Teleworking and Work-Life Balance During the COVID-19 Pandemic: A Scoping Review

Sasha Elbaz[1], Justine Blaise Richards[1], & Yanick Provost Savard[1]

[1] Université du Québec à Montréal, Department of Psychology, Montreal, QC, Canada

Author Note

The authors declare no conflicts of interest

Corresponding author: elbaz.sasha@courrier.uqam.ca

Abstract

Telework, a work modality that allows employees to work outside the boundaries of an office through information and communication technologies, is rising. As the COVID-19 pandemic imposed social distancing regulations, alternative ways to work are growing in popularity. However, given the rapid growth of telework and the interest by employees to continue using this mode of operation, examination of the available literature is essential to guide future work. The current scoping review aimed to examine the effects of telework on employees' work and non-work domains. Key attention was given to the effects on work-life balance. Under the umbrella of work-life balance, consequences on psychological health and performance were also examined. Six databases were consulted to gather articles published between January 2020 and December 2021. A total of 42 articles from Asia, Europe, North and South America, as well as Oceania, were included. Heterogenous findings were identified with regards to work-life balance and psychological health and these inconsistencies seemed to depend on moderating factors such as biological sex, boundary management strategies, and frequency of telework to name a few. Performance seemed to benefit the most from telework, albeit some exceptions (e.g., having pets, young children or dependents) seemed to affect it negatively. We conclude that telework may not be beneficial for all and that a more thorough understanding of how teleworking can impact employees' various personal and private domains is further required.

Keywords: remote work, work-life interface, psychological health, performance

Public significance statement: Due to COVID-19, the environments that employees must work in have changed. Teleworking may at first glance offer a potential solution to help workers gain more control over both their work and family lives, however various factors may affect the ensuing work-life balance. Future research is needed to explore how these effects will unfold in the current context of adaptation to the massive use of telework.

The dominant work modality is shifting. Indeed, the COVID-19 health crisis, in addition to lockdowns and work-from-home orders from government officials, has forced employees to engage in telework (Pulido-Martos, 2021). In Canada, a recent report by Mehdi and Morissette (2021) identified that at the early beginnings of 2021, 32% of employees between the ages of 15 and 69 were working from home compared to only 4% in 2016. Given the volatile nature of the progression of COVID-19, a major shift towards this modality is likely to outnumber traditional in-person only work in the near future (Lund et al., 2020).

Teleworking is a work arrangement that allows individuals to engage in work activities through information and communication technologies from outside the main work location (Allen et al., 2015; Taskin, 2006). Telework is not a new concept and has been studied since the 20th century, although with varying terms such as "telecommuting" or "remote work" (Allen et al., 2015; Athanasiadou & Theriou, 2021). Other research has identified the benefits and weaknesses that engaging in telework has brought to various domains of employees' lives (e.g., feelings of organizational commitment, stress; Allen et al., 2015).

In their seminal systematic review assessing the efficacy of telecommuting, Allen et al. (2015) identified several outcomes of telework across a number of categories which included *work-family balance*, the degree to which an individual is equally able to manage and be satisfied with their role as an employee and as a family member (Greenhaus et al., 2003). In their piece, Allen et al. (2015) conclude that telework may have widespread benefits for employees, such as increasing work-related performance, but that it may also bring with it potential drawbacks, namely blurring the boundaries between work and family life. Additionally, they make several suggestions for future research one of which being that upcoming investigations should focus on the role of contextual information to better understand when teleworking may be more effective

(Allen et al., 2015; Feldman & Gainey, 1997). Given the unprecedented nature of the COVID-19 pandemic as a catalyst for the rapid rise of telework adoption, we propose to examine the effects of teleworking on employees during this specific period.

Despite the rapid growth of this work modality, research about teleworking is sparse (Athanasiadou & Theriou, 2021). Moreover, because this work modality as an expanding and dominant approach is still relatively new, research is needed to examine its effects on work-life balance, as teleworking may have differential effects on employees compared to pre-pandemic (Allen et al., 2021; Pulido-Martos et al., 2021; Vander Elst et al., 2020). Given that workers want to remain teleworking even after the pandemic has ceased (Karácsony, 2021), an examination of the available research is required to gain a clearer picture of the current state on the topic and identify gaps in the literature. For these reasons, a scoping review was conducted to examine the effects of telework on employees' work-life balance.

Method

Scoping reviews are "exploratory projects that systematically map the literature available on a topic, identifying key concepts, theories, sources of evidence and gaps in the research." (Grimshaw, 2020, p.34). Additionally, these types of reviews are usually broader, allowing for a clear description and exploration of a given research question (Peters et al., 2020). Given these details, the current scoping review's main research question was, how has telework affected employees' work-life balance during the COVID-19 pandemic? To answer this general question, we aimed to examine the current research about telework focusing on employees' work-life balance. We further explored two other variables that are related to work-family balance, namely, psychological health and performance. Considering these three components would provide a more thorough understanding of the challenges and benefits telework may offer

workers in the current landscape. The scoping review methodology outlined by Peters et al.

(2015; 2020) was adopted as the methodological basis for our analysis. Additionally, the

Preferred Reporting Items for Systematic Reviews and Meta-Analyses for Scoping Reviews

extension (PRISMA-ScR; Tricco et al., 2018) was implemented.

Concept

The concept of interest was work-life balance. We also chose to include articles

discussing psychological health and performance that occurred while engaged in telework.

Context

The concepts of interest were examined in the context of employed professionals using

articles published between January 2020 and December 2021.

Search Criteria

This scoping review included only the most recent articles on the topic, given the rise in

interest in "unconventional" work models. Also, the focus was explicitly on the current

pandemic context because the results from the various studies might differ from pre-pandemic

contexts (e.g., Allen et al., 2015). Resultingly, only articles between January 2020 and December

2021 were included. Six databases were used to gather the articles: Academic Search Complete,

Business Source Complete, Psychology and Behavioral Sciences Collection, Scopus, PsycInfo,

and PsycArticles. The focus was on English-written, peer-reviewed journal articles that included

either qualitative, quantitative, or mixed methodologies to ensure a holistic examination of the

effects of telework.

Search String and Results

Prior to gathering the articles, the authors selected the appropriate keywords in

consultation with a subject librarian. Then, across all six databases, the same search string was

entered: "hybrid work" OR telework OR telecommuters OR "remote work" OR "work-from-home" AND "work-nonwork balance" OR "work-family balance" OR "work-life balance" OR "work-home balance". In Academic Search Complete, Business Source Complete, and Psychology and Behavioral Sciences Collection, the following conditions were applied: *No Field* was selected, limiters were set to include *Scholarly Articles (Peer Reviewed Journals)* published between January 1st, 2020 and December 31st, 2021. The *Source Type* was academic journal. In Scopus, the search string was entered with *Title-Abstract-Keyword* in the *Field* section and filters were applied to include only articles as a *Document Type*, journals as a *Source Type*, as well as publication date between 2020 and 2021. Finally, *Any Field* was chosen in PsycInfo and PsycArticles and limiters were set to include peer-reviewed articles published between 2020 and 2021. Applying the above strategies to the respective databases yielded 183 articles: Academic Search Complete (*n* = 58), Business Source Complete (*n* = 46), Psychology and Behavioral Sciences Collection (*n* = 3), Scopus (*n* = 64), PsycInfo (*n* = 11), and PsycArticles (*n* = 1).

Search Inclusion and Exclusion

After removing duplicates (*n* = 52), the remaining 131 articles were analyzed. We excluded 64 articles because their titles were not related to the topic. For the remaining 67 articles, we applied the selection criteria: (1) the primary focus of the article was about telework, (2) it was an empirical study (e.g., qualitative, quantitative, mixed-method studies), (3) it focused on employees' perspective, and (4) it mentioned work-life balance, psychological health, or performance. Papers were excluded if: (1) they only spoke of work-life balance, psychological health, and/or performance without a focus on telework's impact (2) they did not describe an empirical study, (3) their sample was composed of non-workers, volunteers, workers' family members or students, and (4) they did not mention work-life balance, psychological health, or

performance. Three articles were not evaluated because they were inaccessible. The final number of articles included in this study was 42.

Data Analysis

To facilitate data analysis and description, a table was created to lay out the relevant details of the curated studies. The primary author conducted all parts of the search, article selection, and analysis. On three occasions, all authors met to examine the relevance of the articles. Due to the unanimity in the agreement of the articles selected, no interrater agreement was calculated.

