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Response of the remote business performance to the pandemic: psychological aspects

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Abstract

At present when due to the spread of pandemic many office employees were forced to work remotely, performing their official duties from home, the analysis of the impact of this factor on the satisfaction with life and professional (labor) activities of office employees becomes particularly relevant. Staff satisfaction with life and their professional activities seems to be the key factor for boosting business efficiency. The success of each employee directly depends on how their needs for professional development, promotion in the company, their assessment of working conditions, the ability to establish effective business and friendly relations with colleagues are satisfied. The article focuses on the remote work of employees during the pandemic with reference to psychological aspects of business. The paper is aimed at exploring the effect of remote work format on the life satisfaction and office staff performance. The objectives of the research are statistical data processing and the interpretation of the results. Research methods: theoretical analysis of the background information, questionnaire, diagnostics, statistical methods of data processing, interpretation methods. As a result of our research, the hypothesis that the remote office staff' work negatively affects their satisfaction with life and professional (work) activities was confirmed. We can assume that most of the office employees are used to working

in a stable schedule, in the day-to-day office conditions. The situation with the coronavirus has pulled people out of their life context, which has led to the blocking some needs and a decrease in life and work satisfaction indicators.

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Keywords

Office, pandemic, employees, remote work format, life satisfaction.

Introduction

At present when due to the spread of a new Covid-19 infection, many office employees were forced to work remotely, performing their official duties from home, the analysis of the impact of this factor on the satisfaction with life and professional (labor) activities of office employees becomes particularly relevant.

Staff satisfaction with life and their professional activities seems to be the key factor for boosting business efficiency. The success of each employee directly depends on how their needs for professional development, promotion in the company, their assessment of working conditions, the ability to establish effective business and friendly relations with colleagues are satisfied.

Methodology

The research is based on the works where the psychological characteristics of the work of employees is paid special attention to. The problem of remote working environment is revealed in research carried out by R.N. Abramov and I.A. Gruzdev [Abramov et al., 2019] to show the impact of this phenomenon on employees' perception. The best practice on satisfactory work-life balance of the office workers is highlighted by I.V. Vishnetskaya [Vishnetskaya, 2021], I.M. Gurova [Gurova, 2020], I.A. Kravchuk [Kravchuk, 2020]. Other aspects of this problem were pointed out by I.A. Monakhova [Monakhova, 2016] and A.V. Petrakova [Petrakova et al., 2021]. New emphasis is placed on job satisfaction by T.N. Cannoneer [ibid.], V.A. Potemkin [Potemkin, 2021], E.A. Semenova [Semenova, 2016], E.O. Smoleva [Smoleva, 2016], V.A. Tyulkina [Tyulkina, 2016] and others.

Research methodology

The 36-item Job Satisfaction Survey (JSS) methodology was developed by Spector.

New approach to the problem was suggested by N.N. Melnikov in his "Satisfaction with Life" Questionnaire (LJ).

E. Diener's methodology is considered in "Life Satisfaction Scale" (SWLS).

The instrumental technique is described in the book "Test for the diagnosis of satisfaction with life" by A.B. Belousov.

The empirical base of the study was: two groups of office workers of 25 people each (all

participants in the experiment were women). The first group included respondents working remotely, while the second one – those working in the office.

Results

To confirm the hypothesis of our study, we used the following methods of mathematical statistics:

1. To identify the significance of differences in the data between the two samples, we used the Mann-Whitney U-test.

2. To identify the characteristics of life and work satisfaction, the Spearman rank correlation coefficient was used.

In the first – focus group – positive correlations were found between the following pairs of compared factors:

1. Life involvement – salary (0.707, at $p < 0.01$); dependent remuneration (0.726, at $p < 0.01$); information (0.747, at $p < 0.01$); general level of job satisfaction (0.747, at $p < 0.01$); life satisfaction scale (0.784, at $p < 0.01$); professional interests (0.821, at $p < 0.01$); family life (0.832, at $p < 0.01$); recreation, hobbies (0.615, at $p < 0.01$); social contacts (0.742, at $p < 0.01$); well-being (0.634, at $p < 0.01$); achievements (0.726, at $p < 0.01$); dynamism and diversity of life (0.750, at $p < 0.01$); stability and certainty of life (0.584, at $p < 0.01$); life satisfaction (0.704, with $p < 0.01$).

