

PRODUCTIVITY OF REMOTE WORKING AS ASSESSED BY EMPLOYEES IN THE DIGITAL ECONOMY

Summary

The aim of this monograph is to analyse and evaluate the role of factors that may influence the productivity of remote work in the digital economy. Based on the literature research, it is possible to distinguish a number of factors that can stimulate the work process and its productivity positively or negatively. However, the conducted research may lead to the distinction of certain groups of factors including those related to productivity. Hence, at the outset, hypotheses were formulated, the first of which indicates that there are three groups of factors, including qualitative, cost and organisational. The second one indicates that productivity is stimulated by working conditions, of which cost and quality aspects play the most important role. The results of the research undertaken by the authors, including literature research, surveys and interviews, presented in this paper are cognitive and practical. They refer to the European Union countries, while the study of teleworkers was directed to those residing in Poland, the Czech Republic and Hungary. Study based on simple and complex indicators, cross-tabulations, logistic regression and the analytical hierarchical process led to the separation of three groups of factors including cost, quality and organizational, and identification of those factors that have the greatest potential impact on the productivity of remote working. It turns out that the most important factors regulating the productivity of remote working can be considered, included in the group of cost factors, the remuneration received in remote working conditions, and job satisfaction and intrinsic motivation of the employee, belonging to the group of quality factors. These results, based on research conducted once, can be treated as indications for broader analyses on scientific and practical grounds. They also constitute a suggestion for the implementation of certain actions in the field of economic policy. They should be taken both by individual manufacturing or service companies and on the scale of the whole economy. Technical and organisational assistance for people working remotely and a system of their training should be an important direction of impact on a microscale.

Keywords: productivity, remote working, digital economy, teleworkers, logistic regression.