Results

The PRISMA flow diagram illustrating the selection process of the studies is presented in Figure 1 (Page et al., 2021). We present details of the 42 studies in Appendix A, in which we include study methodology and research design, the sample population, demographics, study goal(s), location, and important findings.

Insert Figure 1 about here

Summary of the Articles

The diversity of the included articles was varied. Specifically, 20 of the reported studies (47.62%) gathered participants from parts of Europe, nine (21.43%) from parts of Asia, six (14.29%) from parts of North America, three (7.14%) from parts of South America, two (4.76%) from parts of Oceania, and two (4.76%) from around the globe due to collecting their data from Twitter and Prolific. The sample sizes of the studies ranged greatly as well, from 10 to 672 931. In regards to the experimental approaches, four articles (7.14%) used mixed methodologies,

combining qualitative and quantitative approaches. Next, eight (19.05%) other studies deployed qualitative only methodologies. Finally, the remaining 30 articles (71.43%) used quantitative approaches. At a closer look, most of the quantitative studies followed a cross-sectional design, and much smaller number of articles used longitudinal designs, interviews, web-based methods, or a combination of either longitudinal designs and interviews, or cross-sectional designs and interviews, which can all be seen in Appendix A.

Teleworking and Work-Life Balance

Although teleworking may seem like a strong initial step towards bringing employees closer to their families and helping them improve their work-life balance, several works would propose the opposite. Allen et al. (2021) found that having a dedicated home office was positively associated with increased work-life balance, whereas having more individuals in the home worsened it. Palumbo (2020) concluded that telecommuting from home had a significantly negative direct effect on work-life balance. Other work included in this scoping review has also documented the varying effects that engaging in teleworking has on work-family balance (e.g., Cannito & Scavarda, 2020; Hoffman, 2021; Juchnowicz & Kinowska, 2021; Sandoval-Reyes et al., 2021; Zhang et al., 2021). Hoffman (2021), for example, found that personal and work domains were less likely to interfere with one another on days in which work was conducted in the office. Additionally, other research suggests that specific boundary management preferences may bring about more positive effects. Specifically, Allen et al. (2021) found that preferring segmentation between work and personal life, such as emulating an office routine and purposefully disconnecting, were positively associated with work-nonwork balance while engaging in telework.

Primary research by Cannito and Scavarda (2022) discovered that while work-life balance may be negatively impacted through telework, it may allow family members to participate in parenting roles activities due to being in closer proximity to their children. For example, some men claimed that working from home allowed them to become more involved fathers (Cannito & Scavarda, 2021). Teleworking in this manner may act as a means to bring work-centric parents in closer proximity to their loved ones and act as a mechanism for a reorientation of priorities. However, consistent proximity to one's children during work may not be beneficial. Del Boca et al. (2020) identified that women with young children (i.e., between 0 and 5 years) found it more difficult to achieve satisfaction with their work-life balance while working from home. Similar moderating effects of sex are also shared in other works notwithstanding slight differences in results and variables (e.g., Bhumika, 2020; Çoban, 2021; Rodríguez-Modroño & López-Igual, 2021; Syrek et al., 2021; Waismel-Manor et al., 2021; Xu et al., 2021). Equally, Graham and al. (2021) found that women working from home with children reported significantly greater work-family conflicts.

Usamni and Das (2021) examined the impact of technological assisted supplemental work (TASW; i.e., performing job-tasks at home after work hours through technology), work-family conflicts, and work engagement, as well as examined how employees change their strategies to cope with the adjustment to teleworking from home. The authors found a direct positive relationship between TASW and work-life enrichment, and a direct positive association between TASW and work-family conflict (Usmani & Das, 2021). In addition, to external factors that may influence one's propensity to attain benefits in work-life balance from engaging in telework, other research has examined the role of individual factors. In particular, Bellmann and Hübler (2020) identified that the personality traits of extraversion, conscientiousness, and

agreeableness were positively associated with work-life balance, while neuroticism was negatively associated to work-life balance in a telework context. Interestingly, strong agreeableness contributed to worse work-life balance (Bellmann & Hübler, 2020). One interpretation for this finding may be that highly agreeable workers allow their jobs to infiltrate more profoundly on their personal lives, a finding that is frequently found across articles (e.g., Cannito et al., 2020; Zhang et al., 2021).

Other variables moderating work-family balance appear to relate to having a dog (Huffman, 2021) or young children (Carreri & Dordoni, 2020; Çoban, 2021; Huffman, 2021,). Commuting time also seems to have an effect on employees' work-life balance. For example, Zhang et al. (2021) identified that employees improved their work-life balance due to the time saved from commuting. This finding is also shared by Kaufman and Taniguchi (2021), who report that work-family balance improved during COVID-19 compared with commuters. Likewise, maintaining work-life balance seems especially difficult to achieve for partners with young children, who continue to travel to work during the pandemic (Del Boca et al., 2020).

Another variable that may influence the work-life balance of teleworkers might be the frequency of telework that an employee engages in. Indeed, not all rates of telework are the same. For example, exclusive remote working (engaging in teleworking permanently) was negatively associated with employees' work-life balance, whereas hybrid solutions in which the worker teleworked less than one day per week, one to two days per week or three to four days per week were had no significant associations (Juchnowicz & Kinowska, 2021). Rodríguez-Modroño and López-Igual (2021) would argue, however, that highly mobile teleworkers (engage in telework several times a week in at least two out of traditional office locations, or work daily in at least one other location), followed by occasional teleworkers (engage in telework less than

several times a month) experience worse work-life balance when compared to home-based

teleworkers. Notably, home-based teleworking allowed employees to improve their work-life

balance, although women and families with children did experience more conflicts (Rodríguez-

Modroño and López-Igual, 2021). Dilmaghani (2020) reasoned that the positive associations

between flexible working arrangements like telework and work-life balance satisfaction were

stronger among men and women without children. They further identified that employees with

both flextime and flexplace only, experienced significantly higher job and work-life balance

satisfaction than employees without any flexible work options (Dilmaghani, 2020).

Thus, the balance between teleworkers' work-nonwork domains seems to be affected

positively and negatively by various external and individual factors. A handful of studies would

also contend that engaging in telework has no effect on work-life balance (e.g., Heiden et al.,

2021; Hoque & Bacon, 2021). These heterogeneous findings would suggest that a multivariate

combination of factors may influence employees' work-life balance. In that matter, although

telework shifted the dominant location in which workers spend a significant portion of their days

and allowed them to engage in more family time, some drawbacks, such as allowing work to

infringe on other domains of life can occur (Cannito & Scavarda, 2020).

Teleworking, Psychological Health, and Adjustment to Telework

Changes in the dynamics of the work-family interface can have significant cascading

effects, not only on work-life balance but also on their psychological health. Therefore, in

scoping the literature, it remains imperative to examine what secondary effects such a dramatic

shift in an employees' life may have. Confirming the significance of this variable, Juchnowicz

and Kinowska (2021), Miron et al. (2021), Palumbo et al. (2020), and Pirzadeh and Lingard

(2021) focused on the effects of telework on employees' well-being and overall found negative

effects on well-being. Juchnowicz and Kinowska (2021) found that full-time telework or telework performed one to two days reduced the likelihood of high well-being scores. Concurrent with the previous two articles, Miron et al. (2021) found negative associations between teleworking and well-being. Yet, Pirzadeh and Lingard (2021) demonstrated that although there was a gradual decline in mean well-being scores, there was no difference between the well-being scores of teleworkers versus in-office workers.

The range of studies included in this paper also described aspects of stress, anxiety, and/or depression felt by employees as found in the works of Carreri and Dordoni (2020), Galanti et al. (2021), Graham et al. (2021), Heiden et al. (2021), Kazekami (2020), Rymaniak et al. (2021), Sandoval-Reyes et al. (2021), Şentürk et al. (2021), Tejero et al. (2021), and Zhang et al. (2021). One notable finding was that participants engaging in teleworking experienced poorer sleep quality, had more issues with relaxation, felt greater irritability, and experienced more tension (Tajero et al., 2021). Şentürk et al. (2021) found similar outcomes, suggesting that the prevalence rates of depression, stress, and anxiety increased during teleworking shifts resulting from COVID-19.

Further, three studies focused on the emotional consequences of telework, such as emotional fatigue, exhaustion, and fulfillment (i.e., Almonacid Nieto et al., 2020; Bhumika, 2020; Miron et al., 2021). In Bhumika's (2020) study, for instance, it was identified that work interference with personal life stemming from working from home was positively associated with emotional exhaustion, but that personal life interference with work was associated with emotional exhaustion, as well. This finding underlines the potential negative impact that telework can have on an employee's life by demonstrating emotional demands that may occur due to this work modality.

