The impact of the combination of Remote and Face-to-face work in employees from Guidewire Software Company in Dublin, after COVID-19

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Abstract

The COVID-19 outbreak has led to many changes in the way work activities are carried out around the world. Many organizations have been forced to adopt a hybrid model (combination of face-to-face and remote work). In this context, the objective of this research is to explore the impact of the hybrid method on the workers of the Guidewire Software Company in Dublin.

The methodology used in this study is based on the qualitative method. Conducting semi-structured interviews with 10 workers from Guidewire Software Company in Dublin, covering questions about their experience with hybrid work model, their work preferences and their general well-being. The results indicate that hybrid work can have significant benefits for workers, such as flexibility in the organizations of time. Reduced commuting time and improved work-life balance. However, some challenges also stand out, such as the difficulty to disconnect from work, the lack of social interaction and the lack of separation between work and personal life.

Overall, the results suggest that hybrid work may be beneficial for workers in the organizations after COVID-19, provided some of the identified challenges are addressed. The implications of these findings for the organization and workers are discussed and the importance of further research on this topic in the future is pointed out.

Keywords: Remote and face-to-face work, hybrid model, flexibility and productivity, family and housework,

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Chapter 1: Introduction

1. **Introduction**

This study collects information on the impact of combining remote and face-to-face work on Dublin workers **AFTER** the COVID-19 pandemic. COVID-19, better known as Coronavirus SARS-CoV-2, is an infectious disease that was first detected in Wuhan, China, in December 2019. Since then, the pandemic has affected millions of people around the world and it has had an impact on the economy, politics and society. Specifically speaking of Dublin, which is where this research is concentrated, the city has experienced a significant increase in the number of COVID-19 cases since the pandemic began, according to the Irish Department of Health, as of April 22, 2023, 171,238 cases of COVID-19 have been recorded in Dublin, representing more than 25% of the total cases in the country (Department of Health Ireland, 2023, COVID-19: Daily Department of Health updates).

The COVID-19 pandemic forced many businesses in Dublin on March 12, 2020, the Irish government announced the lockdown of all schools, universities and higher education centres across the country, as well as the cancellation of indoor public events with more than 100 people and outdoors with more than 500 people (Government statement on COVID-19, 2020, March). A three-week lockdown for most non-essential businesses across the country and restrictions limiting people to staying within a 2 km radius of their homes were expected on March 27, 2020 (Taoiseach`s statement on measures to tackle COVID-19, 2020, March).

Following the restrictions put in place by the Irish Government, Dublin adopted remote work arrangements and strategies to carry out public health guidelines and prevent the spread of COVID-19. Dublin has experienced a wide range of changes with the rise of remote work in the way organizations operate and in the daily lives of Dublin workers. The implementation of the remote work strategy has provided advantages and disadvantages for organizations as well as for employees. Remote work offers more flexible hours and security, but it also requires adjustments when talking about communication, work schedules and productivity management (Byrne, J. 2021, Remote work in the COVID-19 era: implications for employees, managers and organizations).

The restrictions mentioned in the previous paragraphs related to COVID-19 in Dublin have been lifted, on April 12, 2021 the restriction to travel outside the county was lifted allowing people in Dublin to travel within the country. Between May 17, 2021 and July 5 of the same year, non-essential services such as hairdressers, museums, restaurants and outdoor bars were reopened and finally the opening of cinemas, theatres and other entertainment venues (RTE New: COVID-19 restrictions in Ireland eased as travel ban lifted, 2021).

The restrictions for the different organizations in Dublin due to COVID-19 have been changing according to the evolution of the health situation in Ireland as well as the strategies that the organizations have adapted. The combination of remote work and face-to-face work in Dublin after COVID-19 has been a topic of study in the workplaces. Many organizations have implemented hybrid work strategies (combination of remote and face-to-face work), that allow workers to carry out their work activities at home and in the office. Organizations in Dublin are not working in the same way as they used to before COVID-19, as today (April, 2023) many organizations are rethinking their approach to work and are implementing new ways of working to adapt to changes in the work environment. The combination of remote and face-to-face work has become a trend in Dublin post-COVID-19 and many companies are implementing new strategies to ensure business success in a changing environment and to ensure the well-being of employees (IDA Ireland: Hybrid working in Ireland post COVID-19, 2021).

Many employees have to adapt to this situation and deal with the different scenarios that have arisen. This study collects information related to the impact that Dublin employees from Guidewire Software Company have suffered after the pandemic and to know the emotional, personal and family impact that has arisen as a result of the aforementioned events.

1.1 Research background

COVID-19 has forced many organizations to implement remote work as a strategic measure to prevent the spread of the coronavirus. This has led to a major change in the way business operations are carried out and has impacted the lives of workers. This impact can be positive or negative and it is extremely important to understand and analyse how the combination of remote and face-to-face work affects workers in Dublin after the pandemic (Allen, T.D., Golden, T.D. & Shockley, K.M. 2015).

A study conducted by the University of Dublin found that remote work can positively impact employee job satisfaction and productivity. But his study also found that remote work can cause increased stress and difficulty in telling the difference between remote work and personal life (University College Dublin, 2021). Another study carried out by the consultancy EY found that Dublin workers prefer a hybrid work model, that is, the combination of remote and face-to-face work, since this allows them to be more flexible with their schedules and a good balance between work and personal life (EY, 2021). On the other hand, a study carried out by PwC emphasized that remote work can positively impact diversity and inclusion in the workplace, since it allows workers to carry out their work activities from anywhere and organize their personal needs (PwC, 2021).

1.2 Research Problem

The impact of the combination of remote and face-to-face work on Dublin workers continues to be an important topic and subject of study for society. COVID-19 has transformed the way businesses operate and many employees have adapted to this hybrid approach. The University of Dublin found that remote work can have a positive impact on workers mental and emotional health, reducing stress and improving quality life. But on the other hand it can also have a negative effect, such as social isolation (University College Dublin, 2021). On the other hand, a study by the (Dublin Institute for Economic and Social Research, 2021) indicates that remote work can impact the city`s economy, since employees who carry out their work activities from home spend less money on restaurants, public and private transport and other services. Remote and face-to-face work have both positive and negative

effect on Dublin employees after the pandemic. It is responsibility of organizations to seek a balance between both forms of work to guarantee the health of their employees and at the same time remain profitable and contribute to the local economy (Accenture, 2021).

1.3 Rationale for research

The rationale for this study lies in the need to understand how the combination of remote and face-to-face work have impacted in Guidewire Software Company workers and how related challenges can be studied. This research is important as the results may have important implications for employees and for organizations in Dublin. The purpose of this study is to understand how remote and face-to-face work affect the mental and physical health of workers in Dublin from Guidewire Software Company. This study can also help to understand how the combination of remote and face-to-face work impact the productivity and profitability of organizations in Dublin. It is important to understand what factors affect organizations and how these situations can be addressed to improve the efficiency and profitability of the organization.

1.4 Research aims and objectives

Due to the pandemic caused by COVID-19, the organizations feared that the Pandemic would have a strong economic impact within the organizations. For this reason, many organizations in Dublin and around the world resorted to the remote work strategy and indications proposed by the government and take the necessary security measures and prevent the spread of the virus among the population of their employees. This work method (remote work) has been very effective allowing employees to continue with their work activities and generate income. Finally when these restrictions were withdrawn, both the organizations and the employees realized that remote work was a good strategy and that it really worked, this is why today, organizations have decided to maintain this hybrid model (remote and face-to-face work).

The general objective of this research is to understand how Dublin employees from Guidewire Software Company interpret and face the combination of remote work and face-to-face work, how this combination impacts their personal and family lives.

1. Interaction of both worlds (Office work routine vs Remote work routine)

2. Family and housework

3. Productivity and Flexibility

1.5 Research methods for the current study

This study will contain data and information related to the combination of remote and face-to-face work in Dublin workers from Guidewire Software Company after the pandemic, using the semi-structured interview (qualitative method) that will be applied to Dublin workers. The interviewees will respond and the data would be analysed to obtain information and recommendations.

The population for this study is mainly concentrated on employees, managers, supervisors, those who have the possibility to work face-to-face and remotely in Dublin. The information will be collected through semi-structured interviews that will be applied in person and individually to 10 workers from the Guidewire company, a software company located at Dublin 15 Blanchardstown Corporate Park, Ballycoolin.

1.6 Limitation of the research (Methodology)

One of the limitations for this study will be that the data collected will be qualitative rather than quantitative. This study only focuses on Dublin employees from just one company who have the ability to work remotely and face-to-face, so those who do not work under this combination will be left out of the research. The information being collected through interviews, the lack of sincerity on the part of the interviewees could be an obstacle since people do not always answer honestly, due to a desire to protect privacy. The lack of clarity of the questions or their difficult reading comprehension is an obstacle, since due to time it is difficult to know if the interviewees analysed and understood the question. The dependence on technology since workers can depend on technology to work from home, which is a challenge for those workers who do not have the appropriate conditions and access to the necessary technology. The difference in cultures may cause results to vary depending on the business culture in Dublin. Research result may be applicable in Dublin buy may not be generalisable to other cities or countries.

1.7 Similar Studies

Timothy D. Golden in his study analyses the financial impact of remote work on companies and workers. Reviewing the existing literature and his own research, Golden found that remote work can have positive effects on productivity, job satisfaction, employee retention and cost reduction for businesses. Golden also points to some challenges, such as the need to establish an effective work culture and the difficulty of maintaining clear and effective communication between workers. The study provides a rigorous and balanced analysis of the costs and benefits of remote work, so for some companies it can be very useful (Golden, T. D, 2020).

