



## Exploring The Importance Of Labour Law Awareness Among Hybrid Workers For Enhancing Employee Well-Being: A Qualitative Study

**Rajeshwari M<sup>1\*</sup>, Dr. R. Thiru Murugan<sup>2</sup>**

<sup>1</sup>Research Scholar Kalasalingam Academy of Research and Education, Virudhunagar, Tamil Nadu, India.

Email ID : [rajeemaddy@gmail.com](mailto:rajeemaddy@gmail.com)

ORCID number - 0009-0005-6636-7440

<sup>2</sup>Associate Professor Kalasalingam Academy of Research and Education, Virudhunagar, Tamil Nadu, India.

Email ID : [thirumuruganmba@gmail.com](mailto:thirumuruganmba@gmail.com)

ORCID number - 0000-0002-0506-2505

**Cite This Paper as:** Rajeshwari M , Dr. R. Thiru Murugan (2026) Exploring The Importance Of Labour Law Awareness Among Hybrid Workers For Enhancing Employee Well-Being: A Qualitative Study. The Journal of African Development 1, Vol.7, No.1, 780-788

### KEYWORDS

*Labour Law,  
Hybrid Workers,  
Employee Well-  
being, SDG 3,  
SDG 10.*

### ABSTRACT

During the COVID-19 pandemic, the Work from Home culture boomed; after that, the companies and organizations provided both Physical and work from home, this employee is famously known as a Hybrid Worker. These people have their own labour law, but many of them are not aware of it. To highlight this issue, this study conducts qualitative explanatory research with 241 IT employees on the southern side of Tamil Nadu, India. The demographic profile was analysed with Descriptive analysis using JAMOVI software, and other objectives were done with Word Cloud analysis using MAXQDA software. The result explains that the hybrid employees need separate training and development regarding their own Labour Laws and to reduce the inequality, promote Sustainable Development Goal 10, and while the employee gets equal provisions, then they feel their well-being of them it promotes Sustainable Development Goal 3, and this study helps to implement in the organizations to increase their productivity and maintain employee engagement and well-being...

### 1. INTRODUCTION

The world-level transformation of workplace structure was reshaped during the COVID-19 pandemic. The workers of most sectors were instructed to do their work from home, and after the pandemic, this culture boomed. Most of the companies are giving provisions to continue this practice. This time, a new culture was started, named "HYBRID WORKERS." The person who works both in the office and at home is considered as Hybrid workers. These people go to the office 2 days a week and work from home for the remaining 3 days. These people are famously known as Hybrid workers. Organizations are also implementing this system to enhance organizational productivity, employee autonomy, and digital integration, and to improve operational flexibility [5]. Even though the hybrid work has become a sustainable organizational strategy in the post-pandemic era, it can generate significant concern regarding legal protection, occupational stress, employee rights, and workplace well-being.

Conformist labour regulations and workplace policies were initially developed for a physical mode of work environment, where the working hours, welfare conditions, employee supervision, and occupational safety could be directly controlled and monitored. Still, hybrid work arrangements have indistinct boundaries between personal life and professional work. This creates new challenges along with Overtime expectations, digital monitoring, Psychological health, workload management, and work-life balance [6].

Labour law awareness refers to the employee understanding the Legal protection, employment-related regulations, workplace rights, and organizational obligations projected the equitable treatment and safeguard worker welfare. In the context of hybrid workers, labour law awareness includes overtime compensation, concerning working hours, grievance mechanisms, mental health, Occupational safety, leave entitlements, remote work policies, and digital surveillance practices. Awareness of these labour protections plays a vital role in enabling employees to navigate the complex hybrid work structure effectively while maintaining occupational and psychological well-being. Supple work time often reduces commuting stress, improves employee autonomy, and enhances perceived work flexibility [1]. Concurrently, hybrid work can also contribute to social isolation, role ambiguity, unclear work boundaries, emotional exhaustion, and burnout due to constant digital connectivity [23]. Employee well-being refers to the psychological, physical, emotional, and occupational conditions of employees within their work environment [11]. Employees who perceive legal support and greater organizational fairness are more likely to demonstrate higher work engagement, organizational commitment, and job satisfaction [9]. Therefore, the labour law may function as a defensive mechanism that enhances the employees' security, confidence, and emotional stability within a hybrid work setting.