Finally, eight studies captured various social related effects of telework on employees'
lives (i.e., Galanti et al., 2021; Gàlvez et al., 2020; Hoffman, 2021; Jacukowicz & Merecz-Kot,
2020; Miglioretti et al., 2021; Pirzadeh & Lingard, 2021; Tajero et al., 2021; Xu et al., 2021).
The dominant theme within the social dimension seems to be a weakening of social support
networks with fellow employees, which is related to higher dimensions of stress, fear of not
achieving job growth, and an overall lessening in quality of work-family relations.

Several variables did seem to enhance employees' ability to adapt to telework which may
positively impact workers' psychological health. Almonacid Nieto et al. (2020), for instance,
found that simply having teleworking skills generates a positive effect on personal fulfillment,
allowing the teleworker to achieve a satisfactory personal fulfillment. Mininni and Manuti
(2020) also identified that younger individuals, as well as those working more technical roles,
benefited the most from teleworking. Other factors, like supportive supervisor behaviors (Campo
et al., 2021) and boundary management style (Allen et al., 2021), can positively impact
adjustment to telework. Other studies have identified type of telework arrangement and ability to
multitask as potential positive moderators for improving telework (e.g., Dilmaghani, 2020;
Rodríguez-Modroño & López-Igual, 2021; Xu et al., 2021).

Telework and Performance

Another avenue that is affected by an employee's work-life balance readjustment through
telework is performance. Tajero et al. (2021) found that their participants experienced lower
productivity during a telework setup. Conversely, in their Twitter study, Zhang et al. (2021)
acknowledged that a major theme regarding telework was related to an increase in productivity
for at-home workers. A nuanced finding by Kazekami (2020) discovered that while engaging in
telework increased labor productivity when teleworking hours were too long, telework decreased

labor productivity. This is an intriguing finding as teleworkers work longer hours, extend their workweeks to encompass weekends (Palumbo, 2020), but also experience worse job quality and satisfaction due to the high work intensity they experience (Kaufman & Taniguchi, 2021; Rodríguez-Modroño & López-Igual, 2021). Kazekami (2020) further noted that telework increased the stress of balancing work and domestic chores, but stress did not directly reduce labor productivity (Kazekami, 2020). Aczel et al. (2021) noted that teleworking researchers found it easier to work on papers, read, and analyze data when they teleworked.

Yet, workers may choose to continue working from home in the future. In fact, despite 47% of their 704-participant sample finding it less efficient to work from home, Aczel et al. (2021) discovered that two-thirds of participants would still rather work from home in the future. Likewise, Karácsony (2021) found that workers would want to remain in a telework modality after the pandemic has ended. Together these studies indicate that while work-related performance may improve (e.g., Aczel et al. 2021; Gálvez, Tirado & Martinez., 2020; Kaufman et al., 2021; Zhang et al., 2021) or remain unaffected (e.g., Campo et al., 2021) while engaging in telework, there is evidence to suggest that other aspects of a worker's life may be affected. A noteworthy result by Syrek et al. (2021) found that while work engagement gradually decreased (after February 2020), job satisfaction increased briefly during the pandemic (March to April 2020), and subsequently decreased (between April and May 2020). The authors contend that organizational support and information may have positively affected the employees' sentiments towards their jobs (Syrek et al., 2021).

Discussion

The current scoping review explored the effects of telework on workers' work-life balance, psychological health, and performance. We identified 42 relevant studies that met our

inclusion criteria. All studies were published between January 2020 and December 2021 and were empirical (e.g., qualitative, quantitative, or mixed-method approaches). Qualitative studies primarily focused on gathering the lived experiences of workers engaged in telework, quantitative studies largely centered on examining the relations between telework and work-family balance as well as examine the potential mediators and moderators of those relations, and finally, the mixed-method studies focused on a more comprehensive account of employees' work-life balance and telework. Additionally, all included studies discussed various aspects of work-life balance, psychological health, and/or performance in relation to telework. Study locations included North and South America, Asia, Europe, and Oceania.

Together these studies provide important insights into the varied effects of telework on workers. Notably, they provided positive and negative impacts when discussing work-life balance, whereas the effects of telework on psychological health were typically more negative. This could be explained by the effort-recovery model (Meijman & Mulder, 1998), which posits that functional systems used during work must be put to rest in order for recovery to happen, short of which psychological and physical health could be impaired. One way to do this is to engage in alternate activities. Engaging in physical exercise, social activities and low-effort activities facilitates recovery and promotes psychological well-being (Sonnentag et al., 2017). During the pandemic, social interactions were reduced to a minimum, or absent, and many physical and fitness centres had to limit opening hours. These conditions directly impacted psychological detachment, relaxation, mastery experiences and control, which are essential elements of recovery (Sonnentag et al., 2017). With limited options of recovery activities, teleworkers might not have been able to psychologically and physically distance themselves from work, which would negatively impact psychological health.

Conversely, job performance seems to have been the outcome that primarily improved through telework, although other areas of employees' lives were negatively affected, as previously mentioned, such as their job satisfaction and job quality in the case of highly mobile teleworkers (Rodríguez-Modroño & López-Igual, 2021). Perhaps then, telework may increase work-life balance (e.g., Kaufman & Taniguchi, 2021) due to a greater devotion to family time (e.g., Carreri & Dordoni, 2020), but with prolonged time spent working away from the office, employees may develop increased psychological health concerns or work-family conflicts from increased time together (e.g., Graham et al., 2021; Hoffman, 2021; Palumbo et al., 2020), and sentiments of job growth stagnancy (e.g., Gàlvez et al., 2020). Future research will provide further information as to whether these negative effects are temporarily due to the sudden adaptation to the new reality of massive teleworking or if they will accrue over the long-term.

Further, throughout the studies, a noticeable moderating effect of sex was reported. For example, women experienced less work-life balance when teleworking while men played a restricted part in the planning and distribution of domestic efforts (e.g., Çoban, 2021). These results could be explained by Eagly's (1987) gender role theory, which asserts that individuals will socially identify as males and females, will occupy different roles within social structures and will be judged if they behave in a way that diverges from expectations. Stereotypically, men are described as being ambitious, assertive, and dominant, which are qualities deemed necessary to fulfil the role of breadwinner. Women are described as warm, nurturing, and oriented towards others, which are prime qualities in a caregiving role (Eagly, 1987). As individuals internalize those gendered stereotypes, they will adopt behaviours and attitudes that conform to social roles. This can lead to an unequal division of labour in the household (Shockley & Shen, 2016), where men feel that participating in family life might infringe on social norms and be frowned upon

(Leslie et al., 2016), and where women feel they must take care of the household and answer its demands. In a study on the effect of union type on the division of household labour, Davis and colleagues (2007) found that women with traditional gender attitudes do more housework than women with egalitarian gender ideologies, and men with egalitarian gender ideologies tend to do more housework than their "traditional" counterparts.

In addition, other moderating variables such as the employee's age and even the number of dependents living in the home (e.g., pets, small children, or older adults), have been shown to affect work-life balance, psychological health, and performance. Other variables may promote adjustment to telecommuting, such as preferences for segmentation (Allen et al., 2021), engaging in occasional telework (i.e., typically work in an office but on a handful of occasions work from home; Rodríguez-Modroño & López-Igual, 2021), family supportive supervisor behaviors (Campo et al., 2021), engaging in both technology-mediated (e.g., texting during remote work) and in-person (e.g., attending to the needs of family members) high interactivity multitasking during work time (Xu et al., 2021), being younger and working in more technical roles (Mininni & Manuti, 2020), using soft skills such organizational meaningfulness and work-related well-being (Palumbo et al., 2020), and engaging in a combination of flexplace and flexitime, as well as flextime only (Dilmaghani, 2020).

Both Allen et al.'s (2015) review and the current one share many common themes. First, Allen et al. (2015) reported the heterogeneity of effects associated with telework and work-family life. Indeed, both studies identify the impact of various possible moderators that have an effect on work-life balance. However, a noticeable discrepancy is that where Allen et al.'s (2015) investigation of work and family focused on work-family conflict, we examined the concept of *work-life balance* as a whole, which included conflict, enrichment, boundaries, etc. Moreover,

the connectivity issue, in which employees may find it difficult to disconnect from work, is still

present within our finding and may even be further exacerbated due to lockdown measures

brought on by COVID-19. A notable difference between Allen et al. (2015) and our findings is

related to psychological health. Whereas telecommuting seemed like a positive approach that

resulted in lower stress-related outcomes (Allen et al., 2015), our work finds quite the opposite,

such that employees feel more stressed by teleworking in the COVID-19 context (e.g., Miron et

al., 2021).

