

**THE PANDEMIC EFFECT: A STUDY ON THE IMPACT OF TELEWORKING AND THE  
WORK-FAMILY CONFLICT**

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## 1. Introduction

The outbreak of the COVID-19 pandemic in late 2019 in Wuhan, China, caused broad impacts around the world: from the shutdown of almost every kind of business and educational institution due to the lockdowns and quarantines, to the job loss in several segments (Liguori & Winkler, 2020). In Brazil, the pandemic crisis started in mid-March 2020 and the government decreed quarantine and lockdowns in order to contain the virus from spreading. It marked an era which has long been seen decades ago in the World Wars, when schools and shops had been closed for such long periods (*Governo Do Estado de São Paulo Decreto 64.881*, 2020; Luthra & Mackenzie, 2020).

Although telework is on debate since the 1970s when Information and Communication Technologies (ICT) were adopted by organizations in a more massive perspective (Fana et al., 2020), deeper changes were achieved in both working and educational spheres worldwide during the pandemic. Such changes placed people under a completely unknown scenario for many: working from home (telework), kids adapting to remote classes, cancellation of normally household services hired due to social distancing and an increase in the household chores (Lemos et al., 2020).

Teleworking literature points that it can contribute to society and individuals in some aspects, such as environmentally, due to decrease of commuting, which also contributes to the family sphere, once people have more time at home with their families (ILO, 2020). However, it affects workers once they suffer more pressures to finish work more quickly, their (lack of) relationship with co-workers, their productivity and also the common issue of overworking (Matli, 2020).

On top of this, at home, the work-family conflict might have been intensified, once families were brought together along with their kids' education and needs, paid work activities, meetings, what could generate lack of time and rest, especially from the perspective of women (Craig & Churchill, 2020; van der Lippe & Lippényi, 2020), who often carry out more tasks at home (AgênciaBrasil, 2020), also known as "invisible work".

Due to such societal transformations, it is assumed the necessity of developing studies to better understand working conditions in different segments and also concerning the adaptation from the office work to telework, moreover, it is relevant to highlight the need of identifying the asymmetry between genders roles (Bridi, Bezerra, et al., 2020). Such needs accrue from historical and traditional male and female roles, in which women often hold more home-related tasks than men, making it possible to overlap both paid and unpaid work activities and also presenting higher workload (Bridi et al., 2020).

Hence, this research brings the discussion of teleworking during the pandemic of Covid-19 through female lenses by employing a qualitative and quantitative methodology. In order to do so, empirical data was collected in June 2021, applying an online survey which was available during ten days and was spread through social medias, circles of relationship and complemented by the "snowball" technique. Respondents totaled in 108 Brazilian women.

This research gathered results which indicate that despite the increased workload with telework and the accumulation of functions related to household chores (such as handling children's online studies and home care tasks), several respondents reported benefits out of it, such as spending more quality time with family, corresponding with previous assumptions that the workload increase would not intensify the work-family conflict. In contrast, there were also reports that the workload increased, adding more extra responsibilities when working from home, as well as the work-family conflict.

## **2. Research Problem and objective**

To better comprehend the issues aforementioned, this research addresses an explorer look at the female situation under the COVID-19 pandemic situation in Brazil. Based on the literature concept of work-family conflict, which considered that reduced rest time and reduced family support increase conflict, adding to the new scenario of intensification of telework during the pandemic with the addition of lockdown, household chores, and childcare, it is intended to understand how Brazilian women assess their new situation and whether there are benefits or it effectively increases the work-family conflict.

Therefore, the main objective of this study is to comprehend Brazilian women's point of view on their experience in teleworking during the pandemic and also explore how it affects their family dynamic by assessing if teleworking in the pandemic establishes or reinforces the work-family conflict. Thus, the outline of this research was focused on female individuals that are employees, regardless of their matrimonial or motherhood situation, with a current work status that allows them to shift from the office environment to teleworking.

This study might contribute to the understanding of work-family conflict and workload of teleworking in three complementary fronts. First, we address the issue of workplace flexibility and parent-child interactions during the pandemic situation from the perspective of Brazilian women (Lemos et al., 2020). Second, it assesses the consistency of the work-family conflict and its intensification with telework (Boles et al., 2001; van der Lippe & Lippényi, 2020). Finally, our analysis contributes to the discussion on indetermination in measuring the real impact of working and caring from home for females (Craig & Churchill, 2020).

