

## **Teleworking and job placement of family members in the care of people with severe disabilities in a region of Peru**

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### **ABSTRACT**

The objective of the study was to determine and explain whether teleworking will promote the labor insertion of family members attending people with severe disabilities in La Libertad, 2021. The study has a mixed approach, with exploratory design. The sample consisted of 196 participants, including family members caring for people with severe disabilities and OMAPED workers in La Libertad, 2021. Three instruments, two questionnaires were used to measure both variables and an interview guide. Descriptive statistics (frequency tables) and correlation by Spearman ranges were used. Spearman Rho's correlation coefficient= 0.835 (high degree of positive correlation) suggested that teleworking will significantly ( $p < 0.05$ ) and efficiently promote the labor insertion of family members attending people with severe disabilities in La Libertad, 2021. Teleworking would mean that family members responsible for the care of people with severe disabilities, can generate economic income that allows them to meet their needs and also be able to develop in the workplace.

**Keywords:** Teleworking, job placement, people with severe disabilities.

### **INTRODUCTION**

Communication and information technologies have become an indispensable means of contributing to the development of countries. Its relevance is significant, so that many states have intensified its use in the public and private spheres; and, even more so, in times of adaptation such as the context of COVID-19. Thus, teleworking generates new forms of employment and better expectations of occupation, constituting a flexible way of organizing in the labor field that has been successfully applied in several countries in recent years, given the advantages for the teleworker. This form of work, which is called Teleworking, was first established by Niles, during the seventies due to the crisis over the price of oil, forcing individuals to perform their work without having to be physically present. This type of work contributed to the saving of transport-related expenses, reduced pollution and vehicular traffic; there was also an increase in productivity and an improvement in personal, family and working life (ILO, 2016). Likewise, teleworking is defined as flexibility in working methods, providing permanent training to its employees that allows them to use ICT for the development of their various tasks remotely; therefore, it is necessary to have competent professionals who control the hardware and software of innovative technologies linked to computers and smartphones (BBVA Et al., 2012).

The International Labour Organization (ILO) has defined the term teleworking as "teleworking (including homework) carried out with the help of telecommunication and/or a computer" (ILO, 2008). For Sanguineti (2009), the conceptualization of teleworking is specifically related to those who work in their homes or off-premises for the benefit of themselves or one or more employers initially or due to the outsourcing of functions previously performed to others. For Saco (2007), teleworking is usually a concept linked to employment from home. However, this instrument not only includes the function of providing services to employees from home, but also includes various categorizations and understandings to be implemented by the different organizations according to their nature in the development that corresponds to them. Vargas (2010), points out that the literature demonstrates several ways of classifying the instruments (by the place, the nexus model used in the work, etc.), however, for the derivations of cementing a theoretical framework, the criteria linked to the nature of the tool will be considered.

Monereo et al. (2016) argues that, intrinsically to the community, labor insertion is fundamental to reduce the gap of inequality versus benefits, so that citizens can work according to their physical, economic and social conditions as a way to obtain profits that access them to improve their quality of life. The dimensions that have been taken into account for this research are the following: Flexibility in working hours; Gray, et al. (1995) refer that teleworking is a flexible and organizational form of remote work, which is the execution of professional tasks in the absence of employees of the company during their important working hours. It includes a wide variety of tasks, which can be performed in a partial or total period. On the other hand, Puntriano, (2015), argues in reference to labor flexibility in teleworking, this aspect implies physical assistance to the company, provided that it is coordinated with it and is required according to the commercial needs of the organization. Depending on the agreement between the employer and the rest of the team members, teleworkers can go to the company with a set or flexible schedule (Puntriano, 2015).

