**Name of University**

**Case study**

*(Will the Coronavirus Pandemic Make Working from Home the New Normal?)*

Name:

Date:

**Key Issues**

* Workplace practices and culture have undergone a major shift.
* During lockdown, the number of workers working from home has increased significantly. Additionally, we observe a decrease in the stigma associated with flexible employment throughout this time period.
* •Generally, employers have been supportive of remote work. Since lockdown, managers/organizations have significantly improved their ability to provide the support and resources necessary for successful working from home. This home-working experience has impacted future choices for remote work.
* During the COVID-19 shutdown, employees recognized many advantages to working remotely.

*Define the problem described in this case.*

**Organizational issue(s)**

Motivational issues: If workers are not circled by specialists and don't work in a career-driven atmosphere, they become demotivated. Employees tend to forget their ideas if they are not inspired by a big number of people. Social isolation and alienation can have a significant impact on productivity at work. Organizations also need to pay attention to domestic productivity problems.

**Technology issue(s)**

According to a June 2020 global survey performed by IT firm Riverbed, 94 percent of business executives said that technological issues have affected their organization and workers while they worked remotely. According to survey respondents, the four most significant challenges faced by remote employees are frequent disconnections from corporate networks, sluggish file downloads, low-quality video meetings, and lengthy reaction times when opening applications. (Riverbed, 2020)

Cybersecurity is another growing issue. According to a recent study conducted by the research and consulting company PwC, 61% of chief executives report an increase in risks associated with the usage of non-corporate devices and software as more employees work remotely. Employees sometimes violate security policies by installing insecure applications or sharing work devices with family members, the research found. (PricewaterhouseCoopers, 2021)

**Management Issue(s)**

Apart from mitigating technological issues, businesses are searching for methods to determine how productive employees are while they are at home. Employees, too, typically expect their managers to be aware of their distant performance. According to a recent study conducted by Prodoscore, a supplier of productivity evaluation software, 90% of employees want their managers to have greater visibility into their performance and productivity at home, possibly to reassure employers that they are making the most use of their "unseen time." Nearly half (47%) of survey participants also expressed frustration with not getting acknowledged for their job at home. (Shannon, 2021)

1. *Identify the information technologies used to provide a solution to this problem. Was this a successful solution? Why or why not?*

**Solution to the Technology Concern**

*Implementing Early Warning Systems*

One way some businesses have handled the visibility issue is by installing technologies that monitor workers' at-home network and application use and provide leading indicators or reports of issues. Knoa Software, headquartered in New York, is one such solution that enables companies to get comprehensive insight into the issues that remote employees have while interacting with corporate systems. (Richardson & Kelliher, 2015)

There are remedies to these increasing data-security concerns, according to Borkovich & Skovira (2020), for Cyber Security: Zero-trust security rules guarantee that no one on either side of a business network is automatically trusted. Adaptive multi-factor authentication requires workers to provide several forms of identification in order to access corporate networks, and also allows for the detection of questionable network access attempts. By requiring workers to use fewer passwords, single sign-on may also help decrease the likelihood of intrusions.

**Solution to the Management concern of Productivity**

Leaders may evaluate the productivity and effectiveness of their remote workforces by using tools from businesses such as Prodoscore. The program collects data and statistics from the many tools that workers use on a daily basis—such as e-mail, chatroom, and phone services, or analytics tools and generates an overall score that indicates an individuals' daily productivity. Generally, reporting tools for different job activities reside in separate systems, but Prodoscore consolidates data from numerous cloud-based applications into a single dashboard (Shannon, 2021). Employees get regular feedback on their individual productivity ratings, with the program able to recommend areas for development and compare employees to colleagues in specific areas. According to Prodoscore CEO Sam Naficy, the data may also be utilized as a coaching tool, with managers giving feedback on worker activity volume or emphasizing aspects that contribute to productivity, such as a combination and order of tasks, and then figuring out how to duplicate them.

According to Chung et al (2020), management should be completely open with workers when utilizing monitoring tools, and the technologies should not be used in a punitive manner. Rather than that, management should utilize monitoring judiciously to assist workers in optimizing their use of work time at home. Misuse of the program may erode employee confidence, give workers the impression that their privacy is being violated, and have a bad effect on morale.

**Solution to the Organizational Concern**

Employers need to create a moving and competitive environment inside their businesses. Even if your workers work remotely, you may still offer your employees with promotions and incentives. Companies should develop a compensation package to motivate and retain employees. (Chung et al, 2020)

*Will working from home become the dominant way of working in the future? Why or why not?*

In conclusion, one of the social and economic repercussions of the COVID-19 shutdown has been a widespread shift toward remote working throughout the economy, including industries that had traditionally been resistant to remote work. This research indicates that individual employees' overwhelmingly favorable experiences with home working during this time period impacted their future views and inclinations regarding flexible work arrangements. Additionally, we find evidence that as the number of workers working from home increases, there will likely be a decrease in the stigma associated with working from home and a decrease in worry about flexible work adversely impacting future career prospects.

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