**ABSTRACT**

**Objectives:** (1) assessing the effectiveness of resource allocation in the public utility sector groups during remote work, (2) examining the efficiency of remote work compared to stationary work from the entire public utility organization point of view.

**Methodology:** To operationalize the research aim, ten research questions (RQ1-RQ9) and a research hypothesis (H1) were prepared for the identification of the effectiveness of resource allocation (Table 1).

H1. If remote work improves time management effectiveness for daily tasks, employees are willing to invest their resources to work remotely.

Research question RQ10 was prepared to achieve this goal, and the second hypothesis (H2) was formulated.

H2. Remote working reduces public utility sector institutions’ resource consumption (utility expenses).

**Findings:** (1) remote work requirements do not occupy a significant portion of annual budgets for public utility services, (2) remote work allows reducing the fixed costs of maintaining stationary working in the short term, (3) even if remote work is a cost-effective method for public utility services and decreases indirect employee costs, it has yet to be incorporated successfully.

**Value added:** Consequently, remote work saves resources and is cost-effective for employers. It lowers indirect employee costs (real tax deductible costs) in terms of utility expenses because employees work out of their institutions’ premises in civil and administrative services. In addition, the employer does not finance the psychological and physiological needs of employees adapting to remote work in both services.

**Recommendations:** Future research will be essential to assess whether remote work applications have improved in the public utility sector in this regard. Additionally, it would be best practice to conduct a study with a similar research concept in the private sector to compare findings and implementation strategies and offer solutions to the challenges caused by remote work.

**Key words:** remote working, effectiveness of public utility service, efficiency of public utility service, civil service, administrative service, Belbin’s Team roles, Jung’s personality types concept