As for the reduction of expenses; according to Messenger (2013), teleworking or remote work has accurate testimonies as to its benefits. Economically, this approach is advantageous for both employers and workers. In reference to absenteeism, Martínez (2010) points out that teleworking is the employment of salaried tasks performed by an employee according to the company for which he works and that is carried out outside the company, but with permanent communication and computer support. It is clear that teleworking contributes to the increase in productivity, through the use of ICT, which is beneficial from the point of view of labour productivity due to the low costs of production. Sánchez, Montenegro and Medina (2019) argue that teleworking should be implemented as an internal policy, in order to change the organizational culture and achieve a strengthening of labor productivity to achieve the well-being of workers, from the technological perspective, the modality of teleworking promotes the saving of control and supervision services of continuous improvements which leads to the improvement of processes , establish new ideas and identify constraints, projecting towards the optimal level of performance, all with the previous commitment of the worker to apply the tools offered by ICT in an appropriate and efficient way, to boost the effectiveness of production processes. Mamaqui (2020), indicates access to quality employment and access to education, promote the development of opportunities and skills through learning and experiences in the labor field, so that women, disabled, people with disabilities, unemployed and anyone who is part of an unprivileged

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environment, can access ICT equipment, and labour policies should be aimed at offering workers the possibilities to develop digital skills for their work performance.

On the employment quota, Chiavenato, (2009), argues that, it consists of an affirmative fact, of the most employers to encourage employment opportunities, according to the quota system, employers need the reservation of a small % of work positions in the workforce to be protected by members of a specific group. In reference to the participation of family members in the care of people with severe disabilities, it is identified that, in general, this care is assumed by the family and that, commonly, it is a person who assumes the greatest burden of the work, devoting a lot of time to the special care of the needs of the person with disabilities, which implies an emotional exhaustion and an impediment to exercise their work performance, to this is added that their role is not socially recognized or remunerated, while caregivers live disability and their labor participation is almost non-existent (Masanet and La Parra, 2011).

As for the advances related to teleworking legislation in Latin America, the regulatory frameworks of Colombia, Chile and Argentina stand out. However, these initiatives bear no relation to improvements that have been made to the labour legislation of other countries. Despite the aforementioned, it should be noted that the Senate of Mexico in 2019, decided to approve the Federal Labor Law, in order to endorse that teleworkers, access to the right to fair remuneration, equal treatment, training, social security and access to various job opportunities. For its part, Panama also recognizes Teleworking, ratifying Law No. 076, which regulates and establishes all aspects relevant to Teleworking, offering a legal status to work performed outside the office or remotely, as a type of permanent work or as a way of providing services only a few days of the week. Valencia (2017), indicates that countries such as Costa Rica, Spain, Colombia, USA, Chile and Argentina, have applied teleworking motivated by the benefits offered by this type of work, both for organizations and for employees. For its part, Peru, in 2013, enacted the regulatory framework of Teleworking, through Law No. 30036, which was called the Law that regulates Telework, despite this, its regulation was approved only two years later, through Supreme Decree No. 017-2015-TR. This Law regulates the provision of services through the modality of Teleworking, characterized by exercising work activities remotely using ICT. For their part, Ramírez and Chuquillanqui (2017) mention that Teleworking finds a competent market for the appropriate use of this work model, without labor regulations being violated. For the aforementioned, the research problem arose to what extent and in what way will teleworking promote the labor insertion of family members in the care of people with severe disabilities in La Libertad, 2021? In this way, the objective of the research was to determine and explain whether teleworking promotes the labor insertion of family members to care for people with severe disabilities in La Libertad, 2021.

### **METHODOLOGY**

The research is mixed, the design exploratory. The population is made up of the relatives of people with disabilities in La Libertad and workers of the OMAPED. The sample was size 196 (consisting of 186 family members caring for people with severe disabilities and 10 OMAPED workers). Sampling was non-probabilistic. The variables studied were: teleworking (independent variable) and its characteristic dimensions; flexibility in working hours, reduction of expenses, reduction of absenteeism and increase in productivity. Labor insertion of family members in the care of people with severe disabilities (dependent variable) operationalized through 4 dimensions: employability of family

members in the care of PCDS, inclusion of employment quota to family members in the care of PCDS, participation of family members in the care of PCDS, access to reasonable labor adjustments. The questionnaire to collect the information related to the variables consists of 20 indicators measured on the Likert scale. Descriptive statistics (frequency tables) and correlation by Spearman ranges were used for the analysis of quantitative data.