(Eurofound & International Labour Office, 2017) According to the reference of record, the hybrid form of work environment raises several emerging ethical and legal concerns that require more investigation. The issues faced, such as digital fatigue, insufficient mental health, electronic monitoring, excessive working hours, and lack of clear work boundaries support have exaggerated discussions surrounding labour protection in the hybrid and remote employment system.

This study serves Sustainable Development Goal 3 of well-being. This research speaks about the hybrid workers/ employee well-being and Sustainable Development Goal 10 to transparent the rights of employees, leading to reducing the inequalities in the organization, promoting equity among Physical workers, Work from Home workers as well as for hybrid workers by making the awareness of their labour laws .

**Problem Statement:** The problem is the hybrid workers having their own labour law but many of the organization were not make employee aware about these law and if they know their rights means in influence their well-being also, this awareness is lagged.

Recent research concerning arrangements of hybrid work mainly focuses on employee well-being and operational efficiency, and emphasizes work performance outcomes without effectively examining whether employees hold adequate awareness regarding workplace policies, labour rights, and legal protections in hybrid work settings [6]. This indicates a substantial research gap in understanding the labour law awareness level among the hybrid employees. To fulfil this gap, the current study adopts the research question, "How are hybrid workers aware of employee rights and labour laws in hybrid work settings?". By addressing the objective of "To explore the Awareness level of labour law awareness among hybrid workers".

Similarly, limited research investigates the employees' perception regarding labour law awareness and legal protection in hybrid workplaces. Existing studies widely discuss flexibility, psychological experiences, employee stress, and work-life balance in hybrid and remote work environments, while giving less attention to how employees observe the importance of legal awareness in confirming their workplace well-being [5]. To fulfil this gap, the current study formulates the Research Question, "How do Hybrid workers observe the importance of labour law awareness for employee well-being?" This research question satisfies the objective "To understand the employees' perceptions regarding the importance of labour law awareness in hybrid work environments."

Previous research widely employs quantitative approaches, highlighting performance outcomes rather than employees' lived practices and perceptions regarding workplace protection and legal awareness [19]. This is from a substantial research gap in understanding how employees interpret and experience labour rights in hybrid work cultures, and there were limited qualitative studies that provide deeper insights into these issues.. In this current study adopt the research question "What are the challenges that hybrid workers face regarding work-life balance, legal protection, and labour rights?" to satisfy the research objective of "To identify the challenges faced by hybrid workers concerning workplace protection and labour rights."

Finally, very few research establish a direct connection between employee well-being outcomes and labour law awareness. Existing research mainly examines the high-performance work practices, organizational support, and employee engagement in relation to workplace well-being, but rarely investigate about the awareness of labour rights contributes to employees' occupational and psychological well-being [9]. To address this limitation, in this research, the researcher adopts the question, "How does labour law awareness contribute to occupational and psychological well-being among hybrid workers?" This answers the objective of "To examine how the labour law awareness influences employee well-being in a hybrid work culture."

### **Objective of this Study**

To explore the Awareness level of labour law awareness among hybrid workers.



To understand the employees' perceptions regarding the importance of labour law awareness in hybrid work environments.  
To identify the challenges faced by hybrid workers concerning workplace protection and labour rights.  
To examine how the labour law awareness influences employee well-being in a hybrid work culture.

### **Research Questions**

How are hybrid workers aware of employee rights and labour laws in hybrid work settings?  
How do Hybrid workers observe the importance of labour law awareness for employee well-being?  
What are the challenges that hybrid workers face regarding work-life balance, legal protection, and labour rights?  
How does labour law awareness contribute to occupational and psychological well-being among hybrid workers?

### **REVIEW OF LITERATURE**

The appearance of hybrid and remote work culture has significantly transformed employee relationships, workplace management practices across industries, and organizational structures. [2] found that the flexible work environment was becoming progressively important in modern organizations due to changing employee expectations and technological advancements. [16] similarly, this study also explained that digital technology has enhanced the development from the physical mode of work to online and hybrid work. This leads to employee interaction patterns and organizational communication.