After the introduction and research problem section, the remaining of the article is structured as follows: next section presents the theoretical discussion with an overview of the work-family conflict and telework; the methodological approach is depicted in section 4, and section 5 brings the empirical analysis and discussion, followed by the last section, which shows this paper's final remarks, limitations and avenues for future research, followed by the references.

## **3. Theoretical discussion**

The theoretical framework for this research is based on two main subjects: Work-family conflict and Telework, which follow on this section.

### **3.1. Work-family conflict**

As stated by Kahn et al. (1964), the work-family conflict definition relates to the issue in which the roles of work and family domains and pressures are not compatible somehow, what would result in difficulties when performing work activities in virtue of familiar (working) roles. From a more practical outlook, this conflict rises in families where women hold more than one role and beyond their professional responsibilities; they take care of family and house duties, as usual.

According to Greenhaus & Beutell (1985), the roles and their conflicts are rooted in both work and family domain, where roles exercise influence in three dimensions: time, strain and behavior. Such dimensions impact on work and family domain since time pressures from one role prevent commitment to the other role, it exercises pressures in regard to concerns of not being able to engage in the other role whenever; the strain exercised by one role also impacts in fulfilling the other as well as the behavior needed for each one may affect one another (Greenhaus & Beutell, 1985).

The work-family conflict is expected to have a balance, in which is possible to achieve certain levels of equity in gender roles in respect to the activities each one has to perform, showing the same levels of attention, commitment and involvement (Greenhaus et al., 2003).

According to national research (AgênciaBrasil, 2020), household chores are done by 85,7% of Brazilian population. However, females perform 92,1% of this work, while males perform about 78,6%, that is, according to the report, due to women being responsible for doing an “invisible” work, even though males’ mentality have changed throughout time, the difference lies in all kinds of chores, from cooking to doing the dishes, which receives and add-up when the couple has children.

Previous research on the work-family conflict suggests such conflict is related to stress and it is also responsible for decreasing psychological wellbeing, directly affecting females’ mental health, despite showing behavioral changes in face of increasing demands and stress load (Zhou et al., 2018).

Concerning the pandemic, this issue can be intensified since working arrangements have undergone changes due to long periods of quarantines and lockdowns, in which companies were compelled to act upon the issue in order to adapt to either state or national decrees and operate changes within the work environment, resulting in operating from home. Such changes, brought to society in face of a sudden health crisis, caught organizations and their employees by surprise, resulted in a fast adaptation with low investments and time to prepare the home and family structure and environment to receive work on it.

On top of this, it is relevant to mention schooling conditions, in which a large amount of children are having online classes and also in need of parents support in order to either attend classes or do their tasks (Milliken et al., 2020). According to UNESCO, over 70% of the world’s students population was affected by school closures and restricted activities (UNESCO, 2020), what adds up a more robust challenge due to children’s presence at home while teleworking. According to previous research, children would be more likely to interrupt their mothers while seeking for either help or attention (Collins et al., 2020), what could also impact on their productivity and concentration at work.

In previous Brazilian study on the issue, a report designed by the Federal University of Parana (UFPR) issued (Bridi, Bohler, et al., 2020) some considerations:

- Women reported to be working in a faster pace than men since they started teleworking;
- 35,34% of the interviewed sample reported to be working more than 8 hours a day;
- 52,28% of the interviewed women reported to have expenses to telework, against 51,03% of men;
- 59,61% of the interviewed women reported to have received tools and support to perform telework from the companies they work for.

### 3.2 Telework

The emergence of telework (also known as work-from-home or home office) in the past has affected how people see work and how it can be performed, moreover, it has enabled changes in labor contracts and in the relationship between leaders and employees (Bailey & Kurland, 2002). There is evidence on the literature which demonstrates this working dynamic emerged due to needs of a new generation of workers who seek flexibility and work-life balance (Schneider et al., 2021). According to Martin & MacDonnell (2012), the research scope goes from the impact of telework on society to influence of gender, besides considerations of possible increases on productivity, commitment, etc.

Before the pandemic scenario, telework arrangements have been advocated by companies by several reasons, such as an attempt to offer flexible working arrangements, increases productivity and also aligning workers' objectives to the companies' (Hyland et al., 2012).

