

N.M. Zykova¹, Sh.T. Maussymbek¹
¹Satpayev University, Almaty, Kazakhstan

ANALYSIS OF ADVANTAGES AND DISADVANTAGES OF REMOTE WORK

Abstract

At the beginning of the twentieth year of the two millennia, humanity is faced with an illness. All spheres of human activities have altered. Due to the risk of COVID-19 infection, many enterprises have transferred their employees to remote work, since the less contact, the fewer threats. Until that time, people had mostly vague and stereotyped ideas about this format of employment. This article discusses the advantages and disadvantages of remote work, which is a consequence of a pandemic. It was analyzed worldwide statistical data from the World Economic Forum and organized questionnaire about online work among locals.

Key words: remote work, remote employment, pandemic, coronavirus, self-isolation.

Н.М. Зыкова¹, Ш.Т. Маусымбек¹
¹Сатпаев атындағы университет, Алматы қ., Қазақстан

ҚАШЫҚТАН ЖҰМЫС ІСТЕУДІҢ АРТЫҚШЫЛЫҚТАРЫ МЕН КЕМШІЛІКТЕРІНЕ ТАЛДАУ ЖҮРГІЗУ

Аңдатпа

Екі мыңжылдықтың жиырмасыншы жылының басында адамзат белгісіз ауруға тап болды. Адам қызметінің барлық салалары өзгерді. Көптеген кәсіпорындар covid-19 жұқтыру қаупіне байланысты өз қызметкерлерін қашықтықтан жұмыс істеуге ауыстырды, өйткені байланыс аз болған сайын, қауіп аз болады. Осы уақытқа дейін адамдар көбінесе бұл жұмыспен қамту форматы туралы түсініксіз және стереотиптік түсінікке ие болған. Бұл мақалада пандемияның салдарынан туындаған қашықтан жұмыс істеудің артықшылықтары мен кемшіліктері талқыланады. Дүние-жүзілік экономикалық форумның әлемдік статистикалық деректері талданып, сонымен қатар жергілікті тұрғындар арасында онлайн-жұмыс туралы сауалнама ұйымдастырылды.

Кілт сөздер: қашықтан жұмыс, пандемия, коронавирус, өзін-өзі оқшаулау.

Зыкова Н.М.¹, Маусымбек Ш.Т.¹
¹ Университет им. Сатбаев, г. Алматы, Қазақстан

АНАЛИЗ ПРЕИМУЩЕСТВ И НЕДОСТАТКОВ УДАЛЕННОЙ РАБОТЫ

Аннотация

В начале двадцатого года двух тысячелетий, человечество столкнулось с болезнью. Изменились все сферы человеческой деятельности. Многие предприятия из-за риска заражения COVID-19 перевели своих сотрудников на удаленную работу, поскольку чем меньше контакта, тем меньше угроз. До этого времени у людей были в основном расплывчатое и стереотипное представление об этом формате занятости. В данной статье обсуждаются преимущества и недостатки удаленной работы, являющейся следствием пандемии. Были проанализированы мировые статистические данные Всемирного экономического форума и организован опрос про онлайн-работе среди местных жителей.

Ключевые слова: дистанционная работа, удаленная занятость, пандемия, коронавирус, самоизоляция.

The rapid spread of the Covid-19 pandemic in early 2020 changed the lives of millions of people around the world in record time. A significant change in lifestyle that can lead to changes in material status, combined with the risk of being infected, as well as anxiety about possible losses, can be considered as serious risk factors for maladaptation in a pandemic.

Approximately half a year ago, World Health Organization declared a pandemic. Since the world's population has encountered long-term lockdowns several times. The global epidemic has influenced not only health care but also the economy, education, and tourism. As one of the consequences of pandemic high infection rate around the world, many companies shifted to remote work. It is essential to define whether working from home is beneficial or harmful for organizations and their labor [2].

The purpose of the study is analyzing advantages and disadvantages of remote work in the scientific literature, also using questionnaires.

