



PRIFYSGOL CYMRU
Y Drindod Dewi Sant
UNIVERSITY OF WALES
Trinity Saint David

Applied Leadership and Management in the Workplace

Module Assignment Submission

Student Name:	Rebecca Edwards
Student Number:	2523771
Module No:	BMSK4015
Module Title:	Academic and Research Skills

Statement of Confirmation of Authenticity

By the act of making this submission, the student declares that this is the work of the student named above. The work has not, in whole or in part, been knowingly presented elsewhere for assessment, or where assessment has been built on a previous assessment, this has been identified. Where materials have been used from other sources it has been properly acknowledged. If this statement is untrue, the student acknowledges that an assessment offence has been committed.

Attention is drawn to the plagiarism and unfair practice policies of both the University and of ILM.

Table of Contents

Introduction	3
2 Employee.....	3
2.1 Advantages for Employees	3
2.2 Disadvantages for Employees	4
2.3 Recommendations for Employees	5
2.4 Workplace Example	5
3 Manager	6
3.1 Advantages for Managers	6
3.2 Disadvantages for Managers	6
3.3 Recommendations for Managers	7
3.4 Workplace Example	7
4 The Company.....	7
4.1 Advantages for Companies	7
4.2 Disadvantages for Companies	8
4.3 Recommendations for Companies	8
4.4 Workplace Example	8
5. Conclusion	9
6. Reflection using a recognised model	9
References.....	10

Introduction

This assignment is going to be looking at Remote Working, the pros and cons from the perspectives of the Employee, Employer and the Company.

Remote working is characterized as work that people do at some physical distance from the office, states (Leonardi - 2024). Looking at remote working from different perspectives gives an idea of the different challenges, feelings and workdays that the employees, employer and the company experience. It is important because it will affect individuals in certain work positions, in different ways. The employees may experience stress or burnout, which will then lead to them not being able to work or focus, which can then have an impact on the employer and also the company and even any personal feelings anyone may be feeling. If it is communicated well then this will avoid any conflict or future problems arising and overall can make situations in the workplace a lot more straightforward.

In this report, I will be using both qualitative and quantitative research to look deeply into the pros and cons of remote working from different perspectives. Both methods will be good for this report, as it will show a variation of personal experiences from individuals, on remote working, but also at the same time will show how many people have done remote work and report these different feelings.

In this report, I will be using secondary research to get the information on remote working, this way I will be reading and getting the information from reports online, from trustworthy sources to help with my research. Secondary research along with primary research will be both beneficial as you're finding information from different sources online, which you would see some people finding it useful but also primary research is also good because you can get different information doing surveys or questionnaires which can also be informative. The way this report will be structured is, from the employees perspective, the employers perspective, and the companies perspective. The pros, cons, recommendations for each, the conclusion of the report and then lastly will be a reflection on the report.

2 Employee

2.1 Advantages for Employees

Remote working provides numerous benefits for employees and in the same way can bring a positive impact to not only their professional work life, but their personal life too. One of the main advantages of remote working that has been mentioned is a better work-life balance which can lead to improved wellbeing and higher performance. Ravi et al (2024) found that remote working is very beneficial for employees as they can maintain their family needs whilst they are able to continue with their professional work at the same time. Working from home gives people the flexibility to achieve tasks at home that they wouldn't be able to do whilst they are in the workplace, meaning things are easier to manage and it's not a struggle to keep on top of. It can sometimes give the employee the chance to finish their working day a little bit earlier if they need to in case they have children to pick up from school, or attend an appointment.

Remote working has also been shown to also improve the wellbeing of the employees and can reduce stress levels states Ferrara et al (2022). This is important for each individual because working from home can create a more comfortable and quiet environment allowing individuals to stay focused and concentrate, they can control their surroundings to keep calm which will have a positive impact on their mental health, whereas sometimes if you are in a workplace it can sometimes be noisy with a lot of distractions, this can be overwhelming for some.

