ASSIGNMENT 1 FRONT SHEET

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Student declaration

I certify that the assignment submission is entirely my own work and I fully understand the consequences of plagiarism. I understand that making a false declaration is a form of malpractice.

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Grading grid

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2.1

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I. Introduction

I.1 Introduction purpose of research

Remote working is the practice of having workers perform their duties away from an employer-run central office. A worker's home, a co-working space, another communal area, a private office, or any other site other than the typical corporate office building or campus could be considered such places. Because it has advantages for both businesses and employees, remote work has grown in popularity. Like many other application for remote working during The COVID-19 epidemic, zoom is one of the most useful, which compelled many firms to swiftly transition from a traditional face-to-face work environment to a wholly remote workforce for health and safety reasons, also significantly renewed interest in it. The benefits of remote work, such as shorter or no commutes, easier hiring and recruiting, and increased productivity, all contribute to its long-term appeal. This report will research and evaluate the impact of technology management applications

I.2 Project research scope and objectives

1. Project Scope

The act of an employee working remotely, away from the employer's main office, is known as remote work. A worker's home, a co-working space, another communal area, a private office, or any other site other than the typical corporate office building or campus could be considered such places. Today's technology is expanding over a wide range of platforms. This paper will examine and investigate remote work, its advantages, and learn more about how it has been used in the workplace.

In this report the authors will have research about remote working, there are many applications useful for working purposes, and these applications will help companies to increase the benefits during COVID 19, when working in an environment with fewer distractions and employee's productivity soars. Remote working is a research project advantage because the environment is suitable for work and schools. When they use remote working to work from home, like zoom in this instance, employees will have the room they need to be able to think clearly and perform better.

2. Project Objective

The authors conduct research on remote working benefit in companies, and how it affected on our life, how is increase the productivity during pandemics

Some Points of the report:

- Zoom using in working on companies
- Advantages and disadvantage of zoom
- The changes by using zoom in work, affect worker productivity
- Remote working bring life-balance too employees

II. Literature review

II.1 Review Remote working in general

Since the late 1990s, technological and connectivity advancements have made it possible for distributed modes of working outside of the office to spread (Bloom et al., 2015; Tagliaro& Ciaramella, 2016). Researchers use many names for the same distributed working modalities, such as teleworking, smart working, long-distance working, remote working from home, and working outside of the office (Bolisani, 2020).

We use the term "working from home" (WFH) to cover a wide range of remote working modalities because our focus is only on work circumstances in which employees use technology to complete tasks in their own flexible environment while away from the office. Companies view WFH practices as a technique to reduce employees' responsibilities by allowing them to work (with formal and informal arrangements) a specific amount of time outside of their normal work place (Davidescu et al., 2020). They are also viewed as a tactical strategy by which businesses might cut expenses related to their physical infrastructure (Angelici & Profeta, 2020; Mazzucchelli, 2017; Tagliaro &Ciaramella, 2016).

Prior to the COVID-19 pandemic, WFH was a very consolidated but only moderately distributed practice. For instance, early 2020 data on employment conditions in the 27 countries of the European Union indicated that just 12% of workers were, on average, used to this style of working (EUROSTAT, 2021). According to some researchers (Barrero et al., 2021; Bloom et al., 2015), the stigma of shirking associated with this mode of working, whereby remote workers were perceived as less controllable in terms of their performance compared to onsite employees, may be the main cause of the low diffusion of WFH. Additionally, empirical data evaluations have indicated that remote workers are less

Remote employment is increasing. While it has been possible to work from a location other than a corporate office for a few decades, the practice is just now becoming commonplace.

Following to (RemoteYear, 2020) Working remotely enables professionals to conduct their business away from the confines of an office setting. It is predicated on the idea that labor need to be done in a specific place to be executed successfully.

Consider it this way: Remote workers can complete their projects and achieve their objectives wherever they wish, as opposed to having to commute to an office each day to work from a specific desk. People have the freedom to plan their days in a way that allows their work and personal life to coexist harmoniously and to the fullest extent possible.

People can work remotely in a number of different ways. That's the beauty of remote employment: people may select the type of work that best fits their lifestyles.

For instance, some employees can work remotely the most of the time during the workweek, but they must travel to the office one day a week for in-person meetings. These remote workers can work from their company's office when necessary, but they typically operate from their homes or local coffee shops.

Others depend on co-working spaces as places where they can complete their work. Co-working spaces serve as hubs of technology, community, and productivity, providing excellent network connectivity and chances to engage with people from a variety of professions. People with full-time jobs, independent contractors, and even business owners looking to rent out office space for themselves or a small workforce can all make use of them. Co-working spaces, which combine the convenience of working from home with the business amenities and networking possibilities you'd find in a corporate setting, can even be thought of as a meeting place between a regular office and a nontraditional workspace. Remote workers benefit from having location freedom whether they decide to use a co-working space in their hometown or sign up for a membership with a co-working collective that has sites all over the world. Some people who work from home make the most of the chances available to them. Some remote workers choose to leave their regular routines behind and hit the road in addition to having the flexibility to work whenever they are most creative or productive. They travel with their remote job, either through work and travel programs or independent travel arrangements, in an effort to broaden their horizons, gain a better understanding of the globe, and build a global professional network.

Review the impact of remote working on human being in the past and current now

Remote working in the past
The popularity of the "workfromwherever" trends, as well as the emergence of the digital age, have all contributed to the increased visibility of remote work in recent years. However, working from home is hardly a novel idea.

In actuality, people were conducting business in their homes long before the advent of the internet. It wasn't until the industrial revolution that the idea of large groups of employees coming together to do work together for any purpose other than fighting wars and healing illnesses and injuries (sometimes brought on by fighting wars) actually became a reality.
The "norm" in society underwent a significant paradigm shift, moving from a world of solitary workers, each of whom sold their goods and services from their separate homes, to something more akin to the rat race we are all familiar with. Daily commutes and designated working spaces were created.

Another paradigm shift followed the advent of the digital age. Workers had been using UNIX and DOS for years when the internet was created in the early 1980s. The development of a system to connect preexisting networks opened up a completely new realm of connectivity and, with it, other methods of operation.
When NASA engineer Jack Nilles first used the word "telecommuting" in 1973, he set the groundwork for contemporary remote working long before the advent of Skype and Zoom calls. A small number of IBM

employees worked from home to explore the viability of telecommuting long before modern remote working became popular around the turn of the millennium.

By 1983, there were 2,000 remote employees, up from the initial five, and call center employees had the option of working from home since they did all of their job over the phone.

What once could have seemed like a fad has become the standard. In their post-COVID plans, 74% of companies intend to move their staff into remote roles, according to a Gartner survey. As we all acclimate to the new reality of a post-pandemic world, telecommuting will continue to grow, with a 115% increase over the past ten years. It is the remote work of the future.

