

## Home Office

### A panacea for companies in pandemic

Mental exhaustion, stress, and physical fatigue may be consequences of home office

Working hours, the disappearance of work and personal limits, increased expenses and social problems are some of the consequences of working at home.

**P**andemic has forced many social and economic sectors to adapt to a new dynamic. Many companies and institutions decided to continue their activities at home, with the objective to protect their workers and their families in order to guarantee their security.

The famous home office puts both to a test, companies and workers. This option is not something new, but it became a popular option for companies in Mexico over the last months. However, only 2 out of 10 companies use this option, independently of COVID-19 pandemic.

This work method has changed daily life activities of thousands of employees in the country. Home office has several benefits for employees and employers if both parts know about their obligations and responsibilities.

According to Citrix, it is expected that by the end of the year, at least 80% of work activities may be performed remotely. This may become true if we analyze the current context of the country, a situation that will test both, work teams and work culture of people in Mexico.

Laura Ripani in her article: “Coronavirus: an experiment of telework in global scale” mentions three fundamental aspects about this method of working: work schedule, personal-professional balance, and productivity.

Regarding work schedules, the expert in Labor Markets Division of Inter American Bank of Development (BID), claims that even if flexibility at work is possible, home office makes it difficult to determine work hours so, many companies decided to keep the schedule they had in the office.

As regards personal-professional balance, she mentions that this method may delete the limits among personal and professional issues. Productivity may depend on several factors such as efficiency of information and communication systems in the company, corporate culture, and the capacity of supervisors to assist workers.

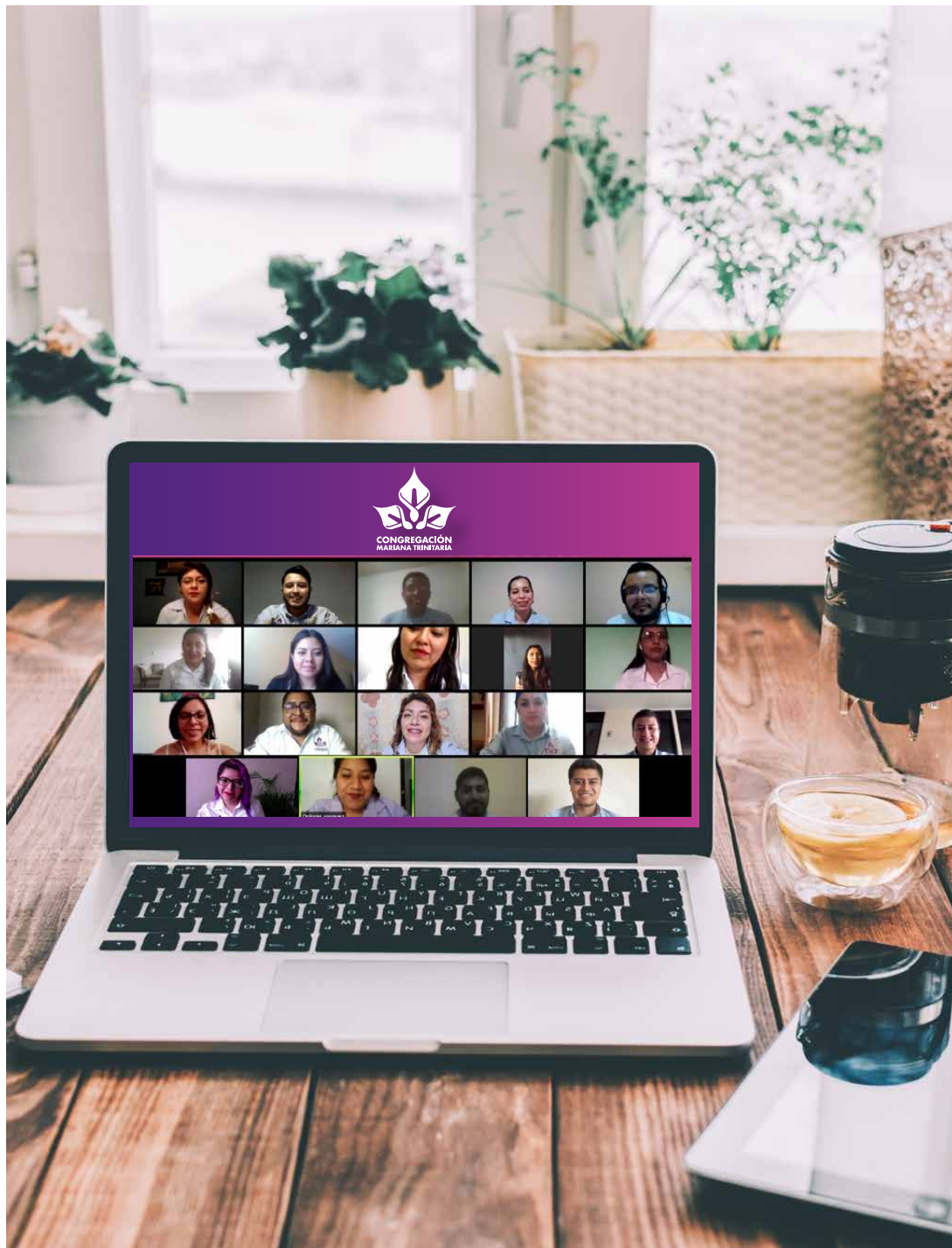
Home office may cause high levels of stress because it is not possible “to leave the job tasks in the office, and the house tasks at home” so, there is no way to separate those issues as you close the door, and move to another place.

