

IMPACT OF WORK FROM HOME ON JOB SATISFACTION THROUGH COMPASSIONATE FATIGUE: A MEDIATOR ANALYSIS

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Abstract

The Covid-19 period had impacted the health of health care workers. It reduced the compassion among health workers for their patients, family members and for themselves and felt dissatisfaction about their job. The purpose of this study is to find out the impact of work from home on job satisfaction taking compassionate fatigue as a mediator. A convenience sampling is used to collect the data from two hundred one employees, who are working in service industries. Finance, information technology and education sectors are taken for research purpose due to lack of similar type of research in these sectors. A structural equation modelling technique is used to analyse the data. The findings of the study proved that there is significant indirect influence of work from home on satisfaction with job due to compassionate fatigue but direct impact of work from home on job satisfaction is insignificant. Employees' job from home affects compassionate fatigue significantly but has moderate and significant impact on job satisfaction.

Keywords: Compassionate fatigue, Job satisfaction, Mediation, Structure equation modelling

I. Introduction

Employees were at the risk of getting affected by Corona Virus during Covid-19 periods; therefore it was essential that the employees work from their homes to prevent the spread of virus among people. Initially, it was difficult for the employees to work from home as new set up of work and mindset was required to work at home but they did not have any other option. Some of the employees were not familiar and prepared with the technology. It was assumed that Work from home would reduce the stress level and would protect them from disease, but it brought new challenges such as overtime, no fixed hours for work and getting out of their comfort zone. It was difficult to work at home when both spouses were working at same time due to handling of small children and elders. House are small in big cities, so it was difficult to set up a work environment.

Women with younger children faced lots of challenges compared to women who did not have younger children due to extra responsibilities at work and found it difficult to manage both work and home simultaneously (Brault et al., 2021). Employees stress level had increased during the Covid period due to working from home and impacted physical and mental health of employees. Conflict between work and home hampered the productivity of employees due to lack of work environment at home (Farooq & Sultana, 2021). Few employees had taken more than one jobs for extra earnings, which was against the company policies, which had an impact on their regular jobs and got fired from their jobs.

Employees has both positive and negative feelings about work from home (Matli, 2020). Compassion fatigue was more common for health workers due to high and extra stress during work while dealing with their personal responsibilities at home. Employees with compassionate fatigue lose their interest in personal and professional life. It had impact on mental well-being of the employees. Employees lost their empathy towards the others because of extra workload. The employees were feeling exhausted at work due to increased demand at work simultaneously pressure at work. The stress of job at home and the home environment was the cause of dissatisfaction about their job (Jamal et al., 2021). The positive support from management in the form of technology and managerial support had positive impact on job satisfaction (Jamal et al., 2021).

II. Review of Literature

2.1 Work from home

The work from home was the necessity for the companies to shift the work from office to home during Covid period. Employees who were working from five different countries and have younger, had a positive relationship between work from home and well-being, but those with small children were not happy due to work from home (Schifano et. al., 2021). Employees who were working from home during covid period had issues related to work-life conflict due to fatigue in work and life (Palumbo, 2020). If companies uses a total quality management approach in managing employee complexity in doing work from home can reduce work-life conflict of employees (Palumbo et. al., 2020). Organisations with small businesses should take some steps in giving assistance to their employees who work remotely. Employees, who are not technological savvy person, had to face the problems due to technology breakdown but no one was there to help at home. Employees were facing issues related to pain in shoulder and back. Anxiety, stress increased due to work from home (Shipman et. al., 2021). The mothers have little choice in choosing flexible work from home. Employees were not happy due to interface in the boundary of work and family (Anderson & Kelliher, 2020). The employees in South Africa faced work-life challenge due to timeless work and overload which impacted the health and well-being of employees (Matli, 2020). The conceptual framework of work from home is hypothesised as follows:

Hypothesis 1 (H1): There exists a correlation between working from home and the experience of compassionate fatigue.

Hypothesis 2 (H2): There exists a correlation between working from home and the experience of compassionate fatigue.

2.2 Compassionate fatigue

Compassion fatigue is a sense of avoidance, depression or symptoms of emotional stress that decrease the empathetic skill of people for others. This is the cause of disturbing activities in personal as well as professional life. Compassionate fatigue means not caring for others or having no feeling or any empathy for others. This is the stage of stress (Adams et al., 2006). Compassionate fatigue is hypothesised as:

Hypothesis (H3): Correlation does not exist between compassionate fatigue and job satisfaction

Hypothesis (H4): Compassionate fatigue mitigates the effect of working from home on job satisfaction.

