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## XXIth ITA'S WORKSHOP – TELEWORK Lima 2016

### “Telework as positive impact on city life workers of the city of Lima”

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**SUMMARY.** Introduction. I. Preliminary considerations. II. Proper management and time management work in the business scenario and the incorporation of telework as short-term labor strategy. III. Telework as positive impact on city life of workers in the city of Lima. IV. Telework implementation and impact favorably on labor mobility in the city of Lima. V. strategies that have been implemented in some countries. VI. Legal conditions given to implement the Telework in a country. VII. Services, platforms and tools for improving telework in Peru. VIII. Requirements for Teleworking. IX. Specific tools to make telecommuting. X. Telework is confirmed as an employment alternative to the crisis. XI. The teleworker is a working model work on the rise. XII. The crisis, a powerful engine to incorporate telework in the working life of a country. XIII. Teleworking a way to bring the family. XIV. the advantages and disadvantages of telework. XV. Telework own advantages. XVI. own drawbacks of telework. XVII. logistics and discipline useful for remote teleworking techniques. XVIII. Conclusions.

#### **INTRODUCTION**

This study examines the emergence and impact of Telework as a new form of employment contract nationwide in Peru and Lima and international level massively being employed globally responding to new expectations business transnationalization and outsourcing of workers around the globe and throughout the twenty-first century.

#### **I. PRELIMINARY CONSIDERATIONS.**

Today eight out of ten companies expect their workers absolute and immediate availability if not almost instantaneous global scale. 56% of professionals in the world claims to work during their rest time and in Peru, 64% of workers lengthen their workday beyond regular hours.

¿Take work home or transfer personal affairs to the office? It is as natural as the work itself, so, 39% of professionals said that his company expects it absolute availability in real time. This figure varies considerably from one country to another: from 64% of Chinese and 61% of Indians who are expected to total availability 24 hours a day to 22% of Danes and 23% of Swedes.

Clearly in these circumstances staff and workplace they are increasingly blurred, particularly due to the introduction of new technologies that allow full connectivity anywhere on the planet. This means that in many cases workers decide to continue with their work tasks out of your schedule and your workplace. Specifically, according to the analysis made by the company Randstad, in its investigations made about the working environment and the global labor market it found that 56% of employees acknowledges that working on their personal time or in your spare time, considerably more high than they expect their companies with respect to them.

The reasons are varied, but not only respond to the current economic situation is a common attitude to all countries, even those with higher economic growth as it is today China or with lower unemployment problems such as the Nordic countries and even Germany itself. In the case, for

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example Spanish, 64% of Spaniards recognize that performs professional tasks in their leisure time, eight points above the average.

This "interference" of work in the personal sphere is related to increased online connectivity from computers, cell phones or at the time through videophones. The use of information technologies that offer the possibility of being accessibly connected 24 hours a day does nothing but blur the fine line that separates the workplace of the private sphere. 65% of professionals around the globe say they receive emails or calls outside their working hours, which reaches 91% in the case of Chinese or 88% of Hungarians. In Peru this figure is slightly higher than the average: This runs along almost about 68%.

On the opposite side, ie, if workers perform personal tasks during their working hours, 42% of employees acknowledges that makes family issues in their working hours, a figure that reaches 68% of Hong Kong and 60% China, but remains 31% in the Netherlands and Greece. Peru is situated exactly in the middle, with 42%, so, telecommuting recently looms as a new way of hiring a global scale to meet these new business needs to have availability of their workers regardless of time and geographic availability that help workers companies to make adequate and complete job relocation.

## II. PROPER MANAGEMENT AND ADMINISTRATION OF WORKING TIME IN THE BUSINESS SCENARIO AND INCORPORATION OF LABOR TELECOMMUTING AS SHORT-TERM STRATEGY.

Currently 48% of Peruvians works between 9 and 11 hours per day on average and at least 32% and work takes home. On the other hand, work increasingly absorbs time people. This was revealed in a global survey conducted by the company Regus against 38% of employees around the world.

