



Working Anytime, Anywhere: The Effects on the World of Work



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Definition of T/ICTM Work

Telework/ICT-mobile work (T/ICTM) is third generation telework (the “virtual office”).

It includes all work performed by workers using Information and Communications Technologies (ICTs) outside the employer’s premises.

Scope

COUNTRIES:

- Europe: Belgium, Finland, France, Germany, Hungary, Italy, the Netherlands, Spain, Sweden, United Kingdom
- Other regions of the world: Argentina, Brazil, India, Japan and the United States

POPULATION:

- Focus on employees but comparing with self-employed where relevant

Methodology

Joint ILO-Eurofound Expert Questionnaire (2015)

1. Incidence of Telework / ICT Mobile work

2 Effects of Telework / ICT Mobile work

Hours of work and work schedules

Individual/Job performance and organisational performance

Work-life balance

Health and Well-being: risks and outcomes

3 Policy responses to Telework / ICT Mobile work

Examples of companies

National and sectoral agreements

Government initiatives

4 Comments

European Working Conditions Survey (EWCS, 2015)

Typologies based on incidence and place

Country comparison

Effects

Methodology: T/ICTM worker categories

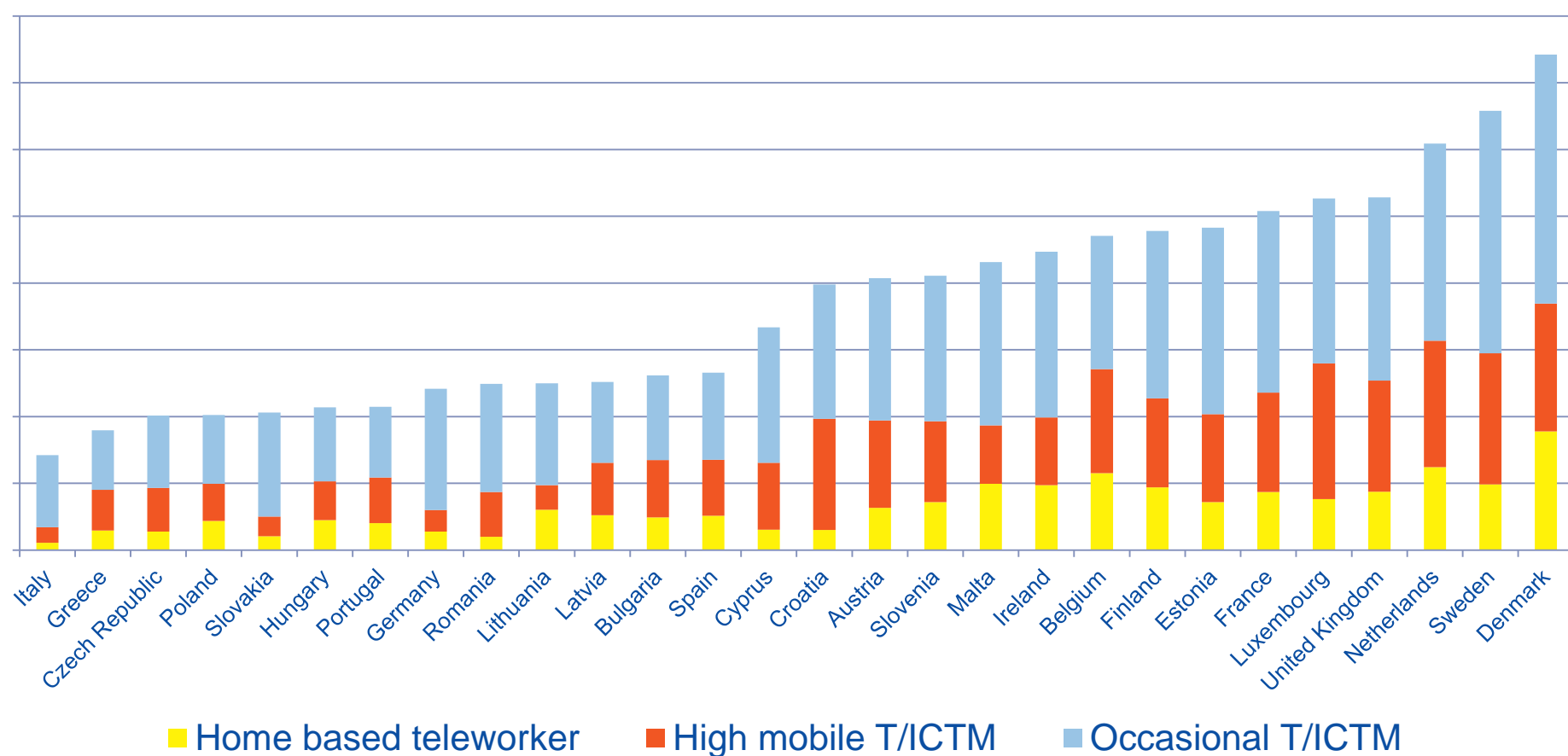
| Category | Use of ICT | Place of work | |
|-----------------------------------|----------------------------------|--|---|
| Regular home-based telework | Always or almost of all the time | Working in at least one other location than the employer's premises several times a month. | From home at least several times a month and in all other locations (except employer's premises) less often than several times a month. |
| High mobile T/ICTM | | | At least several times a week in at least two locations other than the employer's premises or working daily in at least one other location. |
| Occasional T/ICTM | | | Less frequently and/or fewer locations than high T/ICTM. |
| Always at the employer's premises | All categories | Always at the employer's premises. | |