Ellen Ernst Kossek, Brenda A. Lautsch and Susan C. Eaton, their study investigates how remote work impacts job control and managing the boundaries between work and personal life. Using survey data from employees at a technology company, the authors found that remote work improves job control and boundary management, leading to better job satisfaction and a better quality of life. The authors found that factors such as age, gender and education level can affect how workers experience remote work. The study highlights how important the careful implementation of remote work is and the need for effective organizational policies to maximize its benefits (Kissek, E. E., Lautsch, B. A., & Eaton, S. C. 2006).

In this study, Ravi S. Gajendra and David A. Harrison review existing studies on the psychological effects of remote work and its consequences. Through a meta-analysis of 46 studies, the authors report that remote work has positive effects on job satisfaction, motivation and engagement, but can also have negative effects on communication and social isolation. The results suggest that the way in which influencing factors such as technology, organizational culture and personality can moderate the relationship between remote work and its psychological consequences. This study provides and integrated and critical perspective on the psychological effects of remote work, which can be of great use to employees and organizations considering this hybrid method (Gajendra, R. S., & Harrison, D. A. 2007).

Ellen J. Hill, Michelle Ferris, and Veronica Martinson investigate how three different work environments (traditional office, virtual office and home office) influence different aspects of work and personal/family life. Through a survey of different work environments, the authors found that the virtual office and the home office improve job satisfaction and quality of life and work flexibility office. They also found that working from home can have negative effects on the separation between work and personal life, which can cause increased stress and tension. The study highlights that one must consider the advantages and disadvantages of different work environments and the importance of adapting remote work to the preferences and need of employees (Hill, E. J., Ferris, M., & Martinson, V. 2003).

A study by Kilinc, McGrath and McQuaid (2020) looks at the impact of remote work on workers in Dublin. The authors used data from the Irish National Employment Survey to examine the characteristics of remote employees in Dublin and make a comparison with non-remote employees in terms of employment, earnings and job quality. The study indicates that remote employees have higher income and tend to have higher quality, full-time jobs than non-remote employees. The authors found that remote work has a negative effect on one`s career. The study advises that remote work can significantly benefit income and job quality and also outlines challenges that can be addressed to ensure a successful transition from hybrid work (C. Kilinic, R. McGrath, and R. McQuaid, 2020).

The article by Murphy and O`Hara (2021) looks at the adaptation of hybrid work in Dublin and how this work model is impacting the way organizations function and manage. The authors use data from a survey that was carried out in companies in Dublin to analyse the reasons behind the implementation of hybrid work, as well as the challenges and opportunities related to this modality. The results showed that the COVID-9 pandemic was that forced the implementation of hybrid work in Dublin. Organizations implemented this modality of work looking for the need to improve the work and personal life of their employees and reduce office costs. The study advises that hybrid work is a more common strategy in Dublin and one that organizations are implementing to meet the changing need of their employees (S. Murphy and J. O`Hara, 2021).

The study by O`Sullivan and Power (2021) looks at the impact of hybrid work on the well-being of Dublin employees. The authors used the online survey to collect data from a sample of hybrid employees in Dublin. The results showed that workers who work under this hybrid modality present higher levels of well-being compared to those who work exclusively in person or remotely. Workers report higher job satisfaction, better work-life balance and better ability to focus on work (L. O`Sullivan and K. Power, 2021).

1.8 Structure dissertation

Chapter 1: Introduction

The introduction presents the problems that arose during the pandemic and how the different organizations from Dublin implemented strategies to take care of the well-being of their workers and prevent the spread of the virus COVID-19.

Chapter 2: Literature review

The literature review presents an analysis of the literature related to the pandemic and remote work in Ireland highlighting the positive and negative points.

Chapter 3: Methodology

The methodology presents an explanation of the main research question and the methodology used to carry out the study analysis and date collection.

Chapter 4: Analysis and Findings

Analysis of the results of the interviews carried out with 10 workers of the Guidewire Software Company in Dublin.

Chapter 5: Discussion

The discussion presents an analysis and comparison of the answers that the participants mentioned during the interviews.

Chapter 6: Conclusion

Conclusion related to the analysis of the results and the discussion of the results.

Chapter 2: Literature review

2.1 Introduction

A change has arisen in industrial production, since thanks to the new communication and information technologies production has been decentralized. This refers to the fact that there has been a growth in the way of transmitting and disseminating information. The new technologies in telecommunications have made it possible to supply and replace the production boards, managing to create various places located in different destinations where a single ,merchandise is produced simultaneously and that the communication and administration of different activities are possible to carry out from a distance as well. A few years ago, cooperation and communication related to the accommodation of workers in the physical space became much more limited in labour relations, but thanks to new technologies, the cooperation of employees has ceased to depend on physical proximity, so distance is no longer an impediment to comply with the tasks and activities established, consequently the time in the workplace has been reduced, the workers can be in remote places and even so they can meet the objectives that are set both individually and in groups (Hardt & Negri, 2000).

The creation of a cooperation network was born, where the physical presence is no longer necessary since the work can be done through communication networks. That is why workplaces have become virtual, as long as there is a communication network, thus eliminating the restrictions related to physical distance and achieving greater rapprochement between the people involved (Hardt & Negri, 2000).

2.2 Definition of work from home

Working from home is a recent new strategy in many organizations around the world. Working from home allows employees to find a healthy work-life balance, since, in most cases, they can organize their work schedule more freely to meet scheduled work. Working from home benefits both workers and employers. Thanks to improved information and communication technology, there are few restrictions on working

from anywhere. Some of the problems of workers such as stress, travel costs, family, responsibilities, are minor (e-Proceeding of the social sciences research ICSSR, 2016).

Some researchers provide different concepts to refer to "remote work" or "working at home". Regardless of the origin of the work being done, the most widely used definition is "work at home" definition proposed by (Grough, 2012), another definition provided by the authors (Mehrotra & Biggeri, 2005) is "home worker" and "telework" defined by (Ng & Khoo,2000). The author (Grough, 2012) defines the "home worker" as that person who performs paid work within their own domicile (home) in any place that the worker decides other than the organization`s facilities. The implementation of working at home has had a drastic impact, causing an increase where women have become much more involved in the labor area, double-income couples and sinple mothers and fathers. Other studies proposed by (Subtamaniam, Overton and Manism, 2015) have used the definition "flexible work arrangements" referring to flexible hours from home, permanent par-time and work break.

Teleworking or remote work is a virtual work method that requires the use of information and communication technologies (Gillespie and Feng, 1996). However (Gillespie and Feng, 1996) reaffirm that the most important and east to understand part is how the possibility of reducing or eliminating the commutes from home to the organization (office), the role of technologies in work practice and the place where paid work is carried out.

The lack of research on the definition of "remote work" has not yet been resolved, since this modality of work organization is still very minority and not all organizations have managed to apply this new strategy effectively. Most of the studies highlight a large number of benefits and advantages when applying this new method in people, organizations and in society. Working from home offers the freedom of self-regulated work and a reintegration of work and personal life. On the other hand, the resistance that organizations present when implementing this new remote work strategy has been extensively studied, focusing mainly on costs, changes in the organization`s structure and the insecurity and uncertainty of the lack of information. From this point of view, remote work is no longer relevant in the sense that flexible hours are considered as a reward and must also force the workers to be strictly controlled by

the organizations. Remote work shifts its focus away from time spent and manner of working and pays more attention to the work outcomes employees deliver (Bailyn, 2006).

Work from home, also called (remote work), is defined as a work arrangement where workers carry out their activities from their home or from other places that do not belong to the traditional office environment. This method of working is becoming more common, especially with the evolution of digital technology and after the COVID-19.

Working from home is described as "The practice of working from home instead of a workplace, using a computer among other devices and a network with internet access to communicate with co-workers and employers", (Oxford English Dictionary, n.d.).

Working from home is becoming more common in recent yeas, primarily during the COVID-19 pandemic, when most organizations adapted remote work policies to maintain their operations and productivity while adjusting to social distancing restrictions (Ching, 2020).

2.3 Remote Work and COVID-19

Remote work is defined as that activity that is carried out from a certain specific place, either from home (mainly), which is not the main workplace where the employee has been hired. Teleworking and remote work refers to a method that allows working from another place that does not belong to the organization, using different information and communication technologies (Sullivan, 2023). The concept "work from home" and "work from anywhere" are more current concepts and are not limited in their definition (Kniffin et al., 2021).

Information technology has allowed and has given different alternatives and strategies to organize and manage work. The most advanced organizations have begun to provide and implement a set of strategies and alternatives to meet the growing demand for more flexible work. With the implementation of the correct tools .to support remote work has been expanding in recent years. Consequently, the participants of virtual teams are currently involved and participate more in remote work from their homes or offices to reduce travel (Boselie, 2010).

According to (Vartiainen, M. 2021) remote work or teleworking has increased considerably over the years during the pandemic caused by COVID-19 and after the pandemic. It defines remote work is when the worker uses different types of electronic devices to fulfil his/her tasks and commitments remotely from anywhere as long as it is not on the premises of the organization for which he/she works. Remote work is not necessary to visit the original workplace, that is, it is not necessary to attend the company`s facilities. Remote workers in addition to home can use other alternatives as a workplace. Remote work is a global employment strategy that uses online platforms to give access to each person, workers, teams and organizations to access other organizations or individuals for the purposes of solving problems. There are some challenges to putting this strategy into practice, estimating that hundreds of millions of people are currently using this new strategy and working from their homes or other places. According to (Vartiainen, M. 2021) some of the main benefits of this new working method is organizational flexibility and individual autonomy, as well as unclear social relationships can increase feelings of isolation and question and impact on the balance between work and life.

Remote work has been put into practice mainly for those technological and highly qualified organizations can implement virtual work (European Commission Science Center, 2020). Some other companies have been adapting this new way to offer flexible jobs and a balance between the work and personal lives of their employees. Despite the fact that organizations and employees did not have as much experience with remote work, organizations had to adopt this new strategy in a few days to face the restrictions of the pandemic (Aurelia and Momin, 2020).