[4] Identified that the employee make work from home reduces attrition, increases job satisfaction and improves employee productivity. The organization also supports these practices. Like [10] this study suggests that they telecommunicating positively influences flexibility, work-life balance, and employee autonomy, though reducing commuting-related exhaustion and workplace stress. The study by [17] indicates that the employee's flexible work environment improves greater occupational satisfaction and job performance only because of the independence over work schedules.

The existing study highlights several challenges in the hybrid work mode. [8] noticed that the work arrangements may blur the boundaries between professional & personal life and intensify work demand. These are negatively affecting the employee's well-being [21] this study shows the communication, stress and social isolation difficulties are major predictors of emotional well-being and reduced employee satisfaction during a hybrid work culture. The research conducted by [24] explained that prolonged hybrid work contributes to both psychological and physical strain among employees due to workload pressure, continuous digital connectivity, and workplace ergonomics.

[3] explain that organizational support plays a major role in improving teleworkers' job satisfaction, psychological well-being, and workplace engagement. Additionally, [14] emphasized that the COVID-19 pandemic fundamentally created new challenges and altered workplace dynamics related to occupational stress management, employee mental health, and work-life integration. [22] claimed that although telework provides autonomy and flexibility, it also increases risk related to occupational insecurity, digital monitoring, burnout, and workload balance. [12] found that the employees working online during the pandemic experienced both disadvantages and advantages.

This study contributes to workplace legal rights, organisational responsibility, sustainable hybrid work environments, and employee protection in contemporary work culture.

### **METHODOLOGY**

This study adopts Qualitative research using an explanatory research design because the researcher just checks the awareness and how it influences the employees' well-being. This indicates the researcher just casually links two concepts. The sampling process used in this study is non-probability convenience sampling. Since the target audience was not calculated by the researcher, so choosing the non-probability method, and from that, the data were collected from as many reachable persons, so the researcher went with convenience sampling. and the target audience of the study is IT Employers. The semi-structured interview was conducted with a Google Form. The questions were also adopted from the previous studies already mentioned in the introduction. The collected in the southern region of Tamil Nadu, India, and the data is 250 after going through the data cleaning process; the study takes 241 samples for analysis. The demographic profile was analysed with Frequency Analysis, and further main content proceeded with Word cloud analysis. For processing these analyses, JAMOVI and MAXQDA software were used in this study.

### **RESULT & FINDINGS**

#### ***Demographic Profile of Respondents:***

This study was conducted in the Southern region of Tamil Nadu, India, and nearly 241 responses were collected from the IT employees. The demographic profile was analysed by using Descriptive statistics through JAMOVI software.



**Table 1. Represents the Frequency of the Gender of the respondents**

Frequencies of Gender			
Gender	Counts	% of Total	Cumulative %
Female	121	50.2%	50.2%
Male	120	49.8%	100.0%

Initially, the gender-wise details were shown among 241 respondents, 50.2% (121 respondents) were female employees, and 49.8% (120 respondents) were male employees. This shows that the data were collected in a balanced manner and maintains gender equality to make further analysis in a non-gender-biased way

**Table 2. Represents the Frequency of the Age group of the respondents**

Frequencies of Age_Group			
Age_Group	Counts	% of Total	Cumulative %
20–25	51	21.2%	21.2%
26–30	69	28.6%	49.8%
31–40	62	25.7%	75.5%
41–50	59	24.5%	100.0%

The age group that was covered in this study is the majority, of 28.6%, employees aged between 26-30 years, next the employee who response 25.7% of their age between 31-40 years. Followed by 24.5% employee who were involved in this study, their age was between 20-25 years. This showed that it mostly covered all age categories of employees who are currently engaged in a hybrid work environment.