III. Research methodology and data collection

This research is based on primary data collected from employees working in three sectors: education, financial, and Information technology. Data were collected from 201 employees working in these sectors through a google form. Respondents in this study were Indians who were working in the Education, Finance and IT sectors. Items used in the questionnaire for study were taken from the existing standardised scale and were adapted in the study according to requirements (Irawanto et al., 2021).

Work from home is taken as independent variable and the impact of work from home is check on job satisfaction which is dependent variable in the study and mediation analysis is conducted, taking compassionate fatigue. A structured equation modelling technique is used for confirmatory factor analysis and to find out the mediation effect of compassionate fatigue.

A five point Likert scale has been used for the study. This research is based on primary data collected from employees working in three sectors: education, financial and Information technology.

IV. Data analysis and interpretation

The male respondents are 99 and numbers of female respondents are 102 in the total population of 201. One hundred sixty-three employees work between 5 to 10 hours, and 38 employees work between 10 to 18 hours. One hundred twenty-four employees are from Nuclear families and 77 are from joint families. A number of 142 employee’s spouse are also working and employees whose spouses are not working are 59. Employees from the education, financial and information technology sector are 146, 14 and 41. The demographic status of the participants in this study are summarised in below table 1.

Table1: Frequency Analysis				
Gender	Frequency	Percent	Valid Percent	Cumulative Percent
Male	99	49.3	49.3	49.3
Female	102	50.7	50.7	100.0
Total	201	100.0	100.0	

Working Hours	Frequency	Percent	Valid Percent	Cumulative Percent
5-10 Hours	163	81.1	81.1	81.1
10-18 Hours	38	18.9	18.9	100.0
Total	201	100.0	100.0	
Types of family	Frequency	Percent	Valid Percent	Cumulative Percent
Nuclear	124	61.7	61.7	61.7
Joint	77	38.3	38.3	100.0
Total	201	100.0	100.0	
Spouse working	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	142	70.6	70.6	70.6
No	59	29.4	29.4	100.0
Total	201	100.0	100.0	
Service Sector	Frequency	Percent	Valid Percent	Cumulative Percent
Education	146	72.6	72.6	72.6
Financial	14	7.0	7.0	79.6
Information Technology	41	20.4	20.4	100.0
Total	201	100.0	100.0	

Source: Author’s primary survey

4.1 Measurement model

The study employed reflective scales for the measurement models. Utilising Cronbach's Alpha, composite reliability, measures of convergent and discriminant validity, as well as other metrics, the validity and reliability of the measurement model are assessed in this study. The reliability data are presented in table 2. The convergent validity is evaluated through composite reliability (with a threshold of 0.70 or higher) and average variance explained (with a threshold of 0.50 or higher). These measures demonstrate the correlation between the items within the latent constructs of work from home, compassionate fatigue and job satisfaction. A structured equation modelling is used to check the reliability and validity of scale. The figure in table 2 establish the reliability and validity analysis of all the constructs.

Table 2: Reliability and Validity Analysis

Construct	Cronbach’s Alpha	Composite Reliability	AVE
Work from home	0.883	0.914	0.643
Compassionate fatigue	0.855	0.892	0.581

