

Strategies for work, workplace and workforce after Covid-19

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Abstract

We are into a new world after Covid-19, which will create a digital with virtual working space on the internet, and the workplace will be our house. The workforce is aligned with the digital platform, which is connected to the cloud. We are likely to take an outlook over the sustainable changes and also look into the options of the changes in our working style. We will have to see how the change in technology, individual and the business with respect to posting COVID 19. In this situation, whether we have a good quality of job or not with this upgrade in the uses of technology which will ensure the job quality for all. In this paper, we have discussed these new abrupt changes, new technology, and the future of work to be accepted as a world of work and how the future of work will be getting into the automation world with the various key skills to operate that automation in the near future.

Keywords

Work, Workplace, Covid-19, Strategies, Workforce

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1 Introduction

Today world is fighting with COVID 19 with uncertainty, and unsorted works are getting into a burden. In India, companies are trying to find a way by working overtime and construct a workflow through the digital platform in response to the crisis. Adoption of Digital and virtual, changing the thoughts and mindset, and new demands on businesses and employ-

ees have forced changes that may be here to stay [10]. Things on which the future of work will depend on a few measurements which will give the digital technology to work over virtualization. When we look into the pace at which people, businesses, and public policy have changed, they are running at a slower rate as the pace of technology evolution was faster rate. With the current crisis, the change to run the business and working style has changed with the help of technology which is now running at an equivalent speed.

Now with this crisis, companies are trying to make the work comfortable and efficiently, making the traditional work into work from anywhere, workplaces will be the place as they went to do their work, and workforces will change their way of working, which will enhance the downsize the workspace. To understand the future of work, we had to look into three things “What are to be automated” “Who are those who can do that work” “Where is the work to be done.” The future of work is now globalization, digitalization, and other mega-trends are bringing radical shifts to how we live and work [14]. These changes raise essential questions around the skills we need for future jobs, the quality of those jobs, the support available if we're unable to work or retire, and what voice we have in shaping these outcomes.

2 Literature review

During this pandemic period, work has become the most important term which requires most important attention, but we always have to welcome the new change in work, but we must acknowledge that impossible is always possible we have to challenge what we know today and dare to imagine the possibility now the work has been shifted to social media which has become the primary way of communication for big business. Now the business work will be completed on virtual capacity, and design the work on own terms and work on running it successfully [11]. In the future, the work will make us laugh and enjoy and will give the employee freedom to be innovative, explore and build the concept that will influence and manage the work.

The working place is uncertain, and new world which is virtual so the work which we are going to face is all in cloud and system-based which will be less use of paperwork and from which we will be, love with na-

ture can do the work for anything from anywhere [2]. While working in a cloud-based platform, if someone wants to work from any personal device can do it. In this new way of work, we have to be more like a mode changer which we have to change ourselves with the skills when required, whatever is demanded and using of resources which are there rebuilt and reuse that resource for another purpose. Skills that are required to work in this new world are quick learner, adapting the new technology, thinking more creatively; understand emotional intelligence [3]. To be productive, we don't need to be at the workplace.

For managing the workforce, we first have to change ourselves from moving from planning model to responsive model because previously the changes were uncertain but now what happens is the uncertain things happen daily, which is most important for us to look and respond to it which will be premium and focus on the capability of the change of market with the uncertainty [4]. Now the workforce will be a thing more on the place what the things are for the day and which will give them the flexibility to pick the task and will have freedom from the workload and huge work backlogs which will create the workforce to be energetic to be more suitable to work [5] and the Figure 1 represents the dependencies of future work strategies.

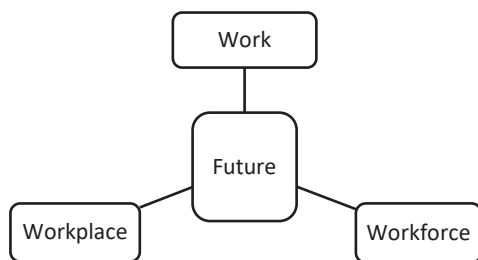


Fig. 1. Dependencies of future on work strategies

Future will get more inclined will these three dimensions the company will shape up the need for the new way of working what the changes required are and what will be the initial factor which will be taken into consideration for the business to grow [7]. New work culture and place and forces will give a push towards shaping and enhancing the model to work in a better way which will differentiate the work from the current situation to a new way of work for the future [15].