Research indicates that employees are saving time and travel costs by being able to work from home, suggests Bharadwaj (2024). Working from home employees are given the chance to save costs on fuel, food, parking fees, and maintenance on their vehicles overtime. Over time the costs can all add up commuting to and from work every day, whereas if they can work remotely, they can use that money to put towards family or other essential needs. Also, time is another big saving as they don't have to schedule times to leave, be stuck in peak time traffic and have the stress of the mad rush. This can give them a bit of extra time to do something productive before or after their shift. Overall, these advantages show that remote working can have a positive effect on employees and their daily lives.

2.2 Disadvantages for Employees

Remote working can also have several disadvantages for an employee which can affect them being able to complete their work. One disadvantage of working from home is that employees can experience feeling isolated and lonely, because of not socialising in the workplace. Hafsa et al (2024) found that this is the outcome of not having that social interaction, teamwork and physical presence in the workplace. This can happen due to you being on your own during work hours and even on breaks which is usually when people socialise with their coworkers. People may feel as though they're not being seen by the company, as the people in the office would be, which can also affect their motivation to finish tasks, communication could also go downhill and could possibly lose interest in the job.

It has also been said that remote working can have a negative impact on employees mental and physical health, causing stress and depression and can sometimes cause musculoskeletal pain working long hours and not in a comfortable environment Bruna et al (2022). Working from home can cause stress and lack of sleep because it can be hard to switch off between homelife and work that you do from home. This can be a result of getting easily restless at home, because you are in your home environment it is very easy to just get comfortable anywhere in the home meaning it cannot always be great for your posture which can lead to aches and pains. Working from your home environment can be difficult to separate work from home life under one roof because your workload is still there once you have finished your working hours. The constant reminder of what there is left to do, along with other things can be staring at you, whereas if you are working from a separate workplace once you leave it is much easier to switch off and focus on your tasks at home, and your personal life.

Research states that remote working can cause lack of communication, and also poor use of tools due to misunderstandings R.Ferreira et al (2021). This can be because these days, remote working is mostly digital, it can result in a lot of internet connection issues and system problems, so if you are working from home it can be difficult to get back up and running as at home, you will not get the fast support from a technical support team in the office. Quite commonly, communication may not be as straightforward when you are away from the workplace as many organisations rely on emails or messages to communicate with remote workers rather than phone calls so if you needed urgent support with anything it may be difficult to catch someone to speak on the phone and would maybe have to wait for a response via email, this can cause people to switch off and be less motivated whilst waiting.

2.3 Recommendations for Employees

Employees should take advantage of the flexibility remote working provides, they should make sure that they are establishing a clear routine, organising work tasks ahead of the day and setting boundaries to maintain a healthy work-home life. This will help to prevent overworking. It will also help if employees are familiar with the work equipment required for their job role and understanding what happens if there were any technical issues, and what to do in the event of this happening.

Creating a designated work space at home if they are able to is also a massive recommendation, to make it a more comfortable environment, somewhere it can be more organised and specifically used for work purposes only, so they can concentrate and experience any distractions and also will not feel overwhelmed and

stressed. Additionally, make sure that regular breaks are taken to make sure they aren't getting a work overload and can take a breather, this will help them to remain proactive through the working day. Finally, employees should make sure they are staying fully engaged in any team meetings or social interactions, keeping up with communication via phone or emails, and maintain relationships with work colleagues and friends to reduce the feeling of isolation and feeling alone.

2.4 Workplace Example

During my time working, in a call centre as a life insurance advisor I experienced several pros and cons of remote working. One main benefit of being able to work remotely was I had a better work-life balance. This gave me a lot of extra time to complete tasks at home, like cleaning and putting washing on, which made me feel a lot less pressure of doing everything all at once. I also found that because I didn't have to commute to and from work was very helpful for me as well, which meant I could also save money on petrol and buying food whilst working.

However, working remotely did bring some negative challenges. I have 2 sausage dogs, who are very noisy and love to bark when the post man comes, or even when people walk past the window, so this was a big distraction for me, especially when I was dealing with calls. I found it hard to get my concentration back on track, which then sometimes maybe resulted in me not completing the call properly. Also I sometimes did experience problems with the equipment the company provided, for example the headphone leads weren't that great and I couldn't hear the customers properly, so I then found myself having to drive to and from the office to collect a different pair, which sometimes was a big problem as I would be wasting time commuting, but also losing out on time to take calls.