Source: Sixth EWCS (2015)

Incidence of T/ICTM Work

- General increase in T/ICTM in recent years (especially in other places different from home)
 - It ranges from 2% to 40% of employees, depending on the country, occupation, sector and the frequency with which employees engage in such work.
- T/ICTM is most common in the following industries: information and communication, finance and insurance, and professional, scientific and technical activities
- T/ICTM is most common among professionals and managers, but is also significant among clerical support and sales workers
- In relation to gender:
 - In general men are more likely to perform T/ICTM than women
 - However, women carry out more regular home-based telework than men.

Incidence of T/ICTM: % of Employees in the EU-28 (EWCS)

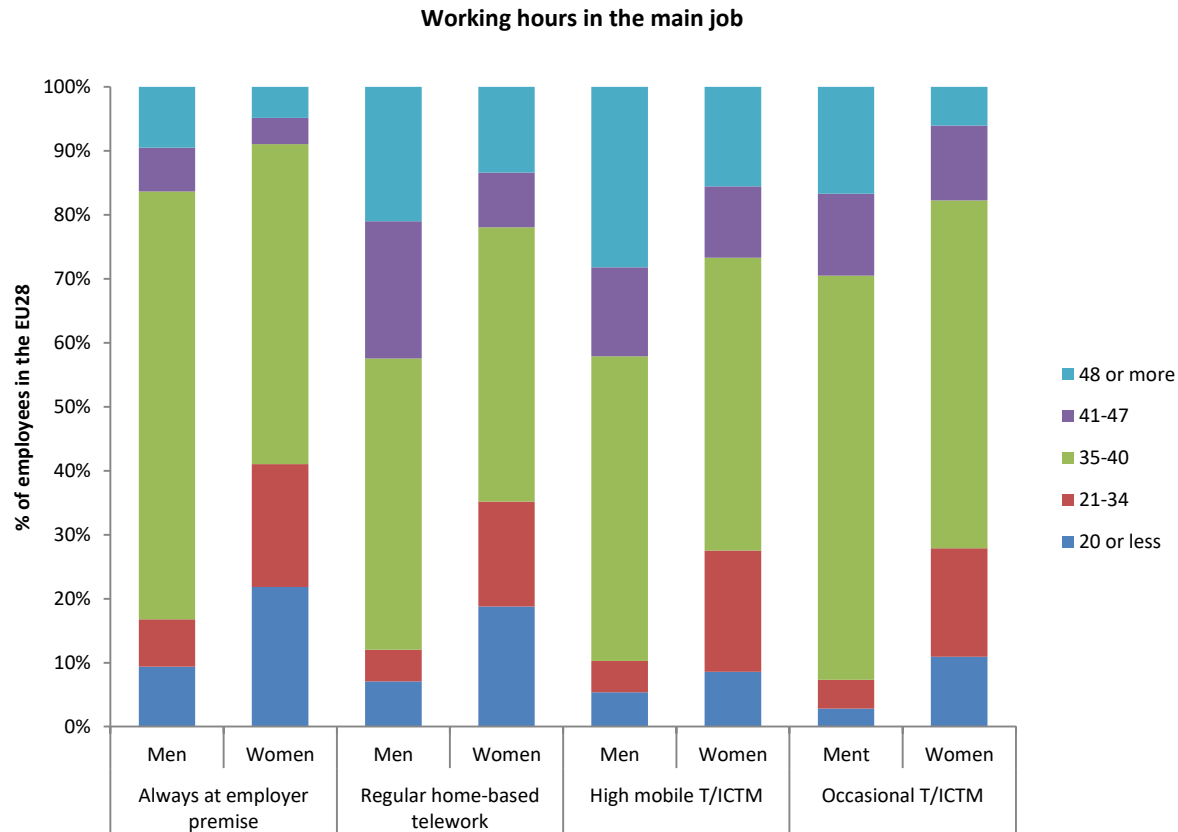


Effects of T/ICTM: Working Time

- All the national studies report that T/ICTM workers work longer hours than average employees in the country
- The national studies report that T/ICTM workers also work more atypical work schedules (evenings, weekends), but also perform personal tasks during normal working hours
 - E.g., Belgium, Finland, Spain, India, Japan
- The national studies also suggest that T/ICTM workers have greater working time autonomy/ “time sovereignty”
 - E.g., Belgium, Finland, France, Japan, the Netherlands, Spain, Sweden, the UK and the US

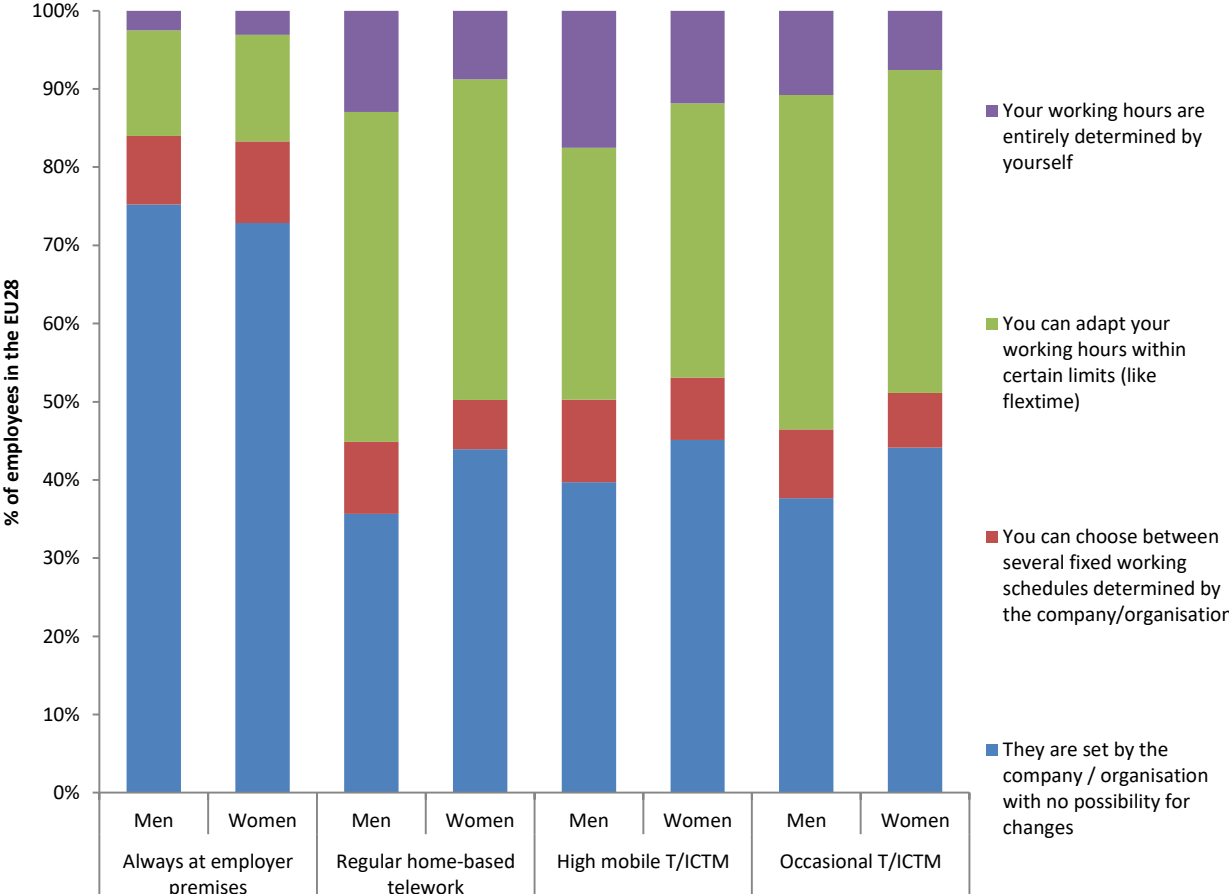
Effects of T/ICTM: Working Time

Percentage of employees by type of T/ICTM, gender and working hours, EU28



Effects of T/ICTM: Working Time

Percentage of employees with working time autonomy by type of T/ICTM and gender, EU28