A new era of business was inaugurated in 1999 with the creation of the first website and the rise of garage startups, and it belonged to the entrepreneur. Startups were first characterized by struggling college students and people who had left the corporate sector in quest of greater independence, achievement, and personal fulfillment.

Entrepreneurs worked from box rooms, sheds, and garages until they found investors prepared to support them, propelled by a tight budget and a lot of willpower. Even then, a lot of people made the decision to start flexible businesses that let them and their employees carry on where they left off: working from anywhere.

Remote work reduced travel, which resulted in fewer cars on the road, decreased air pollution, and strong support from the environmental movement. Guidelines were required by the year 2000, and the Department of Transportation and Related Agencies Appropriations Act gave remote workers legal status and made telecommuting practices a requirement for businesses. This was made possible by the Telework Enhancement Act of 2010, which gave the government more flexibility in how to manage distant workforces.

Factory laborers and finally the reviled cubicle swamps that characterized work for the majority of the 20th century were gifts of the industrial revolution. We will benefit greatly from the technological revolution thanks to Wi-Fi, Zoom calls, and other asynchronous communication techniques. These gadgets can connect to any other internet-enabled device anywhere in the world thanks to Wi-Fi.

Then "the cloud" appeared, that enormous metaphorical data storage facility that enables you to access and exchange files, documents, and applications using cloud-based computing.

With the eventual development of the tablet and smartphone, individuals were able to utilize portable computers (laptops), and they have done so more frequently ever since. Machines that once required entire rooms fit in your bag, pocket, or backpack nowadays.

Project management solutions like Asana and team collaboration tools like Slack and Sococo have provided managers and business owner's simple methods that enable them to effectively manage their teams from anywhere. With the introduction of video conferencing, all the necessary equipment is now available for people to operate remotely.

With the advent of virtual employees, anyone may work whenever and wherever they want. Flexible work arrangements are increasingly being marketed as a perk as businesses compete for talent with rivals who have outdated, rigid practices.

Remote working nowadays

The COVID-19 changes to the way work may be the most abrupt and significant changes to the global workforce since World War II. Based on the immediate effect that COVID has had on hiring, attitudes about remote work, and future plans, this study examines the long-term effects of this remote work experiment and what we can expect in the future. The research makes use of two waves of survey data: one collected in November 2019 prior to the pandemic and the second collected in April 2020 during the pandemic.

The surveys surveyed a total of 1,500 recruiting managers, including executives, VPs, and managers; hence, the findings represent the opinions and strategies of individuals with the most direct influence over corporate decisions regarding remote employment. In essence, these findings show how key decision makers currently see the remote work experiment and how it has impacted their strategies before and after. The outcomes imply that the trial with remote work has performed better than anticipated for recruiting managers. Businesses are dramatically increasing their plans for remote hiring in the future due to the perceived benefits of working remotely, which will accelerate the already upward trend of more remote work.

With the start of the pandemic, many people found that remote working was necessary (Shao et al.,2021; Zhang et al., 2021). Indeed, governments, businesses, and institutions from all over the world have suddenly implemented strategies and technologies that allow employees to work from home in order to maintain the continuity of services (Bonacini et al., 2021). For instance, WFH peaked at 40% among nations that are part of the eurozone (Fana et al., 2020). Despite these difficulties, individuals around the world have been given a certain measure of continuity with regard to essential services, albeit with varying degrees of efficiency and effectiveness.

For instance, the United Nations (2020) claimed that in terms of education, during the height of the epidemic, roughly 80–85 percent of students in high-income nations participated in alternate e-learning activities, as opposed to only 50 percent of students in low-income countries. According to some researchers, COVID-19 introduced many workers to the benefits and drawbacks of WFH, thereby boosting their awareness of prospective (alternative) work modes and providing an opportunity to lessen the stigma associated with WFH (Barrero et al., 2021; Harrington & Emanuel, 2020). For instance, if asked to return full-time to their office, 30% of respondents who had had WFH would consider looking for another employment, according to a recent globalIpsos study of 12,500 employees across 29 countries (Boyon, 2021).

Prior to the development of the technology, remote work as know as it was not even a possibility. Emails, texts, and direct messages couldn't be used to contact if the coworkers and business partners needed to speak with, while somebody were away from the workplace. To have a business-related chat, and would have needed to give an additional phone number, pager, or even a fax number. Even "remote" full-time professions weren't what they are now. Video conferencing is one of the most useful

technologies for flawless remote work. Live video streams make it possible for remote workers to see and communicate with one another in real time, from any location with an internet connection—the closest thing to a face-to-face conference. However, without the widespread deployment of broadband internet over the previous 10 to 15 years, this capacity would not be achievable. Because of how swiftly technology has developed, many organizations now operate out of co-working spaces rather than traditional offices to suit their primarily remote workforce. In times of crisis, such as a natural disaster or an epidemic, remote work often offers special opportunity. For instance, the capacity for many employees to carry out their job obligations totally from home can assist safeguard both the general public's health and the ongoing profitability of the company as COVID-19, also known as the coronavirus, spreads quickly throughout the world.

Remote working in the future

According to (Crosso, 2021) Office cubicles are an anomaly; distant work has predominated throughout much of human history. This trend of remote employment is here to stay. It has a long history, which is proof that it will eventually happen. Since the epidemic has expedited this trend, most professional pathways will eventually involve some remote employment.

Allowing flexible hours and the option of working remotely—at least occasionally—becomes increasingly important for employee retention. Compared to those forced to spend five days a week in an office, remote workers are much more engaged. In actuality, those who work remotely 60 to 80 percent of the time over three or four days of the week are much more engaged than those who work exclusively on-site. One example study even claimed that remote workers' higher output was equivalent to an additional full days' worth of labor.

According to statistics, the majority of workers who transition to remote work never go back. In fact, 90% of remote employees plan to operate this way for the rest of their careers. With 94% of remote workers urging others to adopt the lifestyle, they are also more than pleased to do so.
The net result is that firms can increase their employee retention rates by allowing teams to work remotely. They are no longer as concerned with the interruption, expenditure, and annoyance brought on by team members leaving for better opportunities. It's time to get ready for the future of work and the extent to which remote working will be a part of it because the advantages vastly outweigh the downsides.

According to Fast Company, virtual reality conferencing and other remote work tools will overtake face-to-face meetings as the primary method of communication. AI will probably play a significant part in managing remote employees as well. These developments could make businesses feel more at ease. Although managing a remote workforce might be challenging, it is possible to make the shift smoothly with the correct technology and motivated staff.

Fighting the change might be detrimental in the long run. Today's workforce has grown accustomed to working remotely. 99% of currently employed remote employees, according to Buffer, said they would like to continue working from home for the rest of their lives. Nine points more than the result from the same survey last year, that is. Furthermore, 37% of remote workers said they would accept a 10% wage drop to keep working from home, according to Global Workplace Analytics. Because of this

widespread tendency, some people decline to work onsite jobs because they already know where to go for jobs that are more accessible and flexible.