Table 1. SWOT

Strength	Weakness
<ul style="list-style-type: none"> • flexible schedule allows workers to spend more time with family and work from everywhere; • remote work contributes to reduce commuting cost and time; • consequently, it reduces traffic jams and exhaust gases; • online work boosted digitalization and automation; 	<ul style="list-style-type: none"> • companies providing high incomes cannot fully apply remote work; • remote work is strongly depended on internet connection; • businessmen are skeptical about remote work; • majority of workers cannot establish strong communication with colloquies which decreases productivity;
Opportunity	Threat
<ul style="list-style-type: none"> • remote work might lead to progress in communication and manufacture technologies; • for some economic sectors, remote work is good opportunity to boost income; 	<ul style="list-style-type: none"> • distance work might cause huge number of mental struggles: loneliness, depression and aggression; • it might reduce productivity of companies because of demotivation among workers;

From an economical viewpoint, remote work is pushing innovation development in companies by contributing to maintaining a strong technological base. Despite the statistic, that 78 percent of businessmen claim that distance working will have a more negative influence on organizations rather than positive, regarding the research of World Economic Forum, distance work boosted digitalization (84 percent) and automation (50 percent) around the world [3]. However, it cannot be effective as it was expected for each country. For instance, countries providing high incomes cannot fully work remotely whereas, in some countries which economic development based on different sectors, the majority of companies have opportunities to apply remote working strategies to keep business afloat. To sum up, it is early to assume the rise or drop in incomes of businesses as a result of remote work, but technological progress is expected to be the obvious positive consequence for companies with the ability to adapt to the current situation.

Regarding the psychological viewpoint of the individual, working from home gives freedom in many aspects. In most importance, in case of distance work, people have a flexible schedule, which allows spending more time with family by keeping in balance work and personal life, and work when it is most suitable and convenient: early birds in the morning, night owls at the night. Moreover, it reduces commuting cost and time, eliminating traffic jams and exhaust gases. However, remote work might have a negative impact on mental health by causing a huge number of struggles: loneliness,

depression, lack of communication with colloquies, poor internet connection, demotivation, and aggression. Regarding the research of the World Economic Forum, 19 percent of labor feels lonely working from home, 3 percent suffers from unreliable wi-fi and 17 percent cannot establish strong communication with colloquies [4]. In equal importance, managers are worried about reduced productivity and among remote workers, which affects the well-being of the whole company.

To compare with world experience, it was organized the questionnaire among locals, and 80 people responded. Most of the gained results agree with worldwide statistics. It proves that in spite of considerable opportunities for online work, people suffer from a lack of communication and want to return to offline mode.

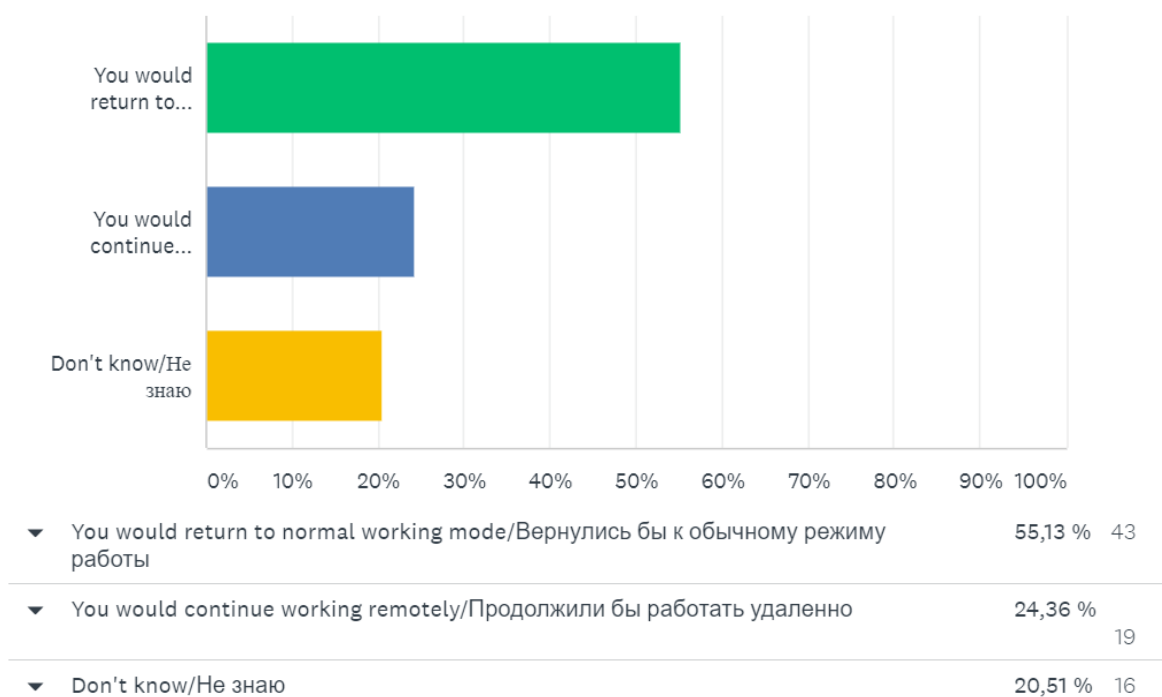


Diagram 1. What mode of work would you prefer at the end of self-isolation?