2. General level of life satisfaction – salary (0.745, at $p < 0.01$); dependent remuneration (0.666, at $p < 0.01$); conditions of performance (0.769, at $p < 0.01$); information (0.774, at $p < 0.01$); general level of job satisfaction (0.774, at $p < 0.01$); life satisfaction scale (0.798, at $p < 0.01$); professional interests (0.867, at $p < 0.01$); family life (0.774, at $p < 0.01$); social contacts (0.795, at $p < 0.01$); self-development (0.757, at $p < 0.01$); dynamism and diversity of life (0.709, at $p < 0.01$); increasing the level of needs satisfaction (0.779, at $p < 0.01$); stability and certainty of life (0.715, at $p < 0.01$); life satisfaction rate (0.735, at $p < 0.01$).

3. Life satisfaction scale – salary (0.791, at $p \leq 0.01$); dependent remuneration (0.767, at $p \leq 0.01$); performance conditions (0.762, at $p \leq 0.01$); job satisfaction rate (0.705, at $p \leq 0.01$); professional interests (0.854, at $p \leq 0.01$); family life (0.705, at $p \leq 0.01$); self-development (0.639, at $p \leq 0.01$); dynamism and diversity of life (0.618, at $p < 0.01$); stability and certainty of life (0.703, at $p < 0.01$); life satisfaction rate (0.757, at $p < 0.01$).

4. Occupation – salary (0,796 at $p \leq 0.01$); the dependent rewards (0,726, $p \leq 0.01$); performance condition (0,820 at $p \leq 0.01$); informing (0,747 at $p \leq 0.01$); the job satisfaction rate (0,747 at $p \leq 0.01$).

5. Family life – salary (0,618, with $p \leq 0.01$); the dependent rewards (0,650, $p \leq 0.01$); performance condition (0,620 at $p \leq 0.01$); the type of the work (0,595, with $p \leq 0.01$); informing (of 0.611, $p \leq 0.01$).

6. Friendships – additional benefits (0,617 at $p \leq 0.01$); the life satisfaction rate (0,542 at $p \leq 0.01$).

7. Social contacts – salary (0,540 at $p \leq 0.01$); informing (0,780, with $p \leq 0.01$); the job satisfaction rate (0,751, $p \leq 0.01$).

8. Well-being – salary (0,634, $p \leq 0.01$); performance condition (0,600, with $p \leq 0.01$); informing (0,644 at $p \leq 0.01$);

9. Self-development – salary (0.673, at $p \leq 0.01$); conditions of performance (0.714, at $p \leq 0.01$); nature of work (0.613, at $p \leq 0.01$); information (0.812, at $p \leq 0.01$); general level of life satisfaction (0.648, at $p \leq 0.01$).

10. Dynamism and diversity of life – salary (0.655, at $p \leq 0.01$); dependent remuneration (0.660, at $p \leq 0.01$); conditions of performance (0.657, at $p \leq 0.01$); type of work (0.657, at $p \leq 0.01$); information (0.729, at $p \leq 0.01$).

11. Increasing the level of needs satisfaction – salary (0,778 at $p \leq 0.01$); promotion (0,629, with $p \leq 0.01$); the additional benefits and payments (0,601 at $p \leq 0.01$); the dependent rewards (0,658, $p \leq 0.01$); performance condition (0,769 at $p \leq 0.01$); informing (0,704, at $p \leq 0.01$).