According to the International Labour Organization (ILO) (2020, p. 26):

Telework is the provision of work, in the context of an employment relationship, carried out away from employer's premises on a regular basis through the use of information and communication technologies.

Under ILO's perspective (2020), telework is a result of the constant adoption of technologies and it consists in a modernization process in which the organizations are investing heavily, especially considering the achievement of greater levels of productivity and autonomy. Moreover, it grants the possibility of work for vulnerable groups or workers, it decreases time in commuting every day to work, what contributes to carbon dioxide emissions decrease as well (ILO, 2020).

Pre-Covid scenario already presented itself as promising and growing, however, it was potentialized by the health crisis (Eurofondo & ILO, 2017). In agreement with Eurofondo & ILO, a research in Brazil resulted in 98% of interviewed employees indicating a better quality of life, which included their family, especially in regard to their time saved on commuting (93%) and being able to spend more time with their families (91%) (Eurofondo & ILO, 2017). On the other hand, 50% of the employees reported its negative sides of their domestic environment interfering in their work.

Despite ILO's overall positive perspective, it also presents telework's downsides. One of the biggest challenges lies in the possible overlapping between personal and

professional life, since the constant access to technology might blur the environment and the worker may engage in working more hours than she is paid for (ILO, 2020). This would contribute to the increase of the work-family conflict, as home and work often present asymmetrical boundaries (Hyland et al., 2012).

In agreement with ILO (2020), previous study has shown telework’s negative impact on employee’s productivity, co-workers’ relationship and, more importantly, overworking their duties by working more than they are paid for in order to meet their new workload demands (Matli, 2020).

#### 4. Methodology and sample

To achieve the purpose of this research, a qualitative and quantitative approach was employed by applying a survey through an online questionnaire, available for 10 days in June 2021, spread through social medias, circles of relationship and complemented by the “snowball” technique, in which 108 women responded. The research targeted women which held jobs and had experience teleworking in virtue of the pandemic, and the access to these women took place through circles of relationship, social medias, and complemented by the “snowball” technique.

The survey was structured with demographic questions to profile the respondents in terms of population diversity, education, and motherhood, followed by questions related to work-family conflict, work and workload, and the company’s reaction support to the telework. These questions have objective answers that allowed us to perform a quantitative analysis by measuring the number of respondents by category (Edmonds & Kennedy, 2017), including a t-test (Pimentel Gomes, 2000) to assess whether the work-family conflict difference is relevant to interviewees with and without children. For the t-test, the Microsoft Excel data analysis add-in was used, specifically the “T-test: two sample assuming equal variance”, with an alpha of 0.05.

The qualitative characteristic of this research, related to the open questions of the survey, is supported by Denzin & Lincoln (2006), who defend an interpretive approach to the world, with a focus on understanding the phenomena in terms of the meanings that the people involved give to them. In addition, Vieira & Zouain (2005) state that qualitative research attaches fundamental importance to the statements of the social actors involved, to the discourses and meanings conveyed by them, complementing the statistical approach with a quantitative characteristic of the survey.

The final sample behaves differently between groups of women that have children and do not have children during the telework in pandemic situation. Table 1 presents the sample’s statistical composition regarding the interviewees’ profile.

Table 1. Descriptive Statistics

Statistical Composition	Full sample (108 women)	Women without children (53 women, 49.1%)	Women with children (55 women, 50.9%)
Average age	36 years old	32 years old	39 years old
Ethnic identity	72% white 9% brown 2% black	70% white 9% brown 2% black	75% white 9% brown 2% black

	17% no statement	19% no statement	14% no statement
Monthly personal income (in minimum wages)	28% less than 3 33% between 3 and 6 39% up to 6	36% less than 3 28% between 3 and 6 36% up to 6	20% less than 3 38% between 3 and 6 42% up to 6
Marital status	50% married 5% divorced	26% married 4% divorced	73% married 5% divorced
Graduation	69% postgraduate	66% postgraduate	71% postgraduate
Self-employed	21%	28%	15%

Regarding the respondents who are mothers, the scenario overview can be seen in Table 2.