3 Manager

3.1 Advantages for Managers

Research has said that remote working provides benefits for the managers as well as employees. One advantage for the employers would be that it gives them the chance to be able to manage numerous employees from various locations, not just one location G.Kowalski et al (2022). This can be very useful because they won't have to do different times of communication for numerous employees, they can do it all together which would save a lot of time and to make sure everyone gets the same, which can then improve the organisation.

G.Kowalski et al (2022) found that remote working can benefit managers as having employees working from home may experience less distractions being at home rather than in an office environment with other work colleagues, therefore this will help them stay focused on completing the work tasks and being motivated to work. As a result, this will support managers to achieve the goals for the company with a more proactive team.

Research indicates that a manager may also benefit from reduced costs due to no commuting needed for staff, less sick days and less breaks and lower costs of arranging the workplace for employees Zenon et al (2022). All these combined help managers by allowing them to use the company resources to focus on other things like maintaining the workplace equipment. When there is less sickness, it can lead to people being a bit more consistent at home so that the managers don't have to deal with the loss of employees at work, they can keep the company running with no disruptions.

3.2 Disadvantages for Managers

Research has shown that remote work has reduced the quality of customer calls and increased customer call back rates. Statistics show that there was an 11% increase in customer hold times during their calls (Natalia et al, 2024), due to the staff not being used to doing remote work and not experienced enough. These statistics show that not everybody can adapt as easily to remote work and some people may struggle to stay focused on their work tasks at home.

(Lasma et al, 2021) found that employers were finding it difficult to manage and assess the efforts of the employees as they were at home and not in the workplace. When you have your staff at the workplace it would be much easier to keep an eye on how people are doing and if any are struggling with any work tasks. Employees being at home can avoid calls, lose their motivation and just lack in their efforts. This can affect the manager as the work tasks isn't being completed properly or at all.

Research indicates that remote working can also reduce the chance for employees to get a promotion in their roles, leaving staff feeling isolated and not seen by the employer or company (M.Urbaniec et al, 2022). These feelings can cause people to lower their productivity and less engagement within the team. As a result of this, this can put a lot of pressure onto the employers as it is their responsibility to ensure that employees are meeting the companies' standards and targets.

3.3 Recommendations for Managers

Based on the research of the advantages and disadvantages above, employers should offer employees' a balance between remote working and office working where it is possible, so it gives employees' the choice on what works best for them. If some people struggle with staying proactive at home, they may benefit better working in an office setting instead. In addition to this, the employer should check in with employees regularly, support employees' wellbeing and make sure that they know exactly what they are doing and have everything that they need whilst remote working, that way it will reduce the employees' feeling overwhelmed and this way, the employer can keep track of their progress and performance.

3.4 Workplace Example

As a manager, during a time where employees had to work remotely, I had to hold a lot of virtual meetings, phone calls and team calls to discuss any problems and check progress. This made sure everyone got the

same information, ask questions and this would then save time and reduce any miscommunication between managers and the company's HR. Having that social interaction, I found helped as there was still that coworker engagement, team bonding and conversation which got everybody talking. I experienced some challenges, as I found it difficult to track employees progress as I could not properly observe in person or talk face to face, whilst some were less engaged.

Technical issues like slow internet connection or problems with equipment were also a common problem, this then sometimes made employees lose motivation and struggled to stay focused on tasks. This then increased my responsibility to make sure that everything was running smoothly.

4 The Company

4.1 Advantages for Companies

(Lasma et al (2021) has found that companies benefit massively from Remote Working as they would be able to save a lot of money and funds on utility bills such as electricity, water and internet as employees will not be in the work place as much, so they don't have to spend a lot of money on a big office space, a lot of equipment and also travel costs.

Research has shown that companies will have employees that are more satisfied with Remote Working as it gives the employees more of a work-life balance, which makes employees feel happier and more positive, (R. Ferreira et al (2021). Having the option to work from home makes people feel a little bit more at ease, as again, they don't have to stress about the commute to and from work, they may instantly feel happier just knowing that on their breaks or at the end of the working day they are already at home and can get different tasks done, lifting that stress of personal life a little bit. This will improve employee's wellbeing and therefore, this will help their motivation whilst in working hours.

