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## PSYCHOSOCIAL RISKS IN REMOTE WORK: A SYSTEMATIC REVIEW

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**Background:** The introduction of new information and communication technologies (ICT) into labor relations, led to new ways of working. For instance, remote work has been enabled by advances in digital development that narrowed down distance allowing workers to communicate and perform tasks from nearly anywhere (Ciccarelli, 2022). The different types of ICT-enabled remote work, are giving rise to new challenges in terms of occupational safety and health (OSH) management. The COVID-19 pandemic led to an acceleration in the digitalization of the work (Baig *et al.* 2020), and brought to light the need to OSH practitioners pay more attention to occupational risks linked with this type of work, particularly psychosocial risks.

**Objective:** The two main objectives of this study are: to understand the health effects of remote working with the aggravation of the COVID-19 pandemic and to identify the psychosocial health risks of remote working through a systematic literature review.

**Methodology:** To carry out the literature review, the PRISMA methodology was followed (Page *et al.*, 2021). The search of information was carried out on five different databases, namely Web of Science Core Collection; Medline; Scielo and Current Content Connect and PubMed. The last search date was June 1, 2023. The search also included checking for related articles in the reference list of the located articles and other relevant literature, such guidelines and recommendations. Some of the terms combined for searching, were: “Platform Work”, “Virtual workplaces”, “Remote Working”, “Teleworking”, “Homework”, “Occupational health”, “Psychosocial risks”, “COVID-19”. After importing all results into a reference manager software, the articles were screened with respect to title, abstract and keywords.

**Results and discussion:** A total of 2129 articles were obtained. After duplicates removal and application of eligibility criteria, 18 articles were considered for full analysis. One of the main reasons for exclusion was articles focused on remote work, but not within digital scope. In the course of the analysis of the selected articles, the main identified psychosocial risks and health effects found, were: stress and technostress, often related to anxiety symptoms (Carlotto & Câmara, 2010); the feeling of social isolation and abandonment by managers (Aguilera *et al.*, 2016; Pantoja *et al.*, 2020); a greater feeling of work overload (mainly in the female gender, due to the double working day) and; a greater impact at the psychosocial level generated during the COVID-19 period (Singh *et al.*, 2022). On the other hand, despite the disadvantages, some studies reported a high degree of satisfaction in the remote work modality due to the feeling of freedom and work flexibility.

**Conclusions:** The conclusions reached in this systematic literature review highlight that psychosocial health risks in remote work are related to individual work characteristics and organizational policies. The COVID-19 pandemic has played a major role in imposing an almost compulsory migration from traditional work, and this has been a focal point for the increased emergence of working conditions that have aggravated exposure to psychosocial risk factors in the workplace.

**Keywords:** Work platform, Virtual workplaces, Teleworking, Psychosocial risks, Occupational health, COVID-19.

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