

A Study of Remote Work System & Its Impact on Organizational Performances. w.r.t. Den Decor India

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Abstract: *Our purpose is to study how the abrupt transition to remote work effects different aspects of work and to see whether, and in what ways, the involuntary nature of the current remote work situation changes how remote work is perceived by employees and managers. We choose to do a qualitative study, in order to get a deeper understanding from both employee's perspective and manager's perspective.*

The managers and employees participating in our interview are from banking, insurance, and staffing agencies. These interviews will be supplemented with secondary sources from news and statistical surveys. By comparing the results from our study with earlier research and recommendations from industry experts, we concluded that organizational members are handling the transition to remote work well despite the ongoing situation. Similar pros and cons of remote work that are present in previous research are also present in our interviews. However, there are some distinct differences as well.

At the beginning of 2020, the COVID-19 pandemic resulted in unexpected changes to the lives of people across the globe (World Health Organization, 2020). With no effective treatments or vaccines available (Salari et al., 2020), organizations around the globe encouraged workers to work from home where possible in order to support the essential behaviors of self-isolation and social distancing.

Iansiti and Richards (2020) noted that in a matter of days, almost any process that could be rapidly digitized was virtualized, with employees across the globe moving from onsite to home working. This in turn mitigated the disruption to business as usual for many organizations, during the pandemic.

Our research is intended to help other organizations learn and gain knowledge about how different organizations are managing remote work in a crisis and the challenges that it brings

Keywords: Remote working, Digital Transformation, Covid 19, Critical Success Factors, Organization Performance

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