The present scoping review also parallels earlier works on telework. For instance,

telework contributes to despatialization, which is characterized by an increased physical and

psychological distance between the worker and the work environment (Taskin, 2006). Notably,

during the COVID-19 pandemic, teleworkers felts isolated from colleagues while being more

involved in family relationships. A general tendency to segment family and work domains also

seems to be a conducive way of adapting to this work modality. The mixed results concerning

work-life balance were also present prior to the COVID-19 pandemic. For instance, Tremblay

and colleagues (2006) reported, in a Canadian context, that telework could lead to increased

schedule flexibility, while extending working hours. A Canadian sample also identified increased

performance as a reason for adopting telework (Tremblay & Najem, 2010), mirroring the more

unequivocally positive effect of this work modality on performance found in the present review.

Limitations and Future Research

Some limitations exist within the current study. Given the scoping nature of the work, no

in-depth interpretation and synthesis was made. Additionally, given that the primary focus of the

study was to examine work-life balance, other possibly important themes such as organizational

commitment, workplace culture, workplace relationships, and motivation, to name a few, may

have been missed. We recommend that future work attempt to explore these variables. We also acknowledge the lack of inclusion of grey literature. Another limitation is the lack of discussion within the reviewed articles regarding the contextual element of "forced" telework. Given that telework has been imposed onto workers' who may not have the skillset or means to adapt to this mode of work (Afota et al., 2021), it may be interesting for future studies to examine the relations and experiences attributed to "forced telework". Furthermore, given that almost half of the studies were based in Europe, where women play a more central role in family life (Fortin, 2005; Knudsen & Wærness, 2008), we recommend that future studies examine the effects of telework in more equally split role nations, in non-EU contexts. Finally, we recommend that future work deploy a longitudinal analysis to examine the changes of employees telecommuting-related work-life balance, psychological health, and productivity over time. As time goes on, increased familiarity with telework and a rebalancing of one's life may mitigate some of the adverse effects brought on by telework (as shown in Syrek et al., 2021). Finally, future studies may wish to examine in which occupations telework may be a more effective work method.

Conclusions

The mixed results in the literature could suggest that the undertaking of a systematic review may be necessary for the future. Although telework may become the dominant work-modality in the coming years, it is crucial to realize that what may be beneficial for some workers may not be for others. A more thorough understanding of how teleworking can impact employees' various personal and private domains is, thus, further required.

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Figure 1.
PRISMA Flow Diagram of the Search Process (N = 183)
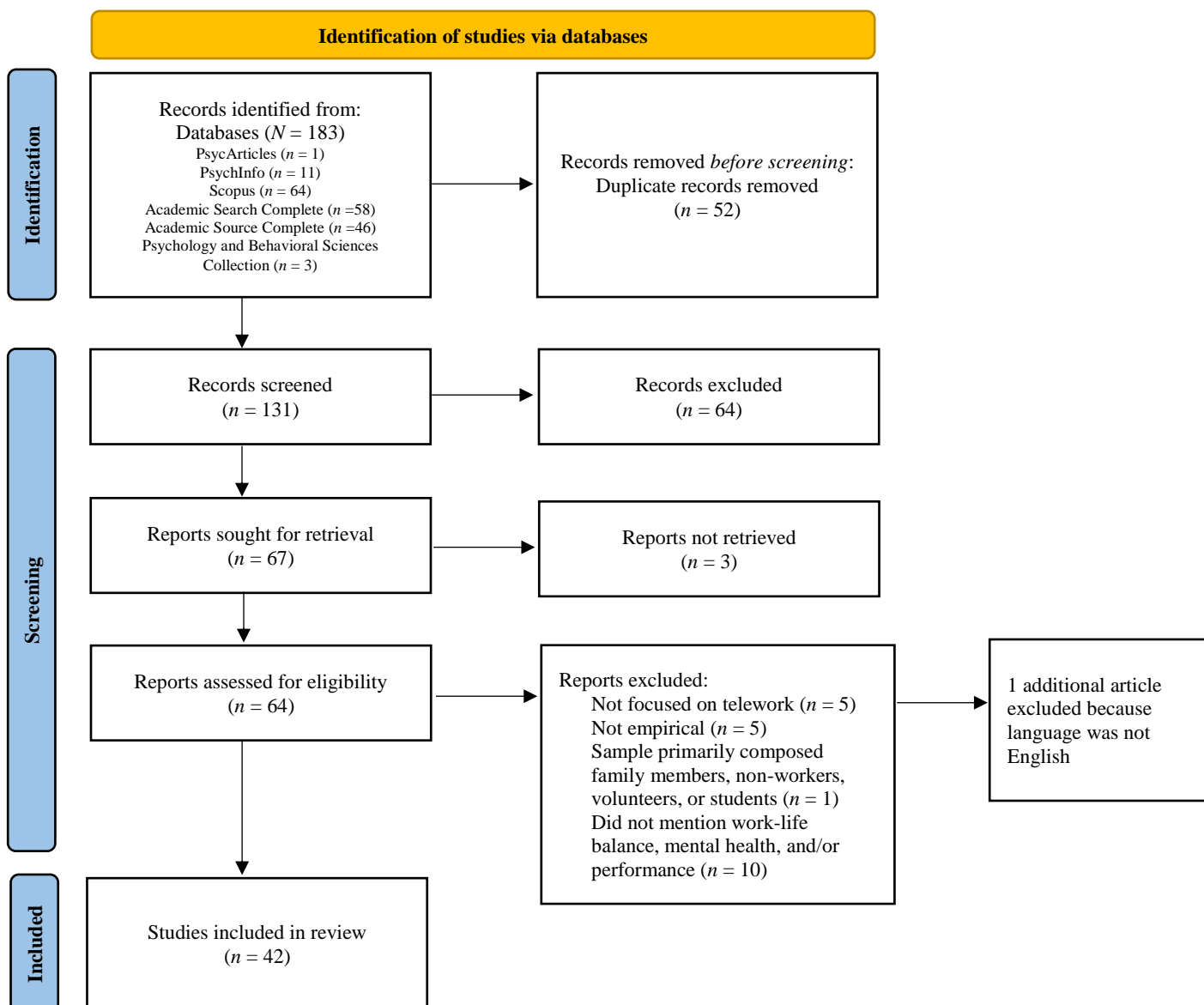
Appendix A