On the other hand, the Irish government has supported this method since 2019, when the report "Remote working in Ireland" emerged (Department of Business, Enterprise and Innovation, 2019). Subsequently (The Irish Tanaiste Varadkar and the company department launched the "National Remote Work Strategy) with the purpose of providing good policy and regulations to be able to implement remote work and encourage organizations in Ireland to adapt after the pandemic.

Remote work has been increasingly implemented in Dublin since the COVID-19 pandemic began. This situation forced many organizations in Dublin to implement new remote work polices to comply with the social distancing requirements provided

by the Irish government and thus maintain the safety and health of all employees. This hybrid approach has had a significant impact on Dublin`s economy and many companies have reassessed their approach to work. The study carried out by the Irish Times in November 2021 (O`Halloran, 2021), around 57% of employees in Dublin work remotely. This number is up significantly from before the pandemic figure, as remote work was not as common before the pandemic. This study also indicates that many people enjoy the flexibility and freedom that remote work gives them and many of them confessed that they would like to keep working from home when the pandemic ends.

Remote work has not only changed the way employees work, it has also significantly impacted the infrastructure of the city. With fewer people commuting to work, traffic and air pollution have decreased. Thanks to this, some city officials have considered new initiatives to implement and promote remote work in order to reduce pollution and reduce carbon in the city (RTE, 2021).

Although remote work has provided positive things, it has also indirectly negatively impacted the city`s economy. With fewer workers commuting to their respective jobs, there is less demand on public transportation and other businesses that depend on the multitude of passengers. This has caused some experts to question the future sustainability of remote work in Dublin and other cities (Irish Examiner, 2021).

How does working remotely affect employee productivity compared to face-to-face work in Guidewire Software Company Dublin?. From previous research (The good, the bad, and the unknown about telecommuting: Meta-analysis of psychological mediators and individual consequences. Journal of Applied Psychology) from 2006 and 2007 that the studied concluded that remote working on employee productivity compared to face-to-face work. This result showed that remote work increased productivity by 13%, since there were only a minimum amount of interruptions and a smaller amount of downtime compared to when working in the office (Gajendran, R. S., & Harrison, D. A. 2007).

In this study on remote work (Telecommuting's differential impact on work-family conflict: Is there no place like home?), the authors realized that remote work is related to a greater work autonomy and flexibility, which at the same time is associated with a greater desire to remain in the company. But on the other hand,

they also realized that remote work has fewer social interactions and less identification with the organization, which can affect the productivity and well-being of workers. The results showed that remote work is related to fewer conflicts between work and family. On the other hand, the authors realized that remote work presents a greater number of working hours and more interruptions, which can negatively impact productivity. Research suggest that remote work can have positive effects on productivity but it can also have negative effects. The effects vary and depend on the specific context of the company, the personality, culture and personal characteristics of the employees (Golden, T. D., Veiga, J. F., & Simsek, Z. 2006).

The change from face-to-face to remote work has been of great relevance throughout the world as a result of COVID-19. In Ireland this change has been extremely important to maintain the well-being and health of employees, but instead this change has challenged employees and managers in Dublin. Communication is one of the most common challenges that employees and managers in Dublin often face as when employees work remotely communication is more difficult due to the lack of face-to-face interaction. Managers must find new alternatives to overcome clear and constant communication. According to research by technology company Slack, 54% of remote employees in Dublin report that lack of communication is often the biggest challenge to working remotely (Slack, 2020). Technology is another common challenge when making the move to remote work. Workers of course need the right tools, knowledge and devices to work remotely. Managers must facilitate their employees and must be sure that they have access to these tools that are necessary to carry out their activities in a more productive way. The consultancy Deloitte found that 40% of remote workers in Dublin reported that the lack of technology is an obstacle to carrying out their work activities (Deloitte, 2021). On the other hand, the isolation and lack of face-to-face interaction can cause a negative feeling of isolation in workers who carry out their work activities remotely in Dublin. Organizations must motivate and ensure that employees feel part of the team. Hays reports that 45% of remote employees in Ireland reported feeling isolated at work (Hays, 2021). This transition from face-to-face to remote work has challenged organizations as well as employees in Dublin. Organizations must attack and address these challenges to ensure employees work productively from home.

Remote work has been an option for many organizations around the world, including Dublin. As organizations adapt to remote work as a result of the COVID-19 pandemic, it is important to mention how it impacts the work-life balance of remote workers in Dublin compared to working face-to-face. Telecommuting can offer schedule flexibility and more free time to manage their personal responsibilities. Software company Hubstaff found that 68% of remote employees in Ireland reported that remote work gives them the opportunity to have a better work-life balance (Hubstaff, 2021). However, it can also be challenging to establish clear boundaries between work and personal life when working from home. According to research carried out by the Accenture consultancy, 62% of workers in Dublin say that they work much more time at home than in the office (Accenture, 2021). Remote work makes it difficult to disconnect from work and causes their work-life balance to be negatively affected. In addition, remote work and personal life can cause a feeling of obligation to be connected and available for work at all times. 54% of remote workers showed that working remotely increased their stress levels (Slack, 2020).

Remote work has had a significant impact on the economy and the environment in Dublin. Changes in travel patterns in Dublin have reduced traffic and congestion on the roads. Dublin`s public transport company reported that traffic has decreased to 27% of travel time in the city (Dublin Bus, 2021). Remote work has even reduced the use of offices in Dublin resulting in lower rental and maintenance costs for businesses. The real estate company CBRE reported that available office space in Dublin increased by 32% as a result of reduced demand for office space (CBRE, 2021). Remote work has positively impacted the environment by reducing the carbon footprint as a result of daily traffic and the energy used to heat, cool and maintain offices. According to the intergovernmental Panel on Climate Change (IPCC) report, the decrease in traffic due to remote work can significantly decrease greenhouse gas emissions (IPCC, 2021). Remote working compared to face-to-face work has significantly impacted the economy and the environment in Dublin, these changes may have significant future implications for businesses in the future.

The combination of remote and face-to-face work, also called hybrid work, has been implemented by many organizations in Dublin as a strategic response to the COVID-19 pandemic. This type of work has had a significant impact on the lifestyle of workers, both personally and at work. Workers in Dublin as they live and interpret the

fusion of remote and face-to-face work, Hybrid work has given workers in Dublin greater control over their own time and work. Workers typically decide when to work from home or in the office which has improved their work-life balance (CBRE, 2021). Remote work reduces commute time which has allowed workers more time for personal activities outside of work. Workers in Dublin have presented that this merger hybrid work has helped them to be more productive, 80% of employees in Dublin thing that hybrid work has improved their work and personal performance (Vodafone, 2021). Despite the fact that hybrid work offers a great number of advantages, workers in Dublin have had to face challenges such as collaboration and communication. Some employees have said that it is more difficult to collaborate with co-workers when they are not in the same physical location (PwC, 2021). For some employees, this hybrid model has presented difficulties in establishing boundaries between work and personal life, since employees feel pressured to always be available outside of working hours, which affects their mental health and emotional well-being (Adecco, 2021).

The relationship between remote and face-to-face work in Dublin has been a source of tension and complementarity for many companies. Remote and face-to-face work complement each other in terms of working flexibility. Remote work allows employees to carry out their work activities from anywhere and on the other hand, face-to-face work provides a collaborative and social work environment that can hardly be replicated during remote work (Gonzalez-Vazquez, I., & Mu;oz-Garcia, J. 2021). The hybrid model can present tensions in collaboration and communication between workers. Workers who carry out their work activities from home may feel isolated from their office colleagues and may have difficulty participating in team projects. Effective communication can be more complicated in a hybrid work environment, since face-to-face communication is better and more effective than virtual communication. Remote and face-to-face work complement each other as some employees show that working from home allows them to be more productive, but in the other hand some employees prefer to work in an office environment. A combination of remote and face-to-face work can help employees choose the option that is best for them and allows them to be more productive (Grant, A. M., & Gino, F. 2020). The hybrid model can create tensions when setting goals and expectations. Employees must be clear when they have to work from home or in the office and

what are the expectations of each modality, since a lack of clarity can cause conflicts and confusion among employees (Vodafone, 2021).

Employees in Dublin have faced and overcome challenges about the hybrid model in the context of the pandemic. Effective communication is important to overcome the combination of remote and face-to-face work. Employees have learned to use new online communication tools such as Zoom or Microsoft teams, in order to stay connected with their colleagues and work on projects in real time (Gonzalez-Vazquez, I., & Mu;oz-Garcia, J. 2021). Employees have established clear boundaries between work and personal life when working from home. They have defined work spaces and have learned to disconnect from work outside of their working hours. Employees have focused on productivity and results, leaving aside the amount of time they spend at work. They have established goals and focused on the most important responsibilities to achieve the expected results (Grant, A. M., & Gino F. 2020). Workers have sought emotional support to face the challenges of this hybrid model, some hold informal virtual meetings in order to maintain contact with their colleagues and strengthen ties between them (Vodafon, 2021).

2.4 Remote Work, Advantages and Disadvantages

Currently, the use of technology within organizations has been increasing drastically, its development has been so great that employees have used it, for example, to access to internet, work with data and information, all this while employees are out of space work, that is, outside of the installations of the organization. Access to wireless networks, the increase in computing power of mobile devices, have made tablets, personal desktop computers and laptops and mobile phones the same, not to mention that most people use these types of devices on a daily basis to communicate, work and as a means of entertainment (Winter et al., 2020: Vapnyarksaya & Krivosheevs, 2020). The iPhone brand was the first to create the first mobile phone with a multi-touch interface, becoming the beginning of the global smartphone revolution (Messmer, 2012). Seeing the success of the iPhone, other companies and manufacturers, taking the iPhone strategy as an example, they began to create their own multi-touch mobile devices. Today, smartphones are part of the most used devices in the world. These new devices have been accepted by society very quickly and their use in organizations has increased. In addition to

smartphones, the most used devices are laptops, tablets and phablets. (Thomson, 2012) mentions that most employees prefer to perform their work tasks using their own personal devices and use them to perform their work tasks.

