

Potential benefits and challenges of telework



Employers



Benefits

- Reduced overheads
- Increased margins
- Lower turnover
- Greater talent pool
- Inexpensive, desirable benefit

Challenges

- Increased IT demands
- Security issues
- May not work for some tasks
- Some loss of control

Workers



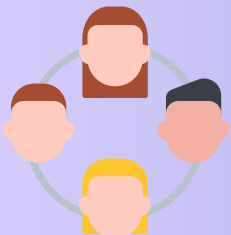
Benefits

- Reduced commuting time/costs
- Life choice flexibility
- Dependent care flexibility
- Higher autonomy
- Higher job satisfaction
- Lower stress
- Lowered work–family conflict

Challenges

- Blurring work–life boundaries
- Working on holiday
- Difficult to "unplug" from work
- Social and professional isolation
- Missed opportunities

Societies



Benefits

- Environmentally friendly
- Reduced infrastructure stress
- Better management of public health risks
- Better for individuals with disabilities

Challenges

- Urban sprawl (workers can afford to live at a greater distance from office)
- Reinforced gender division in unpaid household work

Source: *Issues Paper for the Global Dialogue Forum on the Challenges and Opportunities of Teleworking for Workers and Employers in the ICTS and Financial Services Sectors* (ILO, Geneva, 24–26 October 2016)