It states that 7% of Peruvian workers and 10% of the rest of the world regularly work more than 11 hours per day on average. In addition, it is noted that 32% of Peruvian employees work takes home more than three times a week to finish at night, compared to 43% of the rest of the world.

The study was accomplished draw with the view of more than 12,000 workers in 85 countries, also it states that people working remotely are more likely to work 11 hours a day (14%) workers in office (6%).

"The study has revealed a clear confusion on the line between work and home. The long-term effects of this overwork can damage both the health of workers and their corresponding overall productivity, as people put too much pressure and this leads to discontent, depression or even physical illnesses that could become chronic giving rise to what is now called the teleatrofia. "

## III. Telework as positive impact on life citadina workers of the city of Lima.

Approximately 60 minutes daily takes travel to and from the office, pose annually in road loss two weeks of stressful work forty hours each. If five percent of workers who commute daily for example to Los Angeles, California do so one day a week, about 300 million kilometers of travel would be saved a year and would prevent 47 tons of pollutants from entering in the atmosphere. The

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tele-desplazamiento means, energy savings, improved air quality and increased quality of life. Not a bad deal ". This was expressed at the time by former US President George Bush in March 1990.

Therefore this translates into the need to improve and streamline the personal mobility of workers in figures and the urgent need to implement the Telework as time saving mechanism in the labor scenario.

In Lima, according to figures from the Ministry of Transport of the Municipality of Lima, a total of 9,472,175 trips daily presented through different means of transport such as electric train or Lima Line 1 meter; the metro, bus, taxi, private car, motorcycle, bicycle and on foot; and mobilized daily over one million four hundred thousand (1,400,000) motor vehicles with sometimes very conservative figures, which increase traffic congestion following designated hours "peak or tip" to reduce traffic congestion and avoid trauma arises that companies opting for incorporation of Telework and the use of information technology in their work schemes short, medium and long term. However, this solution would be short, if we add the amount of roadworks that generate a critical situation in daily mobility through the streets and avenues of the city of Lima has already become a large urban megapolis.

There is evidence, it is easier to move in large cities in developed countries than in comparable cities in Latin America as in the case of the city of Lima. In Quito, whose population in 1990 was about one million inhabitants, the average commute between home and the workplace was 56 minutes; Munich - Germany, which had 1.3 million inhabitants, the delay was 25 minutes. In Bogotá (5 million) the delay was 90 minutes, while in London (6.8 million) for 30 minutes. Today, in the case of the Colombian capital, this difference from the 90s to the present day, has not changed at all.

40 percent of the displacements that occur in a city on a business day are for work. Of these, 68.3 percent are made in cars, on average, 1.2 people carrying only a less than 3 kilometers away. This pattern of mobility is clearly unsustainable and creates a significant environmental impact (emissions, noise and consumption of resources), social (worst air quality, traffic jams, car accidents) and above all economic.

#### **IV. THE IMPLEMENTATION OF TELE AND ITS IMPACT OF FAVORABLE MANNER IN LABOUR MOBILITY CITY OF LIMA.**

In 2006, was in South America and specifically in Colombia professor at Columbia University, William Eimicke, giving a lecture at the Externado University and launched an interesting proposal "rather than applying the peak and plate to the cars in Colombia, because did not apply best people and workers ", framed in the idea that both in the office and at home, there are three key elements to telecommute, computer, internet access and telephone and discourage the purchase of a second car. The problem of mobility is that besides affecting the owners of vehicles, also affects users of mass transit, causing serious side effects, such as the low economic efficiency and thereby reducing productivity in companies.

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One of the expectations on Telework in the city of Lima, would be given by the need to implement this type of work among employees of different private companies and public sector, in order to not physically move to the offices when there called vehicular traffic rush hours that involves millions of Peruvians every day and every morning between Monday and Friday of each week workers. V.

