THE FUTURE OF REMOTE WORK: TRENDS AND INSIGHTS

N. Mamajonova
Senior Lecturer, Millat Umidi University, Tashkent

A. Kodirov
Student, Millat Umidi University, Tashkent

B. Ergashev
Student, Millat Umidi University, Tashkent

U. Essanbekova
Student, Millat Umidi University, Tashkent

Abstract

This article looks at how Uzbekistan's changing work culture shows how online work affects companies and workers' satisfaction. A survey analysis shows the main trends in choosing to work from home or in a mixed work, as well as the performance outcomes that are expected. Study shows that problems with participations and effectiveness still exist, even though many employees may gain from having more open hours. There are two suggestions: make it easier for people to work from home and find a balance between the health and productivity of employees. This information could help companies develop in with and use better methods for letting people work from home in the future.

Keywords: Remote work, Work Culture in Uzbekistan, Hybrid work, COVID-19, Office work.

Introduction

The remote work system, which used to be a flexible format offered to a couple of advanced companies, is now one of the main work models around the world. The dramatic development of technologies for communication and group work, as well as the Covid-19 pandemic, have become the main reasons for the transition from office work to remote or hybrid work. this change forced companies to change their ideas about corporate culture, rules and organization of the work operation.

Although remote work has many good sides, for example, flexible schedules, low consumption of resources and the chance to hire employees from anywhere in the world, difficulties may also arise. Such as maintaining productivity, improving teamwork and maintaining a balance between personal life and work.

Understanding the future of remote work plays a significant role for the company, the people who work there and the authorities in order to better adapt and improve in the newly emerging

conditions. This article discusses current trends and concepts that are important for the future of remote work, based on the literature, the results of various studies and analysis data.

Literature Review

The literature on remote work spans several decades, but its prominence surged post-2020. Studies on remote working, such as those by Stephen Phillips (2020), wrote a journal "Working through the pandemic: Accelaration the transition to remote working". The article focuses the need for organizations to adapt their workplace strategies to sustain productivity and maintain employee engagement in a post-pandemic world. Also Leda Marina and Vincenza Capone (2021) wrote the article that the need for organizations to adapt to the changing work landscape and prioritize employee well-being as they navigate the challenges of smart working. Next article is about challenges of working remotely, how HR affects, and how personal and environmental factors influence at work. This study was made about country Georgia and about their working system written by Iza Gigauri (2020). Another article written by Nicola Green et al. (2020) talks about pre-pandemic trends, post-pandemic trends, adoptation during pandemic, changes in organizations and employees implications. Also article written by Simone Donati et al. (2021) talks abou experiences of Italian employees who worked from home during the COVID-19. This report show how important it is to study job performance, job happiness, and well-being. The "Technology Acceptance Model" is used to look at how useful it is, how work-family balance is seen, relationships, and skills are needed. The study's goals are to fill in gaps in the current studies and give organisations useful information how to help online work. The article written by Maral Babpour Chafi et al. (2022) talk about how COVID-19 have changed digitalisation of work, focussing on how it has changed social sustainability, organisational innovation, and employee well-being.

Research Methods

The research methodology used in this study is quantitative. A self-administered questionnaire that was completed using a link to the Google platform was used to gather data in October 2024.

To investigate whether the epidemic has contributed to a shift in Uzbekistan toward remote labor, a mixed methods approach was selected. Both quantitative and qualitative approaches were used in this study, along with secondary data analysis. This approach aided in gathering data from many perspectives and achieving a more thorough comprehension of the issue.

1. Quantitative research

The online survey has become a core component of quantitative research. More than 37 participants took part in the 16-question survey. We collected information about people's work practices (office, remote, or hybrid), preferences, and perceptions of the impact of remote work on work-life balance and productivity. Each result was examined to find noteworthy trends and connections among the answers.

2. Research that is qualitative

To learn more about people's opinions and experiences, semi-structured interviews were employed. Participants in the interviews included workers of different ages and occupations. We were able to discover their unique viewpoints and the difficulties they encounter when working remotely as a result. We utilized open-ended questions to allow respondents to freely express their thoughts.