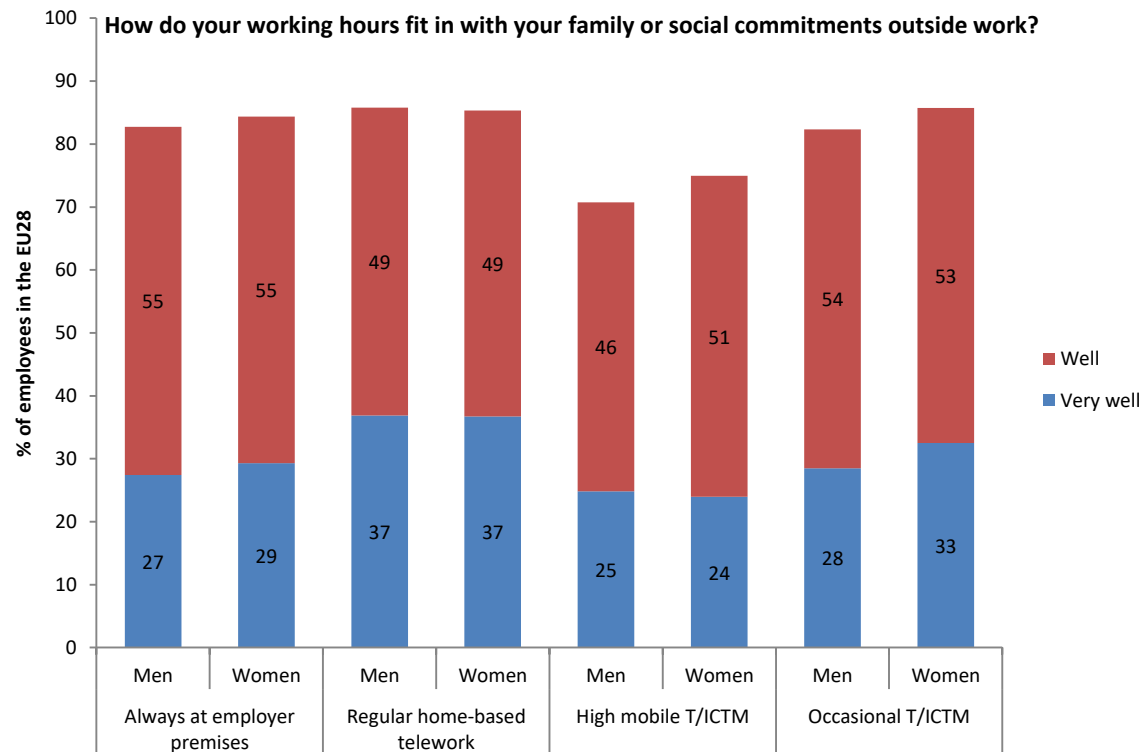


Effects of T/ICTM: Work-Life Balance

- Most of the national studies suggest that, overall, T/ICTM work has positive effects on work-life balance
 - Reported results most positive in Argentina, Belgium, Italy, Spain
- However, most national studies *also* report a “blurring of the boundaries” with more work-home and home-work interference
 - E.g., Finland, France, Germany, Hungary, India, the Netherlands, Sweden, the UK and the US
- Home-based teleworkers seem to report better work–life balance, while the ‘high-mobile’ workers report more negative outcomes.
- Partial and occasional forms of T/ICTM work appear to result in more positive balance than T/ICTM work at higher frequency
- From a gender perspective, women doing T/ICTM work tend to work shorter hours than men, and women seem to achieve slightly better work–life balance results

