

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

I. INTRODUCTION

Working from home as defined by Choudhury, et al. (2019) as working within a certain distance from the corporate office (<50 miles away), this does not necessarily mean that the person is working out of their own home but for most workers that is the case. The important aspect to consider here is that working from home provides temporal flexibility, meaning that the worker chooses their working hours more flexibly.

Additionally, it removes the need for commuting and reduces sick days. In our thesis, we will be mainly focusing on working from home. Crisis. A crisis in general is a situation with much, confusion, disagreement, or suffering (Cambridge Dictionary, 2020). Our thesis will focus on crises that are highly disruptive to everyday life, mainly the ongoing COVID-19 pandemic.

During a grand challenge, crisis management procedures will only be considered effective when operations are sustained or resumed i.e. organization able to maintain or regain the momentum of core activities necessary to continue business as usual. For many organizations by providing employees the opportunity to work remotely during the pandemic, allowed them to continue to support their core activities, thus minimizing the disruption to the services they provided and the spread of COVID-19. The concept of Critical Success Factors (CSF) has been around for many years and it is used widely in IS implementation literature.

II. LITERATURE REVIEW

According to Zenon Pokojski, Agnieszka Kister and Marcin Lipowski- Remote work has been of interest to managers since the implementation of new information and communication technologies (ICTs).

During the initial period, it was treated as an employee’s privilege or even a luxury and as such it was not a popular practice. The COVID-19 pandemic and the intervening period have changed attitudes toward remote work, as it became a necessity for many organizations.

However, in connection with its use, many new, previously unknown problems have arisen, such as: the organization of remote work, the supervision and monitoring of work performance, and employee support. According to Dr. Charu Rawat, Azmat li Shah- The worldwide COVID 19 pandemic has changed individual lives, entire economies, functioning of governments and organizations.

This has suddenly popularized remote working which has been in existence for more than two decades but recently only became the main mode of working, due to complete lockdowns. Remote working comes with its own advantages and also disadvantages like security issue and employees having to adjust to the new way of working, more database management and much more

2.1 Objectives:

- To Study the relationships between remote work system and organizational performance.
- To study the details of remote work system of Den Decor India.
- To study the critical and success factors in implementing remote work system.
- To study the effects of remote work on physical & mental health of employee of Den Decor India.
- To study the productivities of the employees during remote work.

2.2 Hypothesis

- Remote Work is positively associated with the organization performance.
- The productivity and performance have increased during remote working.

III. RESEARCH METHODOLOGY

Data collection begins with figuring out what sort of data is needed, followed by the collection of a sample from a certain section of the population.

A research plan was followed for gathering primary and secondary data. The sampling area was Sarnath, Varanasi. Almost 63 respondents were covered during the research work. One sample T- test used to compare the dependency in the hypothesis.

IV. ANALYSIS AND INTERPRETATION

Fig.1 Productivity and Efficiency of the Employees during years 2015 – 2019



Efficiency	2.4	4.4	1.8	2.8	3
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Our findings indicate the opposite. Both managers and employees are handling the transition well. Productivity is the same or better, focus has increased, meetings are more efficient, and the future prospects of remote work are bright, even in organizations with no history of remote work programs.

Fig.2 Productivity and Efficiency of the Employees during covid years 2020 – 2022

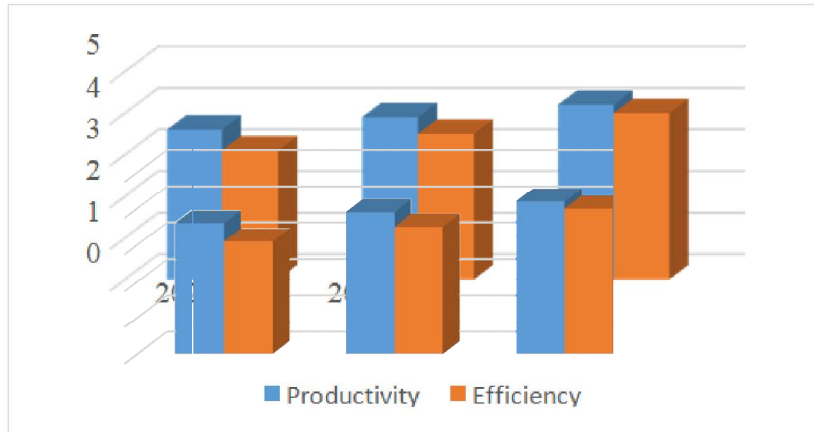
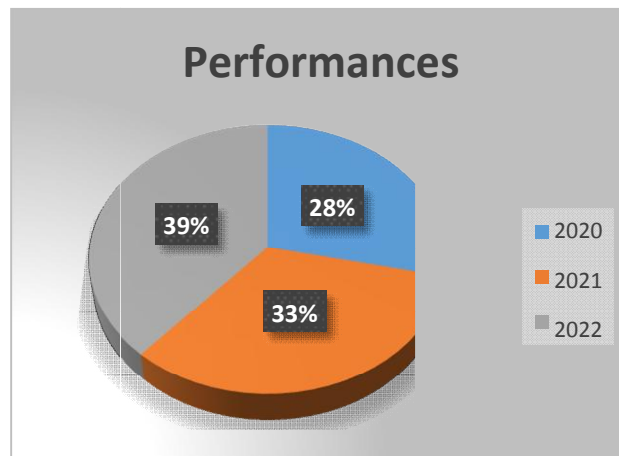


Fig.3 Performance of the Employees during years 2015 – 2019



Fig.4 Performance of the Employees during Covid years 2020 – 2022



V. CONCLUSION

Considering the ongoing pandemic, we initially believed that the abrupt transition to remote work would be tough for organizational members who have little or no experience working and leading remotely. Striking the balance between remote and office work will be key to maintaining the positive aspects and offsetting the negative. Flexibility on the manager side will be important in order for each employee to create the optimal schedule, balancing remote and office work. Managers will need to play a more active role in aspects of work that have been natural and autonomous at the office. Mainly communication and socialization between employees.

Although we cannot predict the future, we firmly believe that remote work will be far more common post COVID-19. Adaptability and flexibility, by both managers and employees will be key to the success of organizations. So far remote work is working for the majority and we hope that trend will continue, however, it can only do that with the help of all members of the organization.

Our findings are in line with previous research in most aspects, meaning that even though the remote work in this crisis is largely involuntary, the pros and cons translate quite well. This means that even though there is uncertainty as to the duration of the crisis, it might be worth to make the necessary investments (ergonomics, video conferencing, increasing socialization etc.) now rather than later, especially if the intent is to allow more remote work in the future.

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