No.	Author(s) and Year	Methodology and Design	Sample (n)	Demographics and Population	Location	Aim/Objectives	Main Findings
1	Zhang et al. (2021)	Qualitative Web-Scraping Longitudinal	672 931 (1 364 742 unique tweets)	Tweets created during a 14-week period from March 30 to July 5,2020	Online	To understand the attitudes and experiences of the public toward remote (between March 30, 2020, and July 5, 2020.	- Benefits of remote work identified in the tweets included: (1) availability of communication tools being helpful in making the transition from in-person to virtual connections; (2) working remotely was beneficial to productivity; (3) enjoying remote learning and flexible work; (4) staying connected with others via technology. - Drawbacks of remote work identified in the tweets included: (1) long teleconference meetings induced fatigue; (2) peoples' remote work capacity was hindered by technological or space limitations; (3) de-centralization of employees; (4) concerns of cybersecurity; (5) need for parents to balance work and childcare; (6) children at home make working from home more difficult - Several topics were discussed both positively and negatively: (1) *Mental health:* some view working remotely as beneficial, whereas others suggested that working from home was more stressful than working from the office; (2) *work-life balance*: some experienced improved work-life balance due to less commuting time and greater scheduling flexibility, others claimed that work-life balance was harmed due to difficulties maintaining the boundary between family and work because of a lack of structure and separation.
2	Allen et al. (2021)	Mixed-Methods (Quantitative and Qualitative) Longitudinal and Open-ended questions	155	M_{age} = 37 years (SD = 9.28); 59% Male; 85% white; 54% unmarried; 63% without children.	Online	To examine the boundary management among a sample of workers who transitioned to remote work due to COVID-19.	- Segmentation preferences were positively associated to work-nonwork balance (consistent across a three-month period) - Neither a dedicated home office nor the number of individuals in the household affected the relationship between segmentation preferences and work-nonwork balance - Having a dedicated home office space was positively related to work-nonwork balance - Having more individuals within the home was associated with less work-nonwork balance
3	Miron et al. (2021)	Quantitative Cross-sectional	388	-110 work in office; 228 are teleworkers, 41.23% M, 58.77% -Age$_{range}$: 50 ps are up 25 y.o., 234 ps are between 26 and 50 y.o.; 54 ps are over 50 y.o.	Europe	To examine the impact of telework on the well-being of employees	- In office employees have an average well-being score of 4.091/5 whereas the average well-being score of employees teleworking is 3.816/5. - For teleworking employees, there were positive associations between professional development and competencies, job satisfaction, work-life balance, organizational climate, and well-being. - Negative associations between autonomy, emotional dimension, commitment, and well-being for teleworkers
4	Juchnowicz & Kinowska (2021)	Quantitative Computer Assisted Web Interview (CAWI) Cross-sectional	1000	-55% M; 45% F -18–29 y.o. =18%; 30–39 y.o. =28%; 40–49 y.o. =27%; over 50 y.o. = 27%	Europe	To examine the relationship between remote working and employee well-being.	- Exclusive remote working negatively affects an employee's work–life balance -Telecommuting performed full-time or 1–2 days per week reduces the likelihood of high well-being scores - Lack of personal contact with supervisor and co-workers negatively affects trust in others and negatively affects the assessment of the atmosphere in the workplace - In the case of exclusive remote work, the relationship with the supervisor is rated lower - No relationship was found between occasional remote work (less than once a week) or frequent but not exclusive work (3–4 times a week) and the assessment of well-being in terms of relationships with colleagues and the supervisor - No relationship between the assessment of the factor "physical and mental health" and remote working
5	Rymaniak et al. (2021)	Quantitative Cross-sectional	1599	-Polish: Includes employees of the city mayors, teachers, and ecourt employees (62% Polish; 60% Lithuanian) -Spanish: addressed to employees in science and education sectors (78%), - Remaining respondents compose a randomly selected group	Europe	To analyze the perception among employees of the various types of risks in employment and working organization dimensions related to telework	- Remote work is perceived as more stressful than stationary workplaces among Spanish employees - Spanish employees perceive that their working conditions have deteriorated because of the pandemic. - Spanish employees have a worse working space and a worse working environment at their remote workplaces (all three countries) - In the case of Lithuania teleworkers, the negative impact on health is also enhanced by the deterioration of "design" - In Poland and Lithuania, more intensive use of ICTs by remote employees during lockdowns increased stress and conflicts at home
6	Sandoval-Reyes et al. (2021)	Quantitative Cross-sectional	1285	-54.8% Columbian; 37.9% Ecuadorian; 5.5% other - M_{age} = 29.1 - 34.1% M; 65.9% Female	South America	To examine how the relationships between work, remote work and perceived work stress changed and how this change affected work productivity, satisfaction, and compromise as well as work–life balance for remote workers	- Remote work in pandemic times increased perceived stress, reduced work–life balance, work satisfaction, increased productivity and increased engagement. - Partial moderating effect of perceived stress: stress lessens the positive effect of working remotely on productivity and engagement, - Identification of one significant gender difference: when working remotely, perceived stress affects men's productivity more acutely than women's productivity.
7	Galanti et al. (2021)	Quantitative Cross-sectional	209	-28.7% M; 71.3% W - M_{age} = 49.81, SD_{age} = 9.4	Europe	To investigate the impacts of family work conflicts, social isolation, distracting environment, job autonomy, and self leadership have on employees' productivity, work engagement, and stress experienced when working from home during the pandemic	-Employees' family work conflict and social isolation were negatively related -Self leadership and autonomy were positively related to working from home productivity and working from home engagement. - Family-work conflict and social isolation were negatively related to working from home stress, which was not affected by autonomy and self-leadership

#	Study	Method	N	Demographics	Region	Objective	Results
8	Pirzadeh & Lingard (2021)	Mixed-Methods (Quantitative and Qualitative) Longitudinal and Open-ended question	151	90 M; 60 F; 1 Nonbinary 29 Worked onsite; 121 Worked from home; 1 missing	Australia/ Oceania	To examine the health and well-being experiences in teleworking professionals during COVID-19	- Constant and gradual decline in the mean mental well-being scores over the course of surveys, $F(6,531) = 3.392$, $p = .003$. -No significant difference between in office and telework participants in regarding mental well-being, physical activity, sleep, diet, and work–life satisfaction - Significant differences in work engagement: participants who work on site had higher average scores. - No significant differences between participants' self-reported mental wellbeing while working at home compared to working in the office - Participants noted difficulty in separating work from home when not commuting each day to work outside the home - Participants noted that home-based teleworking can increase the permeability of the boundary between work and nonwork life, which can lead to employees spending more time working - Increased work hours, feeling pressured for time, and work interference with social life were significantly and negatively associated with participants' mental well-being - Online communication was perceived to be less efficient for problem-solving than face-to-face interactions - Increased pressure to be available online at all times felt by participants - Negative spillover from work to nonwork lives has been increased during home-based teleworking - Caregiving workers are negatively affected by telework which impacts their work-life balance - Participants feel nervous and scared for the future
9	Miglioretti et al. (2021)	Quantitative Cross-sectional	260 (147 teleworkers; 113 traditional work)	Teleworkers: 50% M; 50% F Traditional: 33% M; 67% F	Europe	-Develop and validate a questionnaire measuring the quality of telework (QoT-q) -To assess the impact of telework on employee work engagement and work-family balance	-Job resources—job control, supervisor support, and coworker support—were found to be significantly higher among high quality teleworkers than among the other groups - Lower quality of relations among high quality teleworkers compared to low quality teleworkers and a significantly different quality of relations compared to traditional workers - High quality telecommuters reported lower levels of job demands than did traditional workers and low-quality telecommuters - High quality telecommuters reported higher work engagement than did lower quality telecommuters and traditional workers - High quality teleworkers reported a higher level of work-family balance than did the other groups - Telework quality was found to have the highest impact on workers' job control and work-family balance and the lowest impact on quality of working relationships - Not all telework is equally valuable
10	Heiden et al. (2021)	Quantitative Cross-sectional	392	$M_{age} = 48.9$, $SD_{age} = 9.9$ Frequency of telework Never (3.8%); Less than 1 time/month (11.0%); Several times/month (41.3%); Several times/week (40.6%); Always (3.3%)	Europe	To determine how frequency and amount of telework is associated with perceived health, stress, recuperation, work-life balance, and intrinsic work motivation among teaching and research academics	- Higher ratings of stress related to indistinct organization and conflicts among academics that telework several times per week or more than among academics that telework less than once per month - No differences in ratings of work-life balance between lecturers and professors with different telework frequency or any association between the amount of telework performed per week and perceived work-life balance - No differences in ratings of relatedness to other colleagues between lecturers and professors that telework to different extents
11	Rodríguez-Modroño & López-Igual (2021)	Quantitative Cross-sectional	35 765	Sample of EU28 countries (EU27 plus United Kingdom)	Europe	To assess how particular types of telework affect different dimensions of job quality	- Highly mobile teleworkers report the worst job quality and work–life balance due mainly to their high work intensity and low flexibility - Occasional teleworkers are the group with the best job quality - Home-based teleworkers occupy a middle position, with fewer issues of work intensity and working time quality in exchange for lower prospects - Highly mobile teleworkers report les time to get a job done compared to home based teleworkers - Home-based teleworking gives workers greater autonomy to organize their working time and improve work–life balance, though not without conflicts, particularly for women and families with children
12	Aczel et al. (2021)	Quantitative Cross-sectional	704	94% worked from home 338 M; 356 F	Europe	To examine researchers' efficiency and work-life balance when working from home	- 47% found that they were less efficient working from home, 23% found they were more efficient - Easier to share ideas, thoughts, keeping in touch with colleagues, and collecting data when in the office - Easier to work on papers, reading, and analyzing when working from home -Two thirds of the researchers indicated that it would be better to work more from home in the future. - It seemed that sharing work somewhat equally between the two venues is the most preferred arrangement.
13	Hoffman (2021)	Quantitative Cross-sectional	454	-223 M; 231 F -Age range = 19 to 72 y.o. -M_{age} = 41.3 y.o., SD_{age} = 11.5 y.o. -277 work exclusively from home every day of the work week; 92 work from home multiple days per week, but goes to the office at least once per week; 50 work from home occasionally, but less than one day per week; 34 work from home one day per week, but goes to the office the other days of the week	North America	To compare individuals' perceptions of working from home to working at the office with a focus on how these experiences differed for individuals with and without dogs and/or cat	- More opportunities to socialize with other people on the days they worked from home - Work life and personal life were less likely to interfere with each other on days they worked from the office, and that family members were less likely to create distractions when working from the office - Less likely to indicate that they spent quality time with pets and family members on days they worked from the office. - Participants who had dogs were more likely to report that work life and personal life interfered with each other, as were individuals with children under 10 years of age - Those with dogs and/or young children were more likely to indicate that family members created distractions during the workday - Dog owners reported they socialized more with others when teleworking compared to those without dogs. - Teleworking conditions can muddle the boundaries between work time and family time