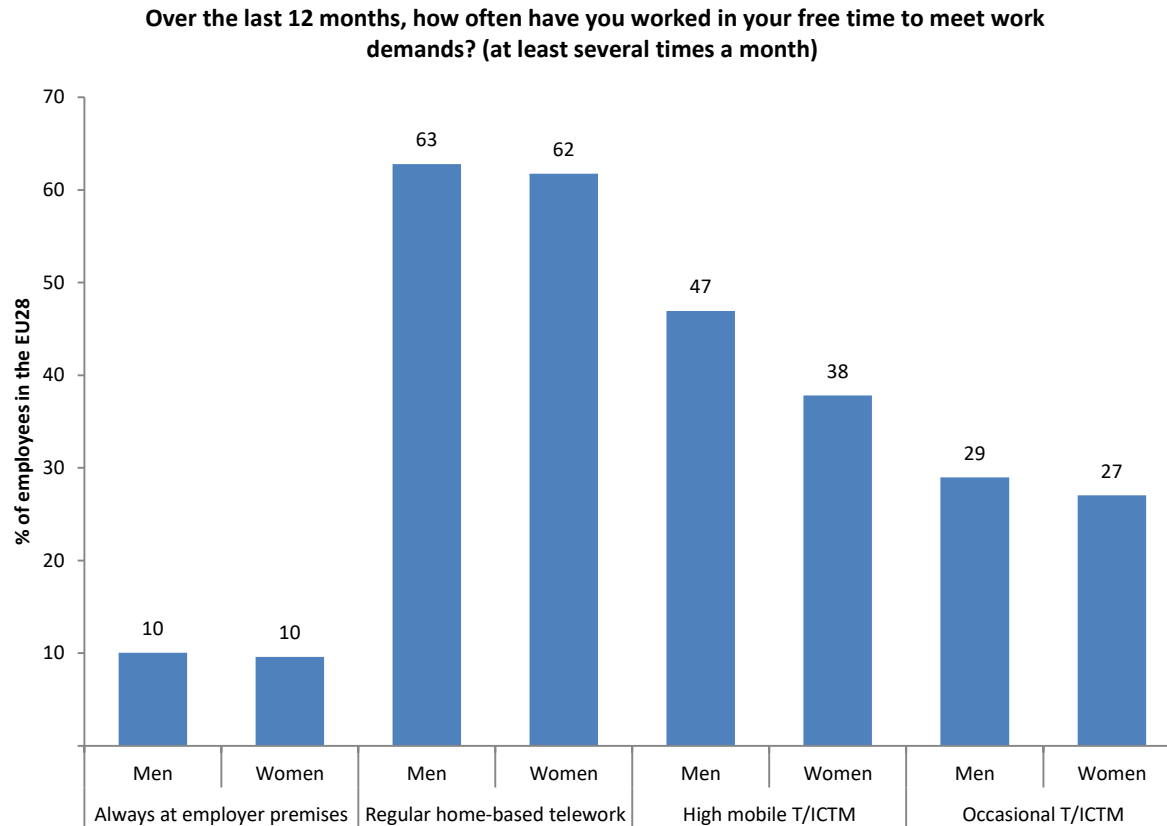
Effects of T/ICTM: Work-Life Balance

Employees reporting that their working hours fit well or very well with family or social commitments, by type of T/ICTM and gender, EU28 (%)