2.1 Work

Western societies are trying, and for the first time, they have changed the work pattern and idea for working professionals. In the current situation, the respon-

sibility or delivery of work is fully dependent on the delivery of the product and its out result. So the industry is analyzing the situation and visualization of the market situation had made the market move towards the digital platform, and use of technology with the help of automation which will help in the manufacturing industry for producing faster and cheaper product for the customer satisfaction replacing the manual task to and robotic task with the human intervention is less required. Now the industrial revolution to a cognitive revolution. Now work was looked into as a task completion work as assigned but now have to change to problem-solving and managing the human relation now situation has changed the robots are to be used for completion of repetition of work and to check the routine work and utilize the human for new process building [1]. So, the work will be driven, and job skills required will be machine enabled and data-driven, which will lesser human intervention will be required for the representation of the solution, design thinking, problem-solving. So, the question still arises of what work is to be automated and solve the problem and provide the solution.

2.2 Workforce

The structure of the workforce has been concentrated into one process. Now it has to change with the divergence or diversifications are required. With more open up in possibility for more efficient and creative in organization workforce which will add to more complexity to the working environment so now employer have to be paired with the machine, so the right skills are arranged with human workforce and type of employment. So, to manage this workforce new model has to bring into the picture while the new way of thoughts has been implicated. The organization has too thick of the new Opportunity and benefits, which will give a relationship to all types of talent, which will provide meaning and engaging options for wider job seekers. So Opportunity has to rethink, and the organization has to be carefully matched with the profile of job creation.

2.3 Workplace

In this new era, the organization has given employers to work and do think whatever they went the workplace can be shifted. Now the physical presence of things is not required with a new digital way of communication and collaboration of online platform

and enabled new technology along with the change in market Senecio had made the market to work on-line with this the employer has to apply lesser leaves which will create the things for employer-side this Opportunity had created a new market, and different opportunities have been created and been distributed into the teams or groups now new workplace has been reshaped from traditional structure to new one and more dependent on online. It will reduce the workplace cost within the company has to pay the cost for assets they buy for rent. So, for this, the worker has to understand and work according to the culture and be innovated and think more on collative work to find out the best result.

3 Proposed methodologies

In this new world, the organization is shaping its structure, and these new things are brought into place, and the important question that has to be raised is-

1. What are the need and demands for becoming productive and creative in an organization?
2. What are the managerial practices required.
3. What economic values does it create for a new managerial practice?

Firstly, the nature of work is evolving and will continue, and this will change the whole system, which will make the workplace and forces to work very efficiently and creatively. The real information-based revolution will work for this new knowledge labor and workers. Secondly, making a cost-effective and flexible working environment will create good faith in the employer's mind to work properly. Workforce agility and organizational productivity will be required to accept and embrace the significant differences from the managerial practices. However, this implication of new things is not easy and heavily acceptable, but the implementation of a new workforce and workplace model will help to survive the business with the change in mindset for the organization will help in enhancing the new model for the work, workplace, and workforce, so rethinking of management are required. These changes will also help the senior member of the board and HR for the process to be smooth and easy to adapt to [8]. This will recognize the new way of casement of new knowledge workers will help to manage, assessed, processed, and gifted with new offerings and Opportunities. There might be various factors but to get the new changes and Opportunity, we need to look into various points which are driving the changes which have been showing in Figure 2.

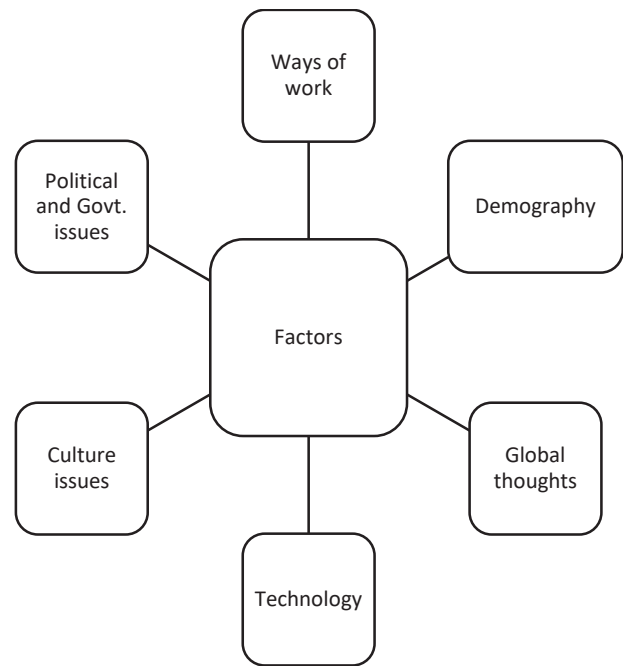


Fig. 2. Factors affecting the future work strategies

Six factors which are looked at:

3.1 Change in the way of working

The worker is now had been changed and been re-constructed and been promised to make the changes which have made the worker from a traditional worker to a design based worker with the new things are implicated, and this design is developed to make the problem into a solution and make the work more agile and easy to do.

