



Libyan International Medical University
Faculty of Business Administration



The Impact of Remote Work on Employee Performance During COVID-19

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INTRODUCTION

Definitions of Terms

Remote work:

Remote work, also known as telecommuting or teleworking, is a work arrangement where employees are not physically present in a traditional office or workplace, and instead, work from a location outside of the office using technology to stay connected with their colleagues and perform their work tasks (Gajendran & Harrison, 2007; Golden et al., 2006).

INTRODUCTION

Definitions of Terms

Employees performance:

Refers to the level of productivity, effectiveness, and efficiency with which an employee completes their job responsibilities, as well as their overall contribution to the organization's goals and objectives (Koopmans et al., 2011).

INTRODUCTION

Definitions of Terms

COVID-19 :

The pandemic is an infectious respiratory disease caused by the SARS-CoV-2 virus. It first emerged in Wuhan, China in December 2019 and has since spread globally, leading to a pandemic. COVID-19 primarily spreads through respiratory droplets when an infected person talks, coughs, or sneezes.

INTRODUCTION CONT.

Why is it Considered a Contemporary Issue?

Remote work is a relatively new concept and has only become widespread since the early 2000s, and the Covid-19 pandemic has accelerated its adoption further.

As remote work continues to become more prevalent, it raises important questions and challenges for organizations, including how to manage remote workers effectively, maintain productivity, and ensure employee well-being. Remote work also has implications for organizational culture, communication, and collaboration.

Research on the impact of remote work is crucial to inform future policies and practices and ensure that organizations can adapt to the changing work environment.

INTRODUCTION CONT.

The Aim of The Study

The aim of this study is:

To examine how remote work affects employee performance. The study seeks to understand the benefits and challenges of remote work, the factors that influence its effectiveness, and the best practices for implementing and managing remote work arrangements.

To identify the factors that determine the success of remote work arrangements, such as the availability of technology, management support, and employee training.

Theoretical Framework

Analysis and Methodology



A summary of empirical findings is drawn from research based on literature review and previous studies of 15 articles, many of these research articles that were used in the theoretical framework were written and published by leading theorists in the field of business administration and management.

Many methods were used to collect data in the previous studies, such as: qualitative (interviews) and quantitative (questionnaires), and primary and secondary sources were also used.

Previous Studies (Literature Review)

Silungwe conducted a study to investigate the impact of remote working on employee performance during the COVID-19 pandemic in Chipata District .The study used a mixed-methods The results showed that remote working had a positive impact on employee performance, although it also presented challenges such as dependence on technology, internet connectivity issues, machine malfunctions, distractions, commitment, screen fatigue, and work-life balance.

(Silungwe ,2020)

Previous Studies (Literature Review)

Abiddin aimed to determine the impact of working from home on employee performance during the COVID-19 pandemic in Malaysia and Indonesia. The study reviewed various sources of articles and reports from previous research. The study found that while working from home has provided work-life balance for many employees, it has also led to a decrease in productivity due to staff isolation, difficulty monitoring performance, home distractions, potential burnout, and poor influence on mental health. The study suggests that working from home can be beneficial for employees with the required support, staff training, and technical improvement appreciation.

(Abiddin et al 2022)

Remote work has become increasingly popular over the past several years, and the COVID-19 pandemic has only accelerated this trend. While remote work offers many benefits, such as increased flexibility and reduced commuting time, there has been some concern about its impact on employee performance.

On the one hand, remote work can be beneficial for employee performance. Without the distractions of a busy office, employees may be able to focus more on their work and be more productive. Additionally, remote work can enable employees to work during their most productive hours and in an environment that suits their preferences, which can lead to better performance.

REFLECTION

However, remote work can also pose challenges that may negatively impact employee performance. For example, some employees may struggle with the lack of face-to-face interaction and may feel disconnected from their colleagues and the company culture. This can lead to feelings of isolation and reduced motivation, which can in turn affect performance .Another potential challenge of remote work is the blurring of boundaries between work and personal life. Without the physical separation of a workplace, employees may find it difficult to switch off from work and may feel pressure to be constantly available. This can lead to burnout and decreased performance over time.

REFLECTION

IMPLICATIONS

Increased Autonomy: Remote work has given employees greater control over their work environment and schedule. This increased autonomy can lead to a boost in motivation and job satisfaction, which can positively impact employee performance .

Distractions and Isolation: Remote work can also lead to distractions and feelings of isolation, which can negatively impact employee performance. Employees may struggle to balance work and personal responsibilities, and may miss the social interaction and support provided by an in-person work environment .

Communication Challenges: Communication can also be more challenging in a remote work environment.

LIMITATIONS

- Limited sample size: Many studies on the impact of remote work during the COVID-19 pandemic have been conducted on a relatively small sample size.
- Short time frame: Many studies have only analyzed data from a short time frame,
- Technological constraints: Remote work is heavily dependent on technology.

RECOMMENDATIONS

- **Establish Clear Expectations:** Employers should establish clear expectations and goals for remote work, including communication protocols and work schedules. This can help employees stay focused and motivated, and can reduce misunderstandings and miscommunications.
- **Training and Support:** Employers should provide training and support to help employees navigate the technological tools and software required for remote work. This can reduce frustration and help employees work more efficiently.

RECOMMENDATIONS CONT.

- **Monitor Performance:** Employers should monitor employee performance regularly, and provide feedback and support as needed. This can help employees stay on track and address any issues or challenges that arise.

CONCLUSION

The literature review includes fifteen papers that examine the impact of working from home (WFH) on employee performance during the COVID-19 pandemic. The papers are based on data collected in Indonesia, Bangladesh, and the UK and other countries, using quantitative and qualitative research methods. The studies identified several advantages and disadvantages of remote working, such as reduced transportation costs, more time flexibility, better work-life balance, reduced productivity, miscommunication, and conflicts between work and personal life. The research also indicates that motivation and engagement mediate the relationship between remote working and employee performance.

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