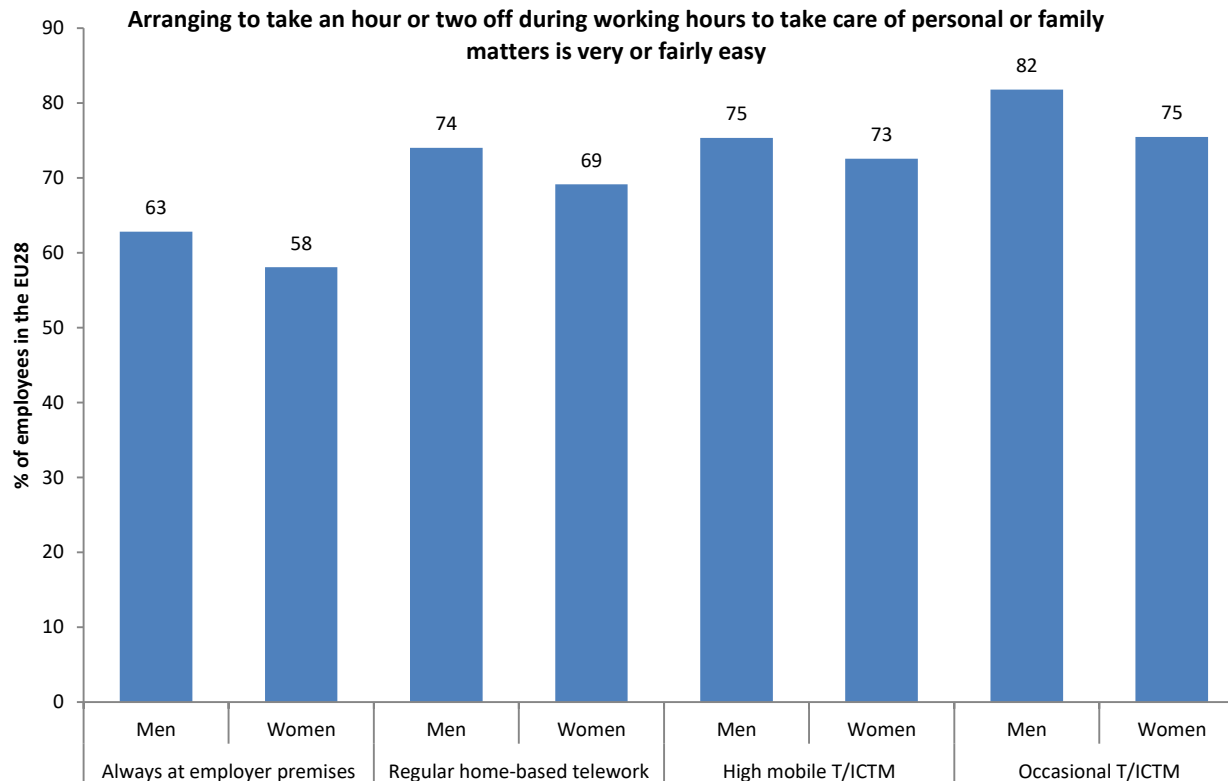
Effects of T/ICTM: Work-Life Balance

Employees reporting working in their free time to meet work demands by type of T/ICTM and gender, EU28 (%)



Effects of T/ICTM: Work-Life Balance

Employees reporting that it is very or fairly easy to take time off during working hours to take care of personal or family matters, by type of T/ICTM and gender, EU28 (%)