#	Author (Year)	Method	N	Sample characteristics	Region	Purpose	Findings
14	Kaufman & Taniguchi (2021)	Quantitative Longitudinal	4508		North America	To examine what kind of impact working from home during the pandemic has had on job experiences.	- Work from home (WFH) participants would say that work time flexibility, work-family balance, and job satisfaction increased during COVID-19 compared with commuters. - Those who WFH because they are required experience similar advantages although the advantage in job satisfaction is significantly less for these workers than those who work from home by choice - Those WFH are more likely to say that work hours and productivity increased during the pandemic - WFH showed an 11% increased in working hours compared to commuters - WFH showed 7% more likely than commuters to report an increase in productivity. - WFH are 23% less likely than commuters to report less connectedness to their cowokers - Those WFH are more likely to report few career advancement opportunities and reduced job security
15	Campo et al. (2021)	Quantitative Cross-sectional	519	- Mid-level careered teleworkers using this modality before the pandemic at least 2 days a week - Participant gender: 29% M; 71% F - Proportion Age: 11% 20-30 y.o.; 17% 31-35 y.o.; 50% 36-45 y.o.; 18% 46-50 y.o.; 4% 55 y.o. and older.	South America	To investigate the relationship among telework, job performance, work–life balance (WLB) and family supportive supervisor behaviour (FSSB) in the context of COVID 19	- No effect of telework on job performance - Telework was found to be unrelated to WLB in the context of COVID-19 - No effect of the mediating role of WLB in the relation between telework and job performance - Positive relation between work-life balance and job performance - Positive relation between FSSB and job performance - Positive relation between FSSB and WLB - WLB exerts a mediating effect on the relationship between FSSB and job performance
16	Hoque & Bacon (2021)	Quantitative Cross-sectional	14 312	The employee survey comprises 21,981 responses (response rate 54.3%)	Europe	To assess disabled employees' likelihood of working from home relative to non-disabled employees, and the implications of doing so for their experiences of work.	- Disabled employees are less likely to work from home than non-disabled employees -Overall, employees working from home report higher job control, job-related mental health, job satisfaction, and organizational commitment than employees not working from home (both disabled and non-disabled) - Working from home is, overall, not associated with lower life interference with work, or with lower work interference with life (both disabled and non-disabled) - Regarding work–life balance, the 'disabled×working from home' interaction term is non-significant for work interference with life, but is negatively significant for life interference with work
17	Karácsony (2021)	Quantitative Cross-sectional	709	54.4% F; 67.1% married; 30.7% between 18 and 30 y.o.; 29.9% between 31 and 40 y.o.	Europe	To assess how traditional working has been transformed into teleworking in Slovakia	- Significant relation between teleworking and its implementation and job satisfaction - The benefits of teleworking also have an impact on job satisfaction among employees in Slovakia - Significant proportion of the workers surveyed would maintain teleworking even after the coronavirus had ceased.
18	Monroe & Haug (2021)	Mixed Methods (Literature Review and Quantitative) Cross-sectional	Approximately 60	7.1% 20-29 y.o.; 16.7% 30-39 y.o.; 21.4% 40-49 y.o.; 45.2% 50-59 y.o.; 9.5% 60 y.o. and above	North America	To describe federal employees' attitudes about telework	- A majority also felt that technology and virtual connections assisted individuals in developing strong bonds with both agency personnel and nonagency personnel - Relatively small percentages felt strongly (Strongly Agree or Strongly Disagree) about the statement "The culture and working atmosphere in my agency enhances trust and comradery."
19	Çoban (2021)	Qualitative Semi-Structured Interviews	18	Mage = 38.38 y.o; SD_{age} = 5.14	Asia	The purpose of this research is to understand how teleworking under pandemic regulations in Turkey have influenced domestic and occupational experiences of professional, middle-class women married-with-children.	- Most of the women express that they have taken more responsibilities at home due to the whole family being in lockdown - Having [young] children makes teleworking preferable for women - Teleworking's impact of reduction of professional workload for women is perceived favorably - Male partners have very limited share in the planning and distribution of domestic efforts - Teleworking, despite the time- saving potential, has many gender traps: impossible for women to reach a work-life balance by telework
20	Syrek et al. (2021)	Mixed-Methods (Quantitative and Qualitative) Longitudinal and Open-ended questions	517	M_{age} = 43.2 years, SD_{age} = 10.15 72% M ; 50% reported living with a child; 80% of children below 17 years	Europe	To study the effects of a new leave policy that was introduced in a large Dutch company.	- Work engagement was rather stable from January to February, but progressively declined after - Job satisfaction increased during the pandemic (March to April), and showed a decrease only from April to May - Participants reported that they experienced fewer interruptions and saw the positive sides of the crisis in the long term - Employees living without children experienced a small decline in job satisfaction at the beginning of the year but returned to their beginning-of-the-year levels during the pandemic - Job satisfaction of employees living with children, was on the rise since beginning of the year, followed by a sudden decrease after April - Workload decreased at the beginning of the year (January–March), but then steadily increased with the onset of forced telework (March–May) - Work-non-work balance decreased but then increased in April - Recovery from work was more difficult at the beginning of the pandemic - Women experienced a decrease in work–non-work balance in the beginning of the crisis - Stronger effect of the coronavirus pandemic on work–non-work balance for younger employees - Whether or not employees lived with children in their household did not influence how the development of work–non-work-balance unfolded over time
21	Bhumika (2020)	Quantitative Cross-sectional	180	51.7% M 78.3% working in a private sector 64.4% age 25 and 35 y.o. 56.1% had more than three family members staying with them during the lockdown	Asia	To explore the nature of relationship between work–life balance and emotional exhaustion experienced by the employed individuals while working from home during COVID-19	- Work interference with personal life (WIPL) was found to be positively related to emotional exhaustion - Personal life interference with work (PLIW) was found to be positively related to emotional exhaustion - Sex moderated the relation between PLIW and emotional exhaustion: stronger for women than men