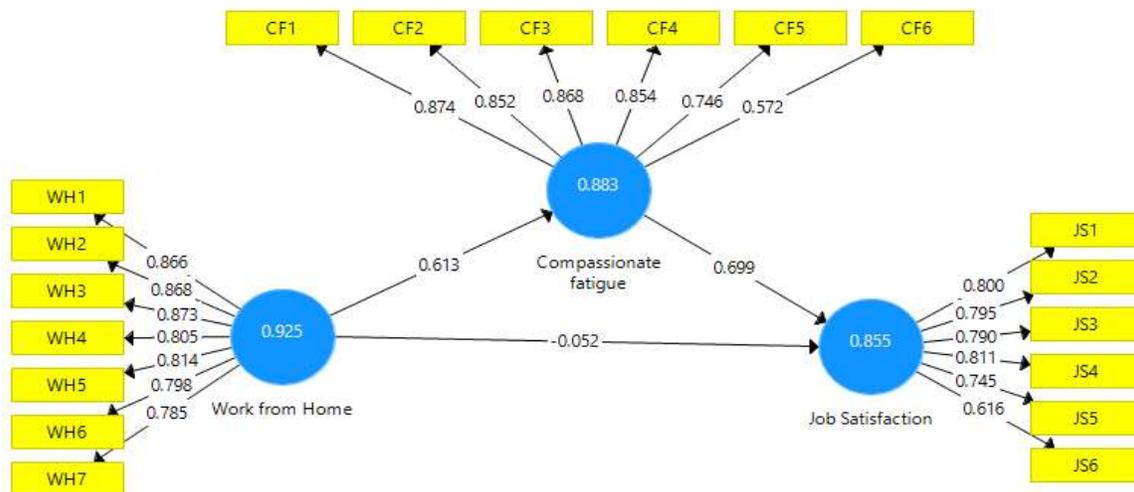
Job Satisfaction	0.925	0.940	0.690
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4.2 Discriminant Validity

It is verified, if the constructs job satisfaction and work from home measure the same concepts that they were intended to measure. Discriminant validity is used to check the distinct identity of different constructs. There are the different methods used by researchers to measure discriminant validity. To measure the discriminant validity, the correlation between items of independent construct and dependent constructs was calculated. The items of one construct are not correlated with the items of other construct and therefore, discriminant validity is established HTMT ratio <.85. Table 3 represents HTMT ratio.

Table 3: Heterotrait-Monotrait Ratio (HTMT)

	Compassionate fatigue	Job Satisfaction	Work from Home
Compassionate fatigue			
Job Satisfaction	0.752		
Work from Home	0.674	0.407	



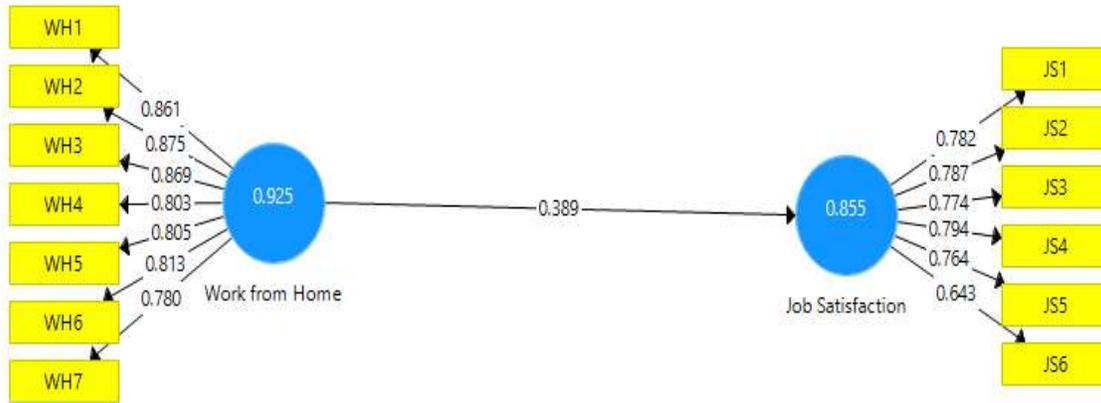
4.3 Hypothesis testing

Impact of working from home on job satisfaction

Impact of work from home on job satisfaction is 0.389. 15 percent variance in R is explained by work from home on job satisfaction. Effect size of work from home is measured with F square (0.15-0.35) value which shows moderate effect of work from home on job satisfaction. Therefore, the first hypothesis is proved that there is significant but moderate effect of work from home on job satisfaction.

