

Remote Management: A Temporary Need or A Future Necessity?

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ABSTRACT

No doubt that remote management nowadays is a necessity, during COVID-19, organizations practiced it, because it was impossible to manage without it. Moreover many organizations still use it after the pandemic believing that this kind of management can achieve their objectives and that it is a future demand, but it is necessary to make investments in digital infrastructure and the release of office space. So this article aimed to investigate the literature review of remote management to find out if it is necessary or not. Findings of the study revealed many positive and negative advantages for remote management of the business, otherwise, opportunities for increased productivity are raised. In conclusion, remote management imposed itself on organizations in order to do business.

Keywords: COVID-19, Hybrid Model, Remote Management, Productivity.

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I. INTRODUCTION

A substantial effect on the worldwide labor market is expected from the COVID-19 outbreak in 2020. Millions of employees were placed on administrative leave or lost their jobs as a result of business closures. The majority of people quickly acclimated to working at home. This necessitated hiring many new employees to supplement those already worked at clinics and supermarkets as well as trash trucks and factories under stricter restrictions aimed to prevent the virus from being transmitted further. The first of three MGI studies on post-pandemic business, this inquiry into the job landscape following the release of COVID-19 will be the third. The pandemic's long-term impact on consumption could lead to a rebound in the economy, as well as an increase in growth and innovation. It is possible to compare seven countries' macroeconomic and economic environment models based on this research: Brazil; Israel; Italy; France; Spain; the United States and Canada, as well as the European Union. Most of the world's population lives in seven countries, which account for 62% of the world's GDP (Przytuła *et al.*, 2020). In the workplace prior to COVID-19, new technology and business connections were the most disruptive elements. COVID-19 is the first time that physical labour has been given significant consideration.

According to researchers, they've developed a novel method for determining how much intimacy is needed in almost 1,100 vocations, grouping them into 10 main groups depending on the level of personal interaction with clients and coworkers and whether or not those connections occur on-site or indoors (Przytuła *et al.*, 2020). Traditional sector designations don't provide this perspective on work. Personnel in the health care industry are the only ones listed here who must work in close proximity to patients. The computer-based professional job group includes health care

management employees, allowing for more work to be done electronically. Laboratory employees, as well as chemists, must operate indoors on a daily basis because their occupations necessitate the use of certain tools on-site. Employees in occupations that require a high degree of bodily attachment report that these changes have the greatest impact on the rest of the firm. The emissions of COVID-19 are still being examined for their short- and long-term consequences on a range of ecosystems. During the crisis, the sickness took a particularly heavy toll on personal services and on-site customer assistance, as well as relaxation and amusement. Work environments with a high degree of intimacy are more likely to be disrupted over time, although proximity is not the sole factor. Front-line staff who deal with clients in places like online stores, schools, and workplaces, among others, are included in the field of on-site customer engagement.

II. WORKERS DESIRE THE OPPORTUNITY TO WORK FROM HOME

No one should be shocked by the number of people who continue to work remotely, either part or all of the time, after experiencing the advantages of working from home in recent years. However, more than 90 percent of those who work from a home desire to continue doing so (Rudnicka *et al.*, 2020). More and more workers are becoming dissatisfied with the commutes they must make every week, especially when they might be doing their jobs just as well or even better from home. And it's not just people who work from home now who can identify with this notion. About half of on-site workers who could work remotely preferred a hybrid work plan, with the majority preferring a flexible schedule, according to Hamouche (2021). Even if you can't telework, this and other research suggest that hybrid work arrangements, if they are viable, are becoming increasingly

important. Hybrid work arrangements are becoming more popular if they aren't an option (Khan *et al.*, 2020). Some jobs don't lend themselves to working remotely, but those that do are seeing a return on their investment and have no intentions to stop.

III. POTENTIAL FOR REMOTE WORK

When employees and corporations collaborate remotely, a wide variety of problems and challenges arise for both parties. As a direct result of COVID-19, businesses are struggling with a myriad of challenging challenges, such as the most effective method for providing coaching remotely and the most effective method for setting up workspaces to ensure the safety of employees. On the other side, employees are scurrying to find a work-life balance that is appropriate for them while simultaneously learning how to work remotely and collaborate with coworkers.

