

Distributed Teams Fusion Cell

Space Group

Telecommuting/Teleworking/Remote Working Article Review and Summary

Article Name: Telecommuting will likely continue long after the pandemic

Article Author: Katherine Guyot and Isabel V. Sawhill

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Internet address (if available): <https://www.brookings.edu/blog/up-front/2020/04/06/telecommuting-will-likely-continue-long-after-the-pandemic/>

Summary/Findings

Telecommuting has accelerated due Covid-19

The pandemic is forcing investments to make telework possible-resulting in more permanent telecommuting

Telecommuting once rare is now a necessity

Pros

- *Workers prefer working from home*
- *Reduces emissions and office cost*
- *Helps balance work and family roles*
- *Could make employees more productive*
- *Would save money on office space, and reduce time spent commuting*
- *Some research suggest remote work improves retention which saves on hiring and training costs*
- *People who work from home have higher job satisfaction on average*
- *Employees working from home can reduce work-family conflict*

Cons

- *Internet speed*
- *Employees differ greatly in how well they adapt to working from home*
- *This will not be the best option for all*
- *Productivity boost aren't guaranteed*
- *Performance is difficult to monitor*
- *Spiked procrastination which results in rushed job performance*
- *Social interaction at work is important for morale*
- *Could have a negative impact on employees career development*

Case study

8572 randomly selected adults from the Gallup poll interviewed from 3/16/2020 – 3/22/2020 suggested that about 50% employed adults were currently working from home.

A Chinese travel agency found that a call center randomly assigned employees to work from home for 9 months and saw a 15% improvement in performance, partly because they took more calls per minute and mostly because they took fewer breaks and days off. They also saw a decreased office cost

A few high profile companies have moved away from telework Facebook and REDDIT

Estimates are that ¾ of American adults have high speed internet at home. However many rural areas have little to no connectivity. Around 14% of households in urban areas are still digitally disconnected.

A new study of employees at the U.S. Technology Services Company found that extensive telecommuting is associated with fewer promotions and lower salary growth. The telecommuters that have face to face time with Managers or who perform supplemental work outside of normal hours have better outcomes.

Covid-19 may permanently change the way many of us work, presently time shifting as many people to home based telework is a necessary response to this terrible crisis.

If this is done well it can improve job satisfaction, raise productivity, reduce emissions, cut building space and cost and spread work to more remote regions.

Evaluate and determine which other Space Group Action Item(s) it would benefit – 3.2, 3.3, 3.4, 3.5, 3.6 and/or 3.7 – and which other Groups in Fusion Cell it may benefit/assist: 3.2; Policy Group