Organizations should enhance their remote work rules and capabilities rather than fighting the change. Lambert advises developing standardized key performance indicators (KPIs) for management and staff if your organization is worried about productivity and performance concerns as a result of a company-wide capacity to work from home. She claimed that by doing this, distant team members may be monitored for performance and made aware of expectations.

II.2 Identify your topic in the wider context

Companies and employees have undoubtedly made investments in physical, digital, and human capabilities during COVID-19 to adapt to the need for WFH (Barrero et al., 2021). Rapid technological advancements have also aided in the transition to WFH, with new and updated digital systems for online and remote services being developed to support services and activities like conferences, team management and exchange, applied robotics solutions, e-health, and online entertainment (Renu, 2021).
The COVID-19 investments in technology, people, and organizations may enhance the pressure to reconsider workplace policies and procedures already put in place before the pandemic crisis (Lund et al., 2021). In this sense, WFH, whether full- or part-time, is probably going to become a new need for employment for a sizeable portion of employees around the world. It is difficult to forecast how much of the workforce would adhere to the WHF modality, thus ultimately, whether to implement and support it in private and public services will depend on cost-benefit analyses and an examination of productivity and performance indices (European Commission, 2020).
To avoid the WFH modality's well-known negative effects, such as increased workload and stress (Mallia & Ferris, 2000; Troup & Rose, 2012), isolation, and decreased socialization (Dolan, 2011; Morgan & Symon, 2002; Raffaele & Concepcion), it is crucial to consider the impact of WFH on individuals in addition to economics and performance considerations when making decisions about its implementation (Aczel et al., 2021). In order to optimize and customize these emerging sociotechnical systems (i.e., systems to exchange information and perform actions among humans, supported by technology and regulated), the decision to implement or expand WFH practices should ultimately also be driven by the possibility to monitor, evaluate, and compare the overall experience of employees under such new working conditions.
A survey by the Japanese Institute of Labour Policy and Training (JILPT, 2015) of [remote] workers in Japan shows that the issue of the 'ambiguity of work and [time] off' was the highest ranked disadvantage of [remote working] among both women (36.4%) and men (39.3%). Likewise, research by the Japanese Ministry of Health and Welfare (MHLW, 2014), covering employees in 30 Japanese companies, found that 43.5% of respondents find it 'difficult to draw a line between work and family life.
- Remote employees work an additional 1.4 more days per month than in-office employees, which is nearly 17 additional workdays a year.

- Remote employees take longer breaks on average than office employees (22 minutes versus 18 minutes, respectively), but they work an additional 10 minutes a day.
- Office workers are unproductive for an average of 37 minutes a day, not including lunch or breaks, whereas remote employees are unproductive for only 27 minutes, 15% of remote workers said their boss distracted them from work, which is less than the 22% of office-based employees who said the same thing.

Knowing when work starts and stops can be challenging for many remote workers. Continuous access to the workplace, especially through smartphones, necessitates making an intentional effort to "clock out." rather than just being able to depart the building when the day is over. The impact of remote work on hours has been the subject of numerous research. Results can vary, especially when it comes to demographics. However, it is generally agreed that people who regularly work remotely or from home put in more hours each week than employees who work in offices.

More than 35% of workers switched to working from home during the COVID-19 epidemic, according to available sociological studies (Golden and Gajendran, 2019). The pandemic has sparked a long overdue phase of technology and social experimentation that will have a big impact on how office workers will be treated in the future.

As a result, employers and governments all across the world are attempting to predict the relevance of remote labor after the pandemic has ended. Employees and business owners have somewhat different views on this. It should be noted that studies (Belzunegui-Eraso and Erro-Garces, 2020; Delanoeije and Verbruggen, 2020; Wang et al., 2021) demonstrate that the majority of the surveyed employees and some employers are prepared to continue working remotely or in a mixed-mode (spending some days in the office and some days working from home). Although the majority of them acknowledge that they initially had to adjust to working remotely. In light of this, the study (Belzunegui-Eraso and Erro-Garces, 2020) found that 82% of office workers in 25 different nations who were polled stated a wish to continue working from home one or two days per week when quarantine restrictions were completely lifted. Similar findings were reached by another survey, which found that six out of ten French persons who had worked remotely wish to do so in the future, either regularly or occasionally (Delanoeije and Verbruggen, 2020). More than 60% of respondents to a survey conducted by the Japanese Labor Productivity Center indicated they would like to continue working remotely once the pandemic is over (Wang et al., 2021). Employers all over the world have evaluated remote work and intend to adopt it after the pandemic is over. According to the study's findings (Reuschke and Felstead, 2020), for instance, 54% of the German enterprises that participated in the survey intend to use remote work more frequently than before once the epidemic is over. At that point, 75% of those who responded to the study said they had recently suggested that their staff members work from home.

The findings of a study conducted in the United States show that throughout the Americans saved $91 billion during the coronavirus outbreak. As a result (Dubey and Tripathi, 2020), everyone who previously spent money on Since March middle, the commute to and from work has saved an average of $2,000 on transportation. In addition, by making fewer journeys to the petrol station, Americans save an estimated $ 183 million daily or the auto-care facility. Business owners take into account a decrease in the price of renting an The biggest benefit of working remotely is not having an office and maintaining it, but having

the ability to hire employees from different cities to work remotely, and increased productivity outside of the standard structure. The experts who were questioned said that while it is important to build on past successes, it is also important to acknowledge the drawbacks of working remotely. Indeed, working remotely has disadvantages and may cause discomfort. For instance, some workers damage a work-life balance by feeling more isolated, taking fewer breaks, and whining about having to work longer hours. Experts listed a few limitations on the organization's operations, namely issues with paperwork and the inability to visually monitor employees' work, as some of the unfavorable features. Additionally, experts claim that the shift to remote work increases technological risks, including the loss of data, the disclosure of sensitive information, and the availability of systems, since not all employers can afford to provide employees with the necessary equipment, forcing them to use home computers. As a result, approximately 40 Japanese businesses who had moved certain employees to remote work discovered that someone had gained access to their servers without authorization, which caused data to leak. The attackers got their hands on staff passwords needed for remote work, among other things. Pharmaceutical, energy, and automotive corporations (Hitachi Chemical, Sumitomo Forestry, and others) are among the organizations that have suffered. Representatives of the government Cyber Security Center fear that over time, these businesses may encounter risks like the potential of corporate servers becoming infected with viruses in addition to the loss of secret data that would follow (Kazekami, 2020).