Forbes Mexico mentioned that as a result of home office, employers may lose the perspective of their activities, and they may also reduce their performance because they are forced to develop their professional and personal lives simultaneously in the same space.

Depending on their points of view, some people may consider that expenses increase as some others differ from that. Electricity, water, and gas services may increase as they are being used constantly, as well as telephone and internet services. However, it is important to realize that savings are also made due to reduction of expenses on transportation, gasoline, vehicle wear (in some cases), food, and other small expenses.

Due to pandemic and the urgency to make changes, some workers had to invest on infrastructure to be able to work from home: a computer, a chair, a desk, a lamp, printer, etc.

Other problems are directly related to sociability because some people believe that crucial matters for work culture, work environment, and commitment; like human touch and personal contact got lost so, their behavior might be affected.



### Message CMT

Undoubtedly, Mexican workers and companies have the opportunity to demonstrate that home office is a practice that benefits everybody. It is the moment to show that responsibility and commitment with the company may occur without forcing employees to show up at the office.

That is the reason why Congregación Mariana Trinitaria (CMT) gives some recommendations for home office to have an ideal professional development without risks to familiar and economic stability:

- Decide on an area to work in, and make it suitable to work comfortably. It must have good light and ventilation, if necessary, frequent changes to another area may take place, as long as noise does not cause any problem.
- Organize routines and ask your boss if your priorities have changed in order to coordinate and focus on the most important issues first.
- Try to be assertive while communicating with your colleagues, that is to say, decide on the best ways to communicate: chat, e-mail, call or video call, the period of time and frequency to hand in reports, etcetera.
- Guarantee availability during work hours and separate personal from professional activities.
- Inform your family about your work hours so as to respect space and time for family life and work issues.
- Have some kind of physical activity, walking or jogging for some minutes or exercise at home doing crunches, squats, or other activities.
- Relax doing activities that are not related to your work, like reading or listening to music.

### Data

The platform Inmuebles24 conducted a survey whose results were:

<b>62%</b>	Of people have a specific place at home for home office
<b>38%</b>	Do not have a place at home for work tasks only
<b>60%</b>	Use the dining room
<b>16%</b>	Use their bedrooms
<b>19%</b>	Use the living room
<b>4%</b>	Work in bed



In October 23, 2019, Mexican Official Norm (NOM) 35 came into force in the Secretariat of Labor and Social Welfare to prevent and identify psychosocial risk factors, and to foster an ideal work environment that may be suitable for integral development of workers

### Data



OMS recognizes the burnout syndrome, whose symptoms are:



**Emotional exhaustion:**  
Physical and emotional fatigue



**Detachment:**  
Irritability and loss of motivation in attitudes and behaviors that may seem cynical or non-empathic



**Lack of accomplishment:**  
Frustration, dissatisfaction, disappointment