

Perceptions of Quality of Life in the Context of Telework in Public Organizations in Brazil: An Integrative Review

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Keywords— *Quality Of Work Life, Telework, Public organizations.*

Palabras clave— *Calidad de vida en el trabajo, teletrabajo, Organismos públicos.*

Abstract — *This article sought to identify the current panorama of the study of Quality Of Work Life (QWL) applied to telework in Public Organizations in Brazil. In methodological terms, it is an integrative literature review based on publications from the data platforms: CAPES, SPELL, SciELO and ENAP, delimited by the time frame from 2010 to 2021. By applying search descriptors and parameters for acceptance and rejection, 23 articles composed the corpus and supported the analyses. From the review it was found that, although there are still few researches in the area, a majority of teleworkers positively evaluate the QWL aspects in the telework modality, within the scope of public administration. The flexibility of the workday, the reduction of displacements and the reduction of costs, among other factors were cited as advantages. Despite this, issues such as the weakening of the bond with the company and co-workers and technical adaptation difficulties appear as compromising the QWL. The results achieved have the potential to support future research that addresses the quality of life of teleworkers within the scope of public administration. In addition, the present research can allow the reflection of governments and public managers on the benefits and challenges pointed out by the findings of the study.*

Resumen— *Este artículo buscó identificar el panorama actual del estudio de la Calidad de Vida en el Trabajo (CVL) aplicado al teletrabajo en Organizaciones Públicas en Brasil. En términos metodológicos, se trata de*

una revisión integrativa de la literatura a partir de publicaciones de las plataformas de datos: CAPES, SPELL, SciELO y ENAP, delimitada por el marco temporal de 2010 a 2021. Mediante la aplicación de descriptores de búsqueda y parámetros de aceptación y rechazo, se compusieron 23 artículos el corpus y apoyó los análisis. De la revisión se encontró que, aunque todavía existen pocas investigaciones en el área, la mayoría de los teletrabajadores evalúan positivamente los aspectos de la CVT en la modalidad de teletrabajo, en el ámbito de la administración pública. Se citaron como ventajas la flexibilidad de la jornada laboral, la reducción de desplazamientos y la reducción de costos, entre otros factores. A pesar de ello, cuestiones como el debilitamiento del vínculo con la empresa y los compañeros de trabajo y las dificultades de adaptación técnica aparecen como comprometedoras de la CVT. Los resultados alcanzados tienen el potencial de sustentar futuras investigaciones que aborden la calidad de vida de los teletrabajadores en el ámbito de la administración pública. Además, la presente investigación puede permitir la reflexión de gobiernos y gestores públicos sobre los beneficios y desafíos señalados por los hallazgos del estudio.

I. INTRODUCTION

In recent years, the world has been facing an extremely challenging scenario. Governments and society in general have been faced with several problems from the exponential increase in hunger and misery, the explosion of wars and conflicts, terrorism, global warming and especially the emergence of what can be considered the most devastating of all in the contemporary era, the COVID-19 pandemic (UN, 2021).

In this highly challenging scenario with scarce resources, society increasingly demands public services and consequently requires governments and public administration to find ways to provide permanent service delivery with maximum aggregate quality (Cavalcante, 2017). Thus, in the face of this environment of continuous changes, the public sector incorporated the type of employment called “teleworking”, a type of service provision that had existed for decades and gained notoriety with the advent of the COVID-19 pandemic.

Remote work has advanced as it presents itself as one of the alternatives to the problems of displacement and infrastructure in large urban centers. In the Brazilian context, it has been consolidated in the private environment, especially with regard to companies in the information technology area. With regard to the public sector, the pioneering initiatives of the Federal Service for Data Processing (SERPRO), Superior Labor Court (TST) and Federal Audit Court (TCU), for example, stand out. It is noted that this is a remarkably contemporary theme, which has recently had a great boost with the restrictions of the pandemic environment.

Regarding the issue of quality of life at work

(QWL), this is an area of study, which despite its name having been coined only in the 1970s by Louis Davis (Amâncio, Mendes, & Martins, 2021). It is pointed out that its development has taken place over several years, having as an embryonic milestone, in the 1920s, with the psychologist Elton Mayo when he studied social factors as potential influencers in the exercise of work activities. In addition, its emergence is also associated with the union movements caused by the 1930s crisis, as well as by the studies of Eric Trist, at the Tavistock Institute, England in the 1950s (Fernandes, 2017; Limongi-France, & Arellano, 2002).