The industry is evolving day by day, and this evolution is so remarkable it will help the business to shape up work on the industry nourishment to make the route clear for the development of the organization which will work efficiently.

The work structure and design a flow had made identification of job roles with the knowledge has been assessed, and a new direction has been given to the flow of work and skills have made the management work on it.

Workers have now been focused and planed in a proper way of channelization the work, and systematic work processing has been followed to get planned and problem-solving.

3.2 Demographics

In this new world, creativity has created a new class type by new and innovative ideas that have been taken into consideration and focus on the increase of productivity for work within the virtual office to be

created. This type of worker has been scattered all the way to the industry, which is 29 percent of worker are creative, and they choose the role based on their need and work in that organization where the working culture has been created to a new way of work and craft the design. In this environment, planning and placing the growth of life have been expected to be taken into consideration for better career options.

An increase in the diversification of the workforce has led to gender equality so that the male to female ratio has been taken care of for an equal amount of division due to change in birth rate has created a decrease in the creative workforce to create, and this will lead to the new way of creating the rice of generational diversity of workers. This diversification has led to layoff, and finding a new way for the vacant agents to manage free agents is difficult than employed once as this will create the developing skills better system and interpersonal styles to be developed.

3.3 Required changes in global

The new way of communication and virtual way of integration has made changes towards the work culture. It has changed the way the interaction has to be in a traditional way to the people interaction of social, professional and personal way this connection build-up for the information sharing within the connection have been analyzed, and the world has been shaped to a new edge way of support to work from home for the interaction with the colleagues [12]. This had made the work stabilized and had confirmed the way of working. Yet, there might be a global crisis that might create uncertainty, and powerful shifting would be the changes in coming years. Every small or medium business that is run will be accepted globally.

3.4 Technology

In this new technology-enabled world, the business will be ruled by this key-driven factor which will help to make the issues faced by the organization simple and efficient. Smartphone laptops smart devices are the key trends and used devices that are mostly used for organization work and data being new oil for the current situation to handle. Video conferencing have been done to make the group discussion and while databases have been managed in the cloud and for this skilled worker have been assigned a task which will make the task handy for them. Now the workplace has been replaced from offices to home-based work.

Making things valuable for the customer and creative things for the client will make the technology to be used more than ever.

3.5 Culture issues

In this new world, due to this pandemic, the environment has changed the dimension of work culture, and the structure of the organization has to be changed. The new way of culture needs some time to change the new way of thoughts on which the worker needs to work on new thoughts where the time is limited and to save the organization from disruptive techniques. In traditional work, the person has to go and give the attendance and has to be physically present in the offices, but now the person can get the work done by working from home and marking in software for showing presence in work due to this working culture the trancing of the real person working and fake are easy to find, and the work which would have taken 8 hrs would now take more time for resolution of that work by way the worker are marked with the completion of that job.

3.6 Government and public policy

The government has been implicating new policy, and the new decision is to be taken for which the bond between the employ and organization will get stronger while introducing new policy will handle the employ to make the care more effective for the people who are working in this time will have to rewarded and due to Covid 19 period the government initiative is required more with the work from home will make the working to continue without risking others life. So now the work will be done with the help of more diversification of work, the worker has to be divided with the help of age factor. Gender equality will be checked, and employment will also ensure the contractual or full time. The work is given in different forms by which the team formation or grouping is required to check the freelancer working professional will be getting more Opportunity to work [13]. The workplace will be taking into a new place which can be enjoyed during working and can balance the professional and personal life with the previous one it was unbalanced during this unpredicted period; we can take care of the things which were needed to be worked upon. Working forces will be connected, and every team can connect to each other. For this, the new generation of work culture will be doing the job, not in restricted time or place they can

work from long distance. Now in the present situation, we will make things easy, and spend our time on the work will be combined and on a digital platform [9].