Even when the pandemic has been completely contained, remote work should not be abandoned, according to the administrations of several Japanese firms that have adopted a remote work style for their staff to preserve company continuity while safeguarding people's health. This will be included in the restructure that aims to increase the effectiveness of personnel management. As a result, the management of the Hitachi Corporation said that despite the quarantine's lifting, its staff would only come into the office once or twice each week. Additionally, the business offers monthly reimbursements to each employee of 3,000 yen to cover the expenses related to working from home. The Japanese corporation Fujitsu also made the decision to shift 80 thousand employees to remote work and permanently cut the area of leased office space by 50% over the next three years. At the same time, the corporation offers its workers a monthly salary of 5,000 yen (about $46). It is anticipated that such encouragement will enable workers to set up their home offices as efficiently as possible and swiftly adjust to the new style of performing official obligations (Kazekami, 2020). Even while experts anticipate a rise in the use of remote employees following the quarantine, they are optimistic that this trend will not catch on. Leading technology companies like Google, Microsoft, Apple, Samsung, and others are among the multinational corporations that view remote work as the most promising option for the growth of labor relations in the context of the COVID-19 pandemic and other potential threats to the life and health of their employees.

For instance, Facebook will emerge as a promising business in the area of managing remote work. As part of its long-term strategy, Facebook is taking remote work into consideration and intends to transition up to 50% of its workforce there. It will take five to ten years to carry out these ideas. The social network is now hiring a director of remote work, who will be responsible for leading the team during this time and creating a long-term remote work plan. There are about 48,000 employees working on the social network worldwide. Following the end of the quarantine, the American corporation Twitter also permitted its workers to work remotely (today, about 5,000 individuals do so internationally). At that point, the

management of the company boosted the per-employee budget for working from home to $1,000. (Dingel and Neiman, 2020). Some industry executives and experts agree that a fully remote method of operation is doomed to failure. They predict that following the epidemic, many businesses will transition to a hybrid operating model, in which employees spend one to two weeks per month—or more—in the office because crucial decisions and creative work demand personal presence. Only individuals who have young children to care for will be able to work entirely from home.

From various references and article, many source are lack of how remote working affected our life, furthermore with mental health for many suffering, the need to find a good balance is now more important than ever. Around 8% of workers worldwide, or 260 million people, were already working remotely in 2019, even before COVID-19 took effect. The phrase "work-life balance" has gained popularity since it was first used in the 1980s. Additionally, it's crucial to strike a balance between the time you spend working and the time you spend with your family, friends, and leisure activities. Nowadays, some employees at your organization are undoubtedly online first thing in the morning, some stay online well into the evening, and still others spend the most of the weekend online. On the other hand, the working remote make companies increase benefit, and productivity, by many companies believed in remote working is the temporary way to work, many things that is the best way to working and brings back more times to employees. From the research in various article the author will conduct the research to fill up the gap in other article. The conduct of this research will give the readers know more benefits, and effects of remote working and what is bring to our life, from the contribution of the authors, the research will help readers, know more about the life-balance bring to employees, and the benefits of working remote in companies especially in pandemic, how is important to working nowadays, the times of technology

II.3 Review research methodologies

1. Primary research

Primary research entails collecting previously uncollected data. It can be gathered through several means, such as interviews, surveys, observations, or self-conducted fieldwork. A primary source, such as an original study, document, artifact, or eyewitness account, will then be used as a result of the primary research. If there is limited information available on a topic or you wish to compare your findings to previous research, and user need to undertake primary research.

Comparative research, which involves gathering data that already exists, is different from this form of study. A secondary source is a debate or assessment of the conclusions of a main source or an analytical report on the methodology used in an original piece of research.

Primary research can be helpful outside of the classroom, at work, and in our personal lives and can combine primary and secondary research. For instance, if user wish to cite an interview and use the views of other authors who have criticized or reviewed how a piece of research was conducted as their primary evidence

Some primary research examples

The most popular techniques for conducting primary research include surveys, one-on-one interviews, focus groups, and observation, however there are many others.

Primary research's principal uses include:

Surveys - Users can conduct the same inquiries with many respondents by email opens in new window, phone, in-person, surveys hosted on their business website opens in new window, or social media opens in new window. For instance, might use Facebook opens in new window to solicit input on a potential new product or service idea, or they may contact current customers asking them to complete a survey.

Interviews - One-on-one interviews might include a questionnaire or an open-ended conversation between the interviewer and subject.

Benefits of primary research include that the information gathered is current, pertinent, and particular to the study's goals. Primary research can produce "trade secrets" that give an advantage over rivals because they are not accessible to them. Because of the methods it uses, user can study a tiny portion of their market—say, let's 100 customers in a survey—and still be able to apply the results to the entire market. Low-level market research, like an online poll, can be carried out quickly and affordably. On the other hand with if it requires direct interaction with customers, it could be expensive, time-consuming, and difficult to finish. To achieve the greatest outcomes, it is advisable to have some background knowledge on the topic. It can be difficult to get enough participants in a survey to show up, especially when handle it by yourself.

To achieve a project's research objectives, primary research aims to provide precise answers to specific issues. One benefit of primary research is its ability to address questions that are specific to a person's needs.

2. Interview Research

In qualitative research, this method of data collection is most frequently used. According to Oakley, a qualitative interview is a form of framework where practices and standards can be reached, pushed, and reinforced in addition to being documented. The majority of qualitative research interviews are either semi-structured, lightly structured, or in-depth since no research interview is without framework. Unstructured interviews are typically advised while undertaking lengthy fieldwork because they allow participants to express themselves freely and at their own pace with little interference from the interviewer.

The use of unstructured interviews with local key informants was pioneered by ethnographers who also conducted field notes and observed and interacted with research participants while gathering data. Unstructured interviews are more like conversations than interviews, and they are always perceived as being "controlled conversations" that are biased in the interviewer's favor. Non-directive interviews, a type of unstructured interview, are designed to collect detailed information and typically do not include a pre-planned set of questions.

The focused interview is a different kind of unstructured interview in which the interviewer is well acquainted with the respondent and, should the conversation get off topic, generally brings it back on track. An informal, conversational interview is another sort of unstructured interview. These interviews are based on an unplanned series of questions that are instantly formed during the interview.

In contrast, semi-structured interviews are in-depth interviews where participants must react to predetermined open-ended questions. As a result, many healthcare researchers use semi-structured interviews in their work. In-depth, semi-structured interviews are frequently used as an interviewing format, sometimes with an individual and other times with a group. These interviews are conducted once

only, either with an individual or a group, and often last from 30 minutes to over an hour. A semi-structured interview guide, which is a schematic presentation of the questions or subjects that the interviewer must examine, serves as the foundation for semi-structured interviews.

According to (PmC, 2022), interview guides help to make the most use of interview time by helping to keep the interview on the intended course of action while also exploring numerous respondents more thoroughly and methodically. The interview guide's questions are broken down into a core question and other questions that are related to it, all of which get better as a result of the interview guide's testing. Recording interviews is thought to be a good idea in order to have the interview data collected more successfully, yet there may be disagreement between the researcher and the respondent on this issue. The researcher may miss certain important details if they are taken by hand during the interview, which makes them relatively unreliable. A "verbatim transcript" of the interview can be produced by the transcriptionist since the researcher can concentrate more easily on the interview's content and verbal instructions when it is being recorded.