3. Secondary investigation.

Secondary research was conducted on papers and publications that were publicly available. We especially examined 20 publications written by other writers on themes such as "Remote work in Uzbekistan before, during, and after the pandemic" and "Remote work before and after the pandemic." This allowed us to compare our results to data from other sources, as well as local and worldwide trends.
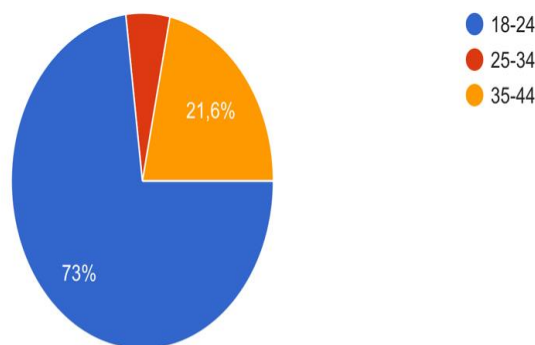
4. Analysis of documents.

We examined official papers and reports from government entities that regulate remote employment in Uzbekistan. This includes understanding pandemic support and regulatory actions, as well as how they see their coworkers and the labor market.

Data Collection
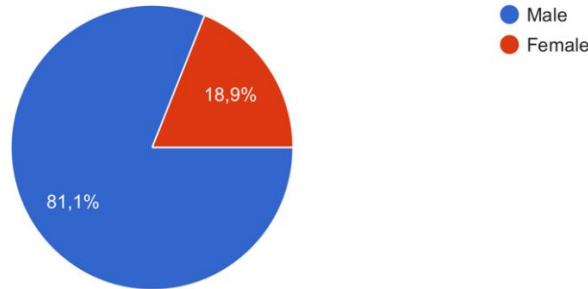

1)   We received answers to our queries from 37 members of our civil response. The first poll found that 73% of respondents were young, with ages ranging from 18 to 24. The remaining 21.6% of respondents were between the ages of 35 and 44, and the other 3% were between the ages of 25 and 34.
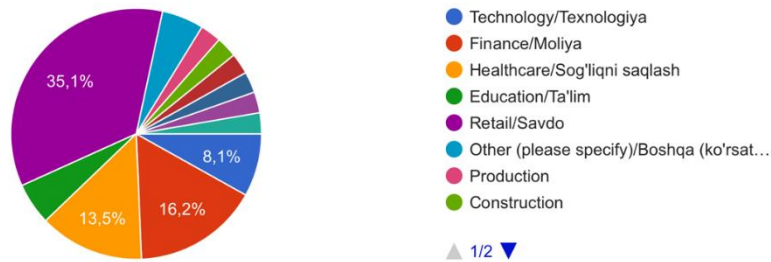
What is your gender
37 ответов

2)   In response to the second question, the number of men rose sharply to 81.1%, while the number of women fell to 18.9%.

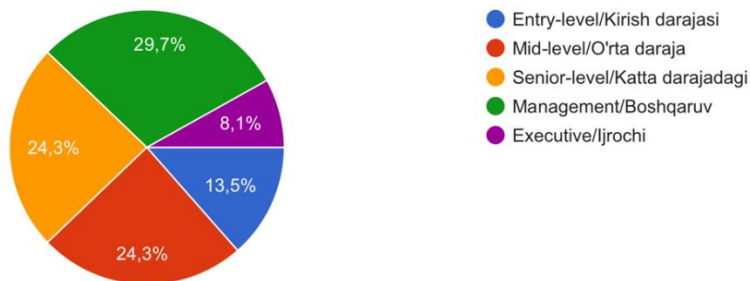**What industry do you work in?/Siz qaysi sohada ishlaysiz?**
37 ответов

- Technology/Texnologiya
- Finance/Moliya
- Healthcare/Sog'liqni saqlash
- Education/Ta'lim
- Retail/Savdo
- Other (please specify)/Boshqa (ko'rsat…
- Production
- Construction

▲ 1/2 ▼

3)   For the third question, 35.1% of people picked store fuel, which is a big number. The financial fuel was picked by 16.2% of people, making it the second most popular. 13.5% of those who answered picked health care. 8.1% of people said technology was the least popular thing. The other 99% said the same thing.

