**PROJECT ID: CONNECTING THE DOTS  
ASSESSMENT 1: UNPACKING THE DQ – 10% (INDIVIDUAL)**

**DQ ANALYSIS TEMPLATE**

This template will help you analyse and understand your chosen Driving Question (DQ) better. It will also help you assess the suitability of the DQ for your team. Please fill it up in no more than 350 words. **You may simply use bullet points or a numbered list to** respond to the guiding questions below. The word count should not include in-text citations, references or headings. Failure to indicate word count will result in a 1-mark deduction. Submissions without both in-text citations and a reference list will be capped at a maximum of 50% of the total allocated mark (a D grade).

horizontal line

**(Your Name/Student ID/Tutorial Group): Tan Jia Shun S10198161 T65**

**Chosen DQ: DQ1 (How can we design solutions to support employees working from home?)**

**Word Count: 320**

# UNDERSTANDING THE DQ

|  |
| --- |
| This DQ is about supporting and improving the life of employees that is working from home (WFH). Due to the COVID-19 circuit breaker, about more than 50% of employees are asked to WFH (Ang, 2020) but 36% of the employees feel it is less productive compared to working in the office (EngageRocket Pte Ltd, n.d.). 55% of the employees had to work longer hours which may be outside of their working hours, but a quarter of them do not mind working longer hours if they are working from home, while 41% want to stick to the usual working hours (Ang, 2020).  WFH will continue until the COVID-19 pandemic is over, and I feel this DQ is important as this can help improve Singapore economic by resuming Singapore workflow. This also can help in controlling COVID-19 virus spreading since it reduces the number of people traveling due to work or study.  **Stakeholders affected**   * Office worker * Student & Teacher * Designer * Customer support staff * Sale man |

ICT:

* Application/web development
* UI design (including media design disciplinary)
  + design user friendly UI for all ages

HMS:

* Understanding and curate innovative solutions related human behavior when working at home
  + To understand why WFH is less productive
  + Why employees want WFH even when it is less productive (Kim, Juliana, & Rachel, 2020)

BMS:

* Knowledge of tools needed, and feature used by office worker
* To promote the solution created to all employees

# ASSESSING THE SUITABILITY OF THE DQ FOR YOUR TEAM

Would you recommend this DQ to your team? Why or why not?

I will recommend this DQ to my team since it can benefit many people, including us and we have the skill needed to solve this problem. The only disadvantage is that we spend more time researching on human behavior because we don't have a community development student.

How can you and your team members contribute to the DQ based on your disciplinary backgrounds?

We can:

ICT/CSF

* Create an application which help in their work
  + An UI that anyone can use easily
* Create a secure application

BMS/TRM:

* Provide knowledge of tools needed, and feature used by office worker
* Promote the solution created to all employees

HMS/ECDE:

* Provide basic knowledge of psychological (psycho-social)

# References

Ang, J. (2020, June 30). 55% of employees working from home in Singapore are putting in longer hours. *Human Resources Online*. From https://www.humanresourcesonline.net/55-of-employees-working-from-home-in-singapore-are-putting-in-longer-hours

Beals, K. (2020, May 22). *How Companies Can Support Work-From-Home Best Practices in the Long Term*. From Gensler: https://www.gensler.com/blog/how-companies-can-support-work-from-home-best-practices-in

EngageRocket Pte Ltd. (n.d.). *Pulse of Singapore Workforce throughout the circuit breaker and beyond*. Retrieved May 13, 2021 from EngageRocket: https://www.engagerocket.co/pulse-of-the-singapore-workforce

Kim, P., Juliana, M., & Rachel, M. (2020, December 9). How the Coronavirus Outbreak Has – and Hasn’t – Changed the Way Americans Work. *Pew Research Center*. From https://www.pewresearch.org/social-trends/2020/12/09/how-the-coronavirus-outbreak-has-and-hasnt-changed-the-way-americans-work/