**Table 3. Represents the Frequency of the Education qualification of the respondents**

Frequencies of Education			
Education	Counts	% of Total	Cumulative %
Postgraduate	88	36.5%	36.5%
Professional Degree	71	29.5%	66.0%
Undergraduate	82	34.0%	100.0%

The Educational qualification of the respondents demonstrate that the major categories of 36.5% employee were hold a post-graduate degree, followingly 34% employee holding their undergraduate degree, and finally 29.5% employee holding their professional degree. These details showed that the employee was educationally qualified as well as being able to understand their organization's policy details, labour-related concerns, allied with a hybrid work culture, and work rights

**Table 4. Represents the Frequency of the Years of Experience of the respondents**

Frequencies of Years_of_Experience			
Years_of_Experience	Counts	% of Total	Cumulative %
1–3 years	62	25.7%	25.7%
4–6 years	88	36.5%	62.2%
7–10 years	91	37.8%	100.0%

According to the work experience data of the respondents, the employees have 7-10 years of experience, represented with

37.8%, meanwhile, 4-6 years of experienced employee were make their response around 36.5% followed by the employee having 1-3 years of experience were take part in this study with 25.7% by this we can able understand and observed all category of employee who work as a fresher, middle area and experienced peoples but for this the experienced employee view is important to notable because the know the adequate activity of the organization so it helps for the researcher to make a meaningful insights for making better conclusion.

**Objective 1- To explore the Awareness level of labour law awareness among hybrid workers**

**Table 5. Represents the Frequency of the Awareness level of the Labour law of the respondents**

Frequencies of Awareness_Level_of_Labour_Law			
Awareness_Level_of_Labour_Law	Counts	% of Total	Cumulative %
Aware	41	17.0%	17.0%
Moderately aware	80	33.2%	50.2%
Not aware	120	49.8%	100.0%

The Labour law awareness level was analysed, and notable findings regarding the employees’ understanding of legal protection and workplace rights. Most of the respondents were not aware that a separate labour law amendment was passed for hybrid workers. 49.8% Hybrid employee were “Not Aware” regarding this work place rights and labour law in the hybrid work environments. Followed this for some of them, with 33.2% employee were “moderately aware” about these labour laws. Meanwhile, 17% of employees are only “aware” of the employee rights and labour laws. This finding indicated that most of the employee not familiar with the separate labour law and workplace rights, is separately there for hybrid work environment employees.

**Objective 2 - To understand the employees’ perceptions regarding the importance of labour law awareness in hybrid work environments.**



**Figure 1. Shows the Word Cloud Output of the Employees’ Perception Regarding the Importance of Labour Law Awareness in the Hybrid Work Environment**

While knowing the importance of the Labour Law awareness among the hybrid workers, the question was asked in an open-ended format, from which the word cloud analysis was applied, and found the majority of usable words in the image, representing the frequency of that particular word appearing with percentage in the table form. By this, the Employees told that if they were aware of the labour law means it helps to feel secure and confident, improves the work-life balance, reduces the stress level, maintains mental well-being it leads to job satisfaction. Finally, from the perspective of the employees, they know the importance of raising awareness in labour law for the particular hybrid work environment is



needed to manage their hybrid work better.

**Table 6. Represents the Frequency and Percentage of the Employees' Perception Regarding the Importance of Labour Law Awareness in the Hybrid Work Environment**

Words	Count	Percentage
Awareness	180	8.52%
Employee	124	5.87%
Confident	63	2.98%
Secure	63	2.98%
Better	61	2.89%
Manage	61	2.89%
Satisfaction	60	2.84%
Well-being	60	2.84%

**Objective 3 - To identify the challenges faced by hybrid workers concerning workplace protection and labour rights.**



**Figure 2. Shows the Word Cloud Output of the Employees' Perception Regarding the Challenges Faced in the Hybrid Work Environment**

In the discussion of Labour law awareness in a hybrid working culture, its mandate is to analyse the challenges if they aren't aware of these things. While discussing these challenges of awareness, this also goes with open-ended format questions, and employees are told that unclear working hours create stress, a lack of awareness in leave policies leads to confusion, and work-life balance is difficult due to excessive workload, and the remote communication issues affect mental well-being. By this, the Employee faced many challenges only because of a lack of awareness of the labour law with hybrid workers and their work environment.