Similar to this, focus groups involve inviting groups of people to participate in interviews that take place in a discussion format in front of the session moderator. Typically, these conversations last 90 minutes. Group talks have some inherent value in that they allow members to share their viewpoints in an open forum, similar to how every research technique has advantages and disadvantages. Contrarily, in these kinds of debate environments, specific issues can be emphasized, which may result in the production of fewer initiatives and research topic recommendations.

3. Survey research

According to (TechTarget, 2021) Survey research is the process of gathering data by posing questions to participants in person, on paper, over the phone, or online. One method of primary research, which involves getting information directly from its source, is conducting surveys. Other parties conducting secondary research may also later access the data gathered. Survey research is used to learn about the attitudes, convictions, and emotions of particular populations, frequently chosen for demographic sampling. Age, gender, ethnicity, and income levels are a few examples of these demographics. The United States Census, which is conducted once every ten years, is the most well-known demographic public survey.

A survey is a research technique used to gather data from a predetermined sample of respondents in order to learn more and acquire insights into a range of interesting topics. Depending on the methodology chosen and the objective of the study, they can serve a variety of functions and be carried out in a variety of methods. Research will be quite important in 2020, so it's crucial that we comprehend the advantages of social research for a target demographic using the appropriate survey method. In order to ensure that all respondents may respond to the questions on an equal footing and to prevent biased viewpoints that could affect the conclusion of the research or study, the data is typically acquired through the use of standardized techniques. The procedure is requesting information from individuals using a questionnaire, which may be completed offline or online. New technologies, however, are frequently disseminated via digital channels like social media, email, QR codes, or URLs.

The in-depth selection of specific individuals from a population and the application of data gathering methods to that sample are studied in survey methodology. It consists of tools or procedures that, in order to collect data and boost survey response rates, ask various question types to a predetermined sample.

Following to (Develtool, 2022), interviews and questionnaires, which are made up of multiple choice, opinion, and polling questions, are common survey kinds. Mail surveys, group led surveys, or in-person drop-offs are all ways that questionnaires are sent. A more intimate kind of research than questionnaires, interviews can be conducted in person or over the phone. When designing a survey, a number of factors need to be taken into account, including the content, language, answer format, and the location and order of the questions. Each of these decisions has the potential to influence the responses provided by participants.

The government, business, and academia all employ survey research. Political candidates employ survey research to determine the preferences and opinions of voters, whereas governments use research surveys to learn about their populations to better serve their inhabitants. To better promote their goods, businesses conduct surveys to learn more about consumer views and experiences. In academia, surveys are used in areas including social research, statistics, and demography.

Professionals in the area who concentrate on empirical survey errors and those who try to eliminate survey design flaws are the two distinct member categories. Finding and creating samples, validating test questions, choosing the mode to administer questions, and confirming data gathering techniques, statistical analysis, and data reporting are the main duties of an administrator when launching a survey. The author must have access to the survey's analytics when conducting it. When using an online survey platform, the analysis process is simpler than when using a manual survey that is based on paper and pen or an excel spreadsheet.

Statistical analysis can be undertaken on this survey data to make sense of all the data that has been collected. There are numerous techniques for analyzing survey data, especially for quantitative data.

4. Observation

Following to (Pubmed Central, 2022) observational research is a research technique where you observe participants and phenomena in their most natural settings. This enables researchers to see their subjects make choices and react to situations in their natural setting, as opposed to structured settings like research labs or focus groups.

The author can observe what occurs in a natural environment when it undertake observational study. By doing this, the author can get insights that, otherwise wouldn't be able to learn from traditional research techniques like focus groups or surveys. As opposed to observing behavior in a controlled environment, the observations may be more accurate and natural. As the name suggests, observation is a method of gathering facts by watching. This type of data collection is categorized as a participatory study since the researcher must spend time with her respondents in their environment while taking notes and/or recording. A variety of techniques, including listening, reading, touching, and recording behavior and phenomenon features, can be used to acquire data through observation.

Both structured and unstructured observation can be used to collect data. Data collection is carried out using particular variables and in accordance with a predetermined timetable in structured or systematic

observation. On the other hand, unstructured observation is carried out in a transparent and unrestricted way because there aren't any predetermined variables or goals.

Additionally, there are categories for this data collection technique that are overt and covert. In overt observation, the subjects are conscious of the observation. On the other hand, with covert observation, the observer is hidden and the members of the sample group are not aware that they are being watched. Because individuals of the sample group in this instance are more likely to behave spontaneously, covert observation is seen to be more effective because this has favorable implications for the validity of research findings. Direct access to study phenomena, high levels of application flexibility, and the creation of a permanent record of occurrences for future reference are all benefits of the observation data gathering approach. The disadvantages of this strategy include the need for more time, high levels of observer bias, and the impact of observers on source data, which can affect how sample group elements behave.

It is significant to note that the approach of collecting data through observation may raise some ethical concerns. One of the fundamental ethical principles that researchers must uphold is the requirement that research participants give their complete informed consent, as is covered in more detail below. At the same time, if sample group participants are made aware of the observer's presence, their behavior may change, which would have a detrimental effect on the level of research validity. An example of a qualitative research method that includes participant observation as well as ethnography and fieldwork is observation. The observational research design involves several study sites. Observational data can be used to supplement or confirm other types of research. Since project won't have control over the environment when conducting observational research, it can be challenging to control factors. Conducting observational studies can sometimes be expensive and time-consuming.

According to (PubMedCentral, 2021) research can be seen as arduous, deliberate work that aims to analyze, explore, and reorganize reality, theories, and applications. The approach taken to solving the research challenge is reflected in the research methodologies.

The research methodology could be either a combination of both qualitative and quantitative methods or either of them alone, depending on the needs. A potential researcher will be able to refine their preconceived thoughts and extrapolate their thought process by using a qualitative methodology, which allows for in-depth analysis and estimation of the problems. This could be done through one-on-one interviews or by talks focused on specific issues. Observational techniques are occasionally additional tools for verifying research results.

II.4 Review Similar Products

Following to (Ringcentral,2022) Even before the coronavirus epidemic, video chats for both personal and professional purposes were becoming more and more common. But when COVID tightened its restrictions on our movement, individuals began to understand that online meetings might frequently be just as effective. Zoom was the platform that the majority of users choose. Zoom connections increased by 225 percent in March 2020 compared to the prior month.

Despite having many useful features, Zoom could not be technically reliable enough for your company's operations. For instance, Zoom's free platform only permits meetings to last 40 minutes, which may

make it difficult to have essential conversations. Security and Zoom bombing issues have also arisen (which is when an uninvited guest joins your meeting).

RingCentral Video The greatest all-around integrated platform, RingCentral Video offers free video conferencing, team messaging, and more in a single app.

For many years running, RingCentral has been a pioneer in UCaaS (unified communications). It therefore comes as no surprise that RingCentral Video Pro, its free video conferencing product, is well suited for distributed and remote teams and includes carrier-grade security as standard.