#	Authors	Method	N	Sample	Region	Aim	Main findings
22	Palumbo (2020)	Quantitative Cross-sectional	9 877	M_{age} = 44.9 y.o. , SD_{age} = 11.4 y.o. 31% aged between 45 and 54 y.o. 39.2% M; 60.8% F	Europe	To examine the implications of telecommuting from home on the ability of remote employees to manage the work-life interplay	-Home-based teleworkers worked more hours per week, were more willing to work at night, were twice as likely to work on Sundays and to work for more than 10 h a day, extend their working activities on Saturdays, and were more likely to have less than 11 h of recovery between two working days than traditional workers. - Home-based telecommuters reported higher levels of fatigue than those who did not telecommute - Working from home was found to affect work engagement of respondents positively - Working from home was found to be negatively and significantly related to work-life balance - Home-based telecommuters were more likely to experience both work-to-life and life-to-work conflicts - Gender was negatively and significantly related to work-life balance, with women showing greater problems in handling the work-life interface - Overall, telecommuting from home was found to have a negative and statistically significant direct effect on work-life balance
23	Gálvez, Tirado, & Martínez (2020)	Qualitative Interviews and focus groups	72	8 were senior-level personnel; 22 were intermediate-level personnel; 7 were university lecturers, 25 were technicians; 6 were administrative secretaries; 4 were translators 20% Full-time teleworkers; 80% Part-time teleworkers (carrying out telework from between one afternoon and three days per week)	Europe	To analyze the use of telework as a political tool in organizations that either boost or hinder the development of social sustainability with a focus on work-life balance	- Telework appears linked to the possibility of self-managing one's time and that this means being able to autonomously arrange the different aspects of one's everyday life - Increase in job performance attributed to teleworkers' ability to concentrate on their work better and distance themselves from the interruptions generally created in traditional work environments - Greater "perception of control" over their lives leading to positive sentiments towards the company - Association between telework and domestic/family life conflict - Teleworkers experience an excessive workload - Telework muddles the degrees to get promoted affecting future career opportunities - Many women assume the fact that teleworking may put their career at risk - Very dicult to escape from the feeling or attitude of always being available or connected in some way
24	Golden & Eddleston (2020)	Quantitative Cross-sectional	405	52% M; 48% F	North America	To examine whether teleworking hinders one's ability to advance in one's career	- Not difference in the number of promotions received between teleworks and traditional workers, although telecommuters had lower salary growth - For telecommuters, the extent of telecommuting is negatively related to promotions and salary growth - Telecommuting normativeness moderated the relationship between the extent of telecommuting and promotions - Telecommuters in work units in which telecommuting was more normative received a greater number of promotions than those in units where telecommuting was less normative. In comparison, those in work units in which telecommuting was less normative received fewer promotions at each level of telecommuting - While higher telecommuting normativeness appeared to enhance promotions for those who telecommuted occasionally, the benefits diminished somewhat for those who telecommuted more extensively - The relationship between the extent of telecommuting and (a) promotions and (b) salary growth is moderated by supplemental work - High face-to-face contact with one's supervisor was not associated with higher salary growth among occasional telecommuters, yet for those who telecommuted extensively, higher face-to-face contact yielded greater salary growth
25	Carreri & Dordoni (2020)	Qualitative In-depth online and non-directive interviews	10	M_{age} = 41.2, SD_{age} = 4.85	Europe	To understand work-life balance between the public and the private life during the COVID-19 pandemic	- Identification of two views: Conquered time vs extreme neoliberalism - Productivity in terms of paper publication is a common concern for all researchers interviewed - Working from home not only allowed to devote more time to family relationships, but for some opened new spaces for critical reflection and rethinking about the micro-politics of organising and becoming in their academic daily life - Experience of working from home is positively assessed to the extent that they gain a better quality of time, even for thinking and working - Some claimed that work pushed them 'to extremes', due to rhythms, workload and methods which made them feel deprived of truly intimate time-space - Some researchers claimed they felt 'productive in spite of themselves', due to having maintained or, more often, increased the pace and workload in their daily life, but with great fatigue and stress (neoliberalism view) - Greater difficulties in terms of productivity – but not limited to that – are encountered by parents who work in academy - The mothers interviewed declared they did more housework and care work than fathers and had a greater burden following their children's online education during the pandemic, -The researchers who were living alone during the lockdown perceived a condition of alienation, due to the pervasiveness of work associated with loneliness.
26	Cannito & Scavarda (2020)	Qualitative Interviews	20	All university educated Maximum 2 children 10 heterosexual couples Age_{range} = 28 - 48	Europe	To investigate the consequences of remote work on work life balance and gender inequalities in the division of paid and unpaid labor within heterosexual couples	- Expansion of work over other domains, which worsened with telework - Even if for some interviewed men it was an occasion to experience a more involved fatherhood, for the majority of them, rethinking of their commitment in paid work is inconceivable. - Mothers are keener on considering job requests as negotiable and perceive a pervasive interference of work on family life, while their husbands often claim that childcare activities may reduce their productivity - Remote work does not allow the redefinition of the working models and does not improve the work life balance of interviewed couples - Remote work does not modify gender normative roles within domestic domain and thus it reproduces and sometimes exacerbates gender inequalities with women trying to balance their double role and fathers expanding the time devoted to work.

27	Almonacid Nieto et al. (2020)	Quantitative Cross-sectional	300	Administrative staff from the higher education sector	South America	To determine the effect of the adoption of teleworking on the development of job exhaustion of the higher education administrative staff in Junín during the crisis of COVID-19.	- Having teleworking skills reduces emotional fatigue and depersonalization since the collaborator can self-regulate their behavior when faced with stressors - Having teleworking skills generate a positive effect on personal fulfillment, allowing the teleworker to achieve a satisfactory personal fulfillment of having said skills - Telework conditions generate a hidden effect on emotional exhaustion, depersonalization and personal fulfillment; therefore, this dimension does not contribute to the reduction or increase of the mentioned dimensions. - The work-life balance dimension does not generate any effect on any of the above-mentioned factors - The development of skills for teleworking is a relevant factor to achieve personal fulfillment in teleworkers, while teleworking conditions do not reduce job burnout.
28	Bellmann & Hübler (2020)	Quantitative Longitudinal	21 569	Wave 1 (2012/2013) : n= 7,508; Wave 2 (2014/2015): n= 7,282; Wave 3 (2016/2017): n= 6,779)	Europe	To examine whether working from home improves or impairs the job satisfaction and the work–life balance and under which conditions	- Extraversion, conscientiousness and agreeableness are positively associated with job stress (JS) and work-life balance, while the relationship with neuroticism seems to be negative. - Strong agreeableness strengthens JS but contributes to a worse work-life balance - Working from home is accompanied by positive and negative effects on JS so that in sum no clear influence can be identified. - Neither the introduction nor the termination of remote work (RW) reveals a significant specific influence on work-life balance, while permanent RW and work-life balance are negatively associated - In the case of a strict contract, RW and JS are positively related - No statistically significant difference whether RW is performed within or outside of the contracted working hours - Remote workers have a worse work-life balance than other workers, and no difference between these two worker groups are revealed with respect to JS
29	Gálvez et al. (2020)	Qualitative Focus groups and interviews	72	All women 80% part-time teleworking (carrying out telework from between one afternoon and 3 days during the course of a week) 20% full-time teleworking	Europe	To shed light on the processes of defining and building meaning that women perform with regard to their work experience	-Interviewees stress that every day, whenever they decide to telework, they have to go to great lengths to limit the working space and time and differentiate it from the domestic setting - Many elements are important in negotiating this set-up: attitude towards the family, attitude towards work commitment and, especially, material arrangements. - Small things such as where the computer is placed or when to do the washing become key issues in this negotiation. -Interviews showed that these commitments and negotiations are framed in a moral and ethical dimension, which defines teleworking as a work activity. - The appropriate mind-set that would allow teleworking to be fully implemented and developed (simply) does not exist
30	Xu et al. (2021)	Quantitative Cross-sectional	429	M_{age} = 41.67, SD_{age} = 11.39 224 F	North America	-To explicate and differentiate different types of multitasking when working from home according to their medium and social interactivity -To examine the antecedent and consequences of different types of multitasking -To explore the gender differences of the proposed relationships and key variable	-Balance between work and life identities was positively associated with technology mediated and in-person high-interactive multitasking during work time, but not with low-interactive multitasking - In-person high-interactive multitasking, was related to greater interference with work but a higher level of life satisfaction. - Men and women experienced different levels of work life identity balance and adopted different types of multitasking to achieve such a balance
31	Khateeb (2021)	Quantitative Cross-sectional	90	Teachers belonging to well known private run schools 51M; 39F 63 married; 27 unmarried	Asia	To analyze the nature of work-life conflict among teachers in the case of telework	- The nature of work-family conflict in online teaching is similar to that of the face-to-face teaching - Older teachers and those with more experience perceive less work-family conflicts - Unmarried teachers experience greater WFC than their unmarried counterparts
32	Graham et al. (2021)	Quantitative Cross-sectional	658	Male With Child (n =64); Male Without Children (n =95); Female with Children (n = 155); Female Without Children (n = 344) 18–35 years 183; 36–45 years 199; 46–55 years; 56 years and over 101	Australia/ Oceania	To examine the gender and parental responsibility impacts of WAH during the COVID 19 pandemic in Victoria, Australia in relation to physical and mental health and work-family and family-work conflict.	-Women working at home with children reported significantly higher levels of stress in comparison to men working at home with children - The presence of children significantly increased work-family conflict in both the unadjusted and adjusted model - Work-life conflict increases with the presence of children in the home during work hours, full-time work, and working in a location with interruptions or location wherever - Work-family conflict decreased with increasing satisfaction with the division of household tasks - Women experienced lower family-work conflict than men - Family-work conflict increased substantially when children were present in the home, with both men and women without children experiencing less family-work conflict compared with men with children - The unadjusted model showed women with children had higher levels of family-work conflict than men with children, while both men and women without children had significantly lower family-work conflict - The driving forces behind family-work conflict are presence of children, workspace location, and satisfaction with division of household tasks
33	Jacukowicz & Merecz-Kot (2020)	Quantitative Cross-sectional	389	189 online workers; 200 office workers	Europe	To determine whether working on-line might predict work-life balance (which is here depicted by the subjective satisfaction with work-life balance, negative work-home interaction and the social quality of life), assuming that this type of work will have an adverse impact on employees' work-life balance	-On-line work had a small, but negative, impact on the possibility to achieve work-life balance, namely the satisfaction with work-life balance and the negative work home interaction. - On-line work facilitated a better quality of social life - Apart from longer working hours, it is also work engagement, or being absorbed and burdened with work, that might determine the possibility to gain satisfaction with one's work-life balance - On-line work predisposed to a lower satisfaction with the capability to reconcile work and private life - Frequency of engaging in work-related activities in nonwork time is particularly high among on-line workers