12. The stability and certainty of life – salary (0,673, $p \leq 0.01$); performance condition (0,779 at $p \leq 0.01$); colleagues (0,639, with $p \leq 0.01$); the life satisfaction rate (0,638 at $p \leq 0.01$),

13. Life satisfaction rate – salary (0,933 at $p \leq 0.01$); promotion (0,595, with $p \leq 0.01$); the additional benefits and payments (0,651, with $p \leq 0.01$); the dependent rewards (0,701, $p \leq 0.01$); performance condition (0,756 at $p \leq 0.01$); informing (0,664, with $p \leq 0.01$); the life satisfaction rate (0,664, at $p \leq 0.01$).

Negative correlation was detected for the following groups of factors:

1) Disappointment in life – salary (-0.737, at $p \leq 0.01$); additional benefits and payments (-0.706, at $p \leq 0.01$); dependent remuneration (-0.735, at $p \leq 0.01$); conditions of performance (-0.702, at $p \leq 0.01$); nature of work (-0.702, at $p \leq 0.01$); information (-0.714, at $p \leq 0.01$); general level of job satisfaction (-0.796, at $p \leq 0.01$); life satisfaction scale (-0.766, at $p < 0.01$); professional interests (-0.809, at $p < 0.01$); family life (-0.714, at $p < 0.01$); social contacts (-0.697, at $p < 0.01$); self-development (-0.703, at $p < 0.01$); achievements (-0.720, at $p < 0.01$); increase in the level of needs satisfaction (-0.666, at $p \leq 0.01$); stability and certainty of life (-0.582, at $p \leq 0.01$); life satisfaction (-0.703, at $p \leq 0.01$).

2) Fatigue from life – salary (-0.689, at $p < 0.01$); additional benefits and payments (-0.505, at $p < 0.01$); dependent remuneration (-0.584, at $p < 0.01$); conditions of performance (-0.635, at $p < 0.01$); nature of work (-0.635, at $p < 0.01$); information (-0.603, at $p < 0.01$); professional interests (-0.791, at $p < 0.01$); family life (-0.603, at $p < 0.01$); well-being (-0.656, at $p < 0.01$); increased level of needs satisfaction (-0.734, at $p < 0.01$); life satisfaction rate (-0.628, at $p < 0.01$).

3) Worrying about the future – leadership (-0,526, $p \leq 0.01$); performance condition (-0,586, with $p \leq 0.01$); the job satisfaction rate (-0,619, with $p \leq 0.01$); the scale of life satisfaction (-0,720, with $p \leq 0.01$); social contacts (-0,619, with $p \leq 0.01$); the stability and certainty of life (-0,676, at $p \leq 0.01$).

In the second group of respondents positive correlation was identified between the following pairs of factors:

1) Life involvement and salary (0.761, at $p \leq 0.01$); working conditions (0.654, at $p \leq 0.01$); relationships with colleagues (0.583, at $p \leq 0.01$); nature of work (0.698, at $p \leq 0.01$); information (0.611, at $p \leq 0.01$); general level of job satisfaction (0.659, at $p \leq 0.01$); level of life satisfaction (0.820, at $p \leq 0.01$); professional interests (0.659, at $p \leq 0.01$); family life (0.546, at $p < 0.01$); social contacts (0.690, at $p < 0.01$); well-being (0.732, at $p < 0.01$); love (0.552, at $p < 0.01$); stability and certainty of life (0.596, at $p < 0.01$).

2) General level of life satisfaction – salary (0.714, at $p \leq 0.01$); dependent remuneration (0.523, at $p \leq 0.01$); colleagues (0.688, at $p \leq 0.01$); information (0.652, at $p \leq 0.01$); scale of life satisfaction (0.704, at $p \leq 0.01$); professional interest (0.652, at $p \leq 0.01$); social contacts (0.639, at $p \leq 0.01$); well-being (0.762, at $p \leq 0.01$); dynamism and diversity of life (0.561, at $p \leq 0.01$); stability and certainty of life (0.535, at $p \leq 0.01$); life satisfaction (0.630, at $p \leq 0.01$).