Table 2. Descriptive Statistics for Maternity

Statistical Composition	1 child	2 children	3 children
How many children	40%	49%	11%
Children's age	9% (0-2) 32% (2-7) 41% (7-13)	7% (0-2) 33% (2-7) 44% (7-13)	17% (0-2) 33% (2-7) 33% (7-13)
Children's school	Public school	Private school	No school age
Education model during Covid-19 pandemic	75% transformed in online activities 6% hybrid 19% suspended	46% transformed in online activities 40% hybrid 14% suspended	-

In addition to the statistics shown in Table 2, 15% of the respondents pointed out that they take care of their children on their own during the pandemic, while 15% have help from their relatives, 20% have hired an employee to watch their kids, and 15% have support from grandparents. The information presented help us to dig deeper the results analysis, as follow.

## 5. Results Analysis and Discussion

In order to investigate the research problem and understand the pandemic effect towards telework and the work-family conflict under women's perspective, regardless of their motherhood status, the questionnaire is segmented in three parts.

Firstly, some considerations were made, such as the characteristics of work when transformed into telework and if the workload has been increased with this change. Table 3 presents the results about the interviewees' perception. The questions from this part were adapted from Lemos et al., (2020) and Bridi et al., (2020).

Table 3. Work and Workload in Telework

Question	Yes	No	Occasionally	No answer
Have you received a contractual update in which do you agree in work from home?	31.5%	67.6%	0.0%	0.9%
Have you received a heavier workload since working from home?	44.4%	53.7%	0.0%	1.9%
Regarding worked hour, do you start and finish your activities at the agreed time?	30.6%	30.6%	34.3%	4.6%
Do you receive calls or meet invitations on hours outside of your work period?	32.4%	30.6%	31.5%	5.6%
Can you manage your new workload?	69.4%	3.7%	23.1%	3.7%

As seen in Table 3, 67.6% of the women did not receive a contractual update about the change to telework during the pandemic, and more than half of them reported that they have a heavier workload since they have started working from home. The activities that increased the most in telework transformation, according to the interviewees, were more meetings during the day (22.9%), a greater load of the same work they used to do (29.1%), new activities in addition to the ones they must do before (12.5%), and the delivery of more reports (8.3%).

Only 30.6% of the respondents declared that they start and finish their activities at the agreed time, and 32.4% reported that they always receive calls or meeting invitations out of their shift schedule, while 31.5% declares that it occasionally occurs. Besides that, 69.4% of the women teleworking during the pandemic assume they can manage their new workload. Concerning the new roles they assumed at work, most women responded the meetings increased as well as administrative activities.

Although the pandemic sudden emergence seems to have removed several paradigms and difficulties previously assumed in the workplace which prevented the implementation of telework, enabling several professionals to perform their work from home in the present (Fana et al., 2020), this research scenario indicates that telework is not yet fully organized, with workloads and meetings beyond the scope, but manageable by majority survey respondents.

When these women commented how the new workload affects their relationship with their family, some points of view were brought out, on the first perspective, the new workload would allow them to spend more time with their family members:

*“I often spend most time with no rest, besides not commuting to work, what allows me to spend more time with my family”.*

*“This new work dynamic was favorable to be able to follow up my kids’ development better, on the other side, it was not favorable due to the family’s lack of comprehension in regard to the workload.”*

While on the other side, some tasks would make it difficult to spend time with family and some members, especially kids, would find it difficult to understand some aspects of their work at home.



*“Due to my workload, I spend less time with them [family]. Sometimes I cannot have dinner or lunch at the table because I have things to do and I cannot stop.”*

*“Some family members think I am always available to attend them all, as if I was not working at all”.*

*“At home, my daughter is much closer to me and she wants us to be together all the time, what not always can be possible, and it also causes a stress in the relationship.”*

Such responses are corroborated by previous literature which defends the work-family conflict would be greater for females with children (Collins et al., 2020), since even with both parents at home, Collins et al. (2020) defend children would be more likely to look for the female figure.

From a more negative perspective, some respondents exposed difficulties balancing both professional, domestic and care tasks, as expected, since the lockdown did generate more multitasking for women (Craig & Churchill, 2020):

*“Peaks of stress with my family, feeling overloaded with professional and domestic activities.”*

*“Exhausting. It is not always possible to separate the two [tasks].”*

In second, the questionnaire approaches the company’s reaction support (CRS) to telework, such as the availability of equipment, financial aid and understanding toward the adaptation period, as it can be seen in Table 4. These questions were adapted from Bridi et al., (2020).

