MINISTERUL EDUCAȚIEI, CULTURII ȘI CERCETĂRII AL REPUBLICII MOLDOVA

Universitatea Tehnică a Moldovei

Facultatea Calculatoare Informatică și Microelectronică

Departamentul Ingineria Software și Automatică

Admis la susținere Șef departament: Fiodorov Ion, dr., conf. univ.

"___"____2020

The future of remote work in IT companies

Teză de master

Student:

Zapanovici Aliona

Coordonator:

Recean Dorin lector universitar

Chișinău 2021

Abstract

During the entire history of humankind, location dependency was the key if you wanted to get a job. Working from home was not even a possibility and proximity was the key to productivity. Today the technology has given exposure to companies of all sizes across industries. Many industries, including sales, publishing, customer service, and marketing, offer telecommuting jobs. Many office jobs and positions in technology (including computer and software programming) can also be done via telecommuting. Access to Wi-Fi can help make communications virtually seamless. Some employees telecommute full-time, while others may work remotely for part of the week and go into the office for the remainder of the week.

We are waltzing into a new era of hyper mobility. There are abundant resources available to help companies manage and grow a remote workforce. A lot of benefits to telecommuting, such as greater flexibility, saving money, and increased happiness, but there can be downsides to it, as well. There are certain risks and disadvantages that should be taken into account too.

Key-words: remote work, telecommuting, IT, management, work models

Summary

Introduction	8
1. The history and evolution of remote work	9
1.1 The concept of remote work1	1
1.2 Advantages of remote work1	2
1.2.1 Employers' benefits1	3
1.2.2 Employees benefits	14
1.3 Disadvantages and challenges of remote work	14
1.4 Common misconceptions about remote work	
2. Remote work in international IT companies	
3. Survey on transitioning to remote work in an IT company	20
4. Management of Remote work	
4.1 Tools needed for remote teams	29
4.2. Informational security management of remote work	
5. The future of remote work in IT companies	
Conclusions	
Bibliography5	

Introduction

In the past, remote employees have had a bad reputation. Many employers believed their workforce would be too easily distracted at home, where their managers couldn't keep an eye on their direct reports. Remote work was very rare a decade ago. Working from home was usually only available as a special arrangement to accommodate families in specific cases. However, teleconferencing and telework technology have advanced to the point where some businesses thrive with completely remote teams. In fact, it's not uncommon for businesses to allow their employees to work from home once or twice a week. Remote work can also help prevent the spread of illness, helping companies avoid lost productivity and protecting public health. For example, the outbreak of COVID-19 prompted many employers to shift to a remote work model for all employees possible in a bid to limit the spread of the coronavirus. There was a time when remote work as we know it wasn't even a possibility, because the technology didn't exist. Due to advances in communication technology and internet access, teleworking has become an accepted practice in many offices globally. Today's companies have the opportunity to build the future we want to work in. This is a future with a calmer, more balanced, and more fulfilling way to work and live.

On the other hand, adopting a remote working policy can save companies money by removing the need for expensive office space while allowing workers the freedom to create their own schedules and work from wherever they please. It can be a win-win situation. The transition to managing a remote workforce might be daunting, but with the right tech and hardworking employees, it can be a seamless process. In the long run, fighting the change may do more harm than good. Many employees now expect remote work opportunities. Instead of resisting the change, organizations should improve their remote work policies and capabilities.