It has also been said that Remote Working gives companies that freedom to continue through any disruptions or any event where companies cannot open the workplace for any reason, (M.Urbaneic et al (2022). For example, when COVID hit, there were a lot of safety measures in place where people were not allowed to mix or be in close contact. This affected a lot of companies all over the world, whereas if there was a company that could still run their business, but from a home setting this would have been a lifesaver for many. Employees and employers could still work, the company would still make money, and the business would still be running. Therefore, it gave people some sort of normality back in that time.

4.2 Disadvantages for Companies

It has been said that Remote Working can bring disadvantages to any company. One of these disadvantages is that it can lead to Employers to lose their motivation and satisfaction in the job due to not having any social interaction with co-workers, not having the workplace environment and not having the same leadership whilst working from home (Francoise, (2020). This can affect the company if the Employers feel this way, their way of

work may change which then means the Employees will not be receiving the help, communication or leadership they need. The Employer is responsible for making sure that it is running smoothly.

(Dr. Mahesh (2024) has found that some employees have found it difficult to supervise the employees from a home setting rather than office. This can be due to various reasons, some may include employees may not be engaging well with the manager, they may struggle to give feedback on the work as they cannot see in person and not actually being there to properly evaluate. This can affect a company because if they are experiencing reduced communication and supervision, it may lead to employees losing their motivation and productivity.

Research indicates that alongside other disadvantages, employees who work remotely may start to feel isolated and lonely (Hafsa et al (2024)). This can negatively influence a company, because reduced social interaction between employees may lead to less teamwork and fewer ideas, problem solving and tasks not being completed successfully. In addition, employees can lose motivation because of reduced engagement with coworkers; this can affect their performance towards the company.

4.3 Recommendations for Companies

Companies that have employees remote working should make sure to arrange consistent check ins with employees and employers to make sure that everyone is happy and comfortable in their roles. This can also include a team videocall, where employees can engage with their coworkers which means they are still getting the social interaction working remotely. If employers are finding it difficult to supervise and check progress levels, try to find a way that works so that the employer can get the information easily without having to have face to face interaction with that employee. Also as said above, an option to work part time remotely and part time office based if that is possible.

4.4 Workplace Example

During my time working for a company that had to switch to remote working during COVID, I noticed various advantages and disadvantages. One benefit that I noticed was that they were saving on costs, such as electricity, water and office equipment. I found that employees seemed happier, not having to commute every day and could be in the comfort of their own homes, which then gave them more time before and after working hours, and during breaks.

However, there were some challenges. Some employees did find it difficult to switch to remote working after being used to working in a busy environment where they need that social interaction with others, so being at home can turn very lonely and isolating. Another disadvantage was that communication was harder and slower as people weren't engaging as easily.

5. Conclusion

Remote working provides both advantages and disadvantages for employees, managers and companies. For the employees, it can give better work-life balance, saving costs on food, petrol and commuting which can then save time that would be taken up by travelling to and from work. It can help with everyday life meaning people can get tasks done at home on breaks or even attend appointments if needed. Remote working can

also present some disadvantages such as feeling isolated, stressed and loneliness which can have a negative impact on people's wellbeing, whilst some may get easily distracted and find it hard to focus.

For a manager, they can benefit from reduced costs, being able to communicate easy with all employees at once, finding it difficult to track employees progress and having that extra responsibility to make sure everything is being done properly. As a company, they can benefit from saving costs on utility bills and workspace equipment, their employees having a better work-life balance which then makes them satisfied and less stressed and the company being able to still being able to progress, but then they can experience their employees having less social interaction which means less teamwork, and tasks not being done efficiently.

6. Reflection using a recognised model

In this final section of my report, I am going to be reflecting on my experience and what I have learnt from writing this report. I used a recognised model which is the "Kolb theory" and I found this very useful as it was straight forward to follow and to reflect on my experience working remotely.

The focus on my research was Remote Working and the advantages and disadvantages it has. At the time I was working remotely, I thought that it would be the best way to continue working for me, but I found it difficult. In this situation, I found it challenging to block out the distractions I had going on around me, I then struggled to stay motivated.