The combination of responsibilities involved in a job and the location at which they are carried out determine whether or not the work can be done from home. We started by determining how far a task may possibly be accomplished from a distance in a theoretical sense. There are a lot of jobs that just can't be done in a virtual environment because they need physical labour or the utilization of specialised tools. There is a wide variety of jobs that can be done, including but not limited to providing care, running machinery, working in laboratories, and processing customer transactions (Ozimek, 2020).

Employers have learned a valuable lesson from the epidemic: even if certain duties may be done remotely during a crisis, it is to everyone's benefit to performing them in person. Work that is improved through collaboration, such as innovation, problem-solving, and creativity, includes activities such as coaching, counseling, and providing advice and feedback; building relationships with customers and colleagues; bringing new employees into an organization; negotiating and making critical decisions; teaching and training; and bringing new employees into an organisation. For example, in order to obtain results that are equal to those that are accomplished in person, remote onboarding would require a great deal of significant rethinking. For instance, during the epidemic, both parents and teachers complained that the standard of education provided to students has suffered. It is unlikely that remote courts will be used in the future because of issues regarding legal rights and equity (Ozimek, 2020). Nonverbal clues can be missed during video conferences since some defendants lack sufficient connectivity and attorneys and judges are concerned about losing these clues. In any case, it's doubtful that this will be the case going forward.

IV. A HYBRID MODEL

The majority of a worker's day is broken up into tasks that may be accomplished off-site and those that necessitate their actual presence at the workplace. Israeli workers may work from home three to five days per week without a drop in productivity, whereas only 22 percent of American workers can do so. 61% of Americans who are now employed can't

work remotely for more than a few hours per week as a direct result of this fact. The other 17% of workers could choose to work from home one to three days a week, based on their individual circumstances (Willcocks, 2021).

The use of particular devices is required in order to be successful when working from home. Because the vast bulk of a chemical technician's work must be carried out in a laboratory with the appropriate apparatus, she may only spend one-fourth of her time working away from the facility. When it comes to employment opportunities in the healthcare industry that can be completed from a remote location, general practitioners who are confident in their ability to communicate with patients through the use of digital technology have a significantly better chance of success than specialists such as surgeons and radiology technicians. As a direct consequence of this, only 11 percent of health care professionals are able to properly perform their jobs from home. Even when carrying out the same activity, the surrounding environment can have an effect. In contrast, a statistician or financial analyst can perform data or information analysis remotely, whereas a surveyor cannot (Gómez *et al.*, 2020). While you can figure out the price of a product or service sitting at your dining room table, a cashier at a supermarket accomplishes the same thing while seated behind the counter in the store.

A tiny percentage of the workforce in advanced economies frequently works from home, on average between 5% and 7% of the workforce. The urban economy may be significantly hurt if 15 to 20 percent of workers began working more from home and less in the office. There will be fewer employees going to and from work each day or making multiple trips merely to get their work done as a direct result of the growth in the number of people working remotely. As a result of this shift in spending patterns, the transportation industry, petrol and auto sales, as well as the need for office space, and other patterns of consumption could be negatively impacted. According to a survey conducted by McKinsey on office space managers, during the pandemic, they anticipate a 36 percent increase in the amount of work time spent outside their workplaces. This is expected to effect both primary offices and satellite locations. As a consequence of this, firms will be required to reduce the amount of office space they occupy, and some of them have already started this process. According to Moody's Analytics, the percentage of unfilled office positions in the United States is projected to increase from 16.8 percent at the end of 2019 to 19.4 percent by the end of 2022. A survey of 248 chief operating officers in the United States found that one-third of them intend to reduce the amount of office space they use once contracts expire. The following is Section 4: The hybridization of urban and remote work will have a major impact on the urban economy. Retailer REI, for instance, plans to start working out of satellite locations rather than continue occupying its brand-new corporate offices, which it plans to sell before it has even moved in. It has been suggested that the fact that Amazon has secured leases for 900,000 square feet of office space in six different cities across the United States is due to the fact that virtual cooperation is being utilized (Gómez *et al.*, 2020; Ozimek, 2021).

