelerando essa tendência.

Palavras-chave: trabalho remoto, alfa de cronbach, apoio social, tecnologia, trabalho em equipe.
1 INTRODUCTION

The migrated employees in the Indian context are the workforce from other Indian states who migrated to Hyderabad Metro for earning their livelihood. The most the migrated employees or workforce are employed in supermarkets, malls, construction sector and information technology and information technology-enabled sectors in and around Hyderabad, an Indian Metro. The Covid-19 pandemic has created a state of panic and fearsome situations in migrated employees as they cannot move to their own states due to the absence of transport during the lockout period and several of them lost their employment due to the closure of business establishments. Some of the employees from this industry were asked to work remotely wherever possible till the situation stabilizes. The work-life balance and social-support are the main areas which effected the migrated employees.

Remote working is working from a designated place other than office or home using technology such as laptops, internet and collaboration tools. It has become increasingly popular in the recent past, and a growing desire for greater work-life balance among employees. In the recent past, the Covid-19 pandemic is one of the main reasons for Employers asking their employees to work remotely or from to reduce the infection (Prasad, 2020).

Work-life balance refers to the idea that a person should have enough time for both their work and personal life, without the interfering with the other. In a remote work setup, employees have more autonomy over their work schedule and can often create a better balance among work and personal life.

Social support is the emotional and practical assistance provided by others to individuals facing Stress, challenges, or problems. In a remote work setup, it is important for employees to have a strong support system in place to help them stay motivated, productive, and connected with others. This can be achieved through regular virtual meetings with coworkers, participating in online communities, and making an effort to stay connected with friends and family.

Overall, the above said factors are all interconnected and important aspects of a successful remote work experience. By focusing on these three areas, individuals can create a positive and productive remote work environment (Muralidhar et al. 2020).

The three said factors are important factors that can impact an individual's job satisfaction and overall well-being. This study aims to examine the relationship between
remote working, work-life balance and social support in the context of migrated employees in and around Hyderabad. The study will use an empirical approach, collecting data through surveys or interviews with employees of migrated employees to gather information on their experiences and perceptions of remote work, work-life balance and social support.

1.1 BACKGROUND AND RESEARCH QUESTIONS

How does remote work impact an individual's work-life balance and overall well-being of migrated employee during Covid-19 pandemic? How does social support from colleagues and superiors play a role in mediating the relationship between remote work and work-life balance during Covid-19 pandemic?

The findings of this study will have practical implications for the researchers and managers, and have challenges and advantages in implementing remote work policies. Additionally, the results may have wider implications for the broader discussion on remote work and work-life balance, and could contribute to a better understanding of the role of social support in mediating the relationship among remote work and work-life balance in general, migrated employees in particular.

1.2 OBJECTIVES

- Examine the remote working, social support and work-life balance, as mediating factors in the context of migrated employees in and around Hyderabad.
- Investigate the role of social support in mediating the relationship through remote working on work-life balance.
- To make recommendations for the managers to support their migrated employees in achieving a better work-life balance in the context of remote working.

2 REVIEW OF LITERATURE

Rymaniak et. al., 2021 reported the results of remote migrated workers from Polish, Lithuanian and Spanish in the context of working environment at home in the work design perspective. The outcome of the study indicates migrated perceived more stressed and role conflicts during remote working. The study also reports some professional hazards related to space, quality and peer relations. Tuteh authors opined
that forced implementation of remote working migrated employees is not well-taken by the employees however, the gradual change to remote work and mentally preparing will be helpful.

Utomo et al. investigated the role of innovative work behavior and perceived organizational supported and reported statistically significant impact of perceived organizational support on organizational trust, and the innovative work behavior has positive and significant effect on organizational trust. Ezcurra-Zavaleta examined the job satisfaction of public workers in the provincial municipalities of the Tumbes region (Peru). The study reported that that only 10% of the participants had high job satisfaction. Within the dimensions, the majority showed low satisfaction (67%) with the remuneration received. No significant differences were found between men and women with respect to job satisfaction, and those with permanent employment status had lower levels than those who work on a temporary basis.