Table 4. Company Reaction Support to Telework

Question	Yes	No	No answer
Do you have a space dedicated to the telework, with a table, chair, and other suitable equipment?	63.9%	34.3%	1.9%
Has the company provided equipment (e.g. information and computer technologies) or financial aid (for internet expenses, for example)?	38.9%	58.3%	2.8%
Concerning leadership, did your bosses express sympathy or understanding towards this adaptation period / new reality?	75.9%	22.2%	1.9%

Among the interviewees, 63.9% declared having a dedicated space to telework, but only 38.9% received equipment from the company or any kind of financial aid, which is a problem since working from home can transfer financial costs from the employers to employees (Craig & Churchill, 2020). According to the respondents, the dedicated space is composed by table (for 31.0% of them), office chair (40.7%) and computer or laptops (51.3%), but only 2 women declared to have a dedicated room as an office. The equipment received by the company as support to telework is mainly composed by computer or laptop (45.2%), office chair (11.9%), and financial aid to internet (9.5%), however, 33.3% answered they receive support but did not specified which kind.

Concerning leadership, 75.9% of the interviewees had support and understanding during the adaptation period. Nevertheless, for the respondents with children, 76.3%

encountered problems when participating in meetings, and the participants react were described, several times, as natural or empathetic, since many co-workers face the same scenario at home, as it was similarly concluded in previous research (van der Lippe & Lippényi, 2020).

*“Natural. Everybody has the same problems.”*

*“Indifferently.”*

*“It is a mix. People who have children at home are understanding and supportive, the ones who do not, they were not so supportive.”*

*“There was no problem regarding this issue, however, I worry a lot.”*

When they had difficulty in “controlling” the child, however, co-workers did not show much sympathy.

*“They find it cute [when kids engage], not when they cry.”*

Finally, questions about the work-family conflict (WFC) were applied, and Table 5 presents a summary of responses with closed answers. These questions were adapted from Boles et al., (2001), Lemos et al., (2020) and Bridi et al., (2020).

Table 5. Work-family Conflict Responses

Question	Never	Rarely	Occasionally	Often	Very often	WC0	WC1	Statistics
Has working from home allowed you to spend more quality time with your family?	4.6%	11.1%	32.4%	30.6%	20.4%	3.29	3.73	P: 0.035 T: -2.125
How often do you miss important family activities because of your job schedule?	4.6%	6.5%	30.6%	32.4%	25.9%	3.70	3.67	P: 0.902 T: 0.122
Has working from home made you happier?	3.7%	21.3%	28.7%	24.1%	21.3%	3.25	3.51	P: 0.247 T: -1.162
The demands of your work interfere with your home and family life?	11.1%	27.8%	39.8%	10.2%	10.2%	2.63	2.96	P: 0.123 T: -1.552
Did you assume more responsibilities now that you are working from home?	10.2%	17.6%	15.7%	32.4%	24.1%	3.05	3.78	P: 0.003 T: -2.990
Can you dedicate the same hours and the same attention to your salaried job working from home?	5.6%	16.7%	18.5%	30.6%	27.8%	3.90	3.29	P: 0.008 T: 2.670
Your home life interferes with your responsibilities at work (such as accomplishing daily tasks or working overtime)?	12.0%	25.0%	27.8%	17.6%	16.7%	2.63	3.38	P: 0.001 T: -3.179
If there is a partner present at home, is there a more balanced division of domestic tasks?	4.6%	15.7%	20.4%	18.5%	25.9%	3.80	3.31	P: 0.061 T: 1.894

Note 1: WC0: Women without children average; WC1: Women with children average, P: P-value of t-test, T: T Stat of t-test.

Note 2: The "no answer" column was omitted from this table, but its percentage value can be calculated by subtracting the sum of the percentages minus 1.

As seen in Table 5, 50.9% of women answered that working from home allowed them to spend more quality time with their family often and very often, but still 58.3% of them miss important family activities because of their job schedule. Even so, 45.4% of women reported that they often and very often feel happiness in working from home.

When analyzed if the demands of their work interfere with their home and family life, 38.9% responded that never or rarely, and 49.8% answered that occasionally occurs. In addition, 37.0% responded that their home life never or rarely interferes in their responsibilities at work, but other 34.3% responded that often and very often occurs.