3.7 Survey Question

We are having been able to understand the current situation with the new technology changes are accepted and trying to find out the new way of technology, and new structure of the organization has been implemented, and this change has implicated the working person, and it has been good to know the salaried person, and fresher who are new to the industry are tested to the new way of work pattern, a new place for work and collaboration with new forces with which the decision has been taken by the organization to provide facility like internet bill reimbursement and to find out the age group what they have been finding in this new way but if we go through the new way of understanding the worker in lower grade are not having great reviews but now the question which was put to the responder they were asked about the work-life, how they like the working style and what is the knowledge required to survive in this new world. This question has been put across the worker from which the findings are different for all people, but the feelings had been same for a situation like Covid-19 the working has to be team-related and below are the question which has been asked to get the knowledge about the thoughts to the new way of working culture. These are the research question asked to the responder to understand the like and unlike

1. Do you think working from home will be a good option than working from an office in this pandemic?
Yes/No
2. Do you feel working from home convenient?
Yes/No
3. What are the issues faced while working from home?
Network Issue b. attending repeated call
Not having proper work spaced. feel lazy while working from home
4. Do you like working from home?
Yes/No/Maybe
5. Working from home has increased working hours.
Yes/No/Maybe
6. Does anything got increase
a. Salary b. workload c. Housework
7. How do you like to get connected?
a. Video b. Calls c. Whatsapp or Message

8. Which tools are used for video calls?
a. Zoom b. Google meet c. WebEx d. Skype
e. MS teams
9. Did your office Management force you to attend office in this pandemic?
Yes/No
10. Do you think that the employee is being rewarded less than those attending the office?
Yes/No
11. What did your company do for an employee engagement program?
a. Funny Quiz b. Crossword Challenges
c. Casual meeting d. online competition
12. Do you feel business continuity is a challenge with working from home?
Yes/No/Maybe
13. Post lockdown, do you prefer to work from home
Yes/No/Maybe

4 Data analysis and finding

From the questionnaire which has been asked to know the like and dislike of the worker to this new way of working. There was a total of 72 Responses where both experienced and fresher have been taken into consideration while during the analysis of each questionnaire has been looked into Understand the behavior and attitude of the worker towards the job and how will be the change look into post-Covid-19 so here are some finds which are given below Figure 3. Here are the percent of responses shown with the question by the responder given below

Here is the key output from the responses taken, which are as follows

- During this pandemic situation, work from home will work, and it might increase the working time.
- It is convenient to work from home, but liking virtual-based work is less attractive.
- Work from home will not only help the company to grow. There is a requirement for infrastructure change like cloud transformation.
- The worker going to the office in this pandemic situation should be taken care of by the company and Figure 4 shows the response of the employee engagement program.
- Employed workers have to fit with the right skills and right attitude towards the work.
- The problem issues are to be addressed in the new way of working style.