3) Scale of life satisfaction salary (0,701, with $p \leq 0.01$); the dependent rewards (0,725 at $p \leq 0.01$); colleagues (0,548 at $p \leq 0.01$); information (0,511, with $p \leq 0.01$); the job satisfaction rate (0,511, with $p \leq 0.01$); the professional interests (0,759 at $p \leq 0.01$); social contacts (0,654 at $p \leq 0.01$); well-being (0,677 at $p \leq 0.01$); self-development (0,524, when $p \leq 0.01$); love (0,628 at $p \leq 0.01$); the stability and certainty of life (0,756 at $p \leq 0.01$).

4) Professional sphere salary (0,643 at $p \leq 0.01$); the dependent rewards (0,598, at $p \leq 0.01$).

5) Education, training, conditions of work performance (0,510 at $p \leq 0.01$).

6) Social interactions salary (0,612 at $p \leq 0.01$); information (0,563 at $p \leq 0.01$).

7) Material prosperity - the salary (0,775 at $p \leq 0.01$); the conditions of work performance (0,553 at $p \leq 0.01$); information (0,618, with $p \leq 0.01$); the level of job satisfaction (0,592 at $p \leq 0.01$).

8) Dynamism and diversity of life salary (0,610 at $p \leq 0.01$); the conditions of work performance (0,517 at $p \leq 0.01$).

9) Increase of satisfaction rate – salary (0,620 at $p \leq 0.01$); the nature of the work (0,586 at $p \leq 0.01$); the job satisfaction rate (0,656, at $p \leq 0.01$).

10) Stability and certainty of life salary (0,684 at $p \leq 0.01$); the additional benefits and payments (0,646, with $p \leq 0.01$); the dependent rewards (0,571, with $p \leq 0.01$); information (0,605 at $p \leq 0.01$); the job satisfaction rate (0,549 at $p \leq 0.01$).

11) General life satisfaction-salary (0.684, at $p \leq 0.01$); promotion (0.618, at $p \leq 0.01$); management (0.530, at $p \leq 0.01$); additional benefits and payments (0.522, at $p \leq 0.01$); conditions of performance (0.580, at $p \leq 0.01$); information (0.711, at $p \leq 0.01$).

Negative correlations were found for the following groups of factors:

1) Disappointment in life – salary (-0.670, at $p \leq 0.01$); additional benefits and payments (-0.607, at $p \leq 0.01$); dependent remuneration (-0.594, at $p \leq 0.01$); nature of work (-0.543, at $p \leq 0.01$); information (-0.766, at $p \leq 0.01$); general level of job satisfaction (-0.712, at $p \leq 0.01$); life satisfaction scale (-0.697, at $p \leq 0.01$); social contacts (-0.522, at $p < 0.01$); well-being (-0.644, at $p < 0.01$); increased level of satisfaction of needs (-0.511, at $p < 0.01$); stability and certainty of life (-0.642, at $p < 0.01$); life satisfaction (-0,541, at $p \leq 0.01$).

2) the Fatigue from life – salary (-0,584, with $p \leq 0.01$); the dependent rewards (-0,507, $p \leq 0.01$); performance condition (-0,518, with $p \leq 0.01$); colleagues (-0,635, with $p \leq 0.01$); information (-0,604, with $p \leq 0.01$); the scale of life satisfaction (-0,658, with $p \leq 0.01$); the professional interests (-0,544, with $p \leq 0.01$); social contacts (-0,575, with $p \leq 0.01$); well-being (-0,713, when $p \leq 0.01$); health (-0,551, with $p \leq 0.01$); the stability and certainty of life (-0,590, with $p \leq 0.01$); life satisfaction rate (-0,590, at $p \leq 0.01$).