Bibliography

- This Is the Future of Remote Work in 2021. Caroline Castrillon. Available: https://www.forbes.com/sites/carolinecastrillon/2021/12/27/this-is-the-future-of-remote-work-in-2021/?sh=299ea0c51e1d
- [2] Remote Work Statistics: Navigating the New Normal. Available: https://www.flexjobs.com/blog/post/remote-work-statistics/
- [3] The State of Work Report 2019. Available: <u>https://www.workfront.com/blog/state-of-work-2019</u>
- [4] Long commute to work linked to poor diet, stress and high blood pressure. Available: <u>https://www.personneltoday.com/hr/long-commute-work-linked-poor-diet-stress-high-blood-pressure/</u>
- [5] Common Disadvantages of Telecommuting. Available: https://www.brighthub.com/office/home/articles/94227/
- [6] Sorry, but Working From Home Is Overrated. Kevin Roose. Available: https://www.nytimes.com/2020/03/10/technology/working-from-home.html
- [7] Here Are The Companies Leading The Work-From-Home Revolution. Jack Kelly. Available: <u>https://www.forbes.com/sites/jackkelly/2020/05/24/the-work-from-home-revolution-is-quickly-gaining-momentum/?sh=1120e2bc1848</u>
- [8] Google to Keep Employees Home Until Summer 2021 Amid Coronavirus Pandemic. Rob Copeland, Peter Grant. Available: <u>https://www.wsj.com/articles/google-to-keep-employees-home-until-summer-2021-amid-coronavirus-pandemic-11595854201?st=80ygb051xx22u7y&reflink=article_copyURL_share</u>
- [9] VMware could have 60% of staff working from home after coronavirus pandemic. Kevin Stankiewicz. Available: <u>https://www.cnbc.com/2020/05/29/vmware-could-have-60percent-of-staff-working-from-home-after-coronavirus-ceo-says.html</u>
- [10] How usual is it to work from home? Available: <u>https://ec.europa.eu/eurostat/web/products-eurostat-news/-/DDN-20200424-1</u>
- [11] The New Work From Home Worker Checklist: Must Do's (& Dont's) When you Start Working from Home. Aleyda Solis. Available: <u>https://remoters.net/work-from-home-worker-checklist/</u>
- [12] The Future of Work: The Guide to Remote Work. Available: <u>https://twist.com/remote-work-guides/remote-work</u>

- [13] Work from anywhere' is here to stay. How will it change our workplaces? Andrea Chang. Available: <u>https://www.sandiegouniontribune.com/business/technology/story/2020-11-12/companies-will-</u> allow-employees-to-work-wherever-they-want
- [14] Influences of the virtual office on aspects of work and work/life balance. E. Jeffrey, Hill Brent C. Miller, Sara P. Weiner, Joe Colihan. Available: https://onlinelibrary.wiley.com/doi/abs/10.1111/j.1744-6570.1998.tb00256.x
- [15] How to manage the 4 risks of remote work? Available: https://www.building20.co/blog/2020/7/7/how-to-manage-the-4-risks-of-remote-work
- [16] 22 Must-Have Tools for Remote Workers. Iftekar Ahmed. Available: <u>https://blog.vantagecircle.com/tools-for-remote-workers/</u>
- [17] How to measure productivity of remote employees and those working from home. Available: <u>https://www.hivedesk.com/blog/work-from-home-remote-employee-productivity/</u>
- [18] Telework in the EU before and after the COVID-19: where we were, where we head to. Available: https://ec.europa.eu/jrc/sites/jrcsh/files/jrc120945_policy_brief_-_covid_and_telework_final.pdf
- [19] TechnologyAdvice Guide to Marketing Automation Software. Available: <u>https://technologyadvice.com/marketing-</u> <u>automation/#:~:text=Marketing%20automation%20software%20is%20an,lead%20behavior%20and</u> <u>%20campaign%20performance</u>.
- [20] Top 5 remote work cyber security risks [2021]. Erica Kastner. Available: https://www.soscanhelp.com/blog/remote-work-cyber-security-risks
- [21] The office as we know it is over—and that's a good thing. Adele Peters. Available: <u>https://www.fastcompany.com/90625939/this-tech-makes-perishable-food-last-months-without-a-fridge</u>
- [22] Living, working and COVID-19. Euro fund. Available: <u>https://www.eurofound.europa.eu/sites/default/files/ef_publication/field_ef_document/ef20058en.pdf</u>
- [23] Increasing organizational resilience in the face of Covid-19. Deloitte March 2020. Available: <u>https://www2.deloitte.com/content/dam/Deloitte/global/Documents/About-Deloitte/gx-future-of-remote-work.pdf</u>
- [24] How the future of work, the workforce and the workplace is changing? Consultancy.eu. Available: <u>https://www.consultancy.eu/news/5920/how-the-future-of-work-the-workforce-and-the-workplace-is-changing</u>
- [25] Remote work report 2020. Hubspot. Available: <u>https://www.hubspot.com/hubfs/Remote-Work-Report-2020.pdf</u>