The best part is that RingCentral Video offers a cost-free option. With such a feature-rich, cost-free option at your disposal, you never feel as like you're compromising on quality.
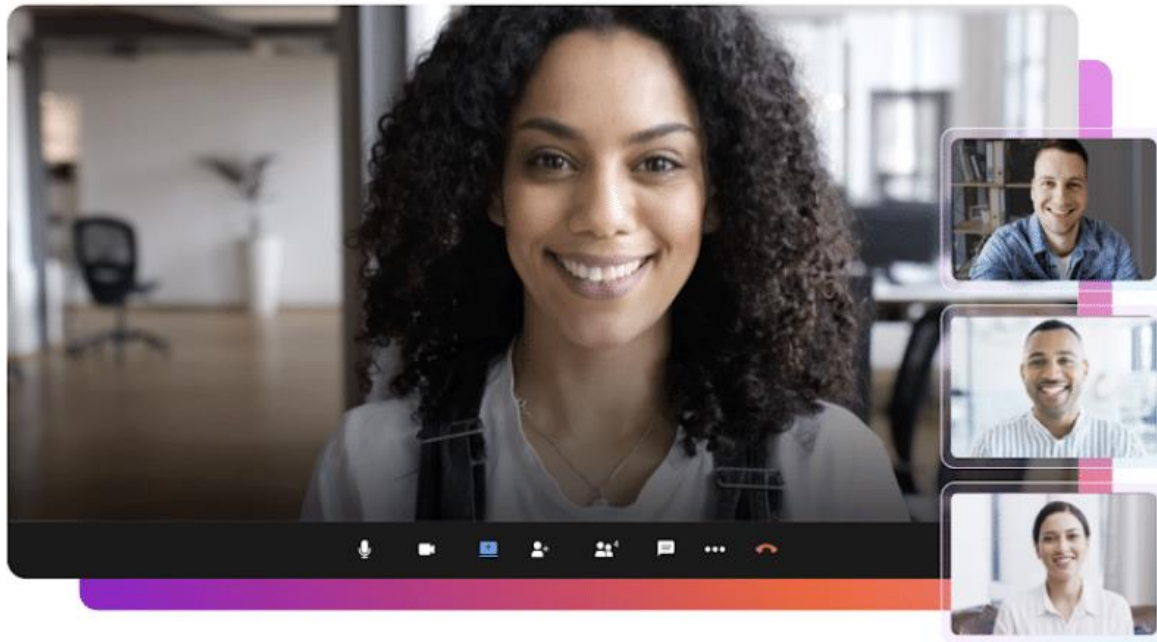

Figure 1 Ringcentral.com

RingCentral Video Pro supports 24-hour meetings and conferences with up to 100 participants. The software also offers 10 hours of storage for recorded meetings, which you can download and share across all of your devices for up to a week. Upgrading to RingCentral Video Pro+ will allow you to organize meetings with up to 200 attendees. With RingCentral Video Pro+, you can also record conferences for up to 100 hours, and for an entire year, you can download or share those recordings.

Cisco Webex One of the more inclusive free plans is Webex's, which allows up to 100 participants every meeting for a maximum of 50 minutes. The meeting length is increased to 24 hours by the least expensive paid-for plan, however it takes two more tiers before the participant allowance is increased to 200. Up to 100,000 participants and limitless hosts are allowed under the Premium package.

Figure 2 Ringcentral.com

It's useful for teamwork because the free tier includes screen sharing, an interactive whiteboard, and message functionality. For recording capacity and storage, dial-in access, and international call-ins, you'll still need to upgrade.

Transcripts, file transfers, chat, "raise hand," and polling functions are all included in subscription plans. All versions, excluding the free one, offer live customer help, in contrast to RingCentral Video, which provides it for all plans. Webex is focused on security, giving firewall compatibility, SSO, and secure scheduling options, much like RingCentral Video.

Some user controls may be difficult to locate due to the minimalist design, and there have been reports of delay, especially when using screen-share mode.

In addition to integrating with Google Drive, Microsoft 365, and Salesforce, it includes mobile apps for both Apple and Android smartphones.

Microsoft Teams

Figure 3 Microsoft team

This shared workplace incorporates chat, meetings, file sharing, and business tools and is regarded as a good way to simulate the in-office experience. It works well in a Microsoft-focused environment. There is a browser-based option available, but it is only fully usable on Edge or Chrome and requires no account to use. All subscriptions allow for video conversations with up to 300 people, but you can only see nine of them at once. You may hold online events with 100,000 participants with the most expensive subscription.

Standard video conferencing facilities like screen sharing and a chat feature are included with Microsoft Teams, along with backgrounds that can be changed and web versions of Microsoft's software. Participant lists, real-time captioning, and shareable recordings are further helpful features. The commercial plans come with security, management, and compliance features, whereas the free version only offers a restricted capability. But only Microsoft 365 Business Premium or Microsoft 365 Enterprise E3 offers the higher tiers. Only the paid levels provide audio conferencing, which allows attendees to join meetings by phone (something that comes standard with RingCentral Video). Tools for project management can also be incorporated.

It's important to note that Microsoft Teams will shortly automatically move all current Skype for Business subscribers.

II.5 Identifying Hypothesis

Hypothesis
- **Remote working productivity gains may not be scalable**
- **Remote working increase companies income**
- **Remote working bring life-balance for workers**

III. Result of the Primary research

1. **Conducting interview, survey, observation and their results**
   Question for interview
   Where do you prefer to work?
   How would you rate your tech skills?
   How do you feel about consistent communication?
   Do you thinks working remote can increase company income?
   Does remote working affected to your working experience?
   Is it true that they say remote working isn't productive?
   Have you ever worked remotely?
   Do you have any remote work experience?
   How do you organize and maintain a schedule?
   What challenges do you think you'll face working remotely, and how will you deal with them?
   Survey questions

   https://docs.google.com/forms/d/e/1FAIpQLSe04mQfwVOSZYVmO4OZa2mu1z5uELf1PLCrrxxkBQA
   XkRM0Ow/viewform?usp=pp_url
   List of survey question will show to define hypothesis
   Observation

   Remote working bring life balance
   (34) 3 rules for better work-life balance | The Way We Work, a TED series - YouTube
   For the better work-life balance, this help you manage the time, schedule work , many employee
   nowadays work in 8-10hours per day and didn't have time to take care to themselves or time for families
   member, the times of working conflict to regulars times, by having rules for working remote workers and
   have own way to deal with it

   The impact of remote working for companies, the productivity couldn't scalable
   (34) WHAT IS THE IMPACT OF REMOTE WORKING ON PRODUCTIVITY AND INNOVATION?
   Interview with Michael Arena - YouTube
   From the impact of working remote, the productivity from the companies couldn't scalable, and affected
   employees productivity, many people thinks working remote will affect companies incomes and affected
   to productivity, during pandemics working remote help companies a lot of work by contact online and
   have high secure

Remote working increase employee productivity

Some working ways increase the productivity of employees, employees equipped with anywhere, any time and any device productivity. IT to heavily protected data from increased threat of cyberattack, this will make the work easier