## RESULTS

Table 1 shows that 57.1% of family members caring for severely disabled people and OMAPED workers consider teleworking to be good and consequently the employment of family members in the care of people with severe disabilities is high. There was evidence of a strong significant ( $p < 0.05$ ) and positive (Spearman Rho correlation coefficient = 0.835) relationship between teleworking and job placement, suggesting that teleworking will significantly promote the employment of family members in the care of people with severe disabilities in La Libertad, 2021.

Table 1. Relationship between teleworking and the labor insertion of family members in the care of people with severe disabilities in La Libertad, 2021.

Teleworking		Job placement			
		Low	Medium	High	Total
Bad	N°	3	0	0	3
	%	1,5	0,0	0,0	1,5
Regular	N°	0	67	0	67
	%	0,0	34,2	0,0	34,2
Good	N°	0	14	112	126
	%	0,0	7,1	57,1	64,3
Total	N°	3	81	112	196
	%	1,5	41,3	57,1	100,0

  

Relationship between teleworking and job placement		
Teleworking	Job placement	
	Correlation by Spearman ranges	
	Coefficient	P value
	0,835	0,000

Table 2 shows that 57.1% of family members caring for people with severe disabilities and OMAPED workers consider that teleworking due to flexibility in working hours is good and consequently the labor insertion of family members to care for people with severe disabilities is high. There was evidence of a strong significant ( $p < 0.05$ ) and positive (Spearman Rho correlation coefficient = 0.738) relationship between teleworking and flexibility in working hours, which suggests that teleworking due to flexibility in working hours may mean a mechanism for the labor insertion of family members in the care of PCDS in La Libertad, 2021.

Table 2. Relationship between teleworking due to flexibility in working hours and the employment of family members in the care of people with severe disabilities in La Libertad, 2021.

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Flexibility in working hours		Job placement			
		Low	Medium	High	Total
Bad	N°	3	0	0	3
	%	1,5	0,0	0,0	1,5
Regular	N°	0	67	0	67
	%	0,0%	34,2	0,0	34,2
Good	N°	0	14	112	126
	%	0,0%	7,1	57,1	64,3
Total	N°	3	81	112	196
	%	1,5	41,3	57,1	100,0

  

Relationship between flexibility in working hours and job placement		
Flexibility in working hours	Job placement	
	Correlation by Spearman ranges	
	Coefficient	P value
	0,738	0,000

Table 3 presented above shows that 51.5% of family members caring for people with severe disabilities and workers of the OMAPED, consider that teleworking due to the reduction of expenses is good and consequently the labor insertion of family members to care for people with severe disabilities is high. There was a strong significant ( $p < 0.05$ ) and positive (Spearman Rho correlation coefficient = 0.793) relationship between teleworking and cost reduction, which suggests that teleworking by reducing expenses may be a mechanism for the labor insertion of people in the care of PCDS to the extent that it is used in a relevant way in Freedom, 2021.

Table 3. Relationship between teleworking due to the reduction of expenses and the labor insertion of family members in the care of people with severe disabilities in La Libertad, 2021.

Cost reduction		Job placement			
		Low	Medium	High	Total
Bad	N°	3	6	0	9
	%	1,5	3,1	0,0	4,6
Regular	N°	0	66	11	77
	%	0,0	33,7	5,6	39,3
Good	N°	0	9	101	110
	%	0,0	4,6	51,5	56,1
Total	N°	3	81	112	196
	%	1,5	41,3	57,1	100,0

  

Relationship between reduced expenses and job placement		
Cost reduction	Job placement	
	Correlation by Spearman ranges	
	Coefficient	P value
	0,793	0,000

Table 4 shows that 52.6% of family members caring for people with severe disabilities and OMAPED workers consider that teleworking due to the decrease in absenteeism is good and consequently the labor insertion of family members to care for people with severe disabilities is high. There was a strong significant ( $p < 0.05$ ) and positive (Spearman Rho correlation coefficient = 0.841) relationship between teleworking and the decrease in absenteeism, which suggests that teleworking due to the decrease in absenteeism may be a mechanism for the labor insertion of family members in the care of PCDS in La Libertad, 2021.