As a result of the survey, more than half of the respondents (55.13%) prefer to return to a normal working mode while only 24.36% would continue working online. 20.51% of respondents cannot give exact answer.

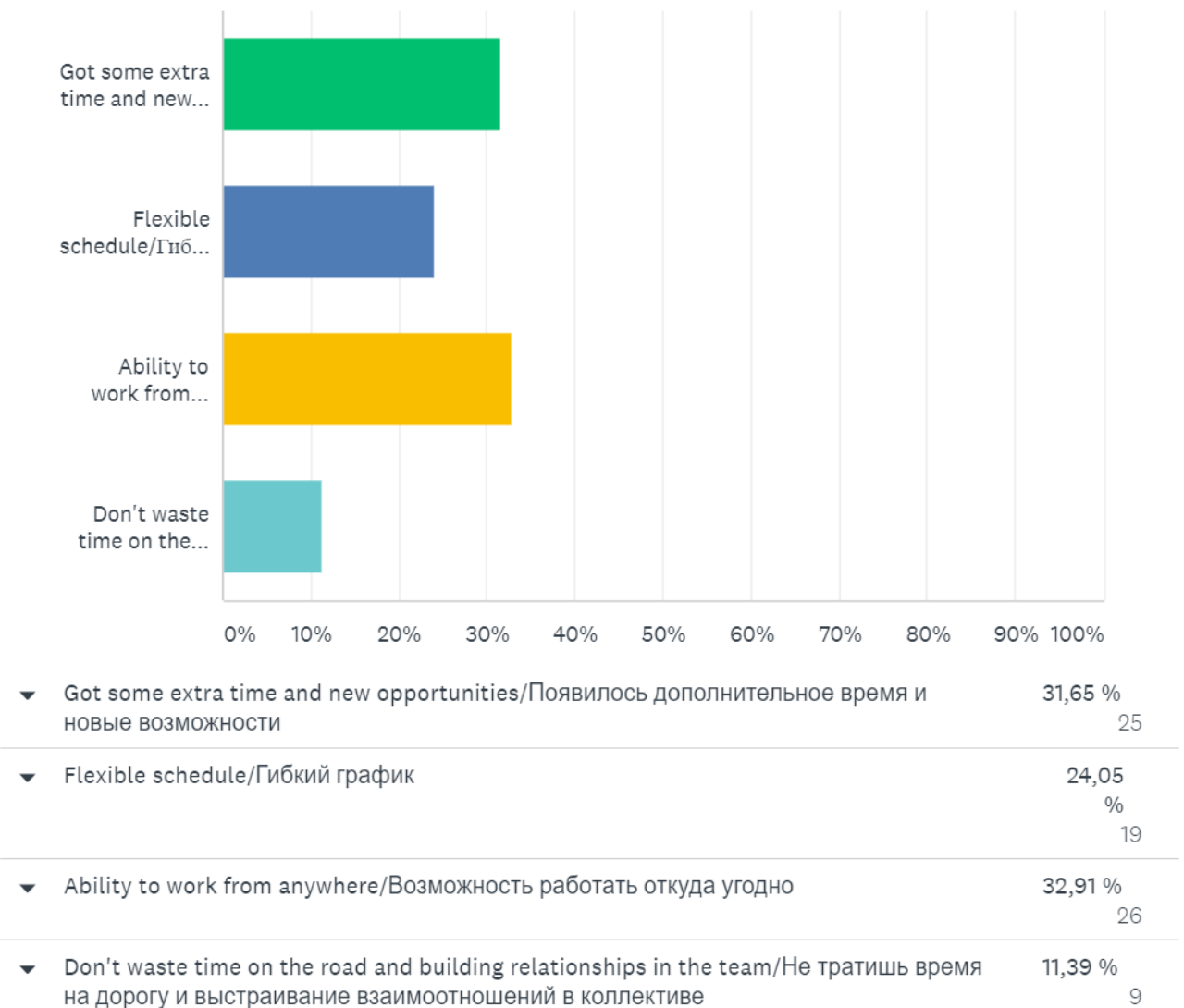
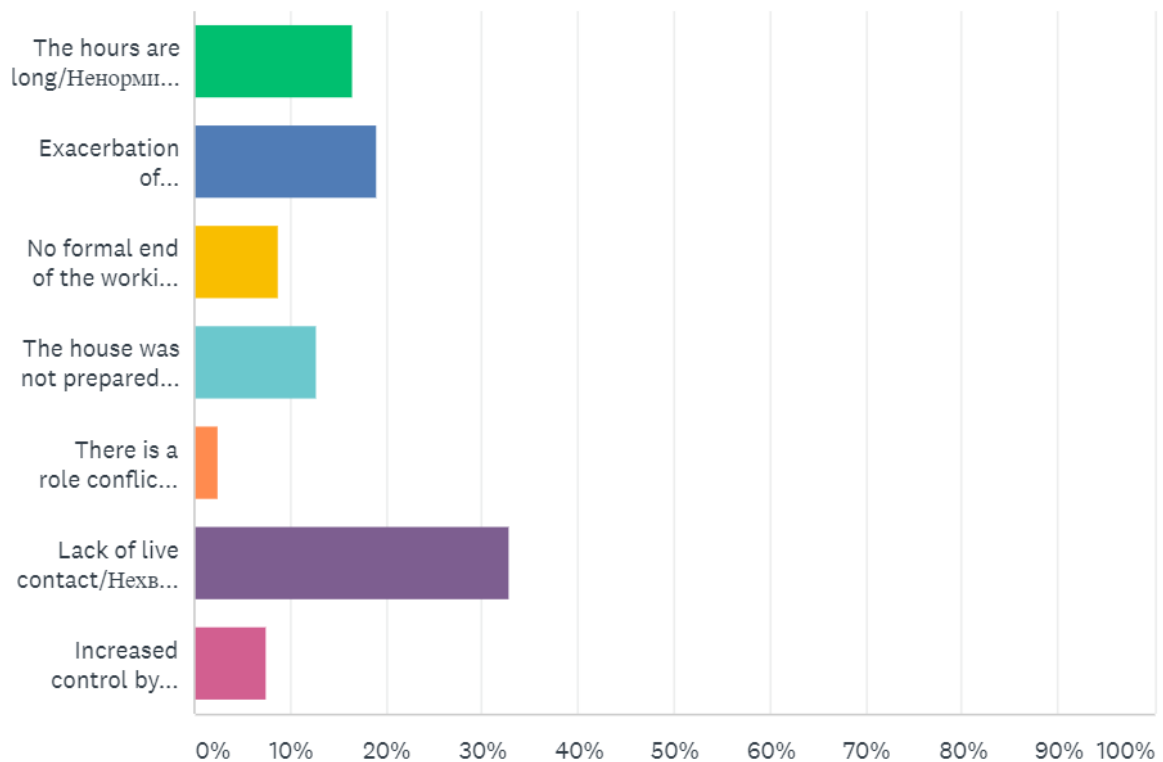