About the assumption of more responsibilities working from home, 56.5% of the women answered that frequently occurs. In addition, less than half (44.4%) reported that, if there is a partner present at home the division of domestic tasks is more balanced. Even so, 58.3% declared that can often or very often dedicate the same hours and the same attention to their salaried job working from home, and 53.7% answered they have a routine, ritual or any boundaries action to keep work and family domains separate.

Regarding obtaining help, most respondents state that when there is a partner at home there is also a more balance division of home tasks occasionally (20.4%), often (18.5%) and very often (25.9%), which shows these female respondents obtain help from their partners at home, in general, as corroborated by previous research as well (van der Lippe & Lippényi, 2020).

In this section, it is also important to analyze the difference between women with children and without children, whereas they have done telework for over a year, in the pandemic situation, with children at home due to suspended or online schooling activities. Therefore, in order to analyze whether the difference in perception about the work-family conflict between women with and without children exists and, also, if it is relevant, a t-test was run, and the results are presented in the last three columns of Table 5. Columns WC0 and WC1 refer to the average responses for women without children and women with children, respectively. The Statistics column shows the P-value (P) and the T Stat (T). For reference, when the P-value is less than 0.05 and the T Stat is not within the range -1.98 and 1.98, the difference between the two groups is relevant with a significance level of 5%. In agreement, previous studies concluded families with kids experienced more conflicts than the ones which do not (Bridi et al., 2020; Schieman et al., 2021).

Thus, Table 5 shows that the second, third, fourth and last questions of the work-family conflict revealed no difference when comparing respondents with and without children, while the average of the other answers showed a relevant difference between the groups.

Respondents with children at home reported that working from home allowed them to spend more quality time with their family while for women without children it was slightly less relevant. Such difference in response is certainly related to the importance mothers place on spending quality time with their children (Lemos et al., 2020), although there is no relevant difference between the groups when asked if working from home made their happier.

This result differs from previous related study which showed that, in spite of genders, among Canadian workers, the work-family conflict decreased in homes which did not have children, contrasting with the ones which had kids aged 6-12 (Schieman et al., 2021). In a research done in Brazil, women with two children had their work journey

intensified, which caused working more days than the ones who did not have children (Bridi et al., 2020).

About how often they miss important family activities because of their job schedule and if demands of their work interfere with their home and family life, both groups presented an average similar answer, with no difference between the groups with and without children.

However, women with children reported that they assume more responsibilities now that they are working from home when compared with women without children, and when asked if there is a partner present at home and if there is a more balanced division of domestic tasks, women with children presented a lower average, that is, they are more overloaded, despite this second question was not presented relevance in t-test. These results are in line with the conclusions of the work of Craig & Churchill (2020) and Schieman et al., (2021).

Finally, there is a relevant difference about if they can dedicate the same hours and the same attention to their salaried job working from home, being that women with children presented a lower average, while the same group presented a highest average answering the question about if home life interferes with their responsibilities at work (such as accomplishing daily tasks or working overtime). These responses is supported by the work results of Collins et al., (2020), that suggest that children would be more likely to interrupt their mothers while seeking for either help or attention, even more so with the extra work of managing the children's studies during the pandemic.(Milliken et al., 2020).

When crossing data, it was possible to come across that ten women who indicated they feel their work interfere in their family life dynamic very frequently and frequently also indicated they have assumed more responsibilities and tasks at work. Moreover, when asked about the impact of teleworking on their family dynamic, seven of them highlighted stressful situations in which the scenario exercises higher levels of pressure and demands, corroborated by previous research (Matli, 2020).

*“Stressful. I always look messy and disheveled, always tired, it seems the person from the outside comes and it is disconnected and thinks I’m on vacation.” – 2 children, married and has an employee who provides care.*

*“It is good to be home because I have more time with my family, to have a meal together, for example. However, the mix between work and house chores causes stress and we need to organize a routine to avoid arguments and overload.” – 2 stepchildren, married.*

*“I manage to meet my job’s goals, my children are doing their homework on time and I do the house chores. I work very hard to manage work. My children are not learning as they are supposed to. They complain about studying and say I don’t have time for them. I am constantly tired and besides showing I can manage all, I feel like a failure. I get stressed over little things, cannot establish a routine and I miss leisure time, vacations and going out and be able to come back home to rest.” – 2 children, married, does not have help with the children.*

Finally, concerning the future perspective, women were asked about how they felt about the possibility of telework continued after the pandemic scenario. The replies showed a mix of the unknown versus what have already been established by the organizations, in which some will adopt a hybrid work environment, while others will return to the normal status. It is important to highlight some respondents mentioned that a hybrid working dynamic would allow them more quality of life, what is corroborated by previous research (ILO, 2020).