Table 4. Relationship between teleworking due to the decrease in absenteeism and the labor insertion of family members in the care of people with severe disabilities in La Libertad, 2021.

Reduction of absenteeism at work		Job placement			
		Low	Medium	High	Total
Bad	N°	3	0	0	3
	%	1,5	0,0	0,0	1,5
Regular	N°	0	78	9	87
	%	0,0	39,8	4,6	44,4
Good	N°	0	3	103	106
	%	0,0	1,5	52,6	54,1
Total	N°	3	81	112	196
	%	1,5	41,3	57,1	100,0

  

Relationship between decrease in absenteeism and job placement		
Reduction of absenteeism at work	Job placement	
	Correlation by Spearman ranges	
	Coefficient	P value
	0,841	0,000

Table 5 shows that 57.1% of family members caring for people with severe disabilities and OMAPED workers consider that teleworking due to the increase in productivity is good and consequently the labor insertion of family members to care for people with severe disabilities is high. There was a strong significant ( $p < 0.05$ ) and positive (Spearman Rho correlation coefficient = 0.706) relationship between teleworking and increased productivity, which suggests that teleworking due to increased productivity may be a mechanism for the labor insertion of family members in the care of PCDS in La Libertad, 2021.

Table 5. Relationship between teleworking due to the increase in productivity and the labor insertion of family members in the care of people with severe disabilities in La Libertad, 2021.

Increased productivity		Job placement			
		Low	Medium	High	Total
Bad	N°	3	8	0	11
	%	1,5	4,1	0,0	5,6
Regular	N°	0	62	0	62
	%	0,0	31,6	0,0	31,6

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Good	N°	0	11	112	123
	%	0,0	5,6	57,1	62,78
Total	N°	3	81	112	196
	%	1,5	41,3	57,1	100
Relationship between increased productivity and job placement					
			Job placement		
Increased productivity			Correlation by Spearman ranges		
			Coefficient	P value	
			0,706	0,000	

Table 6 shows that 57.1% of family members caring for people with severe disabilities and OMAPED workers consider that teleworking is good and consequently the labor insertion improving the employability of family members with severe disabilities in La Libertad is high. There was a strong significant ( $p < 0.05$ ) and positive (Spearman Rho correlation coefficient = 0.869) relationship between teleworking and the employability of family members, suggesting that teleworking will promote job placement by improving the employability of severely disabled family members in La Libertad, 2021.

Table 6. Relationship between teleworking and job placement improving the employability of severely disabled family members in La Libertad, 2021.

Teleworking		Employability of family members			
		Low	Medium	High	Total
Bad	N°	0	3	0	3
	%	0,0	1,5	0,0	1,5
Regular	N°	0	62	5	67
	%	0,0	31,6	2,6	34,2
Good	N°	0	14	112	126
	%	0,0	7,1	57,1	64,3
Total	N°	0	79	117	196
	%	0,0	40,3	59,7	100,0
Relationship between teleworking and job placement improving the employability of family members					
			Employability of family members		
Teleworking			Correlation by Spearman ranges		
			Coefficient	P value	
			0,869	0,000	

Table 7 shows that 61.7% of family members caring for people with severe disabilities and workers of the OMAPED, consider that teleworking is good and consequently the labor insertion implementing the employment quota of family members in the care of PCDS in the employable population of La Libertad is high. There was evidence of a strong significant ( $p < 0.05$ ) and positive (Spearman Rho correlation coefficient = 0.716) relationship between teleworking and the inclusion of employment quota for family members, which suggests that teleworking will promote job placement by implementing the inclusion of employment quota for family members in the care of PCDS in the employable population of Libertad 2021.

Table 7. Relationship between teleworking and job placement implementing the employment quota of family members in the care of PCDS in the employable population of La Libertad 2021.