2. Identifying result of research

To show **Remote working bring life balances** the author have some survey and interview to identify it. When interviewing the question: where you prefer to work? Many people think they enjoy working from home more than go to the company, this information help the author thinks about more in remote working balances , by working from home workers will have more time to cares, and have their own way to work healthy
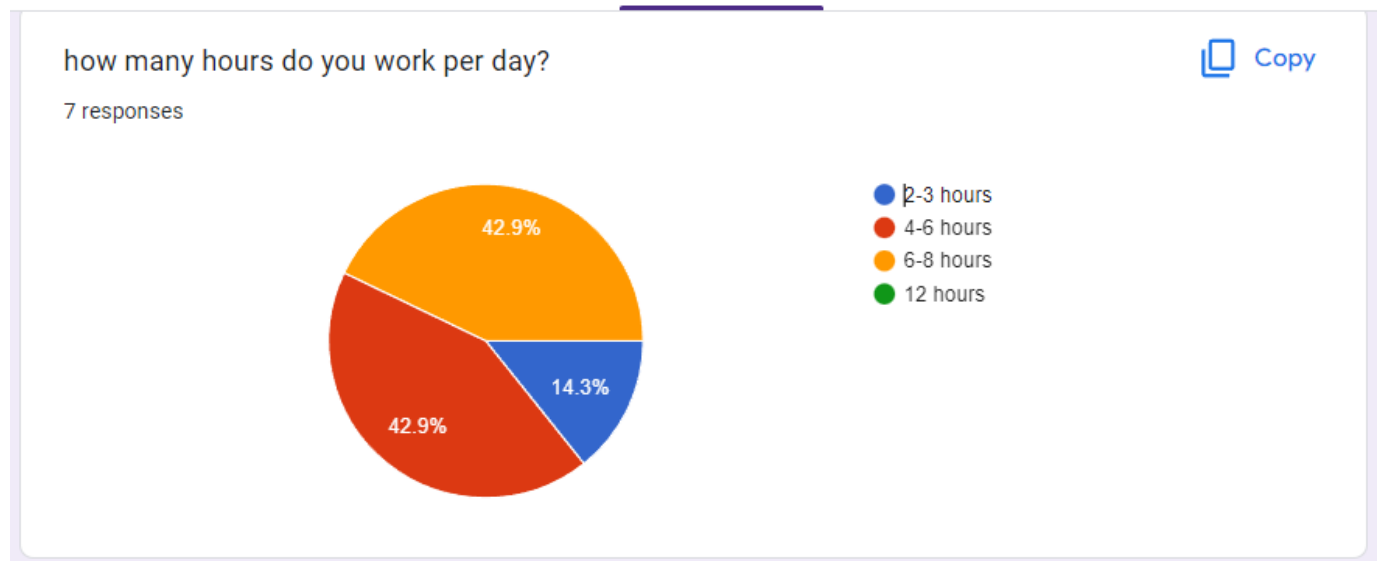

From the chart above, there're 40% working 4-6hours, and 40% working 6-8 hours, by working continuously may ham to your health and workers, and it could affected the productivity of companies. And the pie chart illustrations no workers work 12hours, this may show that worker thinks about health more than any things else, and they thinks that is the most important ư

Many people nowadays thinks working is important to them and don't have times to care anything else, they didn't have time with themselves and families, so working remotely help the worker more opportunities, having more time and know how to balance the work and life

Copy

How often employees using remote working for work?

7 responses

- once a week
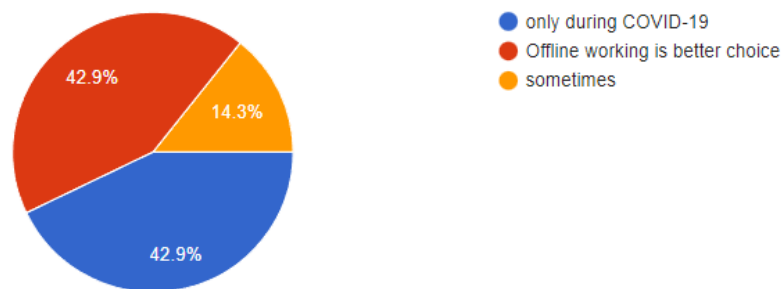- during COVID-19 pandemic
- didn't use
- only weekends

85.7%

14.3%
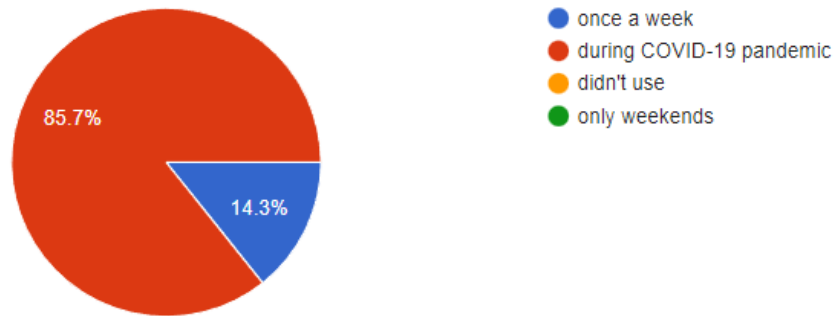
To identify **Remote working increase companies income**, by anserwing interview question: How would you rate your tech skills? Some workers dint know any thinks about tech, so remote working maybe not the options for them to work, and working productivity maybe decrease , the rate of wokring remote of employees strongly increase only in pandemics, and small mount per week. During covid 19, many companies have using this method to stablize the productivity, and have workers some job to do

do you thinks remote working is the best choice for work ?

Copy

7 responses

- only during COVID-19
- Offline working is better choice
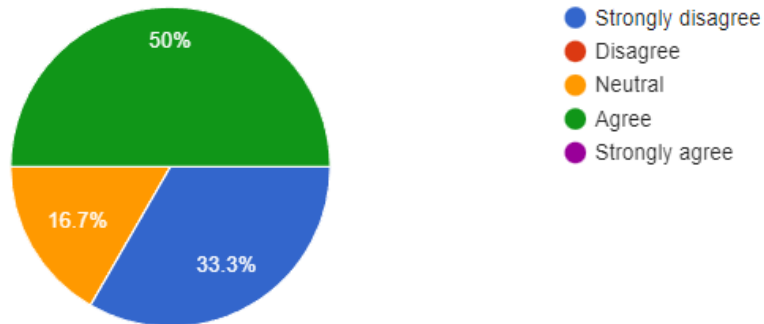- sometimes