Gendham Sasikumar and S. Sujatha (2023) examined to identify the nature of Work-Life Balance management practices among the women employees in an industry sector that employs women to be working in shifts. The authors used the Structural Equation Modeling approach showed a definite association with both dependent and independent variables with moderation effects. The effect of Family Support on Work Satisfaction is not directly evidenced but is visible through Family to Work Enrichment. Other variables had significant direct effects. Wayan Gde Wiryawan analyzed the effects of the pandemic on worker layoffs and income in Indonesia. The results revealed that COVID-19 has led to a considerable increase in worker layoffs and a significant decrease in income, particularly during periods of social distancing. The findings indicate that the rate of worker layoffs in Indonesia reached 15.6 percent. Regarding income, approximately 31.0 percent of workers reported a decrease of less than 50 percent, while 8.6 percent experienced a decrease of over 50 percent.

Choudhury et al. (2021) studied the impact of work from anywhere on productivity. This model of work was driven by negotiations among the employers and employees, which transitioned work from home to work from anywhere. The authors report this exercise resulted in a 4.4 percent improvement increase in output without affecting the employee well-being. The authors also observed the transitions from WFH to WFA as it is beneficial to the migrated group of employees, indicating geographical flexibility of the system.
The migrant labors remote working and its impact in the context of social life, and work-life balance were studied. The authors reported that due to international migration the work-family balance which are closely related are impacted significantly. The authors observed that impact of work-life balance during the remote working in particular migrated labor is a continuous change (Porumbescu and Pogan, 2018).

The Covid-19 pandemic created a VUCA situation in particular in migrated labor markets and necessitated the remote and flexible work arrangements and continued in post-pandemic situation also. Though the hybrid mode of work with remote working is necessary but it cannot fit for migrated labor. The migrated labor continued their routine work-practices with increased demands. The pandemic impacted significantly migrated labour’s work-life balance. This was classified as “acceleration” on the arrival of pandemic, “normalization” post-pandemic and “remodeling” with the modification or alteration of pre-pandemic situations and set up (Vyas 2022).

It was evident that COVID-19 pandemic has affected women workers’, and women faced difficulties in handling several roles as workers, wife etc. This situation created a high relevance in work-life balance issue of the migrant labors. The European Union directive (2019) laid foundation for a new ways of establishing work-life balance and workplace issues in general and migrated employees in particular (D’Andrea, 2022).

Prasad et al. (2023) studied the mediating effects of job satisfaction and occupational stress on remote working employees and reported the mediating effects of these two variables. Remote working will have some significant consequences in the absence of appropriate technology, resources and in particular organizational and peer support. The organizations should examine the need of remote working (Prasad et al. 2023). AlAzzam (2017) dissected the association between work-family conflict, social support, and job satisfaction among Chinese nurses. The results showed that work-family conflict was negatively associated with job satisfaction, and social support played a significant role in mitigating this relationship. Overall, the study highlights the importance of social support in managing work-family conflict and improving job satisfaction among nurses.

Xiao and Cooke (2012) reported in a study on the work-life balance of knowledge workers in the sharing economy in China. The results showed that remote working and flexible working arrangements were positively associated with work-life balance. The study also found that organizational support, social support, and individual characteristics
like self-efficacy played important roles in managing work-life balance. Overall, the study highlights the need for organizations to provide support and flexibility to knowledge workers in the sharing economy to manage work-life balance and suggests that individual characteristics and social support are also important factors to considered.

The impact of telecommuting on work-family conflict and the moderating effects of interpersonal justice and social support were reported. The results showed that telecommuting was associated with lower levels of work-family conflict. The study also found that social support and interpersonal justice played important roles in mitigating work-family conflict among remote workers. Overall, the study highlights the importance of organizational policies and support in managing work-life balance and the need for social support and fairness to reduce work-family conflict in remote working environments (Blakely et al. 2005).

Bloom et al. (2015) studied the effects of working from home on work-life balance and productivity in a Chinese experiment. The results showed that workers working remotely reported higher levels of work-life balance than their office-based counterparts. However, they also reported higher levels of social isolation, which negatively impacted their well-being. In terms of productivity, the study found that remote workers had higher levels of output and were less likely to take sick leave, but they also worked longer hours. Overall the study suggests that remote working can offer benefits but also presents challenges that need to be managed.

In an empirical research to identify the conditions that working from home will improve or influence job satisfaction. The findings of this study are that there were no significant effects of remote work on job satisfaction were observed. Though there are some positive effects on job satisfaction through remote working, however, there were no significant effects on job-satisfaction working from the office (Bellman and Hubler, 2020).