In the past, communication was only possible within the same physical space and between people physically present, but his has evolved over time. The means of communication have been changing little by little, videoconferences have replaced audioconferences, scanning has replaced fax, but the quality of the files that are transferred, images, sounds, etc... Researchers have verified for some years now that the quality and method of any work done remotely using video communication is just as effective as work donde face-to-face. The audio communication method only provides not so convincing results (Olson et. Al., 1995: Veinott et al., 1999). Currently there are a wide variety of communication tools that are available to provide workers with the ability to send audio and video, but also the possibility of working simultaneously on the same file and document in real time with someone else (for example: Google Docs). So distance communication is no longer a problem as it was many years ago. Some authors mention that for collaborative tasks, sharing screens on the same computer or sharing the same information at the same time can provide enough visual space to favour and improve communication (Karsenty, 1999).

A large number of organizations give their employees the opportunity to work a few days a week from home. The modality of remote work of course depends on the type of work and the characteristics themselves and is implemented only in a certain percentage of the tasks (Twentyman, 2010). The main characteristic of remote work is its minimal physical condition and a large number of requirements and efforts to be able to concentrate, individual management and the pace of work (Olsen, 1995). Therefore, this modality of remote work benefits those people with extra-work responsibilities such as caring for their children and for those people with different physical disabilities, remote work may be the only source of employment for them. Therefore, employees prefer this modality for personal reasons and other employees for lack of options and alternatives.

The most common benefits of remote work are flexible hours, unwanted interruptions and time saved commuting from home to the workplace (DeSanctis, 1984). Some

other benefits of remote work are the availability to meet with family and reduce social contact (Olson, 1995). Working from home implies flexible working hours and a less formal environment compared to the office. Remote workers have reported an increase in satisfaction and some studies show that workers are more productive thanks to remote work (Hill, 1998). It is difficult to analyse the productivity of the workers because the type and amount of work they do can be very different from each other, in addition the family situation of the workers, culture, environment, beliefs, etc... can vary in the productivity of the employees (Madsen, 2011).

2.4.1 Remote work (Advantage)

For most people, remote work means being able to rearrange their time and workspace in the way that works best for them. The freedom to decide where and when the work is done and which activities are more important and which require less attention, is the advantage most valued by employees. The freedom that remote work offers workers allows them to work at their own space, since the pace and schedule impact the result of the work done. Remote work offers more freedom over time and workers can be more productive. This is mainly due to the fact that in each of them they can work more calmly because they are alone and do not have the interruptions that occur in the office. In addition, in the family environment, remote work has allowed workers to get involved in family activities that they could not with face-to-face work. The freedom they have to manage contingencies related to their family responsibilities, such as when someone is sick, is also very important. But remote work not only allows paid work time to be organized more freely, but also the space in which it is carried out, it can be at home, library or some other space outside the organization. The ability offered by communication technologies to be connected from virtually anywhere makes it easy to get work done.

(Magdalene Klopotek, Maria Curie-Sklodowska University, Faculty of Economics) defines as the main advantage of remote work that we will always hear is that since it is not necessary to attend the offices in the organization, activities and tasks can be carried out from a comfortable place from home, having access to different facilities that workers prefer like their favourite place at home, a coffee shop where they can concentrate better etc... Some workers meet at joint workplaces or anywhere they have internet access. The freedom of schedules offered by remote

work is an advantage that most consider since long commutes, traffic, as well as adverse weather conditions are avoided. Workers have more time to themselves and can manage time the way they want (Magdalene Klopotek, Faculty of Economics).

Remote work has some advantages that have stood out in recent years. Greater flexibility: Remote work gives workers more flexible hours, which leads to greater job satisfaction and a better work-life balance (Golden & Veigs, 2005). Cost savings: Remote work helps save both workers and employers money on commute costs, office rentals, and other expenses involved with working in the physical office (Bloom et al., 2015). Increased productivity: Studies have shown that employees who work remotely are often more productive compared to when they work in the office (Bloom et al., 2015). Decreased absenteeism: Remote work reduces the number of days workers take sick, since they are less likely to transmit diseases to co-workers (Chung, 2020).

2.4.2 Remote work (Disadvantages)

The ability to self-organize the different times of daily life that provides the feeling of freedom also has its disadvantages, since freedom also requires responsibility and to be used correctly and know how to manage it. In this case, remote work can become a problem, since for workers not having established work hours and not having well-equipped spaces dedicated to specific tasks, such as a space dedicated to doing paid work, a home for the family, a space for personal activities, in addition to the ease with which they can be connected and have access to remote work anywhere, at any time, implies the risk of having to be available at any time the organization requires it.

Workers who do face-to-face work can face different types of distractions, but remote workers are not prone to also face distractions from home, problems concentrating on their work activities. Also other factors can interfere and interrupt and hinder and delay work such as attention to household and family activities. Not having the ability to separate personal and professional life is a disadvantage, since if rules are not established, work and personal life can mix without knowing how to differentiate when it it time to carry out work responsibilities and when it is time to household responsibilities (Magdalene Klopotek, Faculty of Economics).

On the other hand, remote work can also present possible disadvantages that should be taken into account, such as social isolation: It can lead to a lack of participation and collaboration and interaction with co-workers, which can harm the mental health of employees (Grant et al., 2020). It can also reduce the visibility of remote workers to their managers and co-workers, which can harm their professional development and opportunities to grow within the organization (Bloom, 2015). In addition, greater distractions can occur when workers work from home, such as family members, housework, all of which can affect the productivity and focus of workers (Chung, 2020). Technological problems as technical problems can arise and lead to frustration and loss of productivity (Gajendran & Harrison, 2007).

2.5 Different beliefs about remote work

The way in which technology has been adapted within the workplace is increasingly common, however each person usually has their own perception about the adaptation of new technologies, some accept them and begin to use them and for others it is simply difficult to adapt and reject these new technologies. The technology adaptation model defines that each individual`s beliefs about a specific new technology influence when implementing and using that new technology. Nowadays, a wide variety of innovative technologies are used, such as email and the most common and recent digital technologies, such as portable technologies, the internet, teleworking, etc... Studies suggest that depending on the perceived ease and utility that technology can offer, technology is more influential in people`s understanding. When a person believes that using a new technology will improve their work productivity is known as perceived usefulness, while perceived ease of use means the ability to which any person believes that using a new technology will be easier and require less effort (Davis et al. P. 275). The beliefs of each person allow taking into account cognitive schemes of favourability according to a specific technology that can be directly or indirectly. The beliefs of the employees can represent an important influence on the use of technology.

Work-family mix workers need to learn how to properly manage the combination of home and remote work, such as work activities and personal life (Aczel, p. 2). Normally when workers do remote work from home they are not able to socialize and provide or ask for support from their co-workers. Remote work requires skills and

technical knowledge and workers have to adapt and know the implementation of technologies and software to carry out work activities from home. The different experiences and beliefs with the combination of remote work and family can provide indicators to analyse how workers adapt these new technologies and how this combination impact their lives, both professional and personal.

There are some beliefs and opinions about remote work and it is something that continues to be debated around the world. Remote work, as already mentioned, improves productivity according to a study conducted by Stanford University, remote employees are 13% more productive than when working in the office (Bloom, Liang, Roberts and Ying, 2015). But remote work is also believed to affect communication as this is a challenge in remote work environments. Remote workers present communication barriers and feel disconnected from their co-workers (Baldwin, 2017). Remote work is believed to reduce stress, a Buffer report showed that 91% of remote workers believe remote work benefits them in reducing high stress levels (Buffer, 2020). Remote work can hurt their work-life balance (Owl, Labs, 2019).

Chapter 3: Research Methodology

3.1 Qualitative method

For this research, it is intended to use a qualitative approach, which allows holistic approaches to the different social situations examined and explored. Through this methodology, its intention is to describe, analyse and understand a social situations from a different point of view, from the different experiences and positions of the participants involved in this research. Similarly, as defined (John Gerring 2017) the qualitative method is expressed in a natural language and uses small samples. In addition, the qualitative method is based on cases chosen opportunistically.

One of the main characteristics of the qualitative method is its approach to capture the social reality through the analysis (eyes) of the selected population, since the perception and interpretation of the reality in which said population lives is the most important and fundamental resource for the collection of information. This methodology seeks to study reality based on the behaviour of the population, their knowledge, attitudes, their values and experiences that determine the behaviour of the people analysed.

As proposed and defined (Gerring John 2017), the qualitative method is the focus on non-comparable observations, those that come from different aspects of a causal of descriptive question. The qualitative method is based on fragments of non-comparable observations that cover different aspects of a problem. These aspects are discussed informally. Some of the data collection strategies and methods that characterize the qualitative method is through unstructured interviews. The variety (heterogeneity) of the population means that the data cannot be compared and therefore are qualitative. Another method for collecting information is through standardized surveys (Gerring John 2017).

Additionally, qualitative research has a totally exploratory purpose, which makes it easier to formulate the aspects to be studied and the selection of the design of the information collection method, population to be studied, data and the correct way to collect them (Gerring John 2017). Qualitative researcher is known as a member of

the society whose purpose is to systematize the experiences, knowledge, meanings and interpretations shared by the studied population.

As defined by (Moriarty, J. 2011), the qualitative method can be applied to a wide variety of theoretical approaches in different disciplines of anthropology, sociology, philosophy, social psychology, and linguistics.

