



CHALLENGES AND STRATEGIES OF MANAGING REMOTE (WORK FROM HOME) EMPLOYEES IN THE SCENARIO COVID 19

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ABSTRACT

This study aims at challenges of managing remote employees under the scenario of COVID 19. It is difficult time for all over the world because of lockdown. Many companies are started working from home for their employee safety. But controlling such remote employees is difficult task for employers. This study is also discuss about possible strategies to control remote employee for organizational effectiveness and maintain employees mental health.

KEYWORDS :

In response to today's uncertainties because of COVID 19 most of the World is shut down. Many countries announced lock down for certain period. Effect of this many companies asked their employees to work from home. For companies or corporates it is difficult to manage workforce which is now started working from their remote places. On the other side Employees are facing many work challenges when they are working from home. It is difficult time for the world as many factories are closed. Many companies are reducing their Employees. Unemployment is very high. Whole economy is facing recession again after 2008. During this period it is challenge in front of HR to maintain performance of these remote employees.

Challenges of managing remote employees

1) Lack of face to face supervision and control

First challenge in front of both manager and their employees is lack of face to face interaction. Managers are worry about employees' job performance as they don't have direct control on it. On the other side employees are facing lack of management guidance and time pressure.

2) Lack of access to information and resources

Because of this new pattern of work employees as well as their managers are facing the need of information. There total work is depends upon the connectivity. When employees are at their workplace they can generate information from co-workers, colleagues, old projects or with discussion with manager. But now as they are working from home they are struggling for information through calls & emails. On other hand managers/ employers are also struggling for information about job done from employees on time daily basis. Controlling remote employees is very challenging for employers.

3) Social Isolation and mental health

It is biggest challenge now a day in front of employees. As they feel missing their job routine, their colleagues, friends and co-travellers. Employees are missing their social interactions and office settings. Many employees are also facing fear of job loss. Insecurity about the job is also disturbing mental health of employees. Over a period of time this isolation can cause employees to feel disconnected or less belongingness to their organization. It can result into lack of motivation in work front.

4) Distractions at home

Because of sudden transition of virtual work employees are facing domestic challenges. Employees are now under pressure of attending both unexpected parenting responsibilities and work targets as day care and schools are closed. So employees are facing more domestic distractions from children during work.

5) Motivation of employees

Sudden change in work pattern may make employees lazy and slow or poor performer, When he / she working in the office

they get continuous monitor by their supervisor but now when they are working from home they may become casual in performing the job. As such there is no specific working hours it is difficult to control their job performance.

Strategies to manage remote employees

Every problem gives birth to innovation and opportunity. So as people are working from home. It is changing working style of companies totally. Companies are now conducting meetings by using Zoom cloud meeting, Google hangout etc. online platforms to conduct meetings. This pandemic taught us new way of workings. Manufacturing companies cannot work completely from home so they have set 50% manpower working pattern to maintain social distancing. Many companies are taking adequate care about their employees who are working in manufacturing sector by distribution of Mask, Sanitizer etc. Many companies are having regular thermal check of employees. Following are some strategies companies can use in managing remote employees:

1) Establish structured daily checking of job or task

As a manager it is better to give employees daily check-ins or targets and take report of the same on daily basis through emails and any other communication mode.

2) Use of modern technologies

In addition to emails and telephonic calls employer can use video conferencing platform for effective control. Video conferencing or video calls has many advantages especially when it is group task. Visual discussion with team mates allows mutual knowledge sharing and it will reduce the sense of isolation among the team members. To have easy and secure video conferencing company should have good IT infrastructure for data security. All team mates should have good internet connectivity and they should fix mutual ideal time for meeting so that there will be no distraction in between.

3) Offer encouragement and emotional support

Because of this situation managers should acknowledge stress of the employees and listen to their anxieties and concerns. Employer should appreciate employees' struggles and create sense of security among employees. On the other hand employees should work sincerely in given time and provide reports to managers' daily basis. During communication with employees employer should talk on current situation as well as about general life it will reduce their tensions and boost their morale. Employer should create positive virtual working conditions for employees' better performance.

This is how both manager and employees should work this current situation, Both employer and employee are working together virtually for organisational effectiveness by cooperating with each other, Hope this situation will improve and we will move to new normal phase soon.