34	Dilmaghani (2020)	Quantitative Cross-sectional	7 446	3635 F; 1707 M M_{age} Women = 41.81; M_{age} Men= 42.86	North America	To compare different types of flexible work arrangements (FWAs) in their associations with employee wellbeing and organizational outcomes	- Male and female employees with both flextime and flexplace, and only flextime, have a significantly higher job and work-life balance satisfaction than those without any FWAs and those with only flexplace option - The possibility of working from home without any discretion over the timing of work, (i.e., only flexplace option) does not elicit positive wellbeing outcomes - The combination of flexplace and flextime is synergistic because when flextime option is combined with flexplace, stronger advantages emerge, despite the lack of positive association for flexplace alone with the outcome - The positive associations of the FWAs with work-life balance satisfaction are stronger among men and women without dependent children - Significant positive associations for the combination of flexplace and flextime, and flextime alone, with other outcomes, such as organizational belonging and job motivation. These associations are significantly stronger for men. Again, except for job motivation among men, flexplace alone is not associated with any positive outcome.
35	Kazekami (2020)	Quantitative Longitudinal	9200	Non-teleworkers: M_{age}= 42.064 Start telework: M_{age}= 43.416 Contintued telework: M_{age}=41.366 Stop telework: M_{age}=39.920	Asia	To investigate mechanisms underlying the influence of telework on labor productivity in Japan	- Telework hours increase labor productivity, but when telework hours are too long, telework decreases labor productivity - Telework increases life satisfaction and life satisfaction improves labor productivity - Telework increases the stress of balancing work and domestic chores, but stress does not directly reduce labor productivity - Stress decreases life satisfaction - Telework increases happiness and work satisfaction, but work satisfaction and happiness do not influence labor productivity - Telework increases work satisfaction, but teleworkers may suffer to balance between work and domestic chores -The effect of telework is larger for workers who commute more than 1 h and reducing in commuting time increases productivity - The effect of telework is larger for workers who commute by crowded trains or buses that during rush hours in Japan even if the commuting time is control. Avoiding commuter rush increases labor productivity
36	Waismel-Manor et al. (2021)	Qualitative Interviews	15	Upper-middle class professionals working in fulltime jobs, ages 30–57	Asia	To examine the right to a professional workspace and separation between private and public within the home as an arena of gendered negotiation and struggle between spouses working from home during the COVID-19 crisis	- Invasion of work into the private space during the COVID-19 crisis blurred the boundaries between the public and domestic spheres in a way that made it difficult for both spouses in dual homeworker families to work, especially for women - Many of the couples negotiated the ability to separate the two spheres by controlling space, but due to the gendered taken-for-granted assumptions by both spouses, the men were more successful in securing a separate professional space within the home, and consequently maintained higher presence at work and enjoyed better working conditions.
37	Tejero et al. (2021)	Quantitative Cross-sectional	318	122 M; 196 F Median age: 33.5; Age_{range} = 21-64 Ages: 21–30 y.o.; 123; 31–40 y.o.; 84; >40 y.o. =111	Asia	To compare job-related and psychosocial factors before and during work from home (WFH) setup; and to determine the relationship of these factors to work-life balance (WLB) and productivity.	-All the three measures for psychological detachment (PD) show that participants are less able to detach themselves from work while WFH -Participants' quality of sleep is worse during WFH - Participants have more problems in terms of relaxation, irritability, and tension while WFH - The study participants have poor WLB and low productivity during WFH - For the job-related factors, social support (SS) from coworkers is significantly less on all measures during WFH set-up -No significant difference for job autonomy on all measures before and during WFH -As for workload perception, only measures on overtime and exceeding required work hours are significantly increased on WFH. - The results indicated that PD significantly influences stress (STR) and sleep quality (SQ). Employees who are not able to forget and distance themselves from work experience higher STR and poor SQ both before and during WFH - SS significantly helps the participants maintain WLB, especially colleagues' willingness to listen to work-related problems - SS only affects stress during WFH - Employees who have low social support are more stressed in a WFH set-up. - Job autonomy (JA) does not affect STR or WLB but significantly affects PRO while working from home. -Those who experience high job autonomy are more productive during WFH -SQ also has a significant effect on PRO for both situations while SS only affects productivity (PRO) before WFH where employees who have social support felt productive before WFH -STR has no significant effect on PRO both before and while WFH
38	Mininni & Manuti (2020)	Qualitative Interviews	18	9 M; 9 F Age_{range} = 29 and 55 78% of them were employed in big-sized companies, while 11% worked in small and medium-sized companies	Asia	To investigate how individuals made sense of the experience of smart working during phase 2 of the Covid-19 pandemic	- People came to interpret smart working as a "conquest" and as a "sentence" - Two different socio-epistemic rhetoric of smart working: "trauma" versus "control" - The age of participants and the typology of their professional role were two features that impacted negatively on the need to adopt remote working. - Older workers, poor in digital skills and resistant to change, and teachers, profoundly aware about the importance of face-to-face interactions with their students. - Younger workers, young mothers and fathers, people working in more executive technical roles, were positively oriented toward smart working that allowed them to gain time for family, for their hobbies and to work more efficiently in a comfortable and quiet place.
39	Palumbo et al. (2020)	Quantitative Cross-sectional	2046	M_{age} = 43.4 y.o., SD_{age} = 11.3 y.o 1383 F; 662 M; 1 Do not know/do not answer	Europe	To examine the effects of HW (working from home) on employees' ability to manage the work-life interface and on the role of soft TQM (total quality management) practices in curbing work-to-life and life-to-work conflicts	- People who telecommuted from home reported more working hours as compared with their counterpart - Home-based telecommuting may trigger work-to-life and life-to-work conflicts, due to the blurring of boundaries between work and everyday life - Soft tools, such as organizational meaningfulness (OM) and work-related well-being (WB), mediate the relationship between working from home (HW) and work-life conflicts (WLC), lessening the negative implications of working from home on work-life balance

40	Usmani & Das (2021)	Quantitative Cross-sectional	300	170 M; 130 F, 20 were aged was less than 21; 153 were between 21 to 30; 79 were between 31 to 40 y.o.; 37 were between 41-49 y.o.; 11 were above 50 y.o.	Asia	To investigate how Technological Assisted Supplemental Work (TASW) affect the Work Family Conflicts (WFC), and Work Enrichment (WE) and how employee change their strategies to cope up with the change in the technology in an organization	- Direct positive relation between Technology Assisted Supplemental Work and Work Life Enrichment. - Direct positive relation between Technology Assisted Supplemental Work and Work Family Conflict - Time Management Skills moderate the relation between Technology Assisted Supplemental Work and Work Life Enrichment - Time management skills does not moderate the relation between Technology Assisted Supplemental Work and Work Family Conflict
41	Şentürk et al. (2021)	Quantitative Cross-sectional	459	254 M; 205 F 231 do not have a child; 228 have a child M_{age} 35.64 y.o., SD_{age} =6.84 y.o.	Asia	-To investigate the predictors of depression, anxiety, and stress among first-time remote workers during the COVID-19 pandemic. -To explore sex differences regarding work and home life during the COVID-19 pandemic	- The prevalence of depression, anxiety, and stress was 17.9%, 19.6%, and 19.6% of the participants, respectively -Poor sleep quality, trouble focusing at work, being female, workplace loneliness, low levels of control over working hours, and low levels of physical activity were predictors of depression -Poor sleep quality, increased workload, and being female were predictors of anxiety -Poor sleep quality, trouble focusing at work, being female, financial concern, and workplace loneliness were predictors of stress
42	Del Boca et al. (2020)	Quantitative Cross-sectional	520	M_{age} =43.88 y.o., SD_{age} =9.21 y.o.	Europe	To understand how and to what extent family roles have changed since COVID-19 forced domestic partners to reorganize their time at home due to the lockdown	- Higher increase in both housework and working hours during the COVID-19 pandemic in women - Analysis of work–life balance satisfaction shows that working women with children aged 0–5 are those who find balancing work and family more difficult during COVID-19 - Work–life balance is especially difficult to achieve for those with partners who continue to work outside the home during the emergency.

Appendix A. Characteristics of the Reviewed Articles ($n = 42$)