In the 1980s, with the advancement of market globalization and the intensification of competitiveness between companies globally, as well as the economic, social and political challenges, QWL gained a competitive differential condition and its application in the work environment became seen as a way to increase organizational profits (Amâncio et al., 2021). From this, there was a broad incentive to QWL through the promotion of well-being in the work environment and through initiatives to improve working conditions, in addition to expanding assistance benefits related to work safety and worker health. In Brazil, this period coincided with the redemocratization process, with the opening of the economy and, among other aspects, the elaboration of the Federal Constitution of 1988 (Fernandes, 2017; Amorim, 2010; Silva, 2010; Limongi-França, & Arellano, 2002).

When analyzing the research environment on QWL, it is observed the wide application in the private sector, which seek to diagnose the Quality of Life at Work of the most diverse professionals, or to analyze and

evaluate programs developed by organizations, and in the public service, Quality of Work Life Management is still an embryonic phenomenon (Amorim, 2010).

In a brief observation of the historical contextualization of the QWL theme and the advent of telework, something in common is observed: the fact that both stand out in a more expressive way in the private organizational environment and the appearance of public organizations in the protagonism of development of these themes under study.

In view of the context presented, the objective of this article sought to identify the current panorama of the study of quality of life at work (QWL) applied to telework in Public Organizations in Brazil. Through a bibliographic review, we sought to determine the panorama of scientific productions published in the period from 2010 to 2021, which deal with the perceptions of the theme Quality of Life at Work in the Context of Telework of the Brazilian public administration from the theoretical-methodological paths adopted. and the established discussions. In this way, specific objectives were established in the interface: i) to identify studies that correlate QWL and Telework in public organizations; ii) verify the theoretical-methodological approaches; iii) analyze the evolution of the theme of the pre-pandemic and pandemic period; and iv) demonstrate the main aspects of QWL addressed within the scope of teleworking in the public sector.

In view of the above, the result of the present study has the potential to assist and support future research that addresses the correlation of QWL and Telework within the scope of public administration. The results obtained can also contribute to possible reflections by governments and public managers on the importance of QWL and Telework themes and their benefits for the provision of public services to society, as well as they can stimulate initiatives aimed at the development of more efficient work policies. that promote effective improvements in the well-being and commitment of public servants.

In this scenario, this article was structured in sections, starting with this introduction, followed by the theoretical foundation, right after the methodology adopted in the research. Subsequently, the analyzes of the scientific productions are presented, and finally, the final considerations to the study.

II. FUNDAMENTAÇÃO TEÓRICA

2.1 QUALIDADE DE VIDA NO TRABALHO (QVT)

Since the remote times that gave rise to human

civilization, it has been observed that man has sought to develop tools and techniques that minimize the efforts and wear and tear caused by labor in the activities of his daily livelihood, in order to make the work less painful or even less painful. more pleasurable (Ferrari, 2014). In remote periods, this type of attitude was carried out intuitively and was not even imagined in studies and conceptualization of quality of life at work, which only came to have greater meaning and reach in discussions and research through the context of organizations, more specifically, when they started studies on behavioral, psychosocial and motivational aspects of workers (Coutinho, 2009; Sant'anna et al., 2011; Feitosa, 2014; Meneses, 2019).

In the context of general administration and its theories, it is observed that several studies address intrinsic characteristics of the quality of life at work and consequently may have contributed to the development of this theme, among which it is important to highlight: Elton Mayo in 1927 with a study from Hawthorne; the presentation of human needs in a hierarchical way through Maslow's Pyramid, in 1979; McGregor in 1980 with theories X and Y; Herzberg with the Hygienic and Motivating factors, which deal with job satisfaction or dissatisfaction, and; McClelland with the theory of Contingency of Motivation in which he approaches the needs for achievement, power and affiliation (Pereira et al., 2021).

Despite the various studies on aspects of quality of life at work carried out until then, it was only from the 1970s onwards that the term QWL was used and with that, several authors stood out in carrying out more advanced studies on the subject, including the presentation of models and methodologies used to this day. Authors such as Walton (1973) who related productivity to employee satisfaction and motivation, Hackman and Oldham (1975) who were the first to quantify QWL assessment instruments, Westley (1979) dealing with problems arising from the work environment, Huse and Cummings (1985) focusing on workers' participation in work decisions and problems, Peter and Waterman (1983), Davis and Werther (1983), and Limongi-França (1996) focusing on worker health, among others (Coutinho, 2009).