The objective of this project is to provide an in-depth analysis and understanding of the social and labour world of the population involved in this research, learning about their social and labour environment, circumstances, perspectives, points of view, experiences and stories. The data collection method in this case involves close contact between the researcher and the research participants (Snape and Spencer 2003, 5).

On the other hand, pointed out by (Taylor and Bogdan 1987), the qualitative method as well as descriptive observation and interviews have been carried out over the years, being a very old methodology.

(Taylor and Bogdan 1987) define this method as too broad for research where descriptive data is produced, with this referring to people`s own words, experiences and opinions, either through dialogues or words written by themselves. In addition, this qualitative methodology is related to the quantitative methodology since it is a combination of different strategies for data collection. It is a way of facing the empirical world.

Qualitative methodology is commonly used to define research questions. Sometimes but not so often hypotheses are posited (Grinell, 1997). It normally concentrates on data collection methods without numerical measurement, such as "Description and Observation". Questions and hypotheses are born as part of the research processes.

(Silverman 1995) performs a comparative analysis of the qualitative methodology finding a new point of view of this methodology, showing the following:

- Qualitative research focuses more on using words than numbers.

- It focuses on information that happens naturally and by observation, rather than by experiments and by unstructured interviews and not by structured ones.

The qualitative methodology is considered as a way of facing the empirical world. For this methodology to have an effect, the proposal of (Tylor and Bogdan 1987) is adopted, since they more accurately define the qualitative methodology which can be identified by the following characteristics:

- The qualitative method is inductive. The researcher must establish concepts and understandings based on date patterns and not by collecting data to test models or hypotheses. The researcher must follow a more flexible research design and plan, beginning the study with vaguely formulated questions.

- In this method, the researcher must analyse the setting and the people from a holistic perspective, where people, setting and groups are considered as part of a whole. The people involved in a matter of their past and present are analysed and studied, that is, the current situation in which they find themselves.

- The qualitative researcher must be very careful with the people interviewed, must interact with the people studied in a natural way and not go overboard or meddle in other areas that are not related to the study.

- The qualitative researcher must try to understand the people being interviewed within their own frame of reference. It is necessary to experience situations as others perceive them. Thus, the researcher must identify and feel empathy with the people they studies in order to understand how they see the reality, their opinions and experiences.

- The qualitative researcher must separate their own experiences, points of view, beliefs, perspectives. The researcher sees things as if they were happening for the first time.

- For the qualitative researcher all the opinions of the people interviewed are very important. He/She is not looking for the truth or what is right, but rather to understand the perspectives and opinions of other people.

- The qualitative method is a humanistic method. Because it studies people through their qualities, it gets to know people personally and be empathetic by experiencing what they feel in their reality, in their daily lives, in society and

within organizations. We learn about different concepts such as beauty, pain, faith, suffering, frustration and love among other concepts which through other research methods lose that focus.

- For the qualitative researcher, all settings and people are important to the study. No aspect of social life is too trivial not to be considered.

Under this perspective and definition, the authors (Tylor and Bodgan 1987), according to their experience in this method, implement a great diversity of concepts and characteristics that provide the researcher with necessary tools to implement this type of research.

(Hernandez, Fernandez and Batista 2010), point out that the qualitative method focuses on selecting the participants (individuals or small groups) to understand their perspective on reality and the situation that surrounds them. Deepen and analyse their experiences, perspectives, opinions and beliefs. The authors also recommend applying this qualitative method when the subject of the study has been little explored or there is no research on it.

To finish (Gerring John, 2017) considers that the main differences between the quantitative and qualitative method are 3: 1). Explanation and understanding as purposes vs. The purpose to be investigated, 2). The personal vs. Impersonal role that the researcher adopts and 3). The discovered knowledge vs the knowledge built in qualitative research, resulting in an understanding analysed through experiences, different perspectives and multiple realities.

3.2 Methodology used in the research

In order to carry out and implement an investigation, a variety of methodological parameters must be strictly complied with. The main problems that usually arise when starting an investigation is precisely knowing how to define and identify what type of methodology is going to be applied. In this case, the qualitative methodology provides very valuable information for the researcher. In this study it is intended to use the content of the information to define and find the reality of the object of study.

The method to be implemented in this study is the qualitative method, which is characterized by using a flexible method to face reality and the study population, so

this method tries to integrate different concepts of different orientation schemes related to social research.

3.3 Strategy for the collection of data and information

Taking into account the above, the qualitative method aims to be adequate for carrying out this study, likewise the semi-structured interview will be used as a very important instrument, since this type of interview its objective is to provide knowledge of interest to the investigation, from the point of view, experiences and perspectives of the people involved in the study through record of the information (Tylor and Bodgan 1987). It is important to mention that the semi-structured interview maintain fidelity in the recording of events and allows a detailed analysis of the realities expressed by the people interviewed to analyse in greater depth the characteristics of the situation and reality that is intended to be studied (Tylor and Bodgan 1987).

In the semi-structured interview, the questions are formulated according to the purpose that is intended to be explored in a broad way to capture the variability of the information provided by the people studied in order to better understand the situation analysed by exploring the behaviours and experiences of the subject studied (Bonilla-Castro & Rodriguez Sehk, 1997). In the semi-structured interview, the researcher previously defines a variety of open questions to be asked of the people interviewed, the researcher has the freedom to ask and direct the questions in the best way he/she deems appropriate. The researcher can formulate new questions that help facilitate the collection of important new information (Bonilla-Castro & Rodriguez Sehk,1997). Therefore, the semi-structured interview is very flexible and at the same time maintains the previously stipulated guidelines about the study.

The researcher is responsible for accessing and analysing the cultural knowledge patterns of the interviewees through active listening and observing and analysing what people say and do. The researcher is practically considered as a facilitator of the communication process between two people and their responsibility is to deepen and detail the opinions of the people interviewed, transmitting trust and empathy (Bonilla-Castro & Rodriguez Sehk, 1997).

It is important to mention that the researcher must clarify that the information required is important and that the researcher is not an expert on the subject because the crucial answers are those of the people in the study, this does not mean that the interviewer should take the role of someone ignorant of the situation since it can generate the feeling in the people interviewed that their answers will not be understood. That is why, as the authors mention (Bonilla-Castro & Rodriguez Sehk, 1997), there are three conditions that are required by the people studied for the interview to be successful; the cooperate and participate in the interview, in addition to mentioning to the interviewees that all the information provided is confidential. Second, the knowledge of the interviewees is extremely important once they know the objective of the study and understand the expectations of the role they have decided to assume in being part of the study and in achieving the purpose of the research. Finally, accessibility requires that the interviewee has the necessary information and must express it in the clearest was possible since they have the time available to conduct the interview, which is why the researcher must ensure that the interviewee fully understands the questions and are able to provide the required data (Bonilla-Castro & Rodriguez Sehk, 1997).

(Tylor and Bodgan, 1987) suggest some key points as a recommendation to implement and carry out a semi-structured interview: how to have an interview guide where the questions are grouped by categories and that its objective is based on the study literature. On the other hand, the researcher must select and provide the pleasant space that helps to deepen the dialogue with the interviewee without distractions (noise) that make the interview difficult and explain to the interviewee the objective of the interview.

We can say that the objective of the interview through the qualitative method is to obtain descriptions of the world and the reality in which the interviewees live in order to make reliable interpretations through their opinions, experiences, etc...With the semi-structured interview that will be applied in this investigation, questions that are related to the specific objectives of the investigation are taken into account. Since it studies different aspects such as behaviours and opinions about the combination of remote work and face-to-face work, the way in which this combination is impacts and affect their daily life, routines and schedules established at work and family spaces

and how about this new strategic, this fusion of remote and face-to-face work after the pandemic caused by COVID-19.

3.4 Data analysis

The group and categorization of information and data is extremely important during the study that is carried out through the qualitative method, since this allows to give meaning and an objective to the captured information and thus achieve the structuring of the information, creating subsets that will end up being each category. The structure of the information can be in two ways, the first in a deductive way, where the categories arise from the hypotheses if they have been proposed at the beginning. Secondly, it is carried out in an inductive way where it is specifically based on the culture of the selected group that is being studied and analysed. For this study, it is considered necessary to apply the deductive as well as the inductive, since the data that will be collected by categories and this information will arise from the interviews carried out with the subjects in the study and during the observation of the process, (Tylor and Bodgan, 1987). The information collected should be presented in a way that relates to the information found during the study. In order to interpret the information and data correctly, the findings must be defined without omitting the details. (Tylor and Bodgan, 1987).

Considering the method that will be applied, the type of semi-structured interview, it is expected that the information collected will help to meet the objective of the investigation. A descriptive matrix will be used, which helps to facilitate the analysis of the information from an analytical point of view, (Carrera, 2014).

3.5 Population and sample

For the fulfilment of the objectives of the study, the population considered are the employees of the Guidewire Software company located at No. 1 Stemple Exchange, Blanchardstown Corporate Park, Ballycoolin, Dublin 15, D15K66D, considering only those employees, as well as managers and supervisors who comply with the modality and the fusion of remote and face-to-face work, those people who work 100% face-to-face or 100% remote work will be ruled out for this study, because as already mentioned, the purpose of this investigation is the impact of the combination of remote and face-to-face work.

Interview will be carried out with a group of 10 people between men and women, single and married and/or common-law union, with children and without children who are working remotely and face-to-face work.

Chapter 4: Analysis and Findings

4.1 Introduction

The sample for this research, was on 10 workers from the Guidewire company, a software company located at Dublin 15 Blanchardstown Corporate Park, Ballycoolin, They are aged between 20-50 years, both genders, different nationalities, they have different jobs and work under the hybrid method (combination of remote and face-to-face work), Five of these workers live on the outskirts of Dublin and five of them live in Dublin.