In conclusion, it is possible to argue, as stated by some of our respondents, the existence of a role conflict, where family members, especially children, did not often understand the workload they had and that they could not spend time with them all the time, besides the difficulty in managing workload and providing attention to kids, or simple activities, such as having a meal as a family. Such conflict exists due to cohabitation of both work and family responsibilities within the domestic environment, what could result in gendered challenges (Adisa et al., 2020).

## **6. Final Remarks**

This research focused on unraveling Brazilian women's view on telework and the impact on their family dynamic throughout the work-family conflict, regardless of comparing it with males and results indicate interesting points of view captured by the sample and relevant future research path.

The sample captured by this paper's survey was able to show interesting insights on the impact of teleworking on the family dynamic. On one side, it is possible to acknowledge females who were capable of enjoying their time by spending more quality time with their family, what could have been provided due to less time commuting to work and can also be corroborated by previous studies on the matter (Lemos et al., 2020) and matches previous assumptions that the workload increase would not intensify the work-family conflict (Beutell & O'Hare, 2018; Greenhouse & Beutell, 1985).

In addition, there are some indirect analysis results that are worth scoring. Firstly, it is interesting to point out the interviewed answers about obtaining help from their partners at home chores and childcare, which corroborates other studies with the same result in another country as context (van der Lippe & Lippényi, 2020). Secondly, about the company reaction support of telework, this sample indicated a lack of support and preparation from the companies (Craig & Churchill, 2020), although we know the superficiality of the questions about it, since our objective was not to go deeper into the theme, but rather to provide a context for the main issue of the WFC. Lastly, concerning the workload related to paid work, we pinpoint the majority absence of contractual update but, still, an increase of workload and activities outside working hours, as meetings, for example, which exercises pressure on women due to lack of time to perform tasks of home and childcare for these interviewed women.

Despite its interesting results, this research does not go without limitations. It is relevant to mention its main limitation lies in the sample. The respondents present a profile that could have offered a limited view of the issue, since there is a majority of white women (over 70%) who make more than six minimum wages (40%) a month. A second limitation to be mentioned is the research format, which, being an online form and not in person, does not provide the depth to treat the data as a case study.

Main contributions can be enlisted as practical and theoretical. First, in the practical sphere, it is relevant to mention the ongoing pandemic and that companies still have not reviewed several employees' contracts in face of the shift to telework, as this paper shows, along with the lack of financial support (laptops, internet and electricity costs). This issue could turn into a serious labor debate, especially because it was supposed to be a temporary scenario which turned into a more lasting period, besides, employees are spending money by investing in work supplies, such as office chairs and computers (Bridi et al., 2020).

Secondly, companies can take advantage of this paper in respect to the adaptation issues and take in consideration, especially if we consider elements such as productivity and difficulties women might have been facing in face of their home environment (children at home, lack of separation of work and family life, amongst others).

Thirdly, despite teleworking being a known topic in both corporate and academic spheres, this paper contributes by expanding the discussion of its impacts added the pandemic factor. Telework accounts for a robust literature body, however, in the Brazilian context, when it comes to analysis which pair teleworking and the pandemic context, it is a topic yet understudied (Bridi et al., 2020; Lemos et al., 2020; Schneider et al., 2021), especially considering women and the work-family conflict generated by it (Bridi et al., 2020; Lemos et al., 2020).

Theoretically, this research contributes to the development of insights on the work-family conflict research in the Brazilian context and also in the teleworking sphere, by giving a gendered perspective on women's point of view on its impact on their family dynamic.

Future research can be drawn by assessing a broader sample and by attempting to analyze a broader income range, since this research has been marked by women who make six or more minimum wage in its majority. In addition, through the questions used in this work and increasing the sample, it is also possible to create a conceptual model for statistical tests that could show a trend about the perspective of women on teleworking and work-family conflict. The answers provided by the sample also highlight high levels of stress, what can also direct a relevant path for telework literature. Finally, pre-pandemic issues can be added to the questionnaire in a new survey in order to further work on a comparative basis.

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