**What is your role in the company?/Kompaniyadagi rolingiz qanday?**
37 ответов

- Entry-level/Kirish darajasi
- Mid-level/O'rta daraja
- Senior-level/Katta darajadagi
- Management/Boshqaruv
- Executive/Ijrochi

4)   Most people pick a different level for question 3. 29% chose middle management, and 29.7% chose top management. 13.5% will have to do with the starting level. The smallest group of people stayed as agents.

236

How many employees does your company have?/Sizning kompaniyangizda qancha xodim bor?
37 ответов

- ● 1-10
- ● 10-50
- ● 51-200
- ● 201-500
- ● 501-1000
- ● More than 1000/ Mingdan ortiq
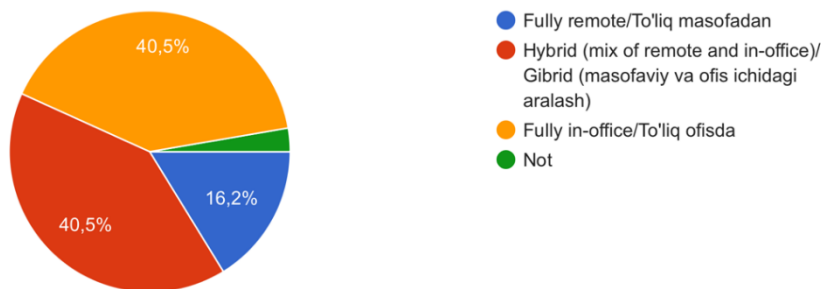
29,7%
29,7%
27%
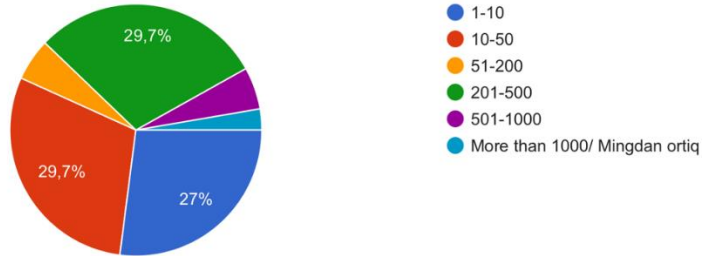
5)　　　To answer the fifth question, most people chose between 201 and 500, which is 29.7%, and between 1 and 10, which is 27%. 29.7% of the last 10 to 50 workers were not picked by anyone.

Does your company offer remote work options?/Sizning kompaniyangiz masofaviy ish variantlarini taklif qiladimi?
37 ответов

- ● Yes/Ha
- ● No/Yo'q

48,6%
51,4%
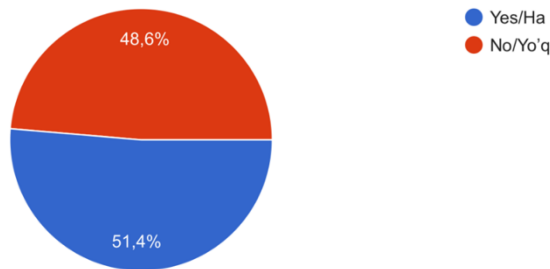
6)　　　Now I'll talk about the questions where you can answer "yes" or "no." When asked the sixth question, a lot of people chose "yes" because it was the easiest choice for them. 48.6% of people who were asked picked "yes.

Which of the following best describes your current work setup?/Quyidagilardan qaysi biri sizning hozirgi ish holatingizni eng yaxshi tavsiflaydi?
37 ответов

- ● Fully remote/To'liq masofadan
- ● Hybrid (mix of remote and in-office)/ Gibrid (masofaviy va ofis ichidagi aralash)
- ● Fully in-office/To'liq ofisda
- ● Not

40,5%
40,5%
16,2%

7)　　　Here were a lot of different answers to the seventh question. For example, 40.5% of people said they were busy at work. 40.5% of workers chose to work from home and in the

office at the same time. 16.2% of people said they would rather work from home. The rest were not chosen.