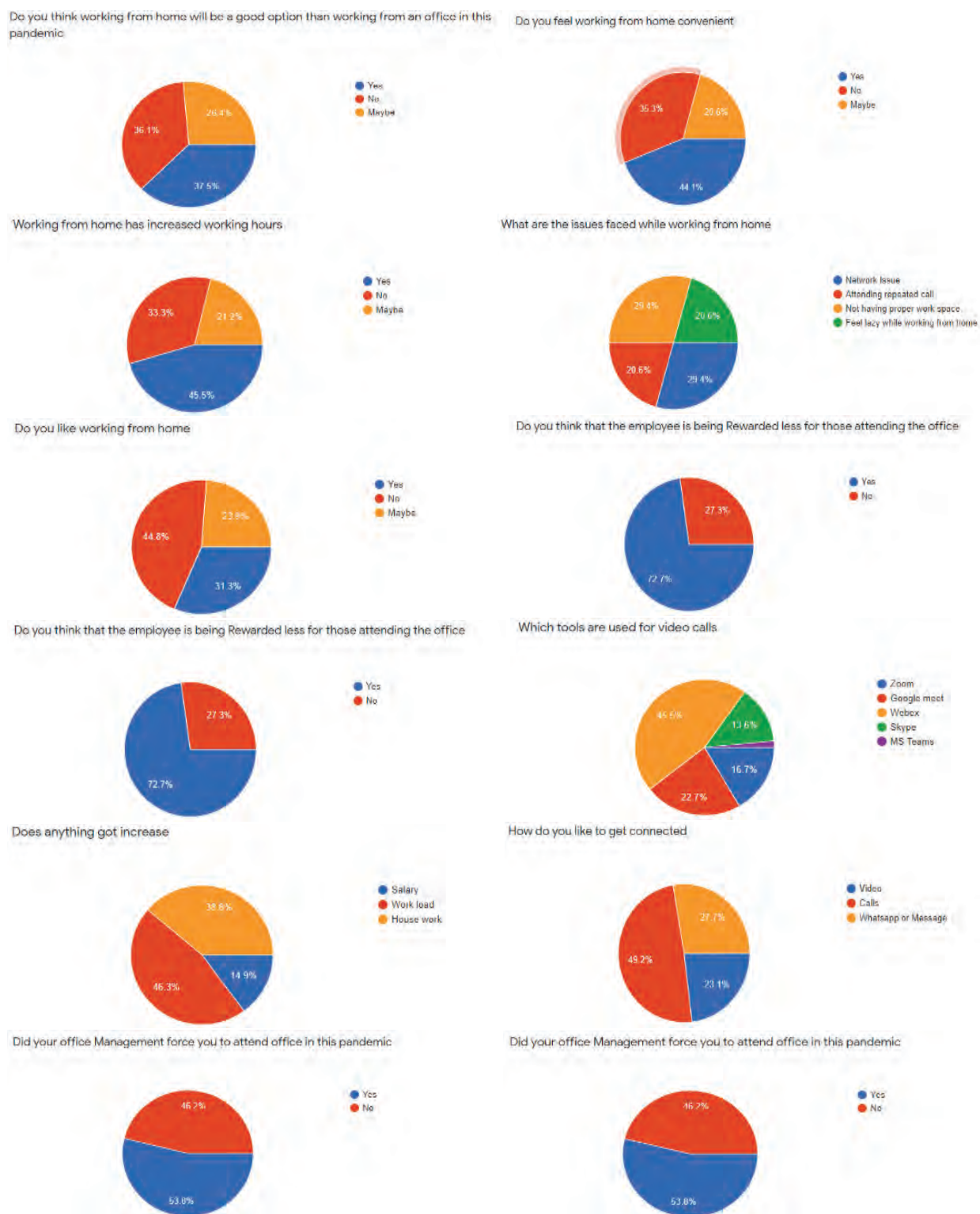


Fig. 3. Responses question wise

- Over the calls, the work has been fixed which less effective way is and video call team meeting are preferred less by all the workers.
- Google meet, WebEx, Zoom is the app used for the conference purpose.

4.1 Implications of the study

In this pandemic period, the generation has shaped up into different structure with lots of information get scattered, and capability is assessed in a different level with the standard of work culture has changed

what did your company do for an employee engagement program

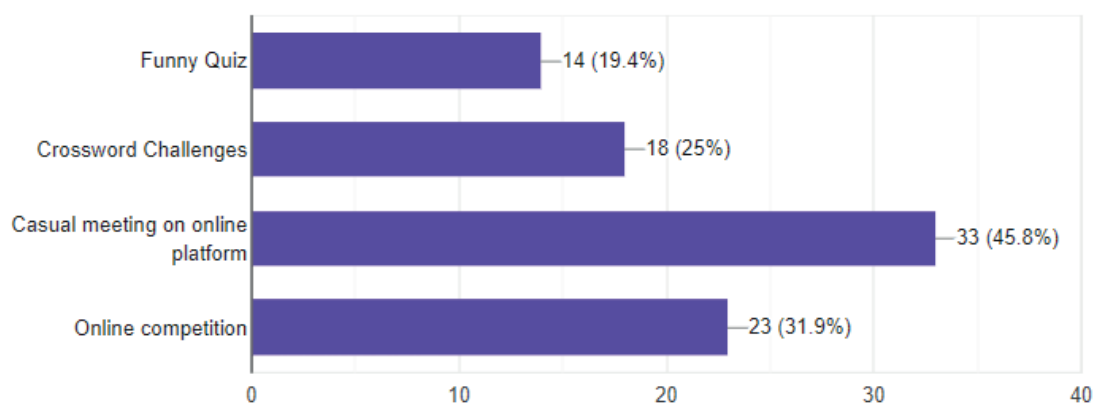


Fig. 4. Response of employee engagement program

into different forms which create a change in the HR function which will create an additional practice in a multitude organization which will create values, ideas, good practices and better culture which are more required for cross-generation management.

4.2 Generation work

Previously there is offline work that is done. Now it will be done online, which will make the work very easy and make the work at a level from which the worker can get easier access to the document, which will create the work to be in an easier fashion. In this year's type of work was drastically changed, which will create information been stored in a proper way which will create the worker to get the information into digital techniques. Now in this new generation, innovation, creative thinking and critical thinking are the skills that are most required to be fit for the job. When during before pandemics, the interviewer will look into the profile and call for interaction in the office but now what has changed due to technology like Skype, the zoom has made it easy to get shortlisted and interact easily online now people communication has changed from email to Whatsapp.