3) Concern about the future – salary (-0.684, at $p \leq 0.01$); dependent remuneration (-0.526, at $p \leq 0.01$); colleagues (-0.639, at $p \leq 0.01$); information (-0.656, at $p \leq 0.01$); life satisfaction scale (-0.727, at $p \leq 0.01$); professional interests (-0.656, at $p \leq 0.01$); social contacts (-0.580, at $p \leq 0.01$); well-being (-0.725, at $p \leq 0.01$); -0.677, at $p < 0.01$); resource and energy savings (-0.596, at $p < 0.01$); stability and certainty of life (-0.538, at $p < 0.01$); overall life satisfaction (-0.639, at $p < 0.01$).

Below we consider the data analysis results based on the Mann-Whitney U-test. In the first group of respondents working remotely, compared with those working in the office, we noticed significantly lower satisfaction with working conditions (0.006, at $p \leq 0.01$); the nature of work (0.004, at $p \leq 0.01$); life involvement (0.006, at $p \leq 0.01$); professional interests (0.007, at $p \leq 0.01$); social contacts (0.004, at $p \leq 0.01$); dynamism and diversity of life (0.002); stability and the certainty of life (0.006, at $p \leq 0.01$). Among workers who perform their professional duties from home, we found the differences which seemed statistically significant for us in terms of increasing fatigue from life (0.005, at $p \leq 0.01$).

Discussion

Our practical research has shown that:

1. In the first group of respondents, the indicators of life satisfaction depend on many factors related to professional life (salary, remuneration, job satisfaction), family life, recreation, diversity and life stability.

The higher the salary, remuneration, favorable working conditions, and job satisfaction, the higher the professional satisfaction of employees working remotely.

The self-development of such employees is evaluated by such indicators as salary, conditions of performance, the type of work, information, and life satisfaction rate.

The higher the level of satisfaction with social contacts, the higher the salary of these respondents, the information feedback and the job satisfaction rate.

A high life frustration, fatigue from life and anxiety about the future among employees working remotely is associated with a sharp change in the way of life, difficulties in satisfying salary requests and getting other material benefits, difficulties in reaching work life balance, with a deterioration in the ability to meet their needs for self-development, social contacts.

2. In the second group of respondents, satisfaction with professional life depends on well-being, salary, the type of work, relationships with colleagues, as well as family life, love, and a sense of stability in life.

Satisfaction in the professional interests depends on the salary and rewards deserved.

Frustration, fatigue from life and anxiety about the future are associated with the salary of office workers, the nature of work, well-being, social contacts, life stability and life satisfaction rate.

Conclusion

We have confirmed our hypothesis that the remote office staff work negatively affects work and life balance. The study showed that the first group of respondents, compared with the second one, revealed less satisfaction with working conditions, the type of work, life involvement, professional interests, social contacts, dynamism and diversity of life, stability and certainty of life.

Employees who perform their professional duties from home are more likely to experience fatigue from life.

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Особенности функционирования удаленного бизнеса в период пандемии: психологические аспекты

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Аннотация

В статье основное внимание уделяется удаленной работе сотрудников во время пандемии с учетом психологических аспектов бизнеса. Целью статьи является изучение влияния формата удаленной работы на удовлетворенность жизнью и производительность офисного персонала. Целями исследования являются статистическая обработка данных и интерпретация результатов. Методы исследования: теоретический анализ исходной информации, анкетирование, диагностика, статистические методы обработки данных, методы интерпретации. В результате нашего исследования подтвердилась гипотеза о том, что работа сотрудников удаленного офиса негативно влияет на их удовлетворенность жизнью и профессиональной (трудовой) деятельностью. Можно предположить, что большинство офисных сотрудников привыкли работать в стабильном графике, в повседневных офисных условиях. Ситуация с коронавирусом вырвала людей из жизненного контекста, что привело к блокировке некоторых потребностей и снижению показателей удовлетворенности жизнью и работой.

Для цитирования в научных исследованиях

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Ключевые слова

Офис, пандемия, сотрудники, формат удаленной работы, удовлетворенность жизнью.

Библиография

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