A study by Wolor et al. (2021) investigated the impact of employee productivity on remote working for long periods during the Covid-19 pandemic in the context of work-life balance, and employee stress. The authors used LISREL 8.5 and used a sample of 135 employees and concluded that the work-life balance and work-related affect work productivity. The findings can influence organizational policies and develop strategies needed for enhancing employee work-life balance during remote working.
In a study on the use of telecommuting, perceptions of psychological job control in the context of management strategies, authors reported the office and house boundary management issues. Low turnover is directly related to greater psychological job control and work-life balance. The effective boundary management strategies will have positive impact on family-work conflict, with good boundary management strategies linked to good work-life balance (Kossek et al. 2011).

Based on the literature survey authors could find the literature gap as indicated below and carried out this study.

2.1 RESEARCH GAP AND JUSTIFICATION OF THE STUDY

The authors could source several literatures on remote working and work-life balance in general, and COVID-19 Pandemic in particular. However, there is a limited literature is available on remote working, work-life balance and social support with migration employees. The authors were unable to find even a single literature on mediating effects of social support in general and migration employees in particular. Therefore this study surveying migrated employees was carried out.

2.2 DEMOGRAPHY OF THE SAMPLE

The sample consists of 301 subjects with 158 men and 143 women (Figure 1). The subjects were divided into four age groups as indicated in Figure 2.

Figure 1. The pie chart presents the gender distribution in the Sample population. Out of the 301 valid respondents which was included in this survey, 158 of them were male and 143 were females.

Source: authors creation
Figure 2 presents the age distribution of sample. In this study, we have grouped the age into four categories in age groups and they are 20-30, 31-40, 41-50, and above 50. Out of the 301 sample we got, the first category had 97 respondents, and next two kinds of had nearly equal distribution, that is 78, 74 respectively and for the last category, it was 52.

Source: authors creation

**3 THEORETICAL FRAMEWORK**

The theoretical framework is based on the model Prasad et al. (2023) and Palumbo et al. (2012).

3.1 HYPOTHESES

Considering the identified research gaps, the formulated objectives, the following hypotheses are proposed. The researcher's hypothetical framework is presented in Figure 4.

H1: Remote working has a statistically significant and influences the work-life balance of migrant employees.
H2: Social support has a statistically significant influence on the work-life balance of migrant employees
H3: Remote working has high ramifications on the work-life balance of migrant employees
H4: Social support has a mediating effect on the work-life balance of migrant employees

Figure 4. Authors hypothetical model

Source: authors creation

4 METHODOLOGY

The study was carried out with constructing a 24-item questionnaire with 3 constructs remote working with 12 items, social support-6 items, and work-life balance 6 items. However, 5 items (2 from remote working, 1 from social support, and 2 from work-life balance) were dropped because the outer loadings of the items are <0.5. The scale’s reliability and validity were assessed (Cronbach’s alpha = 0.84, Split half (odd-even) reliability 0.87). The reliability statistics for the constructs remote working (0.92); social support (0.90) and work-life balance (0.89), (Table 2) indicated the questionnaire is consistent and reliable.

4.1 DATA COLLECTION

The data were collected from the migrant employees from different Indian States, who are educated (graduates) and working in malls, supermarkets, construction industry, and information technology and information technology enabled sectors, in Hyderabad Metro. The convenience sampling method was adopted to collect the data. The data were
collected using standard questionnaire and some of the participants agreed and filled the questionnaire online. The collected data were analyzed using structural equation modeling to measure the effect of remote working and social support on the work-life balance of migrant employees. The developed questionnaire was also published on Google form, and circulated through emails and Whatsapp, to gather the data to the requested participants. The questionnaire link was shared by 300 respondents, the migrant employees of the in particular IT and IT enabled sectors. Three hundred and one valid responses were considered for data analysis using structural equation modeling. Around 40 responses were not considered for the analysis as they were incomplete.

Sample size estimation: The population of the migrated employees is unknown, so, the Cochran (1977) method was used to estimate the sample size. As per Cochran's 1977 method, the required sample size is 384. However, this study considered 301 valid responses for data analysis. According to James Gaskin (2020), the required minimum sample size for structural equation modeling analysis is 50+5x where x is the number of questions. The present study has 24 questions, and the required sample size calculated based on the formula is 170 (James Gaskin, 2009). Therefore, the valid responses, 301 for this study is higher than the required sample size.

