Abstract

This work is derived from a quantitative research approach, correlational design, with teachers under the system of telework, in a state institution of education for work and human development, in order to document mental health indicators from Welfare subjective (satisfaction with life) (SI) and the burnout syndrome (emotional exhaustion, depersonalization and personal accomplishment). (BnS)

The exercise is performed with a population of 156 virtual tutors, who meet inclusion criteria and who are assessed with the following instruments: Survey Sociodemographic, Scale Satisfaction with Life (The Satisfaction with Life Scale, SWSL) and Maslach Burnout Inventory (MBI).

The results of this research show the inverse and significant negative correlation between positive and significant emotional exhaustion and depersonalization (SBN) and, between life satisfaction and personal fulfillment (SBN), validated with Cronbach's alphas, found Scale Life Satisfaction (SWSL), 0.86; and the Maslach scale was 0.78. This process enables to supply documentary evidence regarding the level of Health and Welfare teleworkers, from job satisfaction, autonomy and flexibility in executive functions, and the decisive role of identity, self-awareness, self-control and self-efficacy in this, working model as elements that counteract the possibility of burnout syndrome.

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Keywords: Subjective Well-being, burnout syndrome, telework, teleworkers, virtual tutor.
1. Introduction

The realities that are associated with work are increasingly changing. Each historical period of humanity has been determining forms and working dynamics such as --appropriation, subsistence farming and grazing, slavery, servitude, crafts, mercantilism and trade, conquests and colonies-domain and colonization, industrialization, labor movements and social revolutions, legalization contemporaneity of working days and at work- (Vasquez, 1970). It is work, then a subjectivisation device, which determines ways of thinking, feeling and acting (Nardi, 2006).

Modernity has brought geopolitical changes, and socioeconomic, covering global issues, so the decade from 2010 to 2020, according to some political scientists, is known as the "Decade of Vertigo" generating thus new ways of living, coexisting and working (Gorriaz, 2012).

Fabri (2010) states that we have turned the world into an interconnected village, which brings great consequences. As a first consequence of these changes is the population explosion and this brings impact on the distribution of space and planetary resources. The Inter-American Development Bank (IDB) estimates that by 2020, China and Latin America will have more than seven cities populated by more than 10 million people, according to the World Bank, in 2030, 60% of the world population will live in urban areas (El Espectador, 2014). In the workplace, arising from this situation, high rates of mobility of people to move to their workplaces, high rate of passing vehicles and the corresponding alteration of the planet by the environmental pollution levels.

As a second consequence, it is highlighted, the use of information and communication technology (ICT), producing advances, developments and transformations in different contexts, especially in the organizational areas and, therefore, new working proposals to humans. We are in a call Information Society (Salanova, 2012) or what Norbert Bilbeny, called: The Third Industrial Revolution. (Rapp, 2004).

It appears then, the working model called Telecommuting also known as telework, virtual work, electronic work, remote work, tele housing, networking, tele cottage, hotelling, satellite offices, neighborhood offices, teleservice centers, centers tele business flexible working, among others.

This is the context and population under investigation, and it is necessary that psychology, participate in the study of emerging situations today.

2. Telecommuting or Telework: Global trend.

Telecommuting is an alternative work to the present day. Etymologically, it is a word composed of: Tele and work, the word tele, meaning far distance; and work has its origin in a Latin word -tripalliare tripalium, which is an instrument of torture, associated with the realization of continued physical or intellectual activity (Segura, 2013). It follows, then, that the term refers to a study conducted in the distance, from afar.

The name was coined by Jack Nilles, who first used this concept in 1973 and who gives a plot support, from the use of technology as an essential element of the work to be done. The International Labour Organization (ILO) defines telework as "form of work carried out in a place away from the central office or production center and involves a new technology that allows separation and facilitates communication" (El Espectador, 2013). It follows, then, that the term refers to a study conducted in the distance, from afar.

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From these conceptual approaches, it can be inferred that: it is a viable and legal employment alternative, in this world, which not only reduces call centers, neither is a job at home nor a temporary service; It requires open-mindedness and paradigmatic changes in organizations, managers and personnel working as teleworkers, requires flexibility in thought, schedules, in working environments, and work results. That is, it requires a plasticity and adaptation for emerging models of time and space.

Telework is a form, which has benefits and risks. One of those advantages is associated with the macro environmental system, which affects humans.

This is summarized in the following table:

<table>
<thead>
<tr>
<th>Possible Benefits</th>
<th>Potential drawbacks</th>
</tr>
</thead>
<tbody>
<tr>
<td>For the individual</td>
<td></td>
</tr>
<tr>
<td>Better performance and productivity</td>
<td>Less opportunity for personal relationships</td>
</tr>
<tr>
<td>Less time commuting</td>
<td>Less stress related to home</td>
</tr>
</tbody>
</table>
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