Teleworking		Inclusion of employment quota for family members			
		Low	Medium	High	Total
Bad	N°	3	0	0	3
	%	1,5	0,0	0,0	1,5
Regular	N°	0	67	0	67
	%	0,0	34,2	0,0	34,2
Good	N°	0	5	121	126
	%	0,0	2,6	61,7	64,3
Total	N°	3	72	121	196
	%	1,5	36,7	61,7	100,0

  

Teleworking		Inclusion of employment quota for family members	
		Correlation by Spearman ranges	
		Coefficient	P value
		0,716	0,000

Table 8 shows that 56.6% of family members caring for people with severe disabilities and OMAPED workers consider that teleworking is good and consequently the labor insertion encouraging the participation of family members in the care of PCDS in the employable population of La Libertad is high. There was a strong significant ( $p < 0.05$ ) and positive (Spearman Rho correlation coefficient = 0.742) relationship between teleworking and family participation, which suggests that teleworking will promote job placement by encouraging the participation of family members in the care of PCDS in the employable population of La Libertad 2021.

Table 8. Relationship between teleworking and job placement by encouraging the participation of family members in the care of PCDS in the employable population of La Libertad 2021.

Teleworking		Participation of family members			
		Low	Medium	High	Total
Bad	N°	3	0	0	3
	%	1,5	0,0	0,0	1,5
Regular	N°	8	59	0	67
	%	4,1	30,1	0,0	34,2
Good	N°	0	15	111	126
	%	0,0	7,7	56,6	64,3
Total	N°	11	74	111	196
	%	5,6	37,8	56,6	100,0

  

Teleworking		Participation of family members	
		Correlation by Spearman ranges	



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Coefficient	P value
0,742	0,000

Table 9 shows that 59.2 of the family members in the care of people with severe disabilities and workers of the OMAPED, consider that teleworking is good and consequently the labor insertion requesting reasonable labor adjustments of the relatives to the care of PCDS in the employable population of La Libertad is high. There was evidence of a strong significant ( $p < 0.05$ ) and positive (Spearman Rho correlation coefficient = 0.798) relationship between teleworking and reasonable work adjustments, which suggests that teleworking will promote job placement by requesting reasonable job adjustments of family members in the care of PCDS in the employable population of Libertad 2021.

Table 9. Relationship between teleworking due to the decrease in absenteeism and job placement requesting reasonable labor adjustments of family members in the care of PCDS in the employable population of La Libertad 2021.

Teleworking		Access to reasonable labor adjustments			
		Low	Medium	High	Total
Bad	N°	3	0	0	3
	%	1,5	0,0	0,0	1,5
Regular	N°	6	61	0	67
	%	3,1	31,1	0,0	34,2
Good	N°	0	10	116	126
	%	0,0	5,1	59,2	64,3
Total	N°	9	71	116	196
	%	4,6	36,2	59,2	100,0

  

Relationship between teleworking and job placement by improving access to reasonable job adjustments	
Teleworking	Access to reasonable labor adjustments
	Correlation by Spearman ranges
	Coefficient
	P value
	0,798
	0,000

## DISCUSSION

Teleworking encompasses a wide range of activities and requires the frequent use of ICT for contact between the worker and the company. It can be carried out by any person regardless of gender, age and physical condition and offers the possibility of entering the labor field to People with Disabilities, since these people have a high degree of need for achievement and skills to telework that are not being taken into account by companies (Salazar, 2007). Although the care of the disability goes to forms of traditional social protection, reduces costs to the social security system, and thus responds to the logic of efficiency, overloading this service brings serious effects on who provides it: economic insecurity for the family group, by working fewer members or fewer hours; affectations on the physical and mental health of the caregiver, derived from the physical demands and stress due to the wide dedication

to the care of the person with disabilities, the emotional impact of this condition, the overload in domestic tasks and sleep disturbances (Velásquez, et al., 2011).

Valencia (2018), concludes that the characteristic of teleworking is the use of communication technologies (ICT). Compared to working from home, the work of teleworkers essentially requires the use of ICT. In addition, it also has subordinate characteristics. As for the components that help to reflect this characteristic include the physical pathways and computer tools provided by the employer, technological subordination and ownership of results, etc. It also indicates that people, especially the most vulnerable citizens, can find employment regardless of their physical mobility to the Workplace. Gray, et al. (1995) refer that teleworking is a flexible and organizational form of remote work, which is the execution of professional tasks in the absence of employees of the company during their important working hours. It includes a wide variety of tasks, which can be performed in a partial or total period. Professional tasks for teleworking involve the constant use of electronic processing techniques and constant use of certain methodologies or telecommunications channels so that remote workers can contact the company.

