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### **Telework an Alternative Mediated by Information and Communication Technologies for the Benefit of the Social Collective**

#### **ABSTRACT**

Teleworking has come to significantly complement the digital economy, creating new opportunities for the business and institutional spheres, and opening up new work routes for people. In this sense, the study established as a fundamental purpose: To build a theoretical reflection on teleworking as an alternative mediated by information and communication technologies for the benefit of the social collective. The study was based on the information theories of Shannon and Weaver (1940). From Trevithick Social Work, (2008) and Siemens Connectivism (2008). The Epistemic and Methodological Guideline was glimpsed from the interpretative paradigm with a qualitative methodology supported by the hermeneutic method. The study had as scenario the Microfusa Plus R.L. telecommunications company. from San Fernando de Apure. Where it was possible to have 5 key informants represented by the president, administrator, head of information technology and 2 employed technicians. For the collection of information, the techniques of participatory observation and in-depth interview were used, accompanied by the instruments; observation guide, notebook and interview script. The information collected was systematized and analyzed through categorization, structuring, triangulation and theorizing; achieving validity and reliability through the process of contrasting and triangulation. The results revealed that teleworking helps the Microfusa plus company very effectively, however, there is a certain emotional dissociation of the workers with the company, which somewhat limits the development of teamwork. With respect to the conclusions, it can be seen that teleworking has great meaning and importance for the company, since at the moment they are doing web services mediated by ICT more frequently, connecting remotely between the hardware.

**Descriptors:** Teleworking, information and communication technologies, social collective.

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