V. REMOTE WORK HAS THE POTENTIAL TO BOOST PRODUCTIVITY

Does working from home increase one's level of productivity? In the end, the response may determine how widespread the pandemic is, which is particularly significant when taking into account the protracted period of falling labour productivity that preceded the outbreak. Concerning the productivity, very little is known at this point, and there is a significant deal of controversy around the topic. According to the results of a survey of employees that was carried out by McKinsey in the month of May, forty-one percent of workers reported that they were more productive when working from home than when they were physically present in the office. The belief that employees have in their own productivity has increased since the beginning of the pandemic. Between the months of April and May, there was a 45 percent increase in the percentage of people who stated they worked more productively. After nine months of use, more and more companies are experiencing an improvement in the productivity of remote workers.

The responses of executives who were questioned on the topic of working remotely were all over the map. There are those who have a positive outlook on the future of working remotely, while there are others who have a negative outlook. There is a possibility that connectivity will impede productivity. Only 65 percent of Americans who were polled by researchers from Stanford University indicated that they had an internet connection that was fast enough to conduct realistic video chats. In contrast, the connectivity infrastructure in many developing nations is either inadequate or nonexistent. The development of digital infrastructure will require significant financial investments from both the public sector and the commercial sector. In order for businesses to take advantage of the increased productivity that can result from employing remote workers, they will need to adjust their standard operating procedures. After nine months of use, more and more companies are experiencing an improvement in the productivity of remote workers (Gigauri, 2020).

Having the option to work from home comes with both positive and negative aspects, particularly for women. It allows employees to work independently and according to their own schedules because they are not physically co-located with their coworkers, which increases productivity. Additionally, it cuts down on the amount of time people spend commuting, which is one of the biggest time wasters. Employing people in remote locations, on the other hand, may make COVID-19's already negative effects even worse by contributing to an even greater gender imbalance in the workplace. There is a higher percentage of female workers than male workers in fields such as healthcare, food service, and customer service, which are all fields that have a low possibility of requiring people to travel a significant distance for their jobs. Previous research on gender parity carried out by MGI found that women had a 19 percent higher risk of losing their jobs than men do. This is due to the fact that women are overrepresented in the industries that are most severely impacted by COVID 19.

VI. EVEN AFTER COVID-19, SOME FORMS OF REMOTE WORK MAY CONTINUE TO EXIST

To accomplish this objective, it will be necessary to make investments in digital infrastructure and the release of office space, in addition to undergoing fundamental transformations in city planning, the food service industry, commercial real estate, and retail. Threats of bringing to light existing disparities and introducing novel sources of mental or emotional strain for workers, particularly those who already experience feelings of alienation in their work environment. Reengineering a considerable amount of a company's processes and policies will be required if the bulk of organisations are going to start allowing their employees to work outside the office.

It is anticipated that the significance of e-commerce and other forms of electronic payment would continue to increase in this sector of the economy. To better attend to the needs of its customers, hospitality businesses such as hotels, restaurants, airlines, and concert venues all have customer-facing staff. Those who are employed in this sector of the economy are regularly exposed to a large number of new faces. The majority of tourist sites will be required to close by the year 2020 as a result of COVID-19, and air carriers will be required to operate at a much-reduced capacity level. Working from home, along with the related decrease in business trips, and the mechanization of certain professions, such as vocations in the fast food industry, may drastically reduce requirements in this sector in the medium to long future. When it comes to conducting business, not only policymakers and the general public employ the computer-based corporate work environment but also health institutions, legal systems, and industries. In this area of employment, the amount of time spent in close physical proximity and interaction with others is kept to a bare minimum. This industry is responsible for approximately one-third of the total employment in developed countries. The fight for the development and maintenance of outdoor spaces includes not just building sites and ranches but also lawns at residential and commercial properties as well as other outside venues. COVID-19 had no effect on workers who were required to be in close quarters with one another but had only a limited need to communicate with one another. This sector is the most significant in the economies of Asian nations, employing anywhere from 35 to 60 percent of the total labour force (Carragher-Wolverton, 2022).

