REVIEW

Remote Working in the Period of the COVİD-19

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ARTICLE INFO	ABSTRACT
	Working remotely was an option for the employees before the Covid-19 pandemic. However, it's become a new working format and compulsory for the white collars to work at home. Even if it seems attractive at first look, the new format of working style actually has caused lots of problems especially on employees' mental health. The social life, private comfort zone, and working environment of the workers have mixed with each other and the equilibrium among them which gave certainty and predictability is totally broken now. Actually, the employees started to search for a new normal and balance in the pandemic. I am planning to focus on occupational stress that popped up in the pandemic with regard remote working. It is structured to focus on the problems which are the broken balance between work and family, the problem of workload and over-working, the future ambiguity about the career, and miscommunication, to analyze how these problems bring out mental health disorder with giving experiments done by other researchers. In the final part, I will try to give some suggestions on how to get over it or reduce it.

1.Introduction

The World Health Organization-WHO (World Health Organization-WHO) named the disease caused by the new coronavirus that emerged in Wuhan, Hubei Province in China in December 2019, on February 11, 2020, Covid 19. The same organization declared COVID-19 as a pandemic disease on March 12, 2020, citing the speed and severity of the virus and the authorities' failure to take the necessary action. The Covid-19 virus which affected the whole world made a great impact on our living and working habits. Since the World Health Organization declared Covid-19 a pandemic, hundreds of millions of people started to work at home remotely. This massive and sudden change affected people's life a direct and indirect way.

Working remotely was an option for the employees before the Covid-19 pandemic. However, it's become a new working format and compulsory for the white collars to work at home. Even if it seems attractive at first look, the new format of working style has caused lots of problems especially on employees' mental health. The social life, private comfort zone, and working environment of the workers have mixed and the equilibrium among them which gave certainty and predictability is broken now. Work related issues cause occupational stress. Occupational stress is a chronic condition that let the employees feel alone and helpless about their work. Occupational stressor feel that they cannot control the work and the worker realizes he/she is not fit this job [1]. Person-environment fit theory explains occupational stress in detail.

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Person-environment theory emphasizes the combination between person and job. There are demands for both job and worker. Person's attitude, ability and interest match with job demands, and it creates motivation and vital benefit for both. At the same time, job factors satisfy the person's expectation, so motivation and development occur. On the other hand, job demand and person's expectation did not fit with each other which would causes occupational stress. Employees would feel depressed and their psychological and physical well being would also be affected negatively by this condition [2]. During pandemic, workers and job demand mismatch each other. This situation causes demotivation and unprofitable work.

What kind of challenges triggered by the stress on workers during the pandemic? For finding the answer of this question, we applied an experiment had been done by other researchers. Researchers want to know what kind of challenges the workers encounter during the Covid 19 outbreak which causes occupational stress and worker's psychological well-being. There were 39 participants participated in the experiment done in mid-February in 2020. 23 of them are female, 15 of them are married, 18 of them have different responsibilities without work. Researcher interview each of the participants separately through WeiChat application. Each interview took an average 15.62 minutes. All participants were working from home at least 3 weeks. Findings of the experiment indicate that promote working causes challenges which are work-home conflict, ineffective communication, procrastination and loneliness [3].

There is another empirical study that done in May in 2020. The hypothesis is affecting of occupational stress through remote working on psychological well being of employees during Covid 19 pandemic in India. The study used the shortened version of the psychological well-being scale that developed by Ryff and Keyes. The result of study shows that there is no clear age and gander group differences, but remote working brings the challenges for employees because of workplace isolation, family conflict, working instability. Based on the consequences of these experiments and literature review, remote working trigger the challenges, such as conflict between work and family, overworking, future ambiguity and loneliness. These issues affect workers' psychological well-being in negative way [4].