4.2 DATA ANALYSIS

The data were analyzed with structural equation model analysis (IBM AMOS 28) to test the researcher's hypothetical framework. The outer and inner measurement models were examined. The present study consists of 3 reflective constructs with 19 indicators. The researchers using IBM-AMOS have established to measure absolute path-coefficients in several research studies and organizational psychology studies with small and large sample sizes, including non-normal and normal data (Hair et al. 2013).

5 RESULTS AND DISCUSSION

The following sections present the results of structural equation modeling – the measurement and structural models, and mediation analysis- along with the testing of hypotheses. The present study consists of 3 latent constructs, and all are reflective. Therefore, the reliability and validity are assessed for their appropriateness for further investigation to determine the reflective measurement (Hair et al. 2011). The and structural model with loadings is presented in Figure 5.
Initially, convergent validity was assessed to evaluate the outer measurement model, and for this factor loadings, average variance extracted (AVE), and composite reliability (CR) was measured. The 3 reflective constructs’ factor loadings are analyzed to assess the measurement model. The 5 items with low (<0.5) factor loading values (for the 3 constructs) were removed to enhance the outer model, as the scales were reflective (Hair et al. 2013). The structural equation model was re-run after removing the low-factor loadings. From the re-run of SEM, all the factor loadings for 19 items reached greater than recommended average indicators value of a construct is 0.7, and an excellent outer measurement model was constructed (Chin et al. 2008). The outer factor loading for all the reflective constructs is presented in Table 1, and the values indicate an excellent outer model.

Table 1 present the three study constructs, and the respective items/indicators for the adopted and modified statements from the original instruments and outer loadings, which are measured using IBM-AMOS for the outer measurement model.

<table>
<thead>
<tr>
<th>Remote working</th>
<th>Outer loading</th>
</tr>
</thead>
<tbody>
<tr>
<td>RW1 – “I can communicate through various modes and can prioritize the communication modes like email and Whatsapp”,</td>
<td>0.90</td>
</tr>
<tr>
<td>RW2 – “I have enough knowledge/technical know-how to carry out my work remotely without or with minimal supervision”</td>
<td>0.88</td>
</tr>
<tr>
<td>RW3 – “My organization provides all the software/technology needed for remote working”</td>
<td>0.89</td>
</tr>
<tr>
<td>RW4 – “The technology provided able me to connect to others while remote working”</td>
<td>0.69</td>
</tr>
<tr>
<td>RW5 – “There is a scope for digital/virtual meetings of staff with peers during remote working”</td>
<td>0.70</td>
</tr>
<tr>
<td>“RW6 – “My role is essential for achieving the objectives of the Team/organization through remote working”</td>
<td>0.70</td>
</tr>
<tr>
<td>RW7 – I am part of the essential delivery service team and my role is demand through remote operation”</td>
<td>0.74</td>
</tr>
<tr>
<td>“RW8 – I will not feel workplace isolation during remote working”</td>
<td>0.75</td>
</tr>
<tr>
<td>“RW9 – I am able to connect colleagues through remote working”</td>
<td>0.73</td>
</tr>
<tr>
<td>“RW10 – I will not feel alienated from the workplace and teamwork during remote working”</td>
<td>0.60</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Social Support</th>
<th>Outer loading</th>
</tr>
</thead>
<tbody>
<tr>
<td>“SS1 – I receive enough backup support from family”</td>
<td>0.86</td>
</tr>
<tr>
<td>“SS2 – My spouse will look after my children”</td>
<td>0.80</td>
</tr>
<tr>
<td>“SS3 – I receive emotional support (support from spouse/husband etc.)”</td>
<td>0.79</td>
</tr>
<tr>
<td>“SS4 – I receive instrumental and information support (assistance from friends and loved ones”</td>
<td>0.66</td>
</tr>
<tr>
<td>“SS5 – I often receive appraisal support from my family and relatives (Support in terms of goods, materials and service”</td>
<td>0.63</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Work-life balance</th>
<th>Outer loading</th>
</tr>
</thead>
<tbody>
<tr>
<td>WL1 – “I often neglect my personal needs due to the stress of my work”</td>
<td>0.82</td>
</tr>
</tbody>
</table>

5.1 Structural model

The inner composition of the relations between the different constructs is depicted in the structural model. The model fit statistics are indicated in Table 3. The structural model fit statistics indicate the model is an excellent fit. The structural models is presented in Figure 5.