Something that draws attention and should be highlighted is the fact that much of the doctrinal framework on the subject focuses and develops in the private environment, and the collection is still quite small in the context of public administration. In the public sector, especially in Brazil, it is clear that the keynote of QWL is faced with several challenges inherent to the adaptability of the theme to this area. In addition, factors such as "demanding society for better use of resources and better results, and for transparency in the use of financial

resources” (Klein et al, 2019, p.03).

In this way, it is observed that the study of the quality of life at work is a subject in the development phase and that it has a vast field of study in front of it for deepening, mainly in the public area. It is noticed that this theme has constantly evolved, starting with the need to improve the execution of work activities, passing through studies related to well-being at work when there was no defined concept, advancing with the name QVT and developing with the new forms of institutions, markets and technological innovations. Therefore, presenting itself also propitious to correlate with the new modalities of labor employment such as Telework.

2.2 TELEWORK

To understand the conceptualization of the nomenclature “Telework”, a brief explanation of its emergence is necessary. The idea of remote work emerged as a proposition in the 1970s, to face the oil industry crisis, the growth of vehicle traffic in large cities and, also, with the greater presence of women in the labor market. However, the theme gained scope and prominence from the 1990s onwards, directly linked to technology companies and professionals, mainly with advances in information technology and telecommunications (Costa, 2007).

The terminology telework comes from the English word (teleworking) which basically can be understood as work carried out remotely in relation to the work environment, which can be at home or anywhere else, making use of the structure and tools of telephony and information technology. . There is no single and precise definition in the literature, and different concepts can be found on the subject. Anyway, regardless of the concept presented, it is possible to verify that teleworking is based on pillars such as flexibility, autonomy, responsibility, quality of life, among others.

In view of the various concepts that are presented on the subject and in order to organize the understanding, it is worth highlighting the classification that takes into account the place where teleworking is carried out, by which teleworking is listed in at least 04 (four) categories, of which: “(1) Home office work; (2) Mobile work, without a fixed location; (3) Work in a satellite office; and (4) Work in telecenters (coworking)”. According to this classification, both these categories are species and the term telework is the genus that encompasses them (Abreu, 2016; Silva; 2014).

In Brazil, despite teleworking being a relatively contemporary topic, it is possible to identify several studies on the subject, mainly within the scope of private organizations, and it appears that there are results and

authors with different opinions. There are studies that address from the advantages and disadvantages of telework, such as Barros e Silva (2010) and Filardi (2018), through those that address teleworkers' perceptions of QWL, in addition to those that analyze whether the worker's profile is compatible with this type of work such as Nogueira and Patini (2012), among others.

In the Brazilian public administration, it is important to highlight the pioneering spirit of some public entities in the implementation of telework, among which are: Federal Data Processing Service (SERPRO) which adopted telework through a pilot project in 2005, the Court of Accounts of the Union (TCU) that regulated the work carried out outside its premises through ordinances n° 139/2009 and 99/2010 and the case of the Superior Labor Court (TST) from 2012. the Federal Revenue Service of Brazil (2012), Attorney General of the Union - AGU (2011), among others (FILARDI et al, 2018).

When it comes to the regulation of the subject in the Brazilian state, it is observed that only in 2011 the first attempt to regulate this modality took place with the change, through Law n. 12,551/2011, of the Consolidation of Labor Laws (CLT). Through this change, teleworkers were given the same rights as employees who work face-to-face. However, it is worth noting that this law left many points that are not clearly presented, compromising its execution. Thus, on July 13, 2017, Law No. 13,467 was published with more significant and detailed changes on the service performed under telework.

III. RESEARCH METHODOLOGY AND PROCEDURES

For the development of this study, a systematic literature review was used. This research methodology consists of “a synthesis of primary studies that contain objectives, materials and methods clearly explained and that was conducted according to a clear and reproducible methodology” (Greenhalgh, 1997, p. 672).

It should be noted that the systematic literature review is divided into four different methods: meta-analysis, systematic review, qualitative review and integrative review. As it is a methodology that absorbs and integrates other different methods from the scientific field in its execution, the systematic literature review is also known as an “umbrella” methodology (Botelho et al, 2011; Rother, 2007).