2.Conflicts between Work and Family

Work-family conflict is one of the phenomena that hard to avoid in modern society. Because work expectation is much higher than ever before all around the world. However, workers already have adapted fast paced life. They are also attempting to arrange flexible work arrangement which corresponds their working locations and work hours with lifestyle, care and professional development. Before pandemic, people work in the work environment and work place. After work, they come to home and relax, rest, spending time with family members. But this sudden change exacerbated work- family conflict.

Fist problem of work-family conflict is role ambiguity. Individual has different roles in normal life. For example, a person can be a worker, father, husband and son at the same environment and at the same time. According to a national survey that followed Canadian workers, work-family conflict increase the family which has children with age of 0-12 years more than the family without children during the pandemic. Especially, working mothers have experienced greater challenges [5]. Moreover, worker not only adapt full-time job from home, but also care children who study full-time education from home and extended family.

The second problem is wrong expectation from family members. Every work has its responsibilities and difficulties. In this circumstances, some people get motivation from their colleagues, because they are living in the same situation. Sharing similar feeling, reduce the stress. Remote working deprive workers from colleagues, so workers expect to their family members to understand working stress and being colleagues. If their expectation is not met, they are frustrated and dissatisfy.

The third problem is avoiding family members. Human is social being. People all need social life. Everyone needs family support and spending time with family. Nevertheless, sometimes people also need to spend time with alone, especially adolescents and young adults. From the morning until night, everyone is at home, so it is hard to find some space and time get along with him/her self. Most parents did not understand their children's need and judge them avoiding the family or dislike family member. All those problems lead the worker to stress. I will explain stress end of the article.

2.1 Workload and Over-working

Generally, employees start work at 9 in the morning. They have lunchtime and continue to work until 5, 6 in the afternoon. Their work and break time separate each other. They arrange their tasks based on their time. But in remote working, their office is next door, so if employees do not manage time well, they face workload. People who are procrastinators experience trouble with over- working.

Some people be obligated to work more than their work hours. For example, teachers teach online courses.

Parents and students face any kind of problem about class, the internet, and technology, so they are directly connecting with teachers. School administration gave parents the right. Furthermore, employers require the employee to work harder than before. Most labor marketing encounters an economical crisis, so they want employees to work harder for improving their revenue and get rid of their problem. Speaking in a video conference with CHP Istanbul Provincial Chair Canan Kaftancıoğlu, members of the Plaza Action Group complain that their bosses load up works on workers [6]. They are worried that this situation will continue after quarantine and require the government to control this kind of issue happen between employers and employees. All these kinds of difficulties make people feel over-working.

2.2 Future Ambiguity about the Career

Future ambiguity and uncertainty are all-around people. When will end up the Coronavirus, when will open schools, when will open countries' borders? There is no specific answer for them. Besides this, the defeat of the pedantic cause of many businesses, so some employees lost their job. Some are worried about losing job and face "what -if" question.

According to Abraham Maslow's self-actualization theory, self-actualization is a higher level of human motivation. People can discover their ideal self in this stage, utilize motivation with their capacities and abilities. But before the highest level, people have to fulfill and let other needs be met. The first level is physical needs. People need nutrition, settlement, and dressing. If someone hungry, she/he cannot concentrate on other kinds of stuff. If the first stage is fulfilling then people need the second stage. The second level is safety needs. The person who is homeless wants a home, safety, and not it does not matter. But the person who can achieve their basic need and think about safety. The thirst one is belongingness and love needs. Belonging to a city, home and time is very important, according to psychology, belongingness is the source of happiness. Love also can be a source of life and meaning of life. The person feeling belongingness to society and need acceptance then the person can achieve self-actualization level [7]. In this stage, people develop themselves, discover their ability, and tend to contribute the society and their field in major. Future ambiguity affects safety and belongingness negatively and causes decreasing employees' motivation. At the same time, decrease working efficiency. There is a mismatch between employers' expectations and employee's working, so this can create many misunderstandings and difficulties.