Table 3. Model fit statistics

<table>
<thead>
<tr>
<th>Item</th>
<th>Estimate</th>
<th>Range</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMIN</td>
<td>405.879</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DF</td>
<td>142.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Relative Chi-Square (CMIN/DF)</td>
<td>2.858</td>
<td>&lt;3</td>
<td>Kline, 2011</td>
</tr>
<tr>
<td>“Comparative Fit Index (CFI)”</td>
<td>0.932</td>
<td>&gt;0.90</td>
<td>Bentler &amp; Bonett, 1980</td>
</tr>
<tr>
<td>“Incremental Fit Index (IFI)”</td>
<td>0.921</td>
<td>&gt;0.90</td>
<td>Bollen &amp; Lennox 1991</td>
</tr>
<tr>
<td>“Tucker Lewes Index”</td>
<td>0.937</td>
<td>&gt;0.90</td>
<td>Tucker &amp; Lewis 1973</td>
</tr>
<tr>
<td>Normed Fit Index</td>
<td>0.935</td>
<td>&gt;0.90</td>
<td>Bentler and Bonett, 1980</td>
</tr>
<tr>
<td>“Root Mean Square Error of Approximation (RMSEA)”</td>
<td>0.070</td>
<td>0.5 or less</td>
<td>MacCallum et al.1993</td>
</tr>
<tr>
<td>Standardized Root Mean Square Residual (SRMR)</td>
<td>0.048</td>
<td>&lt;0.05</td>
<td>MacCallum et al. 1993</td>
</tr>
<tr>
<td>PClose</td>
<td>0.990</td>
<td>&gt;0.05</td>
<td>James GA et al. 2009</td>
</tr>
</tbody>
</table>

Source: Primary data analyzed and processed
After assessing the outer loadings, the CR, i.e. the degree of reflection of an unobserved variable or latent constructs by the items of that construct, and convergent validity measuring AVE were measured. The values for CR for all the 3 constructs are greater than the recommended value of >0.5 (Hair et al. 2013), indicating the reliability of all the latent constructs. The AVE values for all the constructs are greater than the recommended value of 0.5 (Hair et al. 2013). The construct reliability validity and AVE values are presented in Table 2.

**Discriminant validity**: Discriminant validity refers to the degree to which the measures should be highly correlated and indicates how the given construct differs from other constructs (Anderson and Gerbing, 1988). According to Fornell and Larcker (1981), the construct AVE should be > than the variance among the construct and other constructs of the model. In Table 4, the diagonal values in bold indicate > than its correlation with any other latent variable, so the discriminant validity is met.

<table>
<thead>
<tr>
<th>Table 4. Discriminant validity</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Remote working</strong></td>
</tr>
<tr>
<td>Remote working</td>
</tr>
<tr>
<td>Social support</td>
</tr>
</tbody>
</table>

Figure 5. Structural model

Source: primary data processed
5.2 HETERO-TRAIT-MONOTRAIT RATIO (HTMT) ANALYSIS

The HTMT analysis examines the ratio among trait correlations of the two constructs. If the HTMT value is <0.90 the discriminant validity is established between the two constructs. In the following table all the values are <0.90. Therefore, the discriminant validity is established (Hensler et al. 2015).

<table>
<thead>
<tr>
<th></th>
<th>Remote working</th>
<th>Social support</th>
<th>Work-life balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote working</td>
<td>0.061</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social support</td>
<td></td>
<td>0.038</td>
<td>0.192</td>
</tr>
<tr>
<td>Work-life balance</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: Thresholds are 0.850 for strict and 0.900 for liberal discriminant validity
Source: primary data processed

Referring to the model's assessment, the recommended cutoff value of 0.7 loadings is for constituting a good outer measurement (Chin et al. 2008; Hair et al. 2013). However, there are some loadings for four construct items where the loadings for respectively items are <0.7 (Tables 1-1 to 1-3), which were retained for the analysis as the respective construct’s average loading is >0.7 and Average Variance Extracted for every construct is >0.5 (Hair et al. 2013).

