

Work From Home (WFH)

The Two-Edged Sword For A New Pandemic Era

BACKGROUND & RESEARCH METHOD

The research investigates how WFH impacts both intern students and their working organizations in terms of work performance, as well as what makes it work or fail. It adopts a qualitative method to collect data through open-ended and conversational interviews. Overall, 8 students and 2 community partners have been interviewed.



KEY DRIVERS FOR SUCCESSFUL WFH

STUDENT

Supportive working environment at home

Student discipline

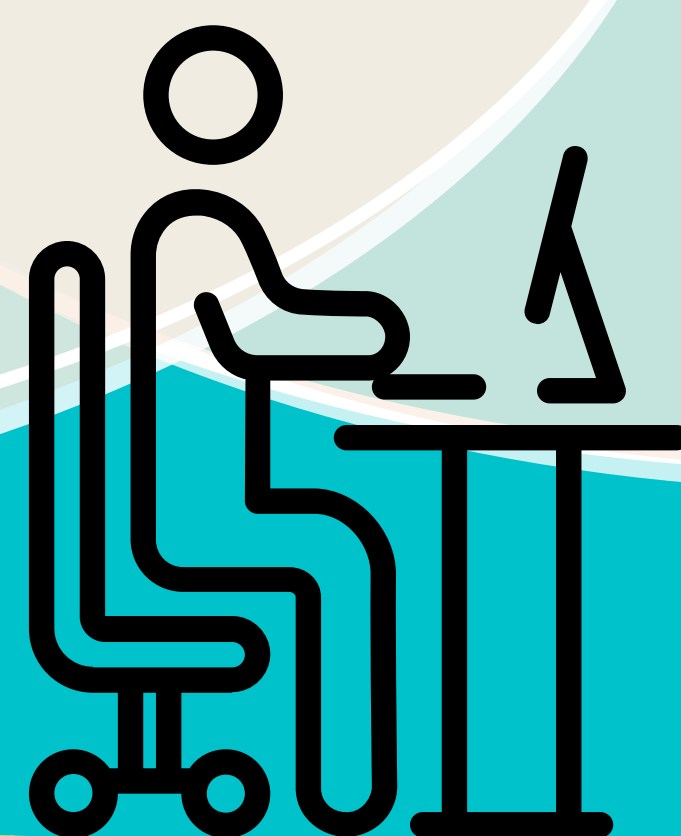


ORGANIZATION

Preparation (e.g. contingency plans)

Job/Service type which can be done individually and remotely

Communication system (e.g. regular review, Timely feedback)



DESIRABLE IMPACTS

- Raise independent working & problem solving skills
- More flexible and efficient on the working arrangements



UNDESIRABLE IMPACTS

- Communication barrier (e.g. hard for immediate feedback)
- Unable to establish closer relationships
- Less task variety for interns
- Hard to monitor work performance
- Difficult to perform people-oriented service

RECOMMENDATIONS

FOR STUDENT:

- Hand in tasks on time and work with the schedule
- Be disciplined (e.g. stay away from games & the slumber)
- Stay a positive & active working attitude

FOR ORGANIZATION:

- Provide more support (e.g. IT, manpower, etc.)
- Better communication (e.g. regular meeting, agree rules with students, etc.)
- Allocate suitable job type (e.g. individual work)



REAL EXAMPLES OF SUCCESSFUL WFH

Student activity office of university

1. Implement good communication practice
2. Allocate suitable works to students (Individual work)

Social community service centre

1. High level of student engagement beforehand
2. Well-developed contingency plans

DO YOU KNOW?

STUDENT PREFERENCE TOWARD TWO WORK MODES