Companies are already planning to move away from traditional office layouts in order to save space and reduce the number of employees who work there each day following the positive experiences they had with working remotely during this year's flu outbreak. The move is being planned in response to the fact that working remotely during the flu outbreak this year proved to be beneficial. As a direct consequence of this, there is a possibility that the number of people eating and shopping in the central business district will decrease. Since the pandemic's extensive use of conferencing has entered a new tolerance for online meetings as well as in other sectors of work, working remotely may also have an impact on business travel. The travel practise at McKinsey estimates that twenty percent of the overall amount of business travel, which is the segment that generates the highest revenue for airlines, may not return during this time

of economic uncertainty. Because of this, employment prospects in areas such as general aviation, airports, hotels, and restaurants would be significantly reduced. The realm of virtual trade, in particular e-commerce, is experiencing phenomenal growth. Even if there is a change in the distribution of occupations, there won't be much of an increase in jobs paying low wages. Because of this, there is a possibility that the economy will experience a more significant shift in occupations than was anticipated before the breakout of COVID-19. They come to the conclusion that as a result of the epidemic, a different assortment of work opportunities may surface for each of the eight economies. According to a study that was carried out prior to COVID-19, workers who hold roles in food service, client sales and distribution, and lower-skilled help desk positions stand to lose the most as a direct result of the epidemic (Forbes *et al.*, 2021). It is possible that positions in the warehouse and shipping will help the expansion of e-commerce and the service industry, but it is highly doubtful that these benefits would compensate for the loss of a significant number of jobs paying lower wages. In the United States, it is anticipated that the number of people working in logistics would increase by around 900,000, while the number of people working in customer assistance and fast food will decrease by 3.4 billion (Hamouche, 2021).

Technology had already caused a net loss of jobs in middle-wage industries and desk roles prior to the pandemic, but high-wage and low-wage jobs were not impacted. People who were laid off from low-paying occupations in industries such as retail or residential care may be able to find work in other low-paying industries. As a result of the pandemic's effect on low-wage occupations, the great majority of labor supply increases will take place in high-wage industries such as management and professional services. This is because of the pandemic's influence on low-wage jobs. More than half of the low-wage workers who will be impacted may find that in order to keep their jobs, they will need to switch to higher-paying positions that require new skills in the near future. According to a study, labour changes will be difficult to accomplish in the years to come because of the anticipated growth in high-wage employment and the reduction in low-wage professions. This finding comes from the analysis of future employment trends. In the seven nations that were analysed for the COVID-19 research, more over a billion workers, or one in every sixteen, will need to look for new employment by the year 2030. If we had been able to foresee this prior to the outbreak, it would have been twelve percent higher, and it is possible that it would be twenty-six percent higher in economies that are more developed. Studies conducted in the past suggested that only 7 percent of workers would need to look for higher-paying jobs. According to the study that was conducted after COVID-19, almost half of all employees will be required to move into jobs that are one or even three pay brackets higher in order to satisfy the requirements of their respective employers (Forbes *et al.*, 2021). This will require them to move out of the two lowest pay brackets.

VII. ADVANTAGES AND DISADVANTAGES OF REMOTE MANAGEMENT

Rather than spending a lot of money on travel, remote management provides access to a wide spectrum of expertise. The cost of bringing in professionals from another country to fix a serious problem with a textile mill's machinery is likely to be prohibitive. If remote management technologies are in place, you can use web connections to control the tools required for repairs. Because of this, the company is able to save on transportation costs while also avoiding costly downtime.

Additionally, remote management allows employees to work from home rather than having to gather in a single area to address real-time occurrences. In many cases, smaller, less expensive central locations can be maintained while yet allowing employees to be electronically monitored for productivity and to have access to management as needed. Technology that uses a secure network to bring in qualified workers from all over the world and allows managers and supervisors to communicate with each employee via electronic voice and visual communications is a powerful tool.

Numerous benefits can be gained from remote management, but there are also potential drawbacks to keep in mind. Inefficient systems and a lack of a backup or contingency operating plan enhance the likelihood of communication failures in the management process. Because of this, good planning is essential if this strategy is to work. Depending on the software, remote management may make it more difficult to maintain track of important procedures. To maximise the benefits of remote management technologies, it is essential to spend money on training staff and maintaining a fully effective remote access and management network.

VIII. CONCLUSION

As a result of the improved work-life balance, reduced commuting times increased productivity, and improved overall well-being that come as a result of the arrangement, an increasing number of people prefer to work remotely with their employers. This trend is expected to continue growing in the coming years. Because of its many benefits, workers and leaders in business alike are coming to view working from home as the way of the future in the workplace. Both the benefits and the cons of working remotely are becoming more obvious now that the pandemic is well established. Because of a virus that has broken down cultural and technological barriers, more and more people are finding it feasible to work from the comfort of their own homes. Because of this, there has been a significant change in both the manner in which and the location in which labour is performed.

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