4.3 Workplace

The traditional organization uses the worker to have a think and work on the same task, but now the things have changed into the culture, and team connections where the work will be distributed and things are getting more complex to make it simple workplace has to be the concerned place for the worker not think of loads to work and needed to work for more to run

the business and talent will skill up the workplace to an efficient way for the new way of thinking the process to be known to the world and organization which will be adopted for the generation to come [6].

4.4 Workforce

There were various types of a generation which get changed by 2020 they are Traditional Born (1900-1945) which get changed into millennial Born and now generation 2020 which are technologically equipped and worker are efficient to do the task³. The expertise is expected to have a good attitude and work ethics, and better personality, which is expected from the experts from this cross-generation management to mixture generation management which will be the instilling for the ensuring workforce harmony so that the worker will be ensured for encouraging, respect, valued and communication. Each generation will have to try to be different into the table and show uniqueness which the understanding of the business will drive to success. The management will have to be looked into the lower order, which will create a great sense towards innovation by which the forces had to be well skilled and trained to do the work with the experience which are relevant to the job role provided by the organization.

Creating an alternative work environment

Working culture and space at which the worker for that organization has changed with the new transfer of offline structure has changed into online and digital way has been suitable for working in this new generation in place the data have been stored in the cloud where the need and work get easy and agile for the

work to get divided with theory part which will create an alternative for the work to be given access or permission to the concerned.

Technology transformation workplace into virtual workspaces

Technology has changed the workplace for the worker. This has transformed the new way of working into a virtual space which will be the new way for a solution to work in this pandemic. This new way was imagined, but now it has become a reality with new themes and ways of working. In this new way, work can be done from an office, airport, or other physical location by which the internet has become the backbone for this and to be connected to a new world. Work always includes real-time communication and connects with colleagues located at the virtual level.

Work can be conducted from anywhere at any time.

Working from anywhere was available and more been coming into use, and the work, workplace, and workforce have been changed and been according to the uses, and the innovative way of uses have been shown with the data are stored and captured from anywhere and can be seen from anytime when required.

Focus on collaborative work

The work has been focused on core tasks which will be good for joined work which and work activities are approximately 80% of the work time. The work is hand over to the group and has been taken over to the comparative and jointly to the other and worked with the cooperation.

Individuals themselves will become less 'vertically integrated' and more specialized; they will develop loosely coupled collaborative networks to meet their needs outside their core competencies. So now, in this new era, collaborative work is supportive, and individuality is removed.

The worker has to choose outside the traditional work.

Remote working or mobile working are developed which are changed into a smart worker with the new phase which has been bringing the change to attach, retain and develop the talent which will contribute to the business, and new work style and lifestyle are choices this has happened due to the infrastructure change which will provide real-time and all-time information.

5 Result and conclusion

The new style of work, workplace, and workforces are being correlated the result of the change in any part of the organization will occur a change in oth-

er, and we should lookout in this pandemic situation within the country GDP is falling, and the new way towards working culture should be followed, and creative minds and innovation go hand in hand with the employee has to see that and take care of that which going thought the career path. Knowing new technology would go half path understands and involving into it will help the organization which will lead to cost-effective and cost lesser to the organization. We should introduce a new way of approach where the top to the lower section of the organization will have to find a new way for customers, workers, and businesses. We should look into the possible factors and not stuck apart from the value that will be made and taken as an option for success. We should start thinking of the workforce to build the teamwork and learn new skills with the knowledge been shared more which may create a valuable and wider concept which work for organization and society. Let's make a sensible and meaningful world.

6 Future Works

Knowing technology will not work to get jobs in the future, become an expert in that work and start innovating the new aspects of what the application of that technology is. Regular works are automated by robots, but the things wisely towards the work without human intervention were the place for automation will not work [2]. Start looking for digital jobs like a digital wallet and don't stick to one product. They had made the services available for the customer. Work will be more specific to selecting the person task-specific and it will be an open approach regarding the work to be done by anyone [4]. Workplaces will be in a virtual environment with the proper process are be implemented and made easy using it efficiently for the worker to do their jobs and workforces will make a shift from interrelated to divided approach to find out the talent which gets fit into for the better management and all the interaction and meets are to be held in the virtual platform [5].

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