This research specifically adopted the integrative review method. The choice to use this type of research was due to the fact that this procedure uses a data source on a delimited and specific theme and for having its

development with strict observance of methodological rigors, thus being characterized as original studies for the scientific research environment . Therefore, it can offer contributions to the literature surrounding the subject and serve as a guide for new researchers (Rother, 2007).

The work was carried out guided by the phases defined according to (Botelho et al, 2011). Initially, the theme was identified, which deals with the perceptions of Quality of Life in the Context of Telework in Public Organizations in Brazil and the guiding questions of the study were defined.

In the first stage, the databases in which the queries would be carried out were established, as well as the search terms to be used to carry out the bibliographic survey. It was decided to use, in a conjugated way, the following keywords: “telework” or “home office”, “AND” “public” or “public” and “quality of life” or “QVT” or “quality of life””.

It is noteworthy that the in-depth verification of aspects of quality of life at work occurs later through the analysis and detailed reading of the results obtained with the filter determined above. In addition, the platforms were chosen considering their “reasonable representation” in the national scientific scope and based on the availability of access to content – CAPES Journals, Portal Spell, Scientific Electronic Library Online (SciELO), ENAP Repository; and the period of publications to be examined was delimited – from January 2010 to November 2021.

In the next step, the definition of including and excluding parameters for data selection took place. In addition to indicating the criteria, it was also established that the acceptance of the article would be conditioned to the simultaneous presence of all studies in all inclusion criteria. On the other hand, those texts that belonged to some exclusion factor were rejected.

Table 1: Inclusion and exclusion parameters

Inclusion	Exclusion
Studies dealing with telecommuting	Studies that do not address telecommuting
Studies that demonstrate aspects of QWL	Studies that do not demonstrate aspects of QWL
Studies that address the Brazilian context	Studies that do not address the context of Brazil
Studies related to the public sector	Studies that are not related to the sector público
Studies published from January 2010	Studies published prior to January 2010

Source: adapted from Amâncio et al. (2021).

Soon after, in the third phase, a scheme was constituted formed by the following elements of the textual composition: authorship, year of publication, title, objective and area.

Based on the reading of these schematized items, adding to the previously defined acceptance/rejection parameters, the selection of studies was undertaken. In the fourth phase, the categorization step was performed. For Botelho, Cunha and Macedo (2011, p.131), this stage “aims to summarize and document the information extracted from the scientific articles found in the previous phases”. Then, the fifth phase began, which consisted of discussing the research findings. Finally, the terminative

stage was implemented, in which the study was consolidated, describing the course of the integrative review, ending with an overview of the results found, which are presented in the following section.

IV. DATA ANALYSIS AND DISCUSSION

Data collection consisted, initially, of carrying out a search for keywords, in predetermined databases, using the application of the following search descriptors: “Telework” OR “Home office” AND “public” “ AND” “Quality of Life”. Thus, a large amount of raw data (188 papers) was obtained, as shown in Table 02 below:

Table 2: Amount of raw data obtained in the previous selection of articles

PERÍOD O	ENAP	CAPES	SCIELO	SPELL
2010 a 2019	9	62	5	16
2020 a 2021	11	45	24	16
TOTAL	20	107	29	32
		188		

Source: research data.

Next, the inclusion and exclusion criteria determined in phase 2 were applied, seeking to refine the research and the following result was obtained: 146 manuscripts were discarded because they fit into any of the rejection parameters listed in Table 1 ; 13 were rejected for being in duplicate; and another 06 were excluded after an in-depth reading and identification that, despite addressing telework in the public sector, they did not directly address

QWL aspects.

Table 3, presented below, shows the summary detailing the year of publication, title, author, area and the main results of the studies found about the object studied. In this way, it makes it possible to carry out an analysis and make it possible to obtain timely answers to the questions raised by the text.