Diagram 2. Beneficial sides of remote work

32.91% of people take the ability to work from everywhere as the advantage of remote working, and approximately same percentage of people got some extra time and new opportunities during distance work. 24.95% of respondents consider flexible schedule as an advantage whereas fewer people claim that remote work allows them to reduce time on the road.



▼ The hours are long/Ненормированный рабочий день	16,46 %	13
▼ Exacerbation of procrastination and reduced productivity/Обострения прокрастинации и снижения продуктивности	18,99 %	15
▼ No formal end of the working day and related rituals (turning off the computer, saying goodbye to colleagues, leaving the office)/Отсутствие формального окончания рабочего дня и связанных с ним ритуалов (выключение компьютера, прощание с коллегами, выход из офиса)	8,86 %	7
▼ The house was not prepared for the collision of two worlds/o Дом оказался не подготовлен к столкновению двух миров	12,66 %	10
▼ There is a role conflict in which the role of the "employee" is often defeated/Происходит конфликт ролей, в котором роль «работника» часто терпит поражение	2,53 %	2
▼ Lack of live contact/Нехватка живого контакта	32,91 %	26
▼ Increased control by employers/Усиление контроля со стороны работодателей	7,59 %	6

Diagram 3. Drawbacks of remote work

Relatively significant number of respondents took lack of live contact as primary disadvantage. In addition, fewer people (18.99%) feel exacerbation and procrastination and reduced productivity, and approximately same number of respondents think that online working hours are too long. Left percentage of people emphasize discomforts of working from home and increases control by employers.