### V. STRATEGIES TO BE IMPLEMENTED SOME COUNTRIES.

In most cases, local governments of different countries have created strategies for reducing traffic congestion associated with improving productivity in organizations and reducing environmental pollution. In the United States the Law "Clean Air Act" (the Clean Air Act) requires employers to reduce employee travel by 25 percent to reduce environmental pollution was issued. Meanwhile, employers welcome as a strategy "Telework" in order to reduce those trips. Similarly, the Act is 'Efficiency intermodal surface transport', which provides incentives such as funding Telecommuting programs for companies.

In the United States, it is estimated that telework could save more than 650 billion dollars a year; more than 280 million barrels of oil; consumers would save USD \$ 15 million in fuel and greenhouse gases by 53 million tons, the equivalent of removing nearly 10 million cars off the road for one year would be reduced. Similarly, decrease wear on the roads for more than a billion miles a year. In Spain for example, the General Director of Traffic of the Ministry of the Interior, announced at the time various strategies for Spanish to develop their work through telecommuting as a way to reduce the number of accidents on the roads, particularly in seasons strong weather. Similarly, on June 22, 2011, such an initiative called was generated, 'The day of the home office', with the aim that companies send to Teleworking for that day to hundreds and thousands of their employees, because Spain was estimated that more than 420 million tons of CO2 per year are generated, equivalent to about 9.6 per / person travels by car.

### VI. SAW. TERMS AND CONDITIONS GIVEN TO IMPLEMENT IN A COUNTRY TELETRABAJO.

Ironically life Telework was in the seventies of the twentieth century in California, United States, with the aim of reducing traffic congestion generated during peak hours, which mostly was produced by workers to move to their offices during the first hours in the morning; and in the afternoon to be transported back to their homes. And it is said to be an irony because today, there are more cultural than technological barriers, such as labor Presentism which do not allow progress towards this form of work, preventing their benefits are exploited.

Working conditions are given from the Law 1221 of 2008, which guarantees the legal protection of the teleworker. Who holds this quality at no time may desmejorarlo in their guarantees and labor rights, through two principles: voluntariness, (ie Telework is voluntary for both parties, if he refuses to pass this mode it is not contravening any obligation ), and on the other hand, the principle of reversibility, if the worker pass to hold the quality of teleworker, and are not satisfied, or otherwise

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is the employer who believes that the teleworker is not giving the results expected, both have the right to request that the worker returns to its initial position.

Other special conditions set out in the Regulatory Decree Telework, which are working the Ministry of Labor, Ministry of Information Technology and Communications, and the Administrative Department of Public Service, which is expected at the time one prompt publication.

### **VII. SERVICES, PLATFORMS AND TOOLS TO IMPROVE TELETRABAJO IN PERU.**

- a) The general requirements, is in having a good internet connection, one Webcams and office software required (either installed or in the network).
- b) There are intended for communication too well known tools: free email accounts, Skype, MSN Messenger, Yahoo! Messenger or Google Talk.
- c) Also aimed at managing projects, many based hosting platforms in the cloud.
- d) Increasingly, meanwhile, those aimed at specific issues, widely used by self-employed or people who are self-employed, such as invoice management.
- e) Teleworking is confirmed as an alternative to the economic crisis and business time.
- f) more advantages than disadvantages to the use and use of Telework are generated.

Work without having to travel to the office, a formula increasingly being used, especially among freelancers and companies with plans to reconcile personal life and professional life. Telework needs assistive technology for the production is not resentful negatively.