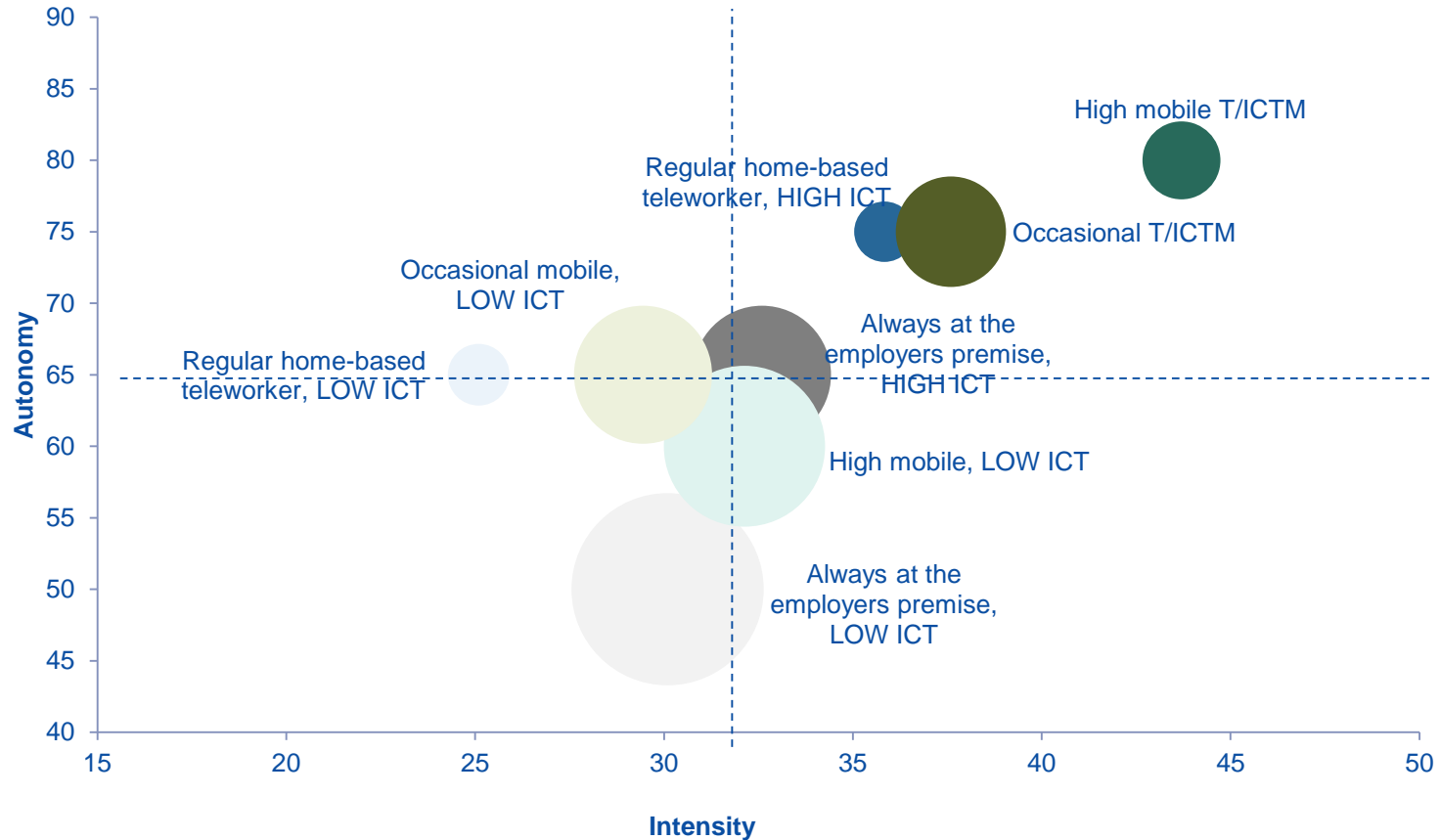


Effects of T/ICTM: Health and Well-Being

- Ergonomics: more research is needed
 - Finland, Spain, the Netherlands
- Blurring boundaries and stress
 - Most of the EU national studies
- Commuting and stress reduction