Table 4: Work from home on job satisfaction

Total effects (Path coefficient)	R Square (Job satisfaction)	Adjusted R Square	F square	T-Value	P Value
0.389	0.151	0.147	0.178	6.125	0.000

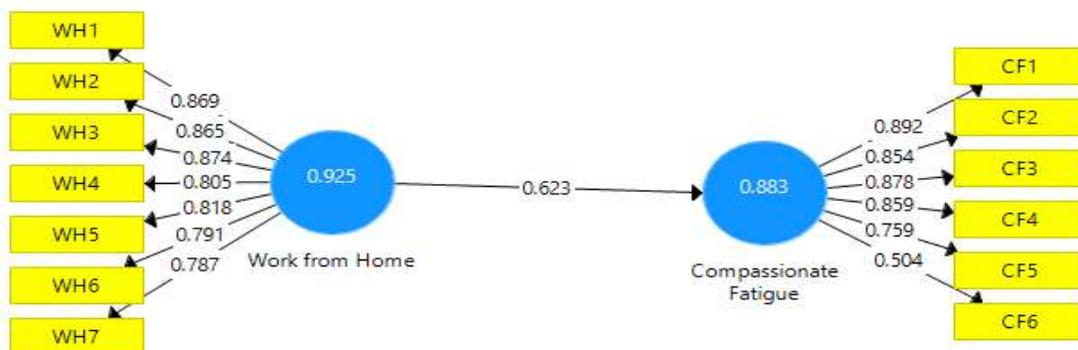


4.4 Impact of working from home on compassionate fatigue

Impact of work from home on compassionate fatigue is 0.623. 38% variance in R is explained by work from home on Compassionate fatigue. Effect size of work from home is measured with F square (0.636) value which shows large effect of work from home on compassionate fatigue. Therefore our second hypothesis, there is significant (large) effect of work from home on compassionate fatigue is proved.

Table 5: Direct effect of work from home on compassionate fatigue

Total effects(Path coefficient)	R Square(Job satisfaction)	Adjusted R Square	F square	T value	P Value
0.623	0.389	0.386	0.636	11.467	0.000



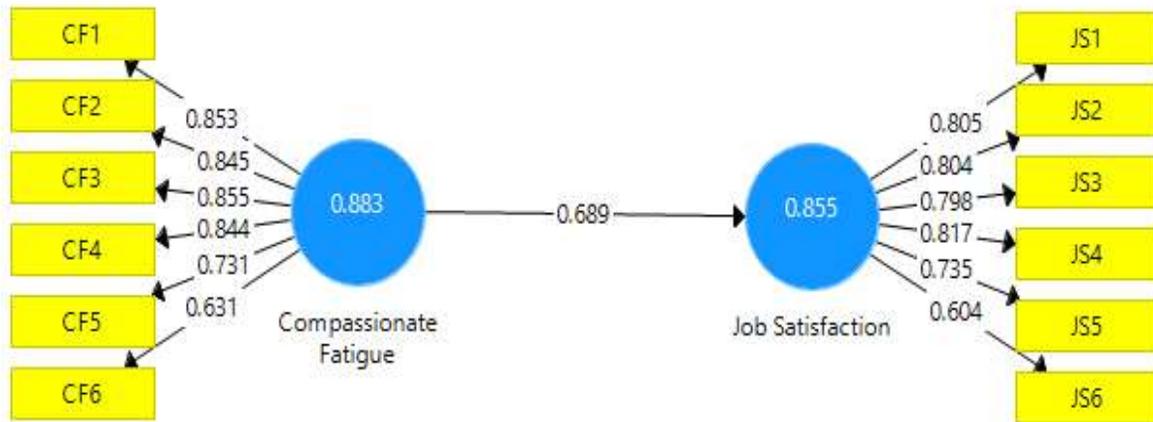
V. Impact of compassionate fatigue on job satisfaction

The impact of compassionate fatigue on job satisfaction is 0.689. 47 percent variance in R is explained by compassionate fatigue on job satisfaction. Effect size of work from home is measured

with F square (0.906) value which shows large effect of compassionate fatigue on job satisfaction. As a result, the study’s second hypothesis, the compassion fatigue is significant and substantial impact on job satisfaction. This hypothesis has proven correct. A significant effect is indicated by the obtained T-value, which is less than 1.98 and the P-value of 0.000.