### **VIII. Requirements to telecommute.**

Some general requirements for telecommuting: big doses of motivation, organization and self-control so that productivity is not plummets. Moreover, technology is essential to realize efficiently: a computer with a microphone, a webcam a broadband connection that works stably and office applications (Microsoft Office or Open Office, for example) or applications and is needed services 'on line'

### **IX. SPECIFIC TOOLS TO MAKE TELECOMMUTIN.**

Communication: through free email accounts on services like Gmail, Hotmail or Yahoo! Mail, or access to corporate email from home. Other applications such as Skype, Yahoo! Messenger or Google Talk are equally essential. If you need to make phone calls, you can opt for any of the services mentioned or contract with a V or IP provider. Office automation: between some of the applications that can be used in Teleworking are Google Docs or Office 365 (web payment platform

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launched by Microsoft with office applications in the cloud for professionals and small businesses MSEs).

### **X. TELEWORKING CONFIRMED AS AN ALTERNATIVE TO THE CRISIS.**

Economic and environmental savings Telework are millionaires. Teleworking currently gaining strength in times of crisis. It is emerging as an option to encourage reconciliation between work and family. The cost of the job is reduced by up to 50%.

In an unflattering context, telecommuting (or delocalized) better known as the Telework stands as an alternative to generate employment, reduce costs, improve productivity and reconcile raising children with professional development. In the past five years, the rate of teleworkers has doubled throughout the European Union and hope that in time also be in Latin America and Peru.

### **XI. TELEWORKING IS A WORKING MODEL OF WORK ON THE RISE.**

Telework still attracts attention, finds resistance and even creates some suspicion. However, telecommuting is not a new model. He has already served several decades after emerge in the United States in the seventies of the last century, with the oil crisis. Its main objective was to avoid car journeys and, thus, save energy. Today, while contributing to fuel economy, the delocalized work represents a new form of organization within businesses, professionals, public institutions and families in general. In the past five years, the rate of teleworkers has doubled over the world. Teleworking itself means 'telecommuting', although the term does not apply to any case. It is used to define the activities performed outside the company or office, but develop as if the worker were so physically there. The fundamental difference with home work, among others, is the protagonist role both computers and new information technologies in the work activity. This explains why this form of employment is more widespread in countries with technological advances.

### **XII. THE CRISIS, A POWERFUL ENGINE FOR INCORPORATING TELECOMMING WORKING LIFE OF A COUNTRY.**

One of the most significant issues of this expansion is that the real interest Telework and its implementation in the world have intensified in the last two years, on par with the global economic crisis. It is no coincidence. New problems push the search for alternatives able to provide solutions. It is instructive that, between 2014 and 2015, has detected a turning point in terms of delocalized production, days of work and flexible working variables. A substantial change has changed the regulatory framework of industrial relations system in the world. A study by the Carlos III University of Madrid in 2003 stated that Spain had "with little interest in modifying their working mechanisms", although the technology already allowed "new forms of relationship between workers" at that time. This lack of interest in changing the traditional model of work was recorded over and over again until the financial debacle that was experienced from 2010 and forced many

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companies, institutions and employees to rethink schemes. If the presence and culture of working more hours than the boss, and now seeks to achieve short-term goals and rewards he is immediately rewarded until a few years ago.

### **XIII. TELEWORKING A WAY TO BRING THE FAMILY.**

The main attraction of telecommuting is the possibility of reconciling work and family life and social life. The cost savings that encourages today Telecommuting benefits employers, employees and the countries where the model is generalized. For the worker involves fewer hours and money spent on commuting, less spending on meals outside the home and a smaller budget in formal attire. For the entrepreneur it means a reduction of fixed costs (such as water, electricity, heating, transport and office equipment), reduced absenteeism and increased productivity of up to 30% in working for goals, effectiveness and results. Companies choose this option because teleworkers ensure greater productivity if they work by objectives and cost of the job is reduced by up to 50%. However, it is not saving the factor most excited teleworkers. Even the idea of being able to do their homework without taking off his pajamas and slippers. For an employee, officer or autonomous, independent or performing tasks on their own, the main attractions of telecommuting are flexible working hours and the possibility of reconciling work and family life and social. Even more so in the case of women with children, as they are still the ones who bear most of the educational responsibility for their children and this factor prevents them often reconnect with the traditional labor market after raising a family.