If hybrid, what percentage of your workweek is spent remotely?/Agar gibrid bo'lsa, ish haftangizning necha foizi masofadan turib sarflanadi?
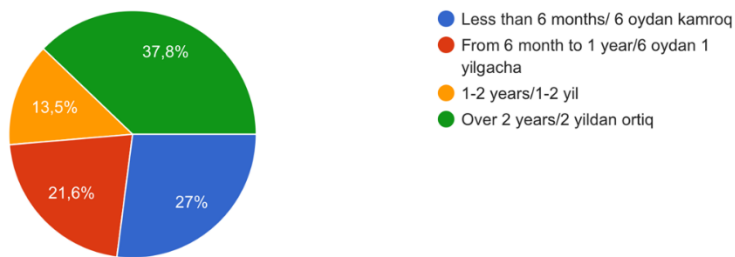21 ответ

- 1-25%
- 26-50%
- 51-75%
- 76-99%
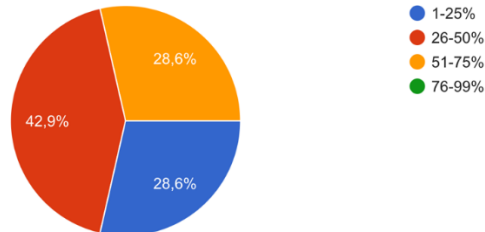
8)   For the eighth question, there are three types of people, so there were three different numbers. The answers to the next question were right for 42.9%, 28.6%, and 28.6% of people.

How long has your current work setup been in place?/Sizning kompaniyangizda qancha vaqtdan beri ishlaysiz?
37 ответов

- Less than 6 months/ 6 oydan kamroq
- From 6 month to 1 year/6 oydan 1 yilgacha
- 1-2 years/1-2 yil
- Over 2 years/2 yildan ortiq

9)   Next, we found out how long they have been working at their jobs; 37.7% of people answered that they have been working for more than 2 years. Another group of people consisting of 27% answered that they work for less than 6 months, 21.6% of people work from 6 months to a year and only 13.5% percent of people. I work for a year or 2 years

Would you prefer a different work setup?/Boshqa ish holatini afzal ko'rasizmi??
32 ответа

- Yes, fully remote/Ha, to'liq masofadan
- Yes, fully in-office/Ha, to'liq ofisda
- Yes, hybrid (mix of remote and in-office)/ Ha, gibrid (masofaviy va ofis aralashmasi)
- No, I prefer my current setup/Yo'q, men hozirgi holatini afzal ko'raman

10)   We asked a group of people if they would prefer a different way of working. 50% of respondents responded that they would prefer a hybrid type of work, 37.5% responded that

they were satisfied with the previous way of working, and the remaining 9.4% worked offline in an office.

In your opinion, does remote or hybrid work increase productivity?/Sizningcha, masofaviy yoki gibrid ish unumdorlikni oshiradimi?

37 ответов
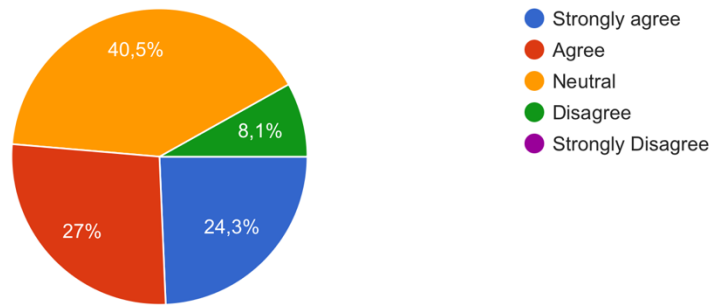
11)   Does hybrid or remote work affect productivity? 40.5% of respondents said that they think neutrally about it, 27% agree that it improves productivity, 24.3% strongly agree and the remaining 8% disagree with this opinion.