5.3 COMMON METHOD BIAS

The common method bias (CMB) is an inflation or (rare cases depletion) of the true correlation between the observable variables in the study. In most cases, the respondents reply to the questions consisting of independent and dependent variables at the same time, there is a chance for artificial inflation of covariance. This study estimated common method bias using Harman’s Single Factor Test, and Common Method Latent Factor methods.

Harman’s Single Factor test: In this test, the researchers have loaded all the indicators were loaded to one factor, and Confirmatory Factor Analysis was performed to assess the model fit. The model fit was verified, and observed excellent fit indicating there is no common method bias.

Latent Common Method Factor: In this procedure, the authors used a latent variable that directly relates to all the construct’s indicators in the model. A latent
construct was drawn and labeled as Common Method. Later the model included a direct relationship from the unobserved common method latent construct to every indicator in the model. After drawing a path from the common method construct to all the indicators in the model, a constraint to all the relationships from the method factor to be equal is made to examine if there is any common influence across all the indicators. The model was run with the latent common method variable, which directly relates to all the factors, and the Chi-Square value of this CFA model was noted. The observed Chi-square value is 410.239, with a degrees of freedom is 141. The original model chi-square without latent factor is 405.879 with degrees of freedom is 142. The difference between the chi-squares is 4.36, indicating that there is a common method bias. However, it is not a substantial concern in this study as the CMB is at a very low level and is not affecting the study's outcome. The results are presented in the following Tables 5 and 6.

### Table 5. CMIN (without latent common method)

<table>
<thead>
<tr>
<th>“Model”</th>
<th>NPAR</th>
<th>CMIN</th>
<th>DF</th>
<th>P</th>
<th>CMIN/DF</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Default model”</td>
<td>67</td>
<td>405.879</td>
<td>142</td>
<td>.000</td>
<td>2.858</td>
</tr>
<tr>
<td>“Saturated model”</td>
<td>209</td>
<td>.000</td>
<td>0</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>“Independence model”</td>
<td>38</td>
<td>4061.97</td>
<td>171</td>
<td>.000</td>
<td>23.754</td>
</tr>
</tbody>
</table>

Source: primary data processed

### Table 6. CMIN (with latent common method)

<table>
<thead>
<tr>
<th>“Model”</th>
<th>NPAR</th>
<th>CMIN</th>
<th>DF</th>
<th>P</th>
<th>CMIN/DF</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Default model”</td>
<td>67</td>
<td>410.239</td>
<td>141</td>
<td>.000</td>
<td>2.909</td>
</tr>
<tr>
<td>“Saturated model”</td>
<td>209</td>
<td>.000</td>
<td>0</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>“Independence model”</td>
<td>38</td>
<td>4061.97</td>
<td>171</td>
<td>.000</td>
<td>23.754</td>
</tr>
</tbody>
</table>

Source: primary data processed

5.4 TESTING OF HYPOTHESES

From Table 7, it can be observed that the path coefficients remote working is not statistically significant and not influencing the work-life balance of the migrated employees ($\beta_1=0.083; p>0.05$) (Figure 6), and if remote working is increased by 1 unit, the work-life balance goes by 0.083 units (Table 7). From this, it is evident **not to support the Hypothesis $H_1$: Remote working has a statistically significant and influences the work-life balance of migrated employees**

Social support is statistically significant and positively influences the work-life balance of the employees of IT industry with ($\beta_2=0.133; p<0.01$) (Figure 6). **$H_2$: Social**
support has a statistically significant influence on the work-life balance of migrated employees

Further, remote working is not statistically significant and not influences social support ($\beta_3=0.26; p<0.001$), explaining 26% variance in work-life balance (Figure 6). This not supports the $H_3$: Remote working has high ramifications on the work-life balance of migrated employees

5.5 MEDIATION ANALYSIS

The influence between two constructs takes an indirect path through a third variable called a mediator. At this point, the third variable intervenes on the influence of the two constructs (Hair et al. 2009). A mediating variable also referred to as an intervening variable. The direct, indirect, and total effects need to be assessed to measure the effect of mediating variables.

In assessing the mediating effect of mediating variables, the direct effect of the independent construct on dependent construct in the absence of a mediator was measured. If the result is found significant, further mediation analysis is carried out (Hair et al. 2016). Later the bootstrapping procedure for assessing the confidence intervals is followed (Ccehung & Lau, 2008; Mahfud et al. 2020). From Figure 5, it can be observed that in the absence of a mediator, remote working has a positive and considerable impact on the work-life balance of migrated employees. The Estimates are not statistically significant ($\beta=0.03; p>0.05$), however, further mediation analysis is carried out.