After the Irish withdrew the established restrictions, the workers went through changes that were not contemplated in their work or family life, it is from there that the combination of two worlds that previously kept a distance from each other arose. Before COVID-19, workers had the obligation and responsibility to carry out their work activities at the Guidewire Software Company facilities, during the pandemics organizations were forced to implement the remote work strategy in order to safeguard the well-being of their employees. When the restrictions were withdrawn by the Irish government, workers had the opportunity to return to work within the company`s facilities but also to carry out their work activities from home, thanks to the fact that the company (Guidewire) decided to implement the hybrid method (Combination of remote and face-to-face work) which currently April 2023 continues to implement this hybrid method.

That is why this research seeks to understand the interaction between both worlds (remote and face-to-face work) and from the particularity of each one of the study participants, these events are valued positively or perhaps the workers perceive them in a negative way as tensions that can only be solved by returning to "Normal". That is why in this category the way in which participants interpret and value the interaction between family and work demands is analysed. With the intention of protecting the privacy of the participants, each of the was assigned a code from P1 to P10, which will be used to describe each of them during the analysis.

Once the interviews were conducted and the data and information systematized the categories that are intended to be investigated, arising from the research questions, are the following:

4.2 Interaction of both worlds (Office work routine vs Remote work routine)

The P1 is a Platform Support Engineer who works in the office for 2 days a week and remotely for 3 days. The P1 prefers remote work due to the long commute of 1.5 hours each way to the office, which includes taking two buses. When working in the office, the participant wakes up at 6:30 am and arrives at the office at 8 am, working until 5:30-6 pm. On the other hand, when working remotely, the participant wakes up at 8:30 am, logs on at 9 am, works until lunch at 12 pm, watches TV or plays games at lunch, and then continues working at 1 pm until logging off at 5:30-6 pm. The P1 considers having both office and remote work as better than having 5 days in the office. Working remotely the day after being in the office helps the participant feel more relaxed, and having to do a long commute for five days in a row would be more stressful.

The interview with P2 compares their office work routine to their remote work routine. P2 works two days in the office and three days remotely. While working in the office, P2's daily routine involves waking up early in the morning, taking a 1-hour and 30-minute bus journey to work, working for a couple of hours, taking a 1-hour lunch break, returning to work for a couple of hours, leaving work around half 4 or 5, taking an hour and a half to reach home, and then spending a couple of hours of entertainment before going to sleep. While working remotely, P2's daily routine is similar to their office routine, but without the need for the long commute. P2 wake up and get started on work around 9, take a small break in the couple of hours after starting work, take an hour of lunch break, continue working for a couple of more hours with one or two small breaks, usually work until 6 in the evening, have dinner, and usually sleep late. P2 prefers working remotely as it eliminates the requirement of travel and tiredness, but also enjoys the benefits of the hybrid model, which allows to have the best of both worlds. P2 also mentioned that the pandemic has changed P2`s lifestyle and working experience, as this is P2`s first job, and P2 started off working remotely.

The P3 is a Software developer who lives in Dublin and has been working for 8 months. They work in the office on Tuesdays and Thursdays and remotely for the other three days of the week. The participant describes their office work routine as waking up, going to the office, having lunch at around 1 pm, exercising after work at around 7 pm, and then going home, taking a shower, having dinner, and sleeping. On the other hand, P3`s remote work routine involves waking up, exercising before work, starting work, having lunch at around 1 pm, finishing work around 6 pm, and then engaging in personal activities such as studying, going to the cinema, or meeting friends.

The P4, who is a project manager, discusses P4`s office work routine and remote work routine with the interviewer. During the office work routine, the P4 wakes up early, gets their kids ready for school, and then drives to the office. At the office, P4 check emails, have lunch, and attend online meetings. After work, P4 pick up their kids, cook dinner, help with homework, and attend P4`s daughter's GAA training. P4 also spend some time checking emails and watching TV before going to bed. During the remote work routine, the participant follows a similar morning routine, but instead of driving to the office, P4 log in to their laptop and attend online meetings. P4 may put on washes or do some dinner prep during the day. After work, P4 spend time with their family, attend GAA training, and watch TV before going to bed.

P5 has been living in Dublin for a year. Prior to working remotely, P5 used to have a one-hour commute to the office each day. P5 do not have children or a partner. In terms of office work routine versus remote work routine, P5 wakes up later when working remotely and spends time reading the news and making coffee before starting work. P5 work until lunch with short breaks and then either prepare their own lunch at home or go out somewhere nearby. After work, P5 exercise or make a meal and spend time reading or watching Netflix. P5 state that household chores do not affect their remote work routine much and they only spend half an hour on such tasks during the week. When working in the office, Participant 5 goes to the bus station 10 minutes from their home and commutes for an hour to get to the office. P5 take a 15-minute coffee break at a petrol station on the way and work until lunch with one or two short breaks. After lunch, P5 continue working until the end of the

workday, again with two short breaks. P5 commute back home and spend a maximum of 10 minutes on meal preparation and dishes.

According to the P6, when working in the office, P6 spend a lot of time commuting, preparing meals the day before, having breakfast at their desk, and going to the canteen for lunch. P6 usually leave the office at 4:30/4:45 pm and get home at 5:30 or so. In the evenings, P6 bring their kids to different activities and also do household chores.

When working in the office, the P7 has a long commute and has little time to dedicate to household chores and family due to the commute and work schedule. However, P7 enjoy working with and interacting with people. When working remotely, the participant has more free time and can dedicate time to themselves and household chores while still being productive at work. Household activities are equally distributed when working remotely but not when working in the office.

P8 is QA Architect from Ireland. P8 lives outside Dublin and has lived there all his life. When he works in the office, he wakes up at 7:15 a.m., drives to the office, has breakfast with colleagues, and reviews emails and his day ahead. Lunch with colleagues takes around 1-1.5 hours, and he finishes work at 5:50 p.m. After arriving home, he makes dinner, usually takes an hour or more, and spends the rest of the evening on pastimes like gardening, music, or reading, before going to bed at 10:30 p.m. When working remotely, he wakes up at 7:30 a.m., starts working at 8 a.m., has lunch with his parents who live down the road, finishes work at 5 p.m., and has time to prepare dinner around 6 p.m. He has more time for pastimes, gardening, and music. He sees more of his partner and family when working remotely. He also has an office that is quiet and allows him to leave when he finishes work.

When working in the office, P9 wakes up at 6:45 AM, feeds the dogs, changes for work, picks up coffee, drives to work, arrives at work at 8:30 AM, attends meetings and catch-ups throughout the day, has lunch with the team at 12:30 PM, back to meetings until around 6:30 PM, drives home, charges the car, gets changed, lets the dogs out, cooks dinner, and ends the day by 10:00 PM. When working remotely, P9

wakes up at 8:35 AM, feeds the dogs and leaves them for the day, cleans any dishes in the sink, reviews plans for the day, has the first meeting at 9:30 AM, has some focus time built-in at home, may also have some meetings, puts on a wash and has lunch at 2:00 PM, either has focus time or some meetings organized with those in the US, puts the dogs back in for a while, winds down work activities between 5:30 PM to 6:30 PM, lets the dogs out, cooks dinner, chats with the husband about the day, sits down for a show at 8:00 PM, puts the dogs in at 9:30 PM and ends the day by 10:00 PM.

P10, is an Architect from Ireland who lives outside Dublin and has a 1.5-hour commute by train and bus to the office. P10's office work routine starts at 6:50/7:00 AM with waking up, washing, getting dressed, leaving for the train/bus, arriving at the office at 8:50/9:10 AM, and finishing work at 5:00/5:30 PM. During the day, P10 fits lunch around meetings, takes a break from the desk once per hour to stretch and walk around. After work, P10 arrives home at 6:30/7:00 PM and starts making dinner, followed by TV, reading, or videogames for relaxation, and then walks the dog before going to bed at 11:30/12:30 AM. On the other hand, P10's remote work routine is much more flexible, and P10 can start work right away on some days to finish early or take a longer lunch. P10 may start late to have a meeting with people in other time zones. P10's normal remote work routine starts at 7:00 AM with waking up, washing, getting dressed, breakfast, reading a book, walking the dog with the wife to her work at 8:30 AM, and starting work at 9:00 AM. P10 takes breaks every hour to move around and uses the time for cleaning, washing dishes, sweeping the floor, playing with the dog, or other activities. P10 goes for a run or exercises at home at 12:00/2:00 PM, sometimes using this time for a bigger task at home, like washing the dog or mowing the lawn. P10 eats lunch during an afternoon meeting at 1:00/3:00 PM and finishes work at 5:30 PM. P10 starts making dinner at 5:30/7:00 PM, followed by relaxation time, taking the dog for another short walk, and going to bed at 11:00/12:00 PM.

4.3 Family and housework

For P1 family and housework was not directly discussed. However, some insights can be gathered indirectly from the responses of Participant 1. It was revealed that

P1 is single with no children and has a preference for remote work due to the long commute involved in going to the office.

P2 mentioned that while working remotely, P2 get more time to dedicate to themselves, family, and housework. The distribution of household activities is also more equal while working remotely. When working in the office, P2 dedicates less time to themselves and family due to the tiredness caused by travel. P2 tries to manage meetings and activities while working in the office such that they can complete them or get them to a satisfactory position by half 4 or 5, so they can leave early and reach home at a sensible time.

Regarding household chores, the P3 reports that they are not much affected by them when working remotely as P3 live alone with no children. When working in the office, their commute time is affected by traffic or the driver's speed since P3 take a bus to commute. When working remotely, they take regular pauses and go to a quiet place with no electronic equipment around them.

P4, is a 46-year-old Project Manager from Ireland who lives with his wife and two children in Dublin. His partner is not currently employed in a hybrid model of working, and they have support with household chores and childcare. When working face-to-face, P4 wakes up early to get his kids ready for school and walks them to school before driving to the office. He checks his emails, chats with colleagues in the kitchen, has lunch, and then continues working until around 5 pm. After work, he picks up his kids from the childminder, cooks dinner, helps with homework, and sometimes takes his daughter to GAA training. He spends some time watching TV and then heads to bed.