 - Brazil, France, Germany, Hungary, Japan, UK, US
- Isolation is a potential problem
 - Argentina, Brazil, Italy, Finland, Hungary, Japan, Netherlands, UK
- Flexibility, autonomy, work intensification, and stress

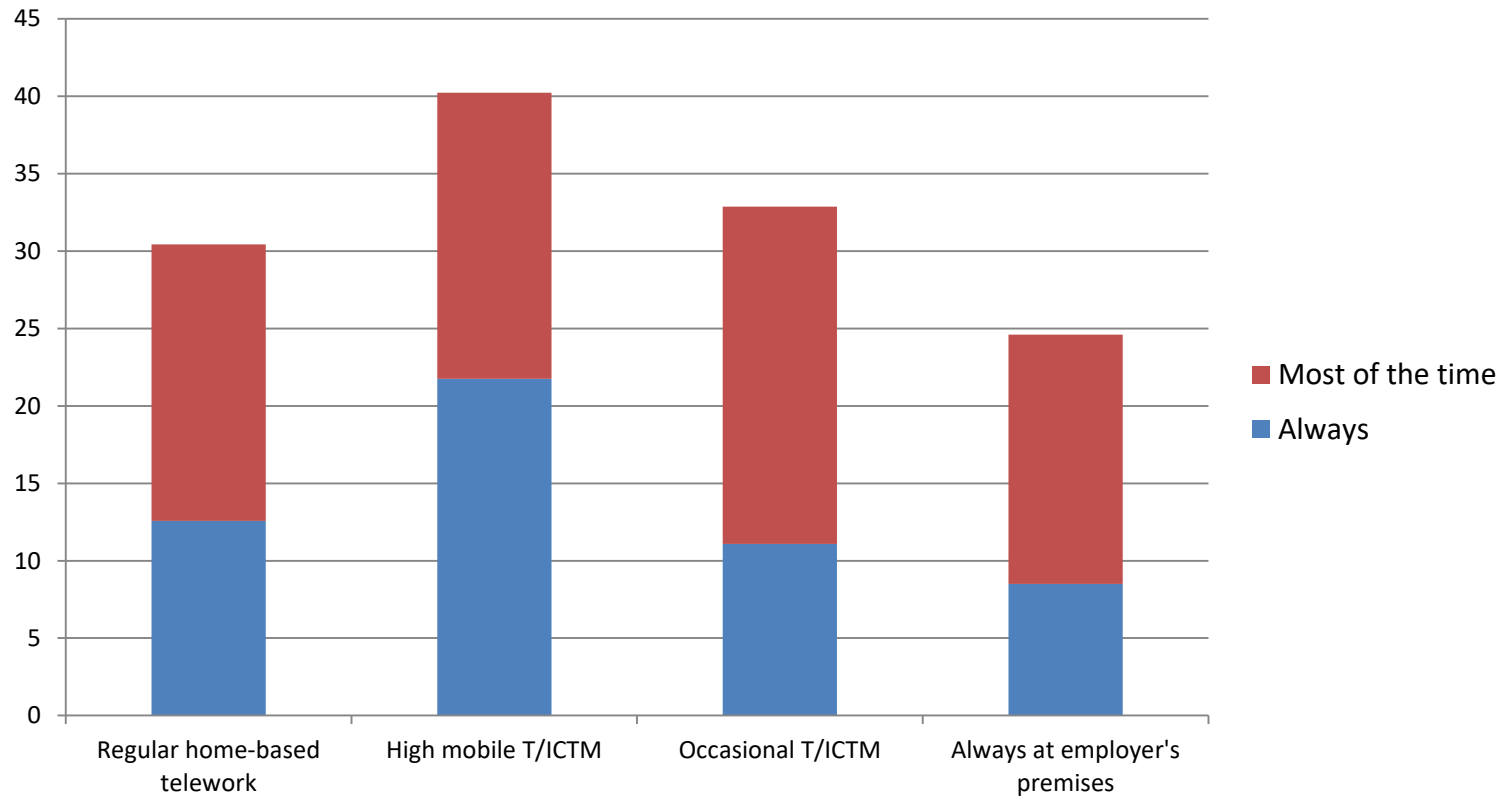
Effects of T/ICTM: Health and Well-being