Table 3: Aspects of the selected studies

YEAR	TITLE	RESULTS	AUTHORS	AREA
2016	Implementation of Telework Pilot Project in the General Coordination of Information Technology of the Social Security Department	As a result, a viable project of interim intervention is proposed, aiming to measure the expected positive results in terms of improving the quality of life and productivity of servers, to support a future decision regarding the definitive institutionalization of the practice in the unit.	Henry Mross	Secretary of Social Security / DF
2018	Advantages and Disadvantages of Telework in Public Administration - Analysis of the Experiences of Serpro and the Federal Revenue	Advantages: improved quality of life; greater balance in the work x family relationship; greater productivity; flexibility; creating metrics; cost reduction; stress; travel time; exposure to violence; and knowledge of job demand. Disadvantages were: no adaptation; lack of communication; loss of relationship with the company; psychological problems; infrastructure; and telecommuter control.	Fernando Filardi; Rachel Mercedes P. de Castro; Marco Tulio Fundão Zanini	Federal Data Processing Service – DF
2018	The Adoption of Telework by the Regional Electoral Court of the Federal District - TRE-DF- A Study on the Possible Impacts on the Quality of Life at Work of Servers	Adoption of telework by TRE/DF would impact the QVT of servers by providing a reduction in stress, flexibility in working hours, independence in performing tasks and strengthening the family.	Mariane Cássia Rodrigues Alves	Justice/DF
2018	Attitudes to the Change in Telework in the Federal District Attorney's Office	The results obtained showed a high rate of attitudes of acceptance on the part of the servers regarding the practice of teleworking. And yet, low skepticism and attitudes of fear regarding the referred modality of work in the agency.	Edie Paulo Assis Peixoto Alves	Justice/DF
2018	Pilot Project Implementation Telework at the Benefits Board of the National Social Security Institute	Concluding, then, the feasibility of implementing the pilot project, which can be submitted to the sponsoring authority so that, if agreed, it authorizes the start of this project.	Bruno Baranda Cardoso	INSS/DF

2018	Telework - A study of the perception of the quality of work life of teleworkers and on-site workers	The study answered the general objective, pointing out that increasing the performance goal does not affect the QWL of teleworkers. Among the results found, two drew attention: the dissatisfaction of the teleworker and the great dissatisfaction of the face-to-face worker with the prospect of salary advancement and professional growth; and dissatisfaction with the lack of free time of the on-site worker.	Rodolfo Lemos Medeiro	Federal Public Administration/DF
2020	Telework in the context of the Covid-19 Pandemic - The Perception of Public Servants of the Brazilian Judiciary and MPU	The biggest highlight of the work/family scope was the difficulty of reconciling different roles in the routine at home. Despite this, the flexibility of schedules was often cited as a positive point. On the other hand, in professional relationships, it was noted that the lack of contact with colleagues to solve problems and coexistence was the most apparent aspect in the responses. In general, saving resources was also relevant in the analyzed contexts. The research findings emphasize that adapting teleworking to the pandemic has positive and negative points with the potential to expand the initiative and also adapt to the service in the way it was already provided.	Lunara Stollmeier PANDINI; Eliana dos Santos PEREIRA	Judiciary and MPU/Brazil
2020	Telework During the Pandemic - The Experience of the Technical Staff of the State University of Santa Catarina – Udesc	Most servers have rated their current remote work experience as satisfactory or very satisfactory (73.7%). However, 40 servers have evaluated it regularly, while 13 servers have not evaluated this experience positively. Even in unstable times due to Covid-19, 139 servers felt an improvement in their quality of life. The improvement of the balance between personal and professional life, in turn, was verified by a little less than half of the sample.	Ana Luiza Leite; Dannyela da Cunha Lemos	State University of Santa Catarina – Udesc
2020	Telework as an inducer of increases in productivity and cost rationalization - An empirical application in the Ministry of Justice and Public Security	Preliminary results indicate that teleworking contributes to the optimization of the use of physical spaces, enabling the rationalization of the institution's common costs; in the significant increase in the average productivity of teleworking servers. Therefore, it can be seen that the results of this research corroborate the findings in the literature, especially with regard to the benefits perceived by the organization, since the adoption of telework evidenced the increase in productivity and real possibilities of cost rationalization in the aforementioned ministry.	José de Albuquerque Nogueira Filho; Míriam Aparecida Mesquita Oliveira; Fabiano Pereira Corrêa Sâmy; André Nunes	Ministry of Justice and Public Security/DF
2020	Today's Telework – What Are the Impacts on Professional Performance, Well-Being and Work Context?	Among the positive aspects of teleworking, the increase in productivity and improvements in the teleworker's quality of life stand out. Among the negative points, technical and social difficulties stand out. As for the comparison, teleworkers perceive their work context, their professional performance and their well-being at work more positively.	Karina Pereira Bastos Vilarinho; Tatiana e Paschoal; Gisela Demo	Federal Data Processing Service/DF