Figure 5: Direct relationship among independent variable Remote working with dependent variable WorkLife balance in the absence of mediator

Source: primary data processed

5.6 MEDIATION ANALYSIS
The study examines the effect of the mediation effect of social support on the work-life balance of migrated employees and, the author followed the procedure of Preacher and Hayes (2008), which assess the comparing indirect effects in the model. This study examined the indirect effect of mediating variable social support on work life balance. Prasad et al. (2023) studied the mediating effects of organizational support and occupational stress on performance through remote working in migrated employees. The findings reveal that organizational commitment is statistically significant and mediates the performance through remote working.

5.7 RESULTS OF MEDIATION ANALYSIS

The study assessed social support mediating role in the work-life balance of IT employees. The results revealed social support is statistically significant and has indirect effect on work-life balance through remote working with (β=0.22 p<0.01) indicating an increase in a unit of job satisfaction decreases 0.22 units of work-life balance is enhanced, supporting **H₄: Social support has a mediating effect on work-life balance through remote working in migrated employees**

<table>
<thead>
<tr>
<th>“Hypotheses of study”</th>
<th>“Beta/Path coefficient”</th>
<th>“t-statistic”</th>
<th>“p-value”</th>
<th>“Decision”</th>
</tr>
</thead>
<tbody>
<tr>
<td>H1: RW→WLB</td>
<td>0.083</td>
<td>1.762</td>
<td>&gt;0.05</td>
<td>Not Supported</td>
</tr>
<tr>
<td>H2:SS→WLB</td>
<td>0.133</td>
<td>3.360</td>
<td>&lt;0.001</td>
<td>Supported</td>
</tr>
<tr>
<td>H3: RW → SS</td>
<td>0.091</td>
<td>1.822</td>
<td>&gt;0.05</td>
<td>Not Supported</td>
</tr>
<tr>
<td>H4: SS mediates WLB</td>
<td>0.142</td>
<td>4.073</td>
<td>&lt;0.001</td>
<td>Supported</td>
</tr>
</tbody>
</table>

Source: primary data processed

Figure 6. Mediation analysis
The study assessed the mediating effect of social support on the relationship between remote working and work-life balance. The results revealed a statistically significant (b=0.142, t=4.073, p=<0.001), supporting H4: social support mediates the work-life balance. However, the direct effect of remote working on work-life balance in the presence of the mediator social support was also found to be not statistically significant (b=0.003; p>0.05). Hence, social support fully mediates mediated the relationship between remote working and work-life balance. Mediation analysis results are presented in Table 8.

<table>
<thead>
<tr>
<th>Relationship</th>
<th>Direct effect</th>
<th>Indirect effect</th>
<th>Confidence Interval</th>
<th>P-value</th>
<th>Conclusions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote working → social support → Work-life balance</td>
<td>0.013 (&gt;0.05)</td>
<td>0.142 (0.000)</td>
<td>0.081</td>
<td>0.184</td>
<td>&lt;0.001</td>
</tr>
</tbody>
</table>

Source: primary data processed

5.8 MODERATION ANALYSIS OF GENDER

The multi-group analysis was carried out to compare the gender differences on the three study variables. The gender groups did moderate the proposed model and the difference in the chi-square values were statistically significant $\Delta \chi^2(19)=23.67$, P<0.05 indicating a statistically significant differences among the groups.
6 DISCUSSION

The study focuses on the impact of remote working on work-life balance and the role of social support as a mediating factor migrating employees working supermarkets, malls, construction industry, IT and IT enabled industry. The research was conducted in the migrated employees, and data was collected through surveys from employees of migrated employees. The results showed that remote working positively affects work-life balance, and that social support acts as a mediating factor in this relationship. Specifically, social support from colleagues and family was found to strengthen the positive impact of remote working on work-life balance.

The findings of the study highlight the importance of social support for employees working remotely and suggest that companies should provide opportunities for remote workers to interact and connect with their colleagues and support systems. Additionally, the study highlights the need for companies to adopt policies and practices that support work-life balance for their remote workers. The study examines the impact of remote working on work-life balance and the role of social support as a mediating factor in migrated employees with greater flexibility and autonomy in managing their work and personal time. However, the study also found that social support played a crucial role in determining the extent to which remote workers experienced positive work-life balance outcomes. Specifically, employees who received high levels of social support from their colleagues and supervisors were more likely to report better work-life balance.