Table 6: Impact of compassionate fatigue on job satisfaction

Total effects (Path coefficient)	R Square (Job satisfaction)	Adjusted R Square	F square	T Value	P Value
0.689	0.475	0.473	0.906	20.588	0.000



5.1 Structural Model (Bootstrapping result)

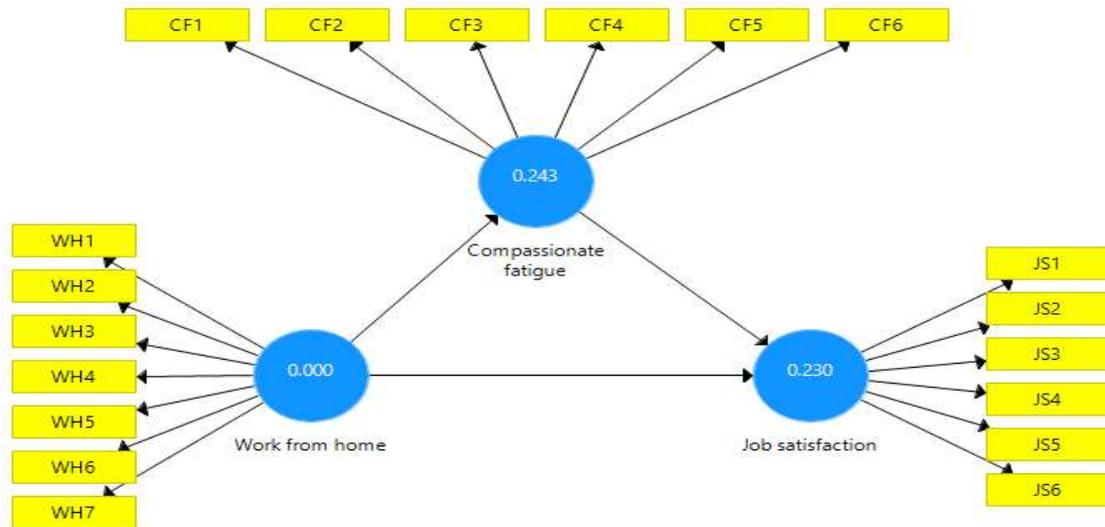
The independent variable of working from home and the outcome variable of job satisfaction were both examined in the study by using the mediation analysis to look into the mediating role of compassionate fatigue. According to the findings shown in table 1, working from home has a significant indirect impact on job satisfaction (Beta = 4.29, t = 7.698, p 0.001). However, it is discovered that working from home has no direct impact on job satisfaction (H1: Beta = 0.052, t = 0.640, p > 0.001), indicates that compassionate fatigue has a full mediating effect. The working from home has a statistically significant overall effect on job satisfaction (Beta = 3.77, t = 5.132, p 0.001), showing that the relationship between remote work and job satisfaction is completely mediated by compassionate fatigue.

Table 7: Mediation Analysis

Total effects (Work from home-Job satisfaction)		Direct effects (Work from home-Job satisfaction)		Indirect effects (Work from home-Compassionate fatigue-Job satisfaction)				
Coefficient	P value	Coefficient	P value	Coefficient	SD	T Value	P Value	Bias corrected confidence

								interval (BI)
0.377	0.000	-0.052	0.522	0.429	0.056	7.698	0.000	0.327-0.545

There is no zero between bias corrected confidence interval, it means relationship is significant.



5.2 Validity of Structural Model

The research framework incorporates a structural model that outlines the anticipated paths. The structural model's evaluation takes into account important metrics like R-square, Q-square, and the importance of the paths. The strength of each structural path, as determined by the R-square value associated with the dependent variable, determines how well the model works. The R-square value should be greater than 0.1. A value above zero indicates model predictability. The Q-square value also measures the predictive relevance of the endogenous constructs. The Q-square values for compassionate fatigue and job satisfaction in this study were 0.230 and 0.243, respectively.

VI. Conclusion

Work from home policies were mandated for both employers and employees during the COVID-19 pandemic. The work from home impacts the lives of all employees working across different sector. The study has focused on three sectors due to dearth of research in three sectors. There are very few research has taken compassionate fatigue as a mediator. Work from home is the cause for compassionate fatigue among employees; the same has also been examined by this study. During the analysis, it was observed that work from home had a significant impact on the development of compassionate fatigue among employees. This indicates that the transition to remote work has a notable influence on the experience of compassionate fatigue. However, there was no significant direct effect of work from home on job satisfaction. This implies that while the

flexibility of remote work had an effect on job satisfaction, it was not statistically significant. The study reveals that work from home effected job satisfaction of employees, taking compassionate fatigue as a mediator. Therefore, organisations should take into account the mediating role of compassionate fatigue and offer appropriate stress management training to alleviate the adverse effects it has on job satisfaction. The company should use strategies to lessen employees' emotional exhaustion, which affects them both personally and professionally.

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