2020	Perspectives and Challenges of Telework in the Federal Public Administration in the Face of the Covid-19 Pandemic	Regulatory agencies have shown a good level of maturity. Ministries have successful experiences in a few units and suffered most from the urgent measure. Serpro and TCU already had good experience and did not have great difficulties in the face of the pandemic. Finally, remote work is well supported by most employees, who reported improved quality of life after experiencing this way of working.	Juliane Zatelli de Souza	Federal Public Administration/DF
2021	Skills for Teleworking from Home - Construction and Validity Evidence of the Scale	The instrument has a two-factor empirical structure that assesses skills for balancing work and other activities (soft skills) and for using digital resources in work interactions (hard skills). The EHTC can be used to identify adaptation and readiness for teleworking from home and to investigate associations between these skills and other indicators.	Gardenia da Silva Abbad, Luciana Mourão, Russen cleyton Barros Costa, Lara Barros Martins, Juliana Legentil, Lisa Miranda	Federal/Judicial/District Public Administration – DF
2021	The Public Service and Telework in the Brazilian Federal Public Administration in Times of Covid-19	The survey revealed that 95.13% of respondents are performing their activities remotely, either partially (n=107) or fully (n=322). Among the advantages pointed out by the practice of teleworking, there is no need to travel (88.50%) as the main advantage of exercising this practice, followed by flexible working hours (69.79%) and quality of life (60.43%)	André Luiz Trajano dos Santos; Augusto da Cunha Reis	Federal public administration/Brazil
2021	Telework During the Covid-19 Pandemic - Indicators of Intensification of Teaching Work	It was possible to conclude about the consequences of the junction between paid and unpaid work in the same time and space: the work overload, intensification - indicated by the lengthening of the working day, by the accumulation of activities and management of results with the self-responsibility on the teaching and learning processes influenced by the current dynamics of educational policies.	Danyela Martins Medeiros	Basic Education of the Department of Education of the - DF
2021	Telework and Quality of Life - Case Study of the Judiciary in a State in Northern Brazil	The results showed an average of 4.107 in the General Satisfaction Level, showing that 88.5% of TJAP servers are satisfied or very satisfied with the participation in the telework regime. However, the low Coefficient of Tolerable Variation (30%) shows that variables related to Information and Communication Technologies (ICT's) are challenges to be overcome regarding this work model, considering the peculiarities involved in the context of Amapá.	Luis de Jesus Pereira; Ananias Costa Oliveira; Leilian e Penafort da Silva; Cláudio Márcio Campos de Mendonça	Court of Justice of Amapá
2021	Telework Pilot Project for Technical Servers at the State University of Santa Catarina	Most servers did not report improvement in quality of life and job satisfaction. Furthermore, there was no resistance from servers, as predicted in the literature. This may have occurred due to the project involving few servers and who already had the propensity to try this type of work	Ana Luiza Leite; Danyela da Cunha Lemos	Santa Catarina State University

2021	People Management and Telework - Challenges and Possibilities	The results showed that there is similarity in the objectives, in the legislation, in the availability of information technologies, in the sensitization and in the means of communication. However, there are different perspectives regarding the centralization or not of the remote work program in certain sectors, distinction in the frequency of goals, in the request for increased productivity and in the available modalities.	Ana Luiza Leite Dannyla da Cunha Lemos	Justice/State of Santa Catarina
2021	Denasus Performance Evaluation in the Context of Telework	It was found that it is possible to develop an individual performance assessment instrument capable of evaluating the performance of servers in remote work, however, preliminary studies must be carried out on the nature of the activities carried out in the department, in order to identify those susceptible to remote realization, contributing to the achievement of Denasus' institutional objectives and improving the health services provided by it to society	Paula Bittencourt Gomes	Ministry of Health/DF
2021	Main Impacts of the Return to Face-to-Face Work in a Pandemic Scenario – The Experience of Ebserh Headquarters	The first feeling perceived by employees when performing remote work obtained 21.65% of indication as being comfortable, followed by the same percentage for the feeling of being productive. The survey also showed other points favorable to QWL, of which 17.07% of those surveyed felt motivated, 15.85% indicated a feeling of security and 14.63% realized they were engaged. The dimension of the survey on QVT confirmed that EBSERH Headquarters employees embraced the cause of remote work	Euysderson Aragão Borges;Flávio Coelho	EBSERH/DF
2021	Quality of Life of Workers with Disabilities in Compulsory Telework - A Study in Brazilian Public Organizations	The results indicated that the averages of the Compulsory e-QVT dimensions were concentrated in the optimal and good rating ranges, with the most critical points falling on the dimension of Overload resulting from Compulsory Telework.	Jayne da Silva Bezerra	Person with Disabilities
2021	Quality of Life in Compulsory Telework in the Context of Covid-19 - Perceptions Between Genders in Public Organizations	The results showed satisfactory and good levels in almost all e-QWL dimensions, with the exception of the overload factor. It was also possible to verify the existence of significant differences between women and men in the management dimension of telework; and between women and men with and without children, indicating that in families with children, workers perceive that there is more interruption during the performance of activities and less balance between work, rest and leisure. When comparing the perceptions of women with and without children, lower averages and greater dispersion of responses were found in the group of women with children and a significant difference in the dimension teleworker activities	Simone Maria Vieira de Velasco	Miscellaneous / Brazil

