

# THE IMPACT OF WORKING FROM HOME ON JOB SATISFACTION DURING THE CORONAVIRUS (COVID-19) PANDEMIC: THE CASE OF THE PUBLIC SECTOR IN BAHRAIN

## OVERVIEW

The master's thesis analyses the impact of working from home on job satisfaction during the coronavirus (COVID-19) pandemic and were focused on the public sector in the Kingdom of Bahrain. The variables attached to home working implementation are generated from Maslow's Needs Hierarchy and Herzberg's Motivator-Hygiene theory.

## PROBLEM

Due to the COVID-19 pandemic, home working has been implemented on the Bahraini public administration and on the entire staff of the public sector comply with the orders issued by the country's health officials. Based on that, this issue has created many challenging matters in various dimensions. Hence, this has created a need to evaluate this implementation whether it is positively or negatively contributing to staffs' satisfaction and whether it helps the public sector or not in terms of compliance, loyalty, impacting performance and organizational productivity. To reach such understanding, previous and relevant studies in this regard would strongly help to identify and analyze the factors that could influence this implementation as well as staffs' impression during and after this experience.

## METHODOLOGY

Quantitative Method – Survey:

- An online questionnaire designed in Google Forms.
- Subject was randomly chosen employees of the public sector in Bahrain, both males, and females.
- Distributed through "IBHATH" system which run by BIPA.
- IBHATH system distributed the questionnaire to total of 490 employees.
- Responds was 140 participants.

## FINDINGS

The findings present an overall satisfaction towards home working implementation, with female participants showing higher satisfaction. The inferential analysis illustrates a significant correlation between the following factors: gender, age, working (environmental) conditions, flexible working facilities, attendance on one hand, and overall satisfaction on the other hand. Infrastructure (hardware and software) readiness in particular required for home working is highlighted by the participants. Hence, flexible working facilities and work-life balance have massive benefits for employees. Employee's autonomy, compensation, size of the family, individual preference and marital status were certainly impacted home working – job satisfaction's relationship, yet the correlation were not proven based on this thesis.

## RECOMMENDATIONS

The findings support the feasibility of working from home provided that improve the policy in general even after the pandemic, especially for female employees attached with the benefits generated with the implementation, such as flexible working facilities and work-life balance. The focus of home working may be more concentrated on the age categories of 25 to 44 years old. Those recommendations might reflect more overall satisfaction and benefits in return for both the employees and organizations.