When working remotely, the P6 usually does a workout after their kids go to school, spends most of their day at their desk and on calls, and finishes around 5 pm. P6 still have to do household chores when working remotely, such as preparing dinner/lunch and doing laundry. P6 also spend time bringing their kids to different activities. The P6 spends a similar amount of time on household chores and family activities,

regardless of whether they are working remotely or in the office. P6 try to dedicate at least 30 minutes to exercise every day, whether working remotely or in the office.

In terms of family and housework, P7 mentioned having a partner and one child, and receiving support for household chores and childcare. When working face-to-face in the office, P7 mentioned that they do not have much time for family or housework due to their long commute. However, when working remotely, P7 has more time to spend with their child after picking them up from creche. P7 also mentioned that household chores do not have a big impact on their work routine when working remotely, and P7 dedicate time to working out for themselves.

P8 has more time for family and can see their parents and partner more often when working remotely. However, P8 also spends less time alone and has more time for chores.

When working remotely, P9 dedicates some time to do little household chores such as throwing a wash on in the middle of the day and hanging it up later. Also, they have an hour lunch where they can switch off and be relaxed at home, which is not really possible in the office. When working in the office, P9 dedicates minimal time to their family and housework as they are not at home. P9 does not get much time to themselves in the office due to the interaction with colleagues.

When working remotely, P10's work routines are not often affected by household chores, but P10 uses breaks from work to get more chores done. P10's office commute time is affected by weather, traffic, the number of people on the bus, and the train's reliability. P10 can dedicate more time to family and housework when working remotely, but this varies depending on the workday's demands.

4.4 Productivity and Flexibility

The P1 productivity is not affected by whether P1 is working from home or in the office, and P1 manage their activities when working remotely by having a separate desk for P1`s work setup and personal computer.

Since COVID-19 restrictions were removed, the P1 free time has decreased as they have to return to the office, but P1 still enjoy spending a few days in the office meeting people. Overall, the P1 prefers remote work due to the long commute and the ability to have more free time to focus on hobbies and chores.

Overall, P2's experience shows that remote work allows for more flexibility and time management, while office work requires a more structured routine and time management. The hybrid model may be the best option for many people, as it allows them to enjoy the benefits of both working environments.

To manage P3`s activities when working remotely, the P3 creates weekly schedules with goals for the week and tries to divide them. The P3 believes that the hybrid work model is a great option for modern work as it allows for a flexible schedule while also providing the office atmosphere whenever needed. The pandemic did not affect the participant's work as P3 was a frontline worker at the time, but it did indirectly impact their current job. Overall, the P3 does not consider in-office and remote work as conflicting, but instead sees them as complimentary, and prefers the hybrid work model.

The P4 mentions that working remotely has freed up more time for them to do other things, and not be in as much of a rush/hurry in the mornings and evenings. P4 also mention that working in the office may result in getting less done due to more interactions with colleagues. The P4 sees both office work and remote work as complimentary and likes the combination of both. The participant also mentions that since COVID restrictions were removed, their free time has increased. In terms of productivity, P4 feels that he may get less done in the office due to more distractions from interacting with colleagues, while when working remotely, he can focus more.

Participant 5 prefers a combination of both office and remote work and believes that they complement each other. P5 works two days in the office and three remotely. P5 finds that their productivity is not affected much by distractions such as internet quality, phone calls, or noise, but their focus may be weaker when working remotely with a lighter workload and far deadlines. On the other hand, if there is a lot of work to be done or close deadlines, P5 finds their productivity better when working from

home. Overall, Participant 5 finds remote work better due to less commuting time and more time for themselves, while office work allows for more socialization with colleagues. P5 spends more time on themselves when working in the office due to the availability of activities/classes like Yoga, dancing, or running. The pandemic has changed their lifestyle in terms of work, but P5 finds that remote work is a viable option when balanced with office work.

The P6 does not consider in-office and remote work to be conflicting, but rather complement each other. P6 prefers to have a mix of both. Since COVID-19 restrictions were removed by the government, the interviewee's free time has decreased. P6 work in the office two days a week and remotely on the other days. Overall, the interviewee finds remote work beneficial as it saves P6 commuting time and allows P6 to spend more time with their family. The pandemic has also brought about positive changes in their work routine, including her husband's ability to work from home three days a week.

The participant's productivity is not affected by working remotely due to the standalone nature of their role. The P7 finds that working in the office and working remotely complement each other, but being in the office needs enforcement. The pandemic has increased the participant's free time, and P7 only have to work in the office one day a week, if any. The participant implements calendar schedules and timers to manage activities when working remotely.

P8 finds that his productivity is affected positively by working from home as there are fewer distractions, and he has time and space to get his work done. He also enjoys a balanced life and more time to enjoy his pastimes when working remotely. He believes that there is a place for both remote and in-office work, and they complement each other.

When working remotely, P9 implements the establishment of schedules and delineation of spaces to manage activities. P9 has separate office spaces from living areas and work independently but check-in on each other to highlight lunchtime or the end of the day. When working in the office, P9 ensures their calendar is blocked off for an hour at lunch to avoid any surprise meetings appearing, tries to group meetings on days when P9 will be in the office, and ensures P9 has booked a desk.

The pandemic has changed P9's lifestyle in terms of work as P9 has saved a fortune on fuel and get to spend more random time with their partner due to the flexibility of remote work.

When working remotely, P10's routine is more flexible, with the possibility of starting work earlier or later depending on the day's activities. P10 takes breaks every hour to move around and may use the time for household chores. P10 also goes for a run or exercises at home between 12:00 pm and 2:00 pm. Lunch is taken during an afternoon meeting. After work, P10 starts making dinner and has relaxing time before going to bed by 11:00 pm or 12:00 am. The commute to work is affected by transportation, weather, and the number of people on the bus when working face-to-face. When working remotely, household chores can be integrated into breaks from work. Overall, the interview suggests that remote work provides more flexibility in terms of work routines and can allow for a better balance between work and personal life. It also shows how commuting time can be a factor in work productivity.

Chapter 5: Discussion

5.1 Discussion of Interaction of both worlds (Office work routine vs Remote work routine)

The first category is discussed below. The impact of the hybrid work model (combination of remote and face-to-face work) on the work and personal life of the 10 interviewees from Guidewire Software Company in Dublin, Ireland. It is from the results obtained that this discussion is carried out, it can be observed that the participants positively value the flexibility and comfort offered by remote work by not having to deal with daily commutes to work, which allows the participants to have more time for their personal activities. However, tensions are also evident in terms of the interaction between work and personal life, especially in relation to managing schedules and the lack of social interaction in remote work.

It is important to note that hybrid work has become increasingly common due to the COVID-19 pandemic, which has led many companies to implement remote work policies to ensure the safety of their workers. According to a study by (Global Workplace Analytics, 2021), remote work is expected to be a viable option for 25-30% of the global workforce even after the pandemic. This raises the need to analyse the effects of hybrid work on the work and personal lives of workers, as well as to implement policies that make it possible to effectively manage the tensions that may arise.

As already mentioned, the participants were selected from different ages, genders, nationalities, locations from (Dublin, outside of Dublin)and different position of job and those who have the possibility of working under the hybrid method, that is, combining remote work and face-to-face work in the office. The results suggest that the participants value remote work in a positive way as it eliminates the need for a long commute and reduces fatigue, allowing them to be more productive and have more time for personal activities.

One of the participants, P1, prefers to work from home due to the long commute of 1.5 hours by public transport. The P2 also prefers to work remotely as it eliminates the need to travel long distances and allows them to enjoy the benefits of the hybrid model. P3, who is a Software developer, describes the daily work routine at the office and at home and mentions that P3 likes to exercise before work when P3 works from home. P4 is a project manager, P4 also discusses the daily work routine at the office and at home and mentions that remote work allows P4 to be more productive and concentrate better. Some participants also highlighted that the pandemic has changed their lifestyle and work experience and that remote work has allowed them to have greater autonomy and control over their work and it is supported by the study by (Golden, T. D., Veiga, J. F., & Simsek, Z. 2006).

The results suggest that remote work can be beneficial for both employees and the company and we can compare and agree with the authors (Gajendra, R.S., & Harrison, D. A. 200). Employees have the opportunity to work in a more comfortable and familiar environment, which allows them to be more productive and better balance their work and personal lives. Guidewire Software Company, on the other hand, can reduce facility costs and increase employee satisfactions and engagement by allowing them to work remotely some days a week and face-to-face the rest of the days.

However, there are also some challenges associated with remote work. Some participants mention that they miss the social interaction they have in the office and that remote work can be lonely at times. In addition, the lack of direct supervision can cause some employees to feel disconnected from the company and decrease their productivity. Therefore, it is important that Guidewire Software Company implement measures to maintain communication and connection with its employees who work remotely, such as virtual meeting and online collaboration tools.

The results suggest that remote work can be beneficial to participants and the company, as long as measures are in place to maintain communication and connection with employees who work remotely. The hybrid work model that combines remote work and face-to-face work in the office can be a good solutions to

balance the benefits of remote work with the need of the company and the participants.

Based on the study by (Kallberg, A. S., & Johansson, G. 2007) and the results of the participants showed, hybrid work has become increasingly common and is expected to continue to be so in the future. While it offers benefits such as flexibility and comfort, it can also strain the interaction between work and personal life. The company must implement clear policies and offer support to its employees.

5.2 Discussion of Family and house work

The second category to be discussed based on the results obtained from the 10 participants is Family and house work. The perception of the 10 participants who work in hybrid model of remote and face-to-face work in relation to their family and domestic responsibilities is quite broad. Although the study participants have different personal and family situations, it can be identified that working remotely can have a positive impact on the balance between work and home responsibilities.