**Table 7. Represents the Frequency and Percentage of the Employees' Perception Regarding the Challenges Faced in the Hybrid Work Environment**

Words	Count	Percentage
Workload	125	6.44%
Awareness	65	3.35%
Confusion	65	3.35%



From the Analysis, this study can show that most of the employees are not aware of labour law awareness for a hybrid work environment. But still, the employees know the importance of knowing their labour rights in the work environment, they felt to faced many challenges in the hybrid work environment because of a lack of awareness regarding the labour law, and strongly trust that if they are familiar with these hybrid workers' labour law provisions, it leads to improving the employees' well-being.

### LIMITATIONS

In this study, the awareness of the labour law among the hybrid workers influences the employee well-being in a qualitative way. Due to the short span of time, reaching the hybrid workers for reliable data. Most of them weren't aware that this legal right is hard to collect further details. Because they give suggestions hypothetically. So, these are the huddles the researcher faced during this study. Still, this study serves a justice for Sustainable development goal 3 of well-being, which is from Sustainable development goal 10 to transparent the rights of employees, leading to reducing the inequalities.

### IMPLICATIONS

This study will help to practically implement in the organization who promote this hybrid working culture. Before providing the work from home as well as being present in a physical they know their labour law rights are mandatory, and it influences their well-being. So training and development are not only provided in the core of the work, but also providing training for this legal labour law awareness is also important. This study helps the top-level employers who know their employees' mindsets and needs for well-being.

### CONCLUSION

This study concludes that the Labour law awareness is mandatory for every Hybrid employee and that awareness enhances their well-being in both personal and professional life. Every organization will take responsibility to provide proper training regarding the labour law, thus increasing the productivity of the organization as well as the individual work output. By this, the Sustainable development goal 3 of well-being, and the Sustainable development goal 10 to transparent the rights of employees, leading to reducing the inequalities.

### References

1. Allen, T. D., Golden, T. D., & Shockley, K. M. (2015). How effective is telecommuting? Assessing the status of our scientific findings. *Psychological Science in the Public Interest*, 16(2), 40–68. <https://doi.org/10.1177/1529100615593273>
2. Bailey, D. E., & Kurland, N. B. (2002). A review of telework research: Findings, new directions, and lessons for the study of modern work. *Journal of Organizational Behavior*, 23(4), 383–400. <https://doi.org/10.1002/job.144>
3. Bentley, T. A., Teo, S. T. T., McLeod, L., Tan, F., Bosua, R., & Gloet, M. (2016). The role of organizational support in teleworker wellbeing: A socio-technical systems approach. *Applied Ergonomics*, 52, 207–215. <https://doi.org/10.1016/j.apergo.2015.07.019>
4. Bloom, N., Liang, J., Roberts, J., & Ying, Z. J. (2015). Does working from home work? Evidence from a Chinese experiment. *Quarterly Journal of Economics*, 130(1), 165–218. <https://doi.org/10.1093/qje/qju032>
5. Charalampous, M., Grant, C. A., Tramontano, C., & Michailidis, E. (2022). It needs to be the right blend: A qualitative exploration of remote e-workers' experience and well-being at work. *Employee Relations*, 44(2), 335–355. <https://doi.org/10.1108/ER-02-2021-0058>
6. Dale, G., Wilson, H., Tucker, M., & Tucker, M. G. (2024). What is healthy hybrid work? Exploring employee perceptions on well-being and hybrid work arrangements. *International Journal of Workplace Health Management*, 17(4), 335–352. <https://doi.org/10.1108/IJWHM-03-2024-0041>
7. Eurofound, & International Labour Office. (2017). Working anytime, anywhere: The effects on the world of work. Publications Office of the European Union and International Labour Office.
8. Felstead, A., & Henseke, G. (2017). Assessing the growth of remote working and its consequences for effort, well-being and work-life balance. *New Technology, Work and Employment*, 32(3), 195–212. <https://doi.org/10.1111/ntwe.12097>
9. Garg, N., & Lal, B. (2015). Exploring the linkage between awareness and perception of high-performance work practices with employee well-being at workplace: A new dimension for HRM. *Jindal Journal of Business Research*, 4(1–2), 81–100. <https://doi.org/10.1177/2278682116664607>
10. Gajendran, R. S., & Harrison, D. A. (2007). The good, the bad, and the unknown about telecommuting: Meta-analysis of psychological mediators and individual consequences. *Journal of Applied Psychology*, 92(6), 1524–1541.