There are 5 perspectives of social inclusion highlighted; such as participation both economically, health and access to services, self-sufficiency and self-determination, education and interaction and social filling. In addition, the idea that social inclusion is broader than economic self-sufficiency and labor participation is increasingly recognized in government documents (Taylor, 2012). Martínez (2010) points out that teleworking is the employment of salaried tasks performed by an employee according to the company for which he works and that is carried out outside the company, but with permanent communication and computer support. It is usually done from the employee's home. Since the employee cannot physically attend to work in a way that he does in telework mode, to measure absenteeism would be irrelevant or inconsistent, therefore, it is necessary to reconsider this problem of absenteeism and how it is measured, because it is not the case in this scheme, unlike any common job that is required to present himself to work physically in a company, teleworking consists of working according to the goals. So, their work is not measured by the presence of the employee but in terms of objectives achieved, in the company where it is developed.

Sánchez, Montenegro and Medina (2019) argue that teleworking should be implemented as an internal policy, in order to change the organizational culture and achieve a strengthening of labor productivity to achieve the well-being of workers, from the technological perspective, the modality of teleworking promotes the saving of control and supervision services of continuous improvements which leads to the improvement of processes , establish new ideas and identify constraints, projecting towards the optimal level of performance, all with the previous commitment of the worker to apply the tools offered by ICT in an appropriate and efficient way, to boost the effectiveness of production processes. Mamaqui (2020), indicates access to quality employment and access to education, promote the development of opportunities and skills through learning and experiences in the labor field, so that women, disabled, people with disabilities, unemployed and anyone who is part of an unprivileged environment, can access ICT equipment, and labour policies should be aimed at offering workers the possibilities to develop digital skills for their work performance.

On the employment quota, Chiavenato, (2009), argues that, it consists of an affirmative fact, of the most employer to encourage employment opportunities, according to the quota system, employers

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need the reservation of a small % of work positions in the workforce to be protected by members of a specific group. Taking into account that the obligation to adhere to the quota system influences the 6 essential procedures for talent management: admission, candidacy, compensation, development, maintenance and evaluation of staff; although they are processes of mutual influence, they are in the process of approval. The approval process must be particularly strong. In this regard, our labour regulations do not regulated the employment quota for family members caring for people with disabilities, an issue that has been postponed by those responsible for national legislation. In reference to the participation of family members in the care of people with disabilities, it is identified that, in general, this care is assumed by the family and that, commonly, it is a person who assumes the greatest burden of the work, devoting a lot of time to the special care of the needs of the person with disabilities, which implies an emotional exhaustion and an impediment to exercise their work performance , to this is added that their role is not socially recognized or remunerated, while caregivers live disability and their labor participation is almost non-existent (Masanet and La Parra, 2011). Finally, as for access to reasonable adjustments, considering that these will not bring too much economic burden for the employer, these are the changes that must be made in the job performance, and the necessary and sufficient adjustments, considering the same special. Such arrangements will help disabled people to enjoy the right to work simultaneously, which will make the conditions the same as persons who do not suffer from any limitations. This helps access jobs and job update procedures. Human Rights Association (APRODEH, 2017).

### CONCLUSIONS

Teleworking significantly and efficiently promotes the labor insertion of family members in the care of people with severe disabilities in La Libertad, 2021. Due to the flexibility in working hours, the reduction of expenses, the reduction of absenteeism and the increase in productivity can mean a mechanism for the labor insertion of family members in the care of the PCDS. Teleworking will promote job placement by improving the employability of family members with severe disabilities, in turn implementing the employment quota of family members in the care of PCDS, encouraging the participation of family members in the care of PCDS in the employable population of Libertad 2021, requesting reasonable job adjustments of family members in the care of PCDS in the employable population of Libertad 2021.

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