Most of the participants point out that working remotely allows them to spend more time with their family and household tasks, which can be beneficial for the well-being and mental health of workers. In addition, working remotely allows some participants greater flexibility to adjust their schedules and meet their family and household responsibilities. For example, P4, who works as a Project Manager, benefits from more time available to accompany their children to sports activities and help them with home work after work.

However, working remotely can also have downsides in terms of workload and productivity. Some participants point out that housework can interrupt their jobs and affect their productivity. On the other hand, working remotely can also add to the workload, as some participants report feeling pressure to always be available to respond to work emails and messages, Butler, A. B., Grzywacz, J. G., Bass, B. L., & Linney, K. D. 2005).

Therefore, it can be stated that remote work can have both advantages and disadvantages in terms of work-life balance. Despite this, it is important to note that

remote work is not a solution for everyone, as some people prefer the social interaction that the office environment offers and the change of scenery it provides. In general, the implementation of remote work strategies must take into account the need and preferences of each worker, to achieve and optimal balance between both remote and face-to-face work and domestic tasks.

The results show and provide an interesting perspective on how remote work affects the family life and domestic responsibilities of the participants. Although it is important to note that the study results are limited due to the sample size and the specific characteristics of the participants, it can be seen that remote work can have a positive impact on the reconciliation between work and personal life. Therefore, it is important to consider the advantages and disadvantages of remote work when designing employment policies and allowing workers to decide whether remote work is right for them.

5.3 Discussion of Flexibility and Productivity

The third category to discuss is Flexibility and Productivity, the findings presented reveal the opinions of the 10 Participants about remote work and face-to-face work and how pandemic has influenced their work approach. In general, participants agree that working remotely gives them more free time for hobbies and personal activities, while working remotely allows them to socialize with colleagues and participate in wellness activities. In addition, the participants point out that remote work offers greater flexibility in time management, while face-to-face work requires a more structured routine. Some participants also mentions that office work can result in more distractions due to interactions with co-workers and the author affirms it (Elsaid, A., & Awadallah, M. A. 2021).

When it comes to productivity some participants report that their productivity is similar regardless of whether they work at home or in the office, while others report that their productivity is better when working from home due to fewer distractions (Aman, S.S., & Masood, A. 2021). Some participants also report that their focus may be weaker when working remotely with a lighter workload and long deadlines, while others report that their productivity is better when there is a lot of work to do or deadlines close and they work from home (Buckley, F., & Monks, K. 2020).

In general, the participants seem to find benefits in both remote work and face-to-face work and several of them prefer a hybrid model that allows them to enjoy the best of both worlds. The hybrid model offers greater flexibility in time and activity management and the ability to socialize and connect with colleagues in the office.

It is important to note that each participant has a different approach to managing their work at home and in the office and it is important to find the model that best suits individual needs and work demands. Participants use tools like weekly planning and the physical separation of work and personal life spaces to improve their productivity while working from home, while others implement time blocks on their calendars to ensure they can work without interruption while on the go the office (Gajendra, R. S., & Harrison, D. A. 2007).

Regarding the indirect effects of the pandemic at work, some participants mention the reduction in commuting time and the possibility of working from home due to the restrictions of the pandemic. They also mentions that the pandemic has changed their way of working and their lifestyle and some have saved money on fuel and have had more time to spend with their families (Shahzad, A., Hassan, M., & Siddiquei, A. 2020).

The hybrid model appears to be a popular choice among participants due to the benefits it offer in terms of flexibility and productivity. However, it is important to note that working from home is not for everyone and that some participants find that working in the office is more beneficial for their productivity. Each participant must find the approach that best suits their individual need and preferences (Bhattacharya, S., & Sharma, S. 2021).

Chapter 6: Conclusion

Finally, it can be concluded that there are tensions between the world of work and the world of the family that arise from the combination of remote and face-to-face work in a sample of the Software company located in the city of Dublin. That is why it is important to rescue the strategies adopted by the study participants to cope with this interaction between remote work and face-to-face work and thus reduce the tensions that have been identified so far. Among the tensions identified, we highlight the interference between the work schedules of the participants and the academic schedules of those who have children, which made it difficult for them to provide support to their children. The participants in general have the resort to the distributions of household activities contemplated in cleaning and food preparation, which also causes a crossover between household chores and work demands that must be fulfilled simultaneously.

It is important to mention that this division of activities is done according to the gender and marital status of the participants and their families. Well, some participants are single and childless but still have to deal with the tensions between work responsibilities and domestic demands, other participants do not have children but live with their partners, and some mention that there is not an equal distribution between household chores. For the participants with a partner and children, a finding was found that is important to mentions, since in certain cases the woman received a greater burden for the development of household activities than the man.

On the other hand, there is an increase in the workload and the demand of the organizations towards the participants. In addition, the savings in commutes and mobility time have been reduced and have been used to meet the demands of work when working hours tend to be prolonged. Likewise, the establishment of routines and work spaces within the home meant a better adaptation when carrying out remote work, since delimiting the areas of work, family and personal recreation allows a greater organization of time and there is better use of spaces both as family and work.

In this way, based on the findings, the obligation of Guidewire Software Company to guarantee the well-being of each of its workers is highlighted, using strategies that allow each of them to develop optimally in the conditions combining remote work and face-to-face work. For these reasons, the Company must emphasize the importance of complying with the requirements that are addressed in the occupational health and safety management system, not only due to the obligation that it has at the legislative level, but also with compliance with it. The risks to which workers are exposed are reduced regardless of the place where they are performing their work activities.

Due to the aforementioned, it is necessary for Guidewire Software Company to implement policies that allow control and monitoring of the conditions in which each of its workers are developing their work activities, in order to guarantee an adequate infrastructure for the development of the activities and also a schedule that allows the worker to develop their extra-work obligations that are part of the day to day in each of the homes, such as childcare or household chores, taking into account the lack of time that is produced by the transfers to the office (face-to-face work) or the work overload or the inadequate distribution of the times in which each of the work activities are carried out, since some participants mentioned that when doing remote work it it more difficult to separate oneself of labour demands.

It is necessary to mention that throughout the investigation a series of findings emerged in which it is worth continuing to deepen in future studies and research, taking into account that the information has not been studied in detail to obtain conclusions from them. On the other hand, the question arises if after all the situation that was experienced due to COVID-19 and that the hybrid method (combination of remote and face-to-face work) is becoming more common, will it continue to be a protagonist in the job market?, work in the different economic sectors, taking into account that thanks to the hybrid method it is possible to reduce expenses for companies and employees, also avoiding the exposure of workers to psychosocial factors such as stress due to traffic, stress due to lack of interaction with co-workers, among other things.

It also sees the need to deepen the role that women play today in society and investigate how this evolution has occurred in terms of the patriarchal conception

that we had, where the woman had to be taking charge of the household chores and as currently, despite the fact that women have a job, this delegation and domestic demand continues in greater quantity, despite the fact that the role of the members of the couple in the various household chores, it has apparently evolved towards a more level playing field.

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Appendixes

Appendix 1: Structure of the interview

1. What is your current position in the organization?

2. How old are you?

3. What is your nationality?

4. Do you live in Dublin or outside Dublin?

5. How long have you lived in your current location?

6. How long is your commute from your home to work?

7. Do you live with a partner?

8. Is your partner currently employed in a hybrid model of working?

9. Do you have children?

10. Do you currently have any support with household chores and/or childcare?

11. **Office work routine:** From the moment you wake up until you go to sleep. Describe your day when working face-to-face?

12. **Remote work routine:** From the moment you wake up until you go to sleep, describe your day when working remotely?

13. When **working remotely**, describe how your work routines may be affected by household chores?

14. When **working in the office**, describe what factors affect your commute time? i.e Transportation, weather, distance etc...

15. When **working remotely** describe how much time you dedicate to your family and house work?

16. When **working in the office**, describe how much time you dedicate to your family and housework?

17. When **working remotely**, how much time do you dedicate to yourself ad in what way?

18. When **working in the office**, how much time do you dedicate to yourself and in what way?

19. When **working remotely**, is there an equal distribution of household activities?

20. When **working in the office**, is there an equal distribution of household activities?

21. When **working remotely**, what strategies do you implement to manage activities E.g. Establishment of schedules, delineation of spaces, etc...

22. When **working in the office**, what strategies do you implement to manage activities E.g. Establishment of schedules, delineation of spaces, etc...

23. How have you found the experiences of working in office vs remotely? In what way has the pandemic changed your lifestyle in this regard?

24. Do you consider in office vs remote work as conflicting or do they compliment each other?

25. Since COVID-19 restrictions were removed by the government, has this increased or decreased your free time?

26. How many days a week do you have to work in office and how many remotely?

27. What is your personal preference for working?

28. How do you feel your productivity is affected by working from home vs working in the office? i.e. Internet quality, phone calls, noise, etc...

Appendix 2: Informed Consents

Date:

I certify that I have been clearly informed of the reason for the interviews as an academic exercise for the development of the student`s dissertation <u>ALERTO BERNAL TOVAR</u> with student number <u>x21167150</u> who has invited me to participate in his interview that has the purpose of understanding my experience and management of my work life and family life in remote work and face-to-face work after COVID-19, I participate freely and voluntarily as a collaborator, contributing to this procedure actively.

I also authorize an electronic record of the interview (voice or video recording) to be made.

I am aware if the autonomy that I have to withdraw or oppose the academic exercise, when I deem it convenient and without the need for any justification.

I understand that my data will be used confidentially for academic purposes by the student and that it is not an intervention for psychological treatment purposes. The information collected, once processed, will be used to make an analysis that seeks the well-being of the workers. And I also understand that once the information collected is analysed it will be destroyed.

Agreeing to the above, sign:

_____

Participant

_____

Interviewer