Did your company introduce or expand remote work options because of the COVID-19 pandemic?/Sizning kompaniyangiz COVID-19 pandemiya...oniyatlarini joriy qildimi yoki kengaytirdimi?
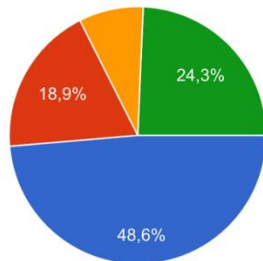
37 ответов
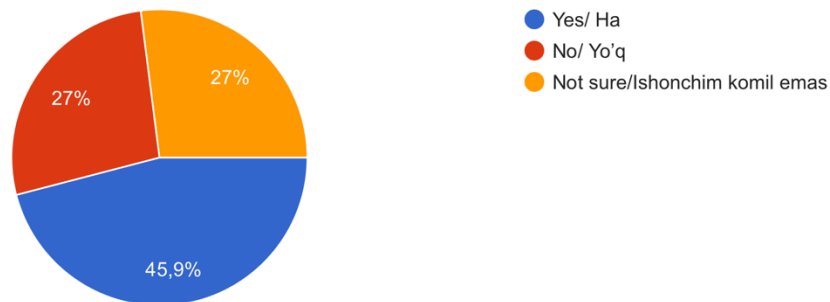
12)   Has the company implemented a remote work environment? 45.9% of people answered that yes, they provided the opportunity to work remotely, 27% did not have the opportunity to work remotely, and the remaining 27% were not sure about this.

How was your work setup before the pandemic?/Pandemiyadan oldin ish sharoitingiz qanday edi?
37 ответов

- Fully in office/To'liq ofisda
- Hybrid (mix of remote and in-office)/ Gibrid (masofaviy va ofis ichidagi aralash)
- Fully remote/To'liq masofadan
- Not applicable (joined the company after the pandemic)/ Qo'llanilmaydi (pandemiyadan keyin kompaniyaga qo' shildi)

13)   48.6% of people responded that their work status was office-based before the pandemic, 24.3% of people worked remotely after the pandemic, and the remaining 18.9% primarily worked remotely or hybrid.

Since the pandemic, has your company's approach to remote work changed?/Pandemiyadan beri sizning kompaniyangizning masofaviy ishlashga yondashuvi o'zgarganmi?
37 ответов
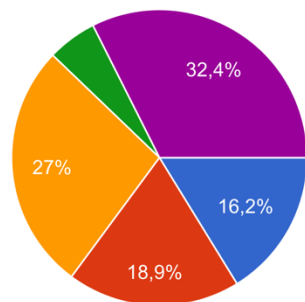
- Yes, we became more remote-friendly/ Ha, biz ko'proq masofaviy shaklda ishga o'tdik
- Yes, we moved to a hybrid setup/Ha, biz gibrid shaklga o'tdik
- No, we returned to fully in-office work/Yo' q, biz to'liq ofis ishiga qaytdik
- No, we were fully remote before and have remained so/Yo'q, biz ilgari butu…
- Not sure/Ishonchim komil emas

14)   The survey showed that the number of people not working remotely was 32.4%, 27% of people returned to the usual form of offline work, the remaining percentage showed that 18.9% switched to a hybrid type of work and 16.2% of people were able to work remotely

How likely do you think it is that your company will keep remote/hybrid options in the future?/ Sizningcha, sizning kompaniyangiz kelajakd...iantlarni saqlab qolish ehtimoli qanchalik katta?
37 ответов
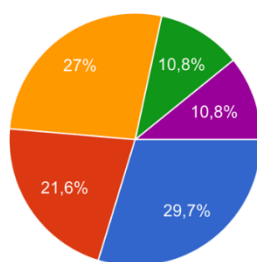
- Very likely/ Ehtimoli yuqori
- Somewhat likely/ bo'lishi mumkin
- Neutral/Neytral
- Somewhat unlikely/ dargumon
- Very unlikely/Juda dargumon

15) 29.7% of people believe that the likelihood of introducing a remote way of working in the future will be very relevant and they will implement it in their business, 27% of people

240

were neutral about this, 21.6% are not particularly   confident in this system, the remaining percentage of people are not plan to   implement a remote work system in their business

16) Do you have any comments on your current work setup or suggestions for improvement?

People mostly answered "No", but there was answers, such as, to decrease working hours, or making some seminars with employees for full-time jobs to make work time more exciting and interesting. Also was answers like to pay more for those who work fully in office.

Discussion

One of the good things about the work plan is that 73% of the people who answered are young, between the ages of 18 and 24. There is a clear gender gap, though, as 81.1% of the responders are men.