2021	Quality of Life in Mandatory Telework in Public Administration - Individual predictors	The results showed, in general, the predominance of representations of well-being and quality of life in telework, also showing possible sources of discomfort regarding the overload resulting from mandatory telework. It was also possible to observe that individual and functional characteristics influence the perception of technological support and the levels of quality of life in telework. These results confirm the need for a careful selection of teleworkers, a clear and fair definition of goals and the right to disconnect from work.	Míriam Aparecida Mesquita Oliveira; Maria Júlia Pantoja	Miscellaneous / Brazil
2021	Quality of Life in Compulsory Telework in the Context of Covid-19 - Comparative Analysis of Workers and Managers of a Public Institution of the Federal Judiciary Power	The workers' ability to self-manage, organize their own activities (self-discipline) and adapt to teleworking is positively highlighted. On the other hand, critical levels related to the overload resulting from compulsory teleworking, especially among those occupying managerial positions, involving the perception of an increase in the workload and a greater demand for commitment	Marcelo Guimarães de Carvalho; Maria Júlia Pantoja	Justice/DF

Source: Own elaboration (2021).

The information collected made it possible to identify some interesting findings. First, it was found that the research that sought to relate telework in public institutions with the issue of worker's quality of life is extremely recent, since approximately 73.91% of the results found were made in the period from 2020 to 2021, being that 52.17% of the total represents studies carried out in the year 2021. In addition, he observed that most of these studies directed their research to the analysis of the quality of life of public servants in the face of the COVID-19 problem and the compulsory adoption of telework in public bodies.

It should be noted that despite the studies on the quality of life of public teleworkers, being a relatively recent issue, it was observed that several public entities have been using the telework regime for a long time, as for example, in the cases of SERPRO, TCU and Federal Revenue (RFB), making this type of service provision already consolidated in the scope of many state entities. Thus, it appears that the adoption of teleworking in many institutions of the federal public administration is institutionalized (Alves, 2018). This can help to understand some of the findings of this research, which showed that the QWL studies of the public teleworker are quite concentrated in the federal district, with about 60.86% of the results obtained, mostly within the scope of the federal public administration, encompassing bodies of the executive, judiciary, public prosecutor and court of accounts of the union. On the other hand, at the state level, the state of Santa Catarina stands out with about 13.04% of the findings. The rest of the results are dispersed among

the other entities of the federation, with much lower percentages.

In addition, when it comes to the perspective of identifying studies by public administration sphere, it is important to highlight that, among the analyzed findings, there was no research that addresses the quality of life in telework in the municipal administration. Therefore, the fact that municipal institutions were not observed in the results resulting from the research design can be considered a limitation for the study of the topic (Oliveira, 2021). Therefore, considering the absence of municipal data within the literary frame studied, it is not possible to make inferences or conclusions about teleworking and quality of life in Brazilian municipalities.

When observing the concentration of research by areas of public administration, the judiciary stands out clearly with about 34.78% of participation, distributed by state and federal courts. However, areas with great representation in the provision of services to society, such as health and education, appear with tiny percentages of approximately 8.6% each. With regard to inter-institutional research, which involves employees from several different agencies, a percentage of around 30% of the universe studied was involved. In addition, it is worth mentioning the identification of findings that investigate the perceptions of QWL in teleworkers with disabilities and also that analyze the impacts of telework on QWL by gender, one for each in absolute numbers.