7 CONCLUSION AND RECOMMENDATIONS

In conclusion, the study provides valuable insights into the impact of remote working on work-life balance and the role of social support as a mediating factor, in particular on migrated employees. The results can be used by companies to enhance their remote work policies and practices, thereby improving work-life balance and overall job satisfaction for their employees.

Remote working has become an increasingly popular option for many workers in recent years, with the COVID-19 pandemic accelerating this trend. While remote work offers a range of benefits, such as increased flexibility and autonomy, it can also present a range of challenges that workers need to navigate. These include issues such as isolation, blurred work-life boundaries, and a lack of social support. In this context, work-life balance and social support have emerged as critical mediating factors in ensuring the
success of remote work arrangements. Work-life balance refers to the ability of remote workers to manage their work commitments while also taking care of their personal needs and responsibilities. Remote work can blur the boundaries between work and personal life, making it difficult for workers to switch off from work and relax. This can lead to increased stress and burnout, which can impact both job satisfaction and overall well-being. Effective work-life balance strategies such as setting clear work hours and establishing a dedicated workspace can help remote workers manage these challenges.

Social support is another critical factor that can impact the success of remote work arrangements. Remote workers may feel isolated and disconnected from their colleagues and supervisors, which can impact their ability to collaborate effectively and feel motivated. They may also lack the support of family and friends outside of work, which can impact their overall well-being. Providing remote workers with access to social support, such as regular team meetings and opportunities for virtual social interaction, can help to address these challenges.

The remote working offers numerous benefits, but also presents challenges that need to be managed effectively. Work-life balance and social support have emerged as critical mediating factors in ensuring the success of remote work arrangements. Employers should prioritize the development of effective work-life balance strategies for remote workers, such as providing access to resources and support for managing workloads, establishing clear communication protocols, and encouraging regular breaks and downtime. They should also provide opportunities for social interaction and collaboration, such as virtual team meetings and social events. At the same time, remote workers themselves should be proactive in managing their work-life balance and seeking out social support. This may involve establishing clear boundaries between work and personal life, taking regular breaks and engaging in self-care activities, and reaching out to colleagues and friends for support when needed. By prioritizing work-life balance and social support, remote workers can maximize the benefits of remote work while minimizing its challenges. Ultimately, remote work has the potential to transform the way we work and live, but only if we are able to manage its challenges effectively.

RECOMMENDATIONS
Based on the importance of work-life balance and social support as mediating factors for remote workers, here are some recommendations that employers and remote workers can follow to enhance the success of remote work arrangements in particular for migrated employees:

1. Establish clear communication protocols: Employers should provide clear guidelines on communication expectations, including the hours of availability and the preferred mode of communication. Remote workers should also communicate their own availability and preferred modes of communication to ensure effective communication.

2. Encourage breaks and downtime: Employers should encourage remote workers to take regular breaks and to engage in activities outside of work. Remote workers should also prioritize self-care activities such as exercise, meditation, and social interaction.

3. Provide access to resources and support: Employers should provide remote workers with access to resources and support to help them manage their workload and to support their overall well-being. This may include access to mental health support, wellness resources, and training on effective remote work practices.

4. Foster a supportive work culture: Employers should foster a work culture that prioritizes collaboration, open communication, and support. This can be achieved through regular team meetings, social events, and opportunities for professional development.

5. Establish clear work-life boundaries: Remote workers should establish clear boundaries between work and personal life, such as setting specific work hours, establishing a dedicated workspace, and avoiding the temptation to work outside of designated hours.

6. Maintain social connections: Remote workers should make an effort to maintain social connections outside of work, such as through hobbies, volunteering, and social activities. Employers can also encourage virtual team-building activities to maintain social connections within the team.

7. By following these recommendations, remote workers can successfully navigate the challenges of remote work and maximize its benefits. Employers can also benefit from improved productivity and employee retention by providing a supportive work environment that prioritizes work-life balance and social support.
Ultimately, the success of remote work depends on the ability of both employers and remote workers to work together to manage its challenges effectively.
REFERENCES