I was surprised that I found it as stressful as I did at the time. I felt a little bit overwhelmed not being able to engage properly with calls. Looking back, I have realised that I should have eliminated the distractions so that I could continue my calls without disruptions.

Hafsa et al (2024) suggests that employees can find remote working isolating and lonely because they are not getting the help they need or the social interaction, I agree with this and I think this is an important factor because it can affect people in many ways and this can be a problem because I think if I were in the workplace, I would not have had the distraction of my dogs whilst I was working and that was definitely the biggest distraction during my time working remotely and I would have been able to engage in calls a lot better. In future, I will make sure to do a better job at staying focused on my tasks, and making sure I prioritise a quiet and comfortable work space that will not allow me to get distracted and get in the way of my work, this will help as I will not get so overwhelmed and stressed that I am not able to work properly. Looking back, I realise that remote working isn't as easy as I thought in some ways, it has its cons but ultimately, I will make sure I am more organised going forward.

References

- Bharadwaj, G. (2024). The impact of remote work on employee productivity and well-being: A comparative study of pre- and post-COVID-19 era. *International Journal of Scientific Research in Engineering and Management*. <https://doi.org/10.55041/ijssrem32944>
- Contreras, F., Baykal, E., & Abid, G. (2020). E-leadership and teleworking in times of COVID-19 and beyond: What we know and where do we go. *Frontiers in Psychology*, 11, 590271. <https://doi.org/10.3389/fpsyg.2020.590271>
- Emanuel, N., & Harrington, E. (2024). Working remotely? Selection, treatment, and the market for remote work. *SSRN Electronic Journal*. <https://doi.org/10.2139/ssrn.4466130>
- Fatima, H., Javaid, Z., Arshad, Z., Ashraf, M., & Batool, H. (2024). A systematic review on the impact of remote work on employee engagement. *Bulletin of Business and Economics (BBE)*. <https://doi.org/10.61506/01.00306>
- Ferrara, B., Pansini, M., De Vincenzi, C., Buonomo, I., & Benevene, P. (2022). Investigating the role of remote working on employees' performance and well-being: An evidence-based systematic review. *International Journal of Environmental Research and Public Health*, 19, 12373. <https://doi.org/10.3390/ijerph191912373>
- Ferreira, R., Pereira, R., Bianchi, I., & Da Silva, M. (2021). Decision factors for remote work adoption: Advantages, disadvantages, driving forces and challenges. *Journal of Open Innovation: Technology, Market, and Complexity*, 7(1), 70. <https://doi.org/10.3390/joitmc7010070>
- Gajendran, R., Ponnappalli, A., Wang, C., & Javalagi, A. (2024). A dual pathway model of remote work intensity: A meta-analysis of its simultaneous positive and negative effects. *Personnel Psychology*. <https://doi.org/10.1111/peps.12641>
- Kowalski, G., & Ślebarska, K. (2022). Remote working and work effectiveness: A leader perspective. *International Journal of Environmental Research and Public Health*, 19, 15326. <https://doi.org/10.3390/ijerph192215326>
- Licite-Kurbe, L., & Leonovica, R. (2021). Economic benefits of remote work from the employer perspective. In *22nd International Scientific Conference "Economic Science for Rural Development 2021" No. 55: Sustainable bioeconomy, integrated and sustainable regional development, rural development and entrepreneurship, circular economy: Climate change, environmental aspect, cooperation, supply chains, efficiency*. <https://doi.org/10.22616/esrd.2021.55.034>
- Mahesh, D. (2024). Remote work: Challenges and strategies for effective management. *Shanlax International Journal of Management*, 11(1), 7156. <https://doi.org/10.34293/management.v11iis1-jan.7156>
- Pokojski, Z., Kister, A., & Lipowski, M. (2022). Remote work efficiency from the employers' perspective—What's next? *Sustainability*, 14, 74220. <https://doi.org/10.3390/su14074220>
- Urbaniec, M., Małkowska, A., & Włodarkiewicz-Klimek, H. (2022). The impact of technological developments on remote working: Insights from the Polish managers' perspective. *Sustainability*, 14, 10552. <https://doi.org/10.3390/su14010552>

Appendix A: Reflective Model