Regarding the perceptions about the quality of life of teleworking servers, there was a predominant support

for this type of service, with a high acceptance rate (Alves, 2018; Souza, 2020). One of the points that stood out most, in a positive way, being mentioned repeatedly by teleworkers, was the flexibility of working hours and schedules (Filardi et al, 2018; Santos, 2021; Pereira, 2021; Alves, 2018). In addition, among the aspects that confirm the approval of teleworking in the public sector, factors such as reduced travel, cost reduction, reduced stress, ability to organize one's own activities (self-discipline) and others were also mentioned.

On the other hand, among the negative aspects that compromise the quality of life of teleworkers in public organizations, the following stand out: the loss or weakening of the bond with the company and with co-workers, difficulties in technical adaptation, especially with new technologies. In addition, it is worth emphasizing that the overload resulting from compulsory teleworking stands out, appearing with great frequency, among the negative factors in the findings of several researchers (Carvalho, 2021; Oliveira, 2021; Velasco, 2021; Bezerra, 2021; Medeiros, 2021) . In this way, it was noticed that despite the acceptance of teleworking by most of the surveyed servers, disadvantages were still pointed out with the adoption of this type of service provision.

In terms of methodology approaches, there was a great diversity of methodological procedures and tools used to collect data, it was also verified the predominance in the use of the quantitative approach, although it was found the occurrence of some qualitative situations. Furthermore, the questionnaire, with a percentage of approximately 60%, was the main instrument used to collect information. In addition, several other investigation methods were identified, including exploratory, documentary research, surveys and interviews. It is also important to highlight the use of the Mandatory e-QWL theoretical model proposed by Pantoja and composed of five dimensions as well as the conceptual categories and factors that influence Walton's QWL.

The findings of this integrative review made it possible to verify that the study of the topic addressed, quality of life of public teleworkers, still happens in an incipient way. This can be confirmed not only by the small number of selected studies but also by the other results found, among which they can be listed: most of the papers were carried out between 2020 and 2021, poor geographical distribution, little representation of state agencies, absence of municipal institutions, few areas of public service were studied and so on. Given this scenario, it is possible to point out some guidelines and directions for future research, such as: expansion of the scope of work so that it encompasses the analysis and investigation of the theme at the levels of state and mainly municipal

administration; diversification of the areas studied, seeking to explore areas of greater impact in the direct provision of public services; and expansion of methodological approaches, diversifying the study models used.

V. CONCLUSIONS

The present research shows that, despite the debates on the quality of life of teleworkers in the private environment are widespread, such discussions still manifest themselves in an embryonic way in public organizations. In view of the time frame delimited by the study that encompasses the period (2010 - 2021), in general, it was observed that there was a significant increase in studies on the quality of life of teleworkers from 2020 to 2021, which may have been justified by the emergence of the coronavirus pandemic in that time interval. In addition, some limitations were identified in the study of the quality of life of public teleworkers, such as: Studies concentrated geographically, mostly in the country's capital, small state representation and complete absence of research within the municipal administration, among others. In addition, the results showed a great approval of teleworking by public servants despite the allegation of some difficulties.

Regarding its relevance, this study has the potential to provide both academic and practical benefits in the work environment. In academic contributions, for example, it can support future research that addresses the quality of life of teleworkers within the scope of public administration through the knowledge of the main limitations found, as well as the observance of the exposed recommendations. As for the practical contributions, they can be demonstrated both by allowing public managers to reflect on the benefits pointed out by servers in teleworking as well as by bringing to the light of management the challenges and difficulties faced in the teleworking environment, allowing adjustments and adaptations to be promoted. in the implementation of this type of service provision in the public sector.

As observed in the analysis of the results, the current article found limitations that did not allow the exhaustion of discussions on the subject studied. For recommendations for future research, it is recommended that some guidelines be followed in order to enrich the work of future researchers, such as: starting with the observation of the context of private institutions in order to expand the scope of the study, as well as the use of new data platforms enabling a greater robustness of the information capture base. In addition, it is recommended that the geographic expansion be carried out, by the state and municipal spheres and other areas of action of the

public administration, among other aspects.

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