

## **Abstract**

Telecommuting or working from home has become a new working system with the impact of covid – the 19 pandemic and crisis. It has become a prominent research arena investigated by different researchers. When performing duties from home, compared to men, women telecommuters face the challenge of balancing work and family life since there are no existing physical borders that distinguish work and family domains. Therefore, there is an ambiguity on which personal factors may help a woman telecommuter to achieve work-family balance and managing psychological borders are purely dependent on personal factors. Recent literature suggests that the trait of Mindfulness impacts telecommuters' work-family balance.

Further, it has been revealed that when working from home, organisations have a responsibility of providing family-supportive supervision. However, mindfulness and family supportive supervisory behaviour have scarcely been examined concerning telecommuting. Therefore, the current study examines the impact of mindfulness and family supportive supervisory behaviour concerning telecommuting and work-family balance.

Previous studies were reviewed to understand the theories and concepts related to the context of the present study. Among several theories, many prior studies have used the work-family border theory which could be recognized as a dominant theory for studying this context. However, the identified theory has been criticized for the incompatibility in managing psychological borders which exist within the telecommuting culture. Through a rigorous literature review conducted, it is revealed that there is a possibility for emerging conflicts between work and family when working from home. Accordingly, this will lead to an imbalance of work and family spares. Since telecommuters do not have any physical borders, later it has been identified through literature that psychological borders are largely self-created borders and the importance of developing the trait of Mindfulness as a personal factor. In addition, it has been revealed that the organization has a responsibility of providing family-supportive supervision within the telecommuting culture. Therefore, based on this understanding, the moderating role of Mindfulness on the relationship between work-family balance and conflicts from work to family and family to work was hypothesized to further validate of work-family border theory.

The study undertook an approach of quantitative through a cross-sectional design, developing a questionnaire as a survey instrument of collecting data. The development of the survey instrument of the questionnaire was operationalised using a previously established and validated scale. The 350 usable responses proceeded to the final data analysis, collected using the purposive sampling technique. Structural Equation Modeling (SEM) was incorporated for testing developed and established hypotheses. The data analysis revealed that when working as a telecommuter, there is an impact on balancing work and family domains with a statistically significant negative impact. The trait of Mindfulness has been observed to have a significant positive impact on how women telecommuters manage their work-family balance. In addition, it was found that FSSB plays a positive influenceable role in telecommuting and conflicts from work to family and family to work. Further, it has been found that the total indirect impact from work to family conflict is higher than the direct impact of family to work conflict on balancing work-family balance. Moreover, it has been found that there is a high impact from work to family conflict than family to work conflict on managing the work-family balance of women telecommuters.

As a result, the current study makes several theoretical and managerial contributions. The study contributes to the existing literature on telecommuting and work-family balance by incorporating Mindfulness into more rigorous explanations for managing psychological borders without harming the originality of work-family border theory. In addition, the outcome of the present study emphasises the need to provide personal development programs and training that contribute to the development of the mindfulness trait. Furthermore, this study underlines the significance of family-supportive supervisory behaviour within the telecommuting culture. Nowadays, telecommuting is an emerging concept. As a result, businesses and policymakers must adopt and update existing regulations linked to new working systems, as existing policies and working schedules may be outdated or formed years ago under face-to-face supervision systems.