2.3 Loneliness

Governments encourage people, even impose a curfew all around the world. Employees deprive working environment plus nature as well so the radical departure causes loneliness and social isolation. The working environment is a very significant source of socialization. People deprive the opportunities. As every year, there are big holidays, like Eid, Christmas. People visit their parents and relatives. But because of corona-19 limit people to communicate with others. Western people have an individual life. The big holiday is a golden time to visit and travel, so this depravation gets workers' mood worse. Moreover, lack of communication with others leads people to miscommunication and decreases their communication skills.

Remote working causes many disadvantages for people. Getting used to new conditions, fix up the affairs, and managing working hours takes time. But coping with the problem like the conflict between families, over-working, the future ambiguity about the career and loneliness not easy. If people cannot handle them on time, those difficulties exacerbate and cause chronic disorders like depression and anxiety.

These challenges cause occupational stress. Occupational stress is chronic condition that workers feel unsuccessful on their job, the emotional instability. Because of this condition, work effectiveness would decrease. Occupational stress can cause serious mental disorders, such as depression and anxiety disorders.

2.4 Depression

Depression is one of the common and serious psychological illnesses that influence a person's feelings, way of thoughts, emotions, and interests. A symptom of depression differently based on mild, moderate, and severe levels, but common symptoms are feeling sad and depressed, losing interest in activities, the problem with sleeping and quality of sleep, difficulties with concentration, increasing thoughts of death or suicide. At least five symptoms happen last two weeks and continue to change the individual's previous self and then the person can be diagnosed with depression. According to the American psychological association's report about depression, generally, one in 15 adults experience depression in any given year that women are more likely to experience depression than men. Several factors play a significant role in depression. They are biochemistry, genetics, personality, and environmental factor. As I mentioned above, if employees cannot handle their problems, environmental factors can lead them to experience depression. Depression causes physical problems like fatigue and lack of energy, decrease actions

and speech, discomfort in the back, headaches, and unexplained restlessness [8]. It affects mentally like decreased ability to focus and remembering. Lost interest, being pessimistic, uncontrollable emotions. It can get worse and hugely negatively affect normal life even sever level it leads individual looking death and suicide.

2.5 Anxiety

Anxiety is a normal feeling that responds to bodies' stress and worries about the future. It happens before the interview, presentation, the first day of work, and so on. If anxiety is normal, it helps people to prepare and complete their tasks well or encourages them to do their job on time. But it happens at an extreme level and continues for several months. It becomes an emotional disorder that affects at any age.

There are many types of disorders. Common types of anxiety disorders are panic disorder, phobia, social anxiety disorder, obsessive-compulsive disorder, separation anxiety disorder, illness anxiety, and post-traumatic stress disorders. Every type has a common and different symptom that levels are different depending on mild, moderate, and severity. People who experience anxiety have nightmare, painful thoughts and memories, fear of specific events and places that they cannot control or stop it. Anxiety disorder affects people's normal life. Some clients cannot control their emotions in public places, so encounter problems. Genetic, physical, and also environmental factors can cause anxiety disorders [9].

From the problems I mentioned above, I could implement a general theory of depression to the remote working in pandemic cases. The conflict between work and family case. A person works and lives in the same area that there is also another member of the family. The person has other roles as well, so the individual cannot manage all this stress and the environmental factors trigger depression. Depression affects a person's physical and psychological well-being. The second problem is workload and over-working. Generally, people's body function gets used to one rhythm about working. For example, some people cannot sleep late at weekend. Because they wake up five days a week at the same time, so the body already wakes up in its time. After 5,6 in the afternoon, the body also ready to leave work and rest at home or be busy with other stuff. Suddenly, employers expectation increase or working time is irregular, the person easily feeling depress and decrease interest in work.

Another problem is future ambiguity. Future ambiguity always makes people think about the future and worry about it. There is not certain date or answer to their question, they began to think negatively and learn help-

lessness will occur. Learning helplessness is a state that happens after experiencing negative thoughts or stressful and uncontrollable situations repeatedly. The last problem is loneliness. Nowadays, especially in European society proper live alone. The way to be socialized and share express emotions and stress in a workplace with colleges and friends, so people deprive this opportunity, it makes them depressed.

