



## **THE IMPACT OF REMOTE WORK ON EMPLOYEE PRODUCTIVITY AND JOB SATISFACTION**

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### **Abstract**

This article examines the impact of online work on employee productivity, particularly in the case of brokers and dispatchers working in the logistics sector. Three participants, Mike, Allan and George, share their real-life experiences of online work, discussing the main tasks, time management, work challenges and factors that affect productivity, as well as how they manage work-life balance. In addition, it is conducted using thematic analysis. It also provides information on how psychological and some technical issues affect employee performance.

**Keywords:** Remote work, logistics, brokerage, work efficiency, employee health, time management, stress, work-life balance.

### **Introduction**

In recent years, due to the development of technology, remote working has become widespread around the world. The COVID-19 pandemic has been a major reason for this and has accelerated this process, with many companies creating some conveniences for remote work. Logistics and transport sectors, which were previously often tied to the office, are now also introducing remote work practices in these sectors.

The benefits of remote work, along with the freedom and flexibility it gives employees, can have an impact on important factors such as productivity, time management, mental health and social isolation. While some find remote work beneficial, others find it stressful and exhausting.



This study is only detailed in the case of three participants in the logistics industry, and this article analyzes real data based on interview questions.

## **METHODOLOGY**

This study was conducted using a qualitative methodology. This approach allows for the exploration of participants' deep and complex experiences. Semi-structured interviews were chosen for the study because this method allowed each participant to provide realistic answers to the questions.

### **Participants:**

Mike – A night dispatcher/broker in the logistics industry, a part-time student and a band with other jobs.

Alan – Has been working in logistics for two years, has gained good skills in this field.

George – Although his specialty is different, he is currently an employee who does brokerage as his main job.

The following questions were asked to each employee:

1. Is dispatching/brokering your main profession?
2. What tasks in the work process take up the most time?
3. How do you solve problems that arise in the work process?
4. What are the factors that reduce your productivity?
5. How do you maintain a balance between work and personal life?

The interviews were conducted in written form and their responses were analyzed using thematic analysis. Key themes were identified and in-depth analysis was conducted around the themes.

## **RESULTS**

### **1. Main tasks and time consumption.**

All three participants said that the most time-consuming tasks during their work were “negotiating with customers”, “finding loads” and “arguing with drivers”. Alan said that negotiating prices with customers and finding the right driver were the most difficult aspects. Mike said that the process of negotiating prices and raising prices was the most labor-intensive.

## 2. Problems and ways to solve them.

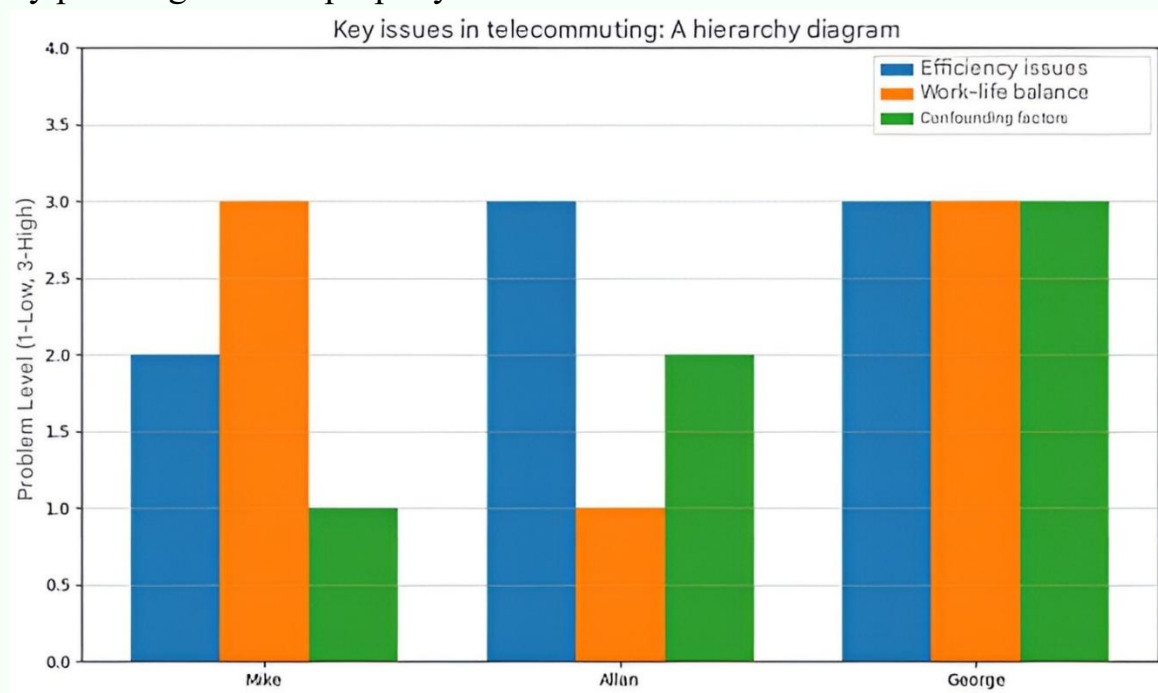
All participants noted that these types of problems occur almost every day. Mike said that wrong decisions can cause financial losses and negatively affect the company's reputation. George said he would try to explain the situation more clearly to customers and find a smooth solution. Alan said that he would deal with bad drivers and transportation issues through insurance companies.

## 3. Factors that affect productivity.

Mike said that it is difficult to work in an uncomfortable office environment. George cited excessive use of social media, technical glitches, and delayed responses from customers as the main factors. Alan also cited time wasting, stress, and depression as the biggest factors that reduce productivity.

## 4. Work-life balance.

This topic was a big issue for all three participants. Mike admitted that he works 20 hours a day, 6 days a week, which doesn't allow him to spend time with his family. George also said that he doesn't have enough time for his personal life due to the night shift. Alan also said that he tries to balance his work and personal life by planning his time properly.





## **DISCUSSION**

Remote work is becoming increasingly common in the service, technology, and logistics industries. The study found that remote brokers and dispatchers had a range of positive and negative experiences in their work. The following key findings emerged from their comments:

- Freedom and a good company were positively rated by employees. Mike and Alan reported that they had created a comfortable and productive work environment.
- Psychological stress and fatigue have become one of the main problems of remote work. Long working hours, night shifts and constant responsibility lead to depression and lack of time for family among employees.
- Technical failures, slow internet, delayed communication with clients and ineffective time management negatively affect productivity. George stated that social networks and similar factors are a waste of time.

These situations are also consistent with international studies. For example, according to Eurofound (2020), 27% of remote workers suffer from work-life conflict. Gallup (2023) found that 41% of remote workers feel lonely and socially isolated. If companies want to embrace remote work as a long-term strategy, they need to consider strategies for employee well-being, work-life balance, emotional and financial support, and time management.

## **CONCLUSION**

The study shows that, despite the fact that remote work creates convenience and flexibility for employees, for example in the logistics sector, it also has negative consequences. According to the participants, individual planning and independent problem-solving are important for effective work. However, this is not always easy, especially when working evening shifts or when working multiple jobs at the same time.

Based on these results, the following recommendations can be put forward:

1. Provide time management training for employees.
2. Establish psychological support courses.
3. Maintain social connections through group meetings and online social events.
4. Provide the necessary conditions, time and financial support to fulfill family obligations.



Remote work in the logistics sector will expand further in the future, so the needs of employees working in this area should be studied in more depth.

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