Some of the perks and conditions of work are how resources are shared and the amount and setting of work. A lot of people want to be in junior and upper management. It is possible to show that you want to move up in your job or have more power. Half of the people who answered like mixed designs, which is in line with world trends. We will show you the job stability statistics; 37.7% of them have been employed for more than two years. A significant turnover rate is shown by the fact that 27% of employees worked for less than six months. Additionally, working from a distance of 46% is feasible, which is crucial for remote work. However, the usual work atmosphere may restrict the copy of half of the responses.

Regarding their opinions on the productivity of remote and hybrid work, 40.5% of respondents are unsure, indicating that they are impartial. There may be a shift in both productivity and culture, since the majority of respondents agree that these methods boost output.

The job market looks good for the future already. 29.7 percent think that more people will work from home. But some important parts are still neutral or unclear, which makes it hard for businesses to switch to a more open work order.

Reducing and shortening working hours or holding more engaging seminars that highlight the need for a more enriched work environment—particularly in typical office settings—are some recommendations for improvement.

Conclusion

Overall, the future of working from home looks bright, and this approach, which is more adaptable to changes in the market, will help make more mixed workplaces.

Currently, firms are creating facilities for productive workers to operate quietly in remote or hybrid environments. Furthermore, whenever such possibilities arise, personnel should take use of them to fix campaign concerns. However, they should prioritize the well-being of their staff at work. Every employee should contribute to the development process.

Remote work is here to stay, but its success will depend on how organizations adapt to the new dynamic peaks are basic autonomy and dynamics. Basic autonomy is essential and maintains its own equilibrium. They must be given the tools and assistance they need to prosper in this shifting environment. Taking use of the faraway opportunity might help ease their troubles.

Reference

1. Chafi, M.B., Hultberg, A. and Bozic Yams, N. (2021). Post-Pandemic Office Work: Perceived Challenges and Opportunities for a Sustainable Work Environment. *Sustainability*, 14(1), p.294. doi:https://doi.org/10.3390/su14010294.

2. Donati, S., Viola, G., Toscano, F. and Zappalà, S. (2021). Not All Remote Workers Are Similar: Technology Acceptance, Remote Work Beliefs, and Wellbeing of Remote Workers during the Second Wave of the COVID-19 Pandemic. *International Journal of Environmental Research and Public Health*, 18(22), p.12095. doi:https://doi.org/10.3390/ijerph182212095.

3. Gigauri, I. (2020). REMOTE WORKING CONCERNS DURING THE COVID-19 PANDEMIC. *International Journal of Social Science and Economic Research*, 5(10), pp.2803–2818. doi:https://doi.org/10.46609/ijsser.2020.v05i10.005.

4. Green, N., Tappin, D. and Bentley, T. (2020). Working from Home Before, during and after the Covid-19 Pandemic: Implications for Workers and Organisations. *New Zealand Journal of Employment Relations*, 45(2), pp.5–16.

5. Lui, F.T. (1985). An Equilibrium Queuing Model of Bribery. *Journal of Political Economy*, 93(4), pp.760–781. doi:https://doi.org/10.1086/261329.

6. Marino, L. and Capone, V. (2021). Smart Working and Well-Being before and during the COVID-19 Pandemic: A Scoping Review. *European Journal of Investigation in Health, Psychology and Education*, [online] 11(4), pp.1516–1536. doi:https://doi.org/10.3390/ejihpe11040108.

7. Mark, G., Kun, A.L., Rintel, S. and Sellen, A. (2022). Introduction to this special issue: the future of remote work: responses to the pandemic. *Human–Computer Interaction*, [online] 37(5), pp.1–7. doi:https://doi.org/10.1080/07370024.2022.2038170.

8. Phillips, S. (2020). Working through the pandemic: Accelerating the transition to remote working. *Business Information Review*, [online] 37(3), pp.129–134. Available at: https://journals.sagepub.com/doi/full/10.1177/0266382120953087.

9. Welch, F. (1970). Education in Production. *Journal of Political Economy*, 78(1), pp.35–59. doi:https://doi.org/10.1086/259599.

10. Ziemba, P., Piwowarski, M. and Kesra Nermend (2023). Remote Work in Post-Pandemic Reality—Multi-Criteria Evaluation of Teleconferencing Software. *Sustainability*, 15(13), pp.9919–9919. doi:https://doi.org/10.3390/su15139919.

Web of Teachers: Inderscience Research

webofjournals.com/index.php/1