I want to implement anxiety to those problems about remote working during the Coronavirus pandemic. The first problem is a conflict between work and family. Family members spend all their time every day. There are students and workers among them, so children get used to it and do not want to separate from their parents. Furthermore, because of depression, workers become more sensitive. The second problem was over-working and workload. For anxiety, the client cannot concentrate easily. Think very detail and do not want to make the employer upset, so the employee faces challenges. The third problem is the future ambiguity and uncertainty about the career. Without anxiety, people suffering from this uncertainty in a pandemic. When will the Vitus end up, when the school and work continue as normal, what will I do if I am infected with a virus. What should I do if I am to be fired. For a client with anxiety do not get rid of these questions.

The last problem is loneliness and isolation. Types of anxiety have common problems which avoid the public area and communicate people. The loneliness and isolation exacerbate the situation. Because of virus, people cannot list each other easily. Also, there is a curfew in many countries. If there are opportunities to communicate with people, the person who experiences anxiety can avoid communication. Decrease communication skills, so while conversation, the person can feel uncomfortable.

3. Discussion

Covid-19 is the inescapable fact that all countries experience the pandemic and outbreak period. Some occupation continue to work in workplace but there are still many occupations which continue from home. Over the year of this process, people accept and adapt to work remotely. There are experimental researches that prove the positive effect of remote working on employees. Remote working brings flexible life style for workers. If the workers keep the balance, then they can gain extra time for relaxing and flexible work environment. However, human being is social being. We need communication, support and working environment which motivate us, so people cannot adapt remote working in the beginning of pandemic. Loneliness, mismanagement, conflict and future ambiguity are hap-

pening in worker's life and they cause occupational stress. If they cannot control their stress level, then the stress affects workers' well being and can cause mental health disorder like depression and anxiety.

Several tips can prevent that problem or can solve some of them. The first tip is doing exercise. During a pandemic, gyms are not open, so employees can try to continue to exercise at home as much as possible. Exercise her brain to improve its functions. The second tip is eating healthy. Nurture with green foods like fruits, vegetables. People who experience depression's appetite affected, so always delay eating time, and give change for depression to affect physical health, so eating healthy and on time is very significant. The third suggestion is organizing an online meeting with friends and colleagues, and sharing experience and express the difficulties because sharing sadness and feeling with others, decrease the stress.

Another tip is to think rationally and try to accept the reality. Covid-19 and working remotely did not change one person's life. The virus affects all the world. No one did not face the influences of the virus, so the person who we can think does not have a better life condition. Think positively, read and watch positive things which can help people to get rid of the pessimistic thoughts. If employees cannot handle the problem, they should seek counseling and a psychologist to professionally helping them.

4.Conclusions

Sometimes unexpected reality can happen in life, neutral deserter, illness, and war. These factors are disturbing normal orders and daily faction. Covid-19 pandemic happen and change lifestyle brings huge life changes. Before remote working is an option for many people who prefer to work from home, but during a pandemic, remote working is no option but it is obligatory for many employees all around the world. There are some advantages of remote working maybe, such as people who work very far from their home or work in tough conditions. However, people also experience difficulties during the macro crisis. Everyone has different roles. Remote working brings together all roles for a person at the same time. A father has to work and being a father in a small area. A mother is also a worker and a mother at home. Education is from home, so people have problems to organize and keep a balance between these roles. This problem causes conflict between family members and between work and the family. Workload makes workers extra tired. Future ambiguity also demotivates people and decrease the interest of work because employees encounter the question like "if

the company demolishes, what should I do". Feeling isolated and living alone trigger accumulated problems. All of these problems can cause psychological disorders like anxiety and depression. If an individual cannot handle it on time, it causes psychical and serious mental problems. Even lead to suicide. Exercise, health nutrition, utilize online course, arrange a meeting with friends, empathize with other people who have the very hard condition. There are still some serious problems, so the person has to apply for psychological support.

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