

# Chapter 19

## Remote Work: A Paradigm Shift in the Modern Workplace and Its Impact on the Workforce

**Yasemin Bal**

*Yildiz Technical University, Turkey*

**Nazlı Ece Bulgur**

 <https://orcid.org/0000-0001-6164-772X>

*Yildiz Technical University, Turkey*

### ABSTRACT

*The importance of remote working has increased in recent years and organizations have started to provide this opportunity to their employees as an option. It is seen that the new generation employees especially prefer to work remotely. The pandemic has accelerated the regulations regarding flexible working models in the organizations and change the transition to home/remote working practices all over the world, the business models that will continue after the pandemic, and the concept of working life. This study aims to reveal the effect of this transformation and examine new working models that will enrich this process in various aspects. This study will be a guide for the HR managers and top managers of organizations to see the effects of remote work on the workforce.*

### INTRODUCTION

The Covid-19 pandemic period, from the moment it emerged, has led to changes in business/business models that progress in a routine order and continue within certain patterns (Espitia et al., 2022; Madero Gómez et al., 2022). These changes have primarily led to the transition to a flexible working system in the working models of organizations and have led to the emergence of remote working opportunities that enable employees to carry out their work processes and activities that they are obliged to carry out regularly in the workplace in environments outside the organization. It has become evident with the fact that remote work takes a more active place in our lives (Buchanan et al., 2021). In this direction, the

DOI: 10.4018/978-1-6684-9172-0.ch019

## **Remote Work**

transition to remote working has accelerated all over the world in order not to interrupt the working life with the pandemic. It has integrated teleworking systems into existing working models in countries and paved the way for teleworking models to take their place as a permanent part of individuals' working lives after a certain integration period in many countries (Arunprasad et al., 2022). Therefore, many remote working models have emerged in the pandemic and post-pandemic periods. In such business models, reflections based on individuals, groups and organizations have been inevitable. The fact that remote working is a permanent working model has brought various advantages and disadvantages based on individuals and organizations. In particular, the lack or lack of infrastructure that will support remote working of organizations has brought with it the negativities that are reflected in the productivity of the organizations, mainly in terms of competitors, potential competitors, suppliers and customers. Therefore, it has revealed negativities on organizations' maintaining their sustainable competitive advantages, fulfilling their task requirements, sustaining their lives, and their growth and development. This situation has been the opposite for organizations that can take steps to support an easy integration process to remote working, and there have been developments in the processes and activities of their organizations. The technology adaptation caused by the individual, namely the current employee, and various factors arising from the accompanying job demands (physical demands, emotional demands, mental demands, work pressure, time pressure, working conditions) have had negative reflections on the employee. On the positive side, employees' experience of new technologies has led to a reduction in both material and moral costs in terms of time spent on their way to the workplace (Endress, 2023; Sahut & Lissillour, 2023; Tomić, & Vizinger, 2023).

While there has been an agenda where remote working is gaining immense popularity, the necessity of examining the weaknesses, strengths, opportunities and threats of remote working or its models in depth reveals (Karunarathne, 2021; Hendrawan, 2022; Longhurst, 2020). Especially, this in-depth examination is thought to be beneficial in terms of minimizing the problems that may arise administratively and organizationally. Making such analyzes sheds light on the future plans and strategies based on the results obtained from the detailed comparison cases. Through the concrete data obtained as a result of the analyzes, elements such as how the workforce adapts to this process according to the changing working conditions during and after the pandemic, how they experience the adaptation process, how to plan their business processes and activities are tried to be understood. Likewise, how the managerial and operational activities of organizations work, how organizations cope with the situations that arise when they adapt to this process, and how they make the satisfaction of employees and customers sustainable have also been among the topics of interest.

## **CONCEPTUALIZATION OF REMOTE WORKING**

When we look at the history of humanity in general, it is known that human work is the main focus in all processes and activities (Chatterjee, Chaudhuri & Vrontis, 2022). In all activities carried out depending on human work, it is seen that certain levels of productivity are achieved thanks to the work of people (Jämsen, Sivunen & Blomqvist, 2022). It is seen that productivity is provided by different working models today. In particular, the experience of business life such as the pandemic period has led to the emergence of new working styles (Cook, 2023). For many years, the change in the way of working, which has not undergone a sharp change, has brought about a change in the approaches of producing and serving business life without being at work, and new transformations have emerged (Béland, Brodeur & Wright,

16 more pages are available in the full version of this document, which may be purchased using the "Add to Cart" button on the publisher's webpage:

[www.igi-global.com/chapter/remote-work/333509](http://www.igi-global.com/chapter/remote-work/333509)

## Related Content

---

### Spiral Management: New Concept of the Social Systems Management

Justína Mikulášková, Miloš ambál, uboš Polakoviand Petra Urbanoviová (2022). *Research Anthology on Human Resource Practices for the Modern Workforce* (pp. 1762-1782).

[www.irma-international.org/chapter/spiral-management/295425](http://www.irma-international.org/chapter/spiral-management/295425)

### Making Leadership Development Effective: Lessons From COVID-19 Experiences

Okechukwu Ethelbert Amah (2022). *Handbook of Research on Challenges for Human Resource Management in the COVID-19 Era* (pp. 225-242).

[www.irma-international.org/chapter/making-leadership-development-effective/308339](http://www.irma-international.org/chapter/making-leadership-development-effective/308339)

### A Fuzzy System for Evaluating Human Resources in Project Management

Oladele Stephen Adeolaand Adesina Rafiu Ganiyu (2022). *Research Anthology on Human Resource Practices for the Modern Workforce* (pp. 814-846).

[www.irma-international.org/chapter/a-fuzzy-system-for-evaluating-human-resources-in-project-management/295376](http://www.irma-international.org/chapter/a-fuzzy-system-for-evaluating-human-resources-in-project-management/295376)

### The Great Resignation and Career Development: Empowering Employees in the Post-Pandemic Workforce

Manjiri Prakash Joshi (2023). *Enhancing Employee Engagement and Productivity in the Post-Pandemic Multigenerational Workforce* (pp. 55-73).

[www.irma-international.org/chapter/the-great-resignation-and-career-development/333493](http://www.irma-international.org/chapter/the-great-resignation-and-career-development/333493)

### The Change in Nature of an Organization and Its Work

Ashwini Yogendra Sonawane (2021). *Critical Issues on Changing Dynamics in Employee Relations and Workforce Diversity* (pp. 206-221).

[www.irma-international.org/chapter/the-change-in-nature-of-an-organization-and-its-work/269361](http://www.irma-international.org/chapter/the-change-in-nature-of-an-organization-and-its-work/269361)