<https://doi.org/10.1037/0021-9010.92.6.1524>

11. Grant, C. A., Wallace, L. M., & Spurgeon, P. C. (2013). An exploration of the psychological factors affecting remote e-worker's job effectiveness, well-being and work-life balance. *Employee Relations*, 35(5), 527–546. <https://doi.org/10.1108/ER-08-2012-0059>
12. Ipsen, C., Van Veldhoven, M., Kirchner, K., & Hansen, J. P. (2021). Six key advantages and disadvantages of working from home in Europe during COVID-19. *International Journal of Environmental Research and Public Health*, 18(4), 1826. <https://doi.org/10.3390/ijerph18041826>
13. Kelliher, C., & Anderson, D. (2010). Doing more with less? Flexible working practices and the intensification of work. *Human Relations*, 63(1), 83–106. <https://doi.org/10.1177/0018726709349199>
14. Kniffin, K. M., Narayanan, J., Anseel, F., Antonakis, J., Ashford, S. P., Bakker, A. B., & Vugt, M. V. (2021). COVID-19 and the workplace: Implications, issues, and insights for future research and action. *American Psychologist*, 76(1), 63–77. <https://doi.org/10.1037/amp0000716>
15. Kossek, E. E., Lautsch, B. A., & Eaton, S. C. (2006). Telecommuting, control, and boundary management: Correlates of policy use and practice, job control, and work-family effectiveness. *Journal of Vocational Behavior*, 68(2), 347–367. <https://doi.org/10.1016/j.jvb.2005.07.002>
16. Messenger, J. C., & Gschwind, L. (2016). Three generations of telework: New ICTs and the (R)evolution from home office to virtual office. *New Technology, Work and Employment*, 31(3), 195–208. <https://doi.org/10.1111/ntwe.12073>
17. Nakrošienė, A., Bučiūnienė, I., & Goštautaitė, B. (2019). Working from home: Characteristics and outcomes of telework. *International Journal of Manpower*, 40(1), 87–101. <https://doi.org/10.1108/IJM-07-2017-0172>
18. Oakman, J., Kinsman, N., Stuckey, R., Graham, M., & Weale, V. (2020). A rapid review of mental and physical health effects of working at home. *BMC Public Health*, 20(1), 1825. <https://doi.org/10.1186/s12889-020-09875-z>
19. Ribeiro, J., Silva, F. P., & Vieira, P. R. (2024). Remote workers' well-being: Are innovative organizations really concerned? A bibliometrics analysis. *Journal of Innovation & Knowledge*, 9(4), 100595. <https://doi.org/10.1016/j.jik.2024.100595>
20. Sardeshmukh, S. R., Sharma, D., & Golden, T. D. (2012). Impact of telework on exhaustion and job engagement: A job demands and job resources model. *New Technology, Work and Employment*, 27(3), 193–207. <https://doi.org/10.1111/j.1468-005X.2012.00284.x>
21. Toscano, F., & Zappalà, S. (2020). Social isolation and stress as predictors of productivity perception and remote work satisfaction during the COVID-19 pandemic. *Sustainability*, 12(23), 9804. <https://doi.org/10.3390/su12239804>
22. Vayre, E. (2022). Challenges in deploying telework: Benefits and risks for employees. *International Journal of Environmental Research and Public Health*, 19(21), 14074. <https://doi.org/10.3390/ijerph192114074>
23. Wang, B., Liu, Y., Qian, J., & Parker, S. K. (2021). Achieving effective remote working during the COVID-19 pandemic: A work design perspective. *Applied Psychology*, 70(1), 16–59. <https://doi.org/10.1111/apps.12290>
24. Xiao, Y., Becerik-Gerber, B., Lucas, G., & Roll, S. C. (2021). Impacts of working from home during COVID-19 pandemic on physical and mental well-being of office workstation users. *Journal of Occupational and Environmental Medicine*, 63(3), 181–190. <https://doi.org/10.1097/JOM.0000000000002097>