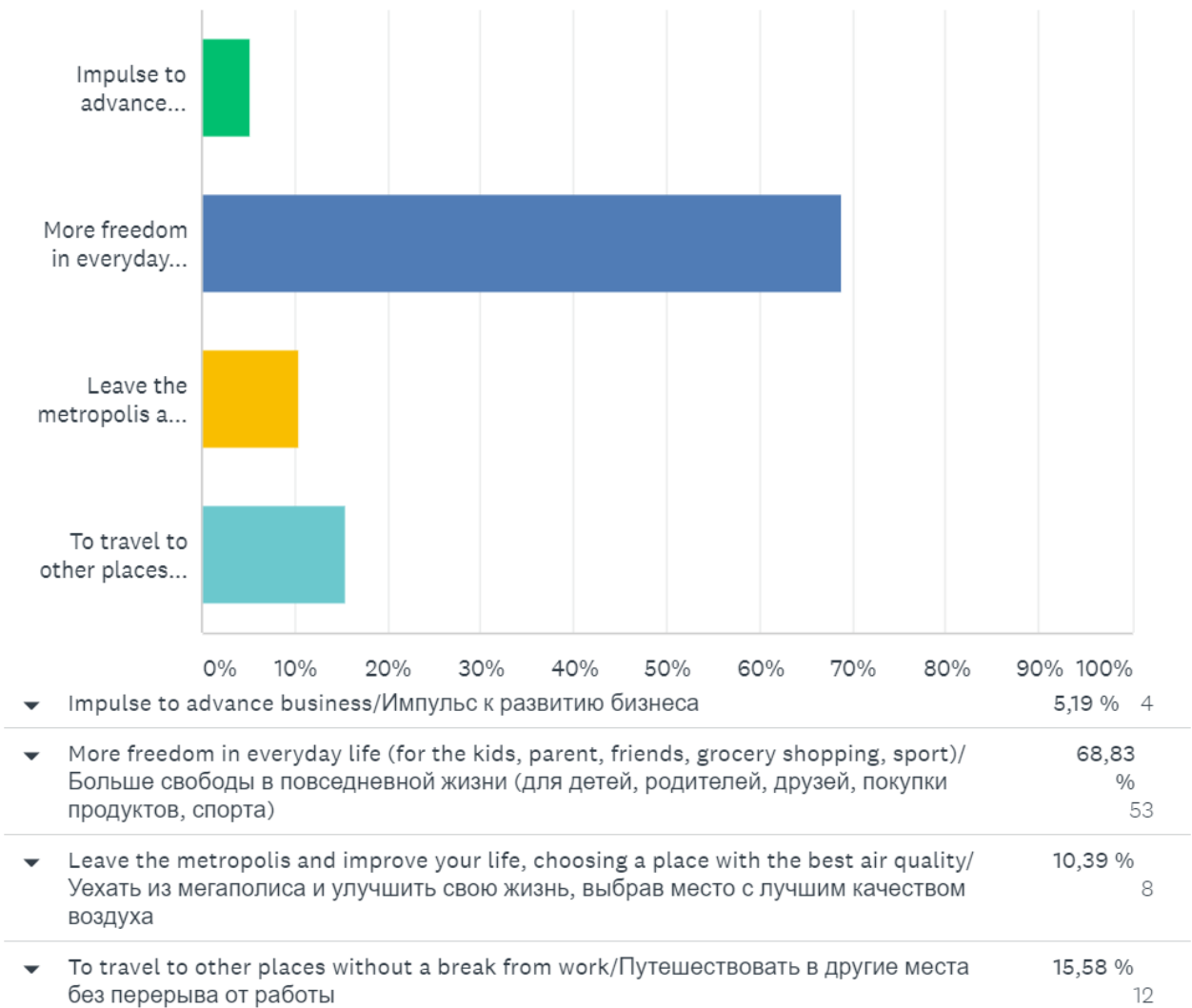


Diagram 4. What opportunities does remote work provide?

Almost 70% of respondents think that online work gives more freedom in everyday life. A quarter of people consider ability to travel to other places without a break from work as a significant opportunity. Fewer people (10.39%) choose to move to places with the best air quality. Least number of people suggest ability to advance business as a considerable opportunity.

To conclude, remote working has plenty of benefits, but currently, they do not overweight the struggles based on worldwide statistics and results of the questionnaire. Despite that, now most of the labor is working online because of a pandemic, and it is highly recommended to apply reliable software to effectively organize the workplace and to be in touch with colleagues [1].

References:

1. Lane IA, Mullen MG, Costa A. Working from Home During the COVID-19 Pandemic: Tips and Strategies to Maintain Productivity & Connectedness. *Psychiatry Information in Brief* 2020; 17(5):1145 <https://doi.org/10.7191/pib.1145>.
2. World Health Organization. 2020c. "Getting Your Workplace Ready for COVID-19".
3. Written by Nick Routley, C. (n.d.). 6 charts that show what employers and employees really think about remote working. Retrieved December 09, 2020, from World Economic Forum.
4. Written by Kate Whiting, S. (n.d.). Most leaders think remote working will hit productivity - this is why. Retrieved December 09, 2020, from World Economic Forum.