Indices of autonomy and intensity in relation to working outside the employer's premises and frequency of use of ICTs



Effects of T/ICTM: Health and Well-being

Percentage of employees reporting stress always or almost all of the time by T/ICTM group, EU28



Main Effects on Job Quality: Summary

- The effects of T/ICTM work are *ambiguous* and perhaps even contradictory
- Longer, more “porous” working hours, including supplemental working hours, BUT reduced commuting time, more working time autonomy for employees to organize work schedules based on personal needs
- Better overall work-life balance, BUT more work-home and home-work interference due to blurring of work-life boundaries
- Greater work intensity, BUT more working time autonomy appears to offset the greater intensity except for “high mobile” T/ICTM workers
- More stress for some T/ICTM workers, especially ICT-mobile workers
- Gender differences in the type of T/ICTM work
- **Partial (part-time) telework and occasional ICT-mobile work seem to produce most positive balance in relation to the effects of T/ICTM**

Conclusions

- The effects of T/ICTM work are ambiguous and perhaps even contradictory.
- Home-based teleworkers seem to report better work–life balance, while ‘high-mobile’ T/ICTM workers are more at risk of negative health and well-being outcomes.
- Partial and occasional forms of T/ICTM appear to result in a more positive balance between the benefits and drawbacks.
- **Moreover, whether T/ICTM work *substitutes* for work in the office, or instead *supplements* that work, appears to be an important factor affecting whether outcomes are positive or negative.**

Policy Suggestions

- Because T/ICTM work, overall, brings benefits for both employees and enterprises, policymakers should aim to strengthen the positive effects and reduce the negative ones
 - E.g., by promoting partial or part-time T/ICTM work, while restricting informal, supplemental T/ICTM and high mobile T/ICTM involving long working hours.
- The organisation of working time is changing and working time regulations need to reflect this reality. It is particularly important to:
 - Address the issue of supplemental T/ICTM work, and
 - Ensure that minimum rest periods are respected.
- A major challenge to applying OSH prevention principles and health and safety legislation to T/ICTM is the difficulty in supervising working environments outside the employer's premises
 - Training and awareness initiatives are needed for both employees and managers on the effective use of ICTs for working remotely, as well as the potential risks and how to effectively manage this type of flexibility

Policy Suggestions

- T/ICTM work can play a part in policies that aim to promote inclusive labour markets and societies, such as for older workers, women with young children, and people with disabilities
- Governmental initiatives and national/sectoral collective agreements are important for providing overall framework for a T/ICTM strategy
 - This framework needs to provide sufficient space for developing T/ICTM arrangements that serve the needs and preferences of both workers and employers.
- The findings regarding differences in the working conditions of those engaged in different types of T/ICTM work need to be considered, and policy measures should tackle the reasons underlying the negative effects on working conditions identified by the study



Thank you for your attention!

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