42.9%

14.3%

42.9%

By saying **Remote working bring life balances** Other survey show that about more than 40% of employee thinks working in offices is the best options, and more 40% working remote, this data show they want to work from home, to save some times to themslves and families, and the people who thinks working in offices is the best showing they think working is more important than spending times with themselvs
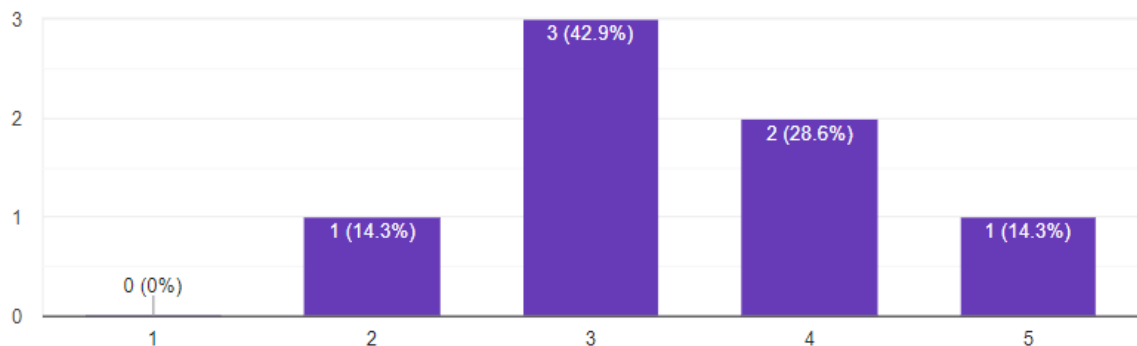
Other evidence show that **Remote working bring life balances**, of worker thinks working remote is the healthy choice for workers, and there're no disagree with them showing employee still thinks about health, by taking a survey make them thinks about health other than working


The chart have given illustration how worker thinks about remote work, does it make them more dependent, there 42% thinks is neutral, and 14% strongly thinks is make them dependent by using remote working

From the ideas **Remote working productivity gains may not be scalable**, the authors have some survey about workers in many companies and have interview question: Is it true that they say remote working isn't productive?, and many saying that remote working increase the productivity and it make neutral, the benefit of companies didn't decrease and help them increase over times

Does your work productivity increase over time?

7 responses

📋 Copy

- decrease
- unstable
- stay the same
- increase overtime

28.6%
42.9%
28.6%
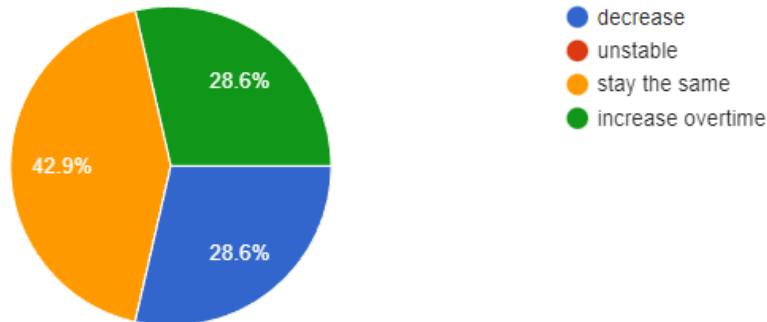
There're 42% says the productivity stay the same as begin, and small amount of decrease the productivity and same amount of increase productivity in companies overtimes, it help the companies during pandemics of covid

Does the remote working bring balance to working time?

7 responses

📋 Copy

- unstable
- sometime
- depend on other factor
- bring life balance to worker

57.1%   14.3%

28.6%
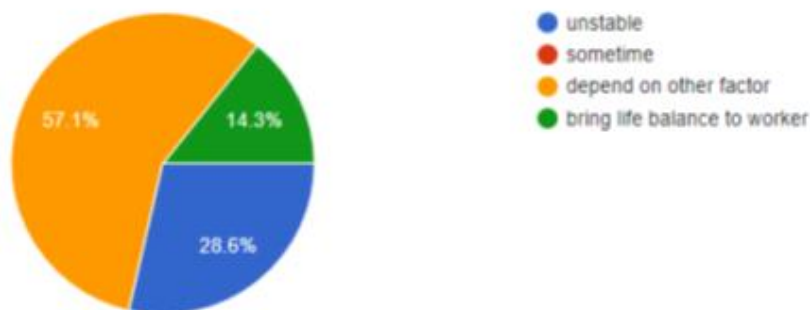
Another data to identify **Remote working bring life balances** from the survey

nowadays many companies are using remote working for meeting and discussion busines, what do you think about that?

7 responses

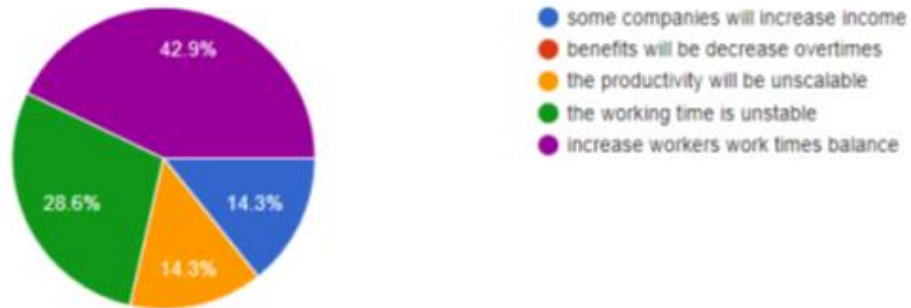- some companies will increase income
- benefits will be decrease overtimes
- the productivity will be unscalable
- the working time is unstable
- increase workers work times balance

42.9%
14.3%
14.3%
28.6%

Over 42% thinks workers will have life balances by using remote working, and some saying the productivity will unsaleable, proving **Remote working productivity gains may not be scalable** by having 14% of people thinks, this may show that although other **Remote working increase companies income**, some small of companies having a bad times of working and productivity will decrease

where do you prefer to work?

8 responses

- Home
- Offices
- Anywhere with tech

50%
12.5%
37.5%
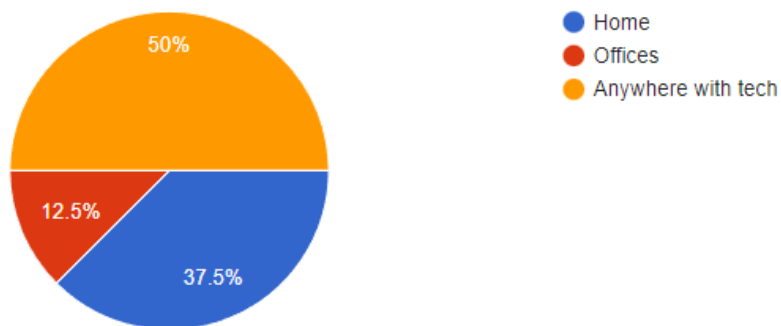
There're 50% thinks they can work anywhere with tech showing the benefit of remote working, it have more time to workers, remote working bring life balance to them

Answering question of interview: How do you organize and maintain a schedule?, they thinks they didn't need it, and some small of people thinks about maintain time to working and have some free time to be alone

how do you organize schedule remote working?

8 responses

Copy

- by the time of the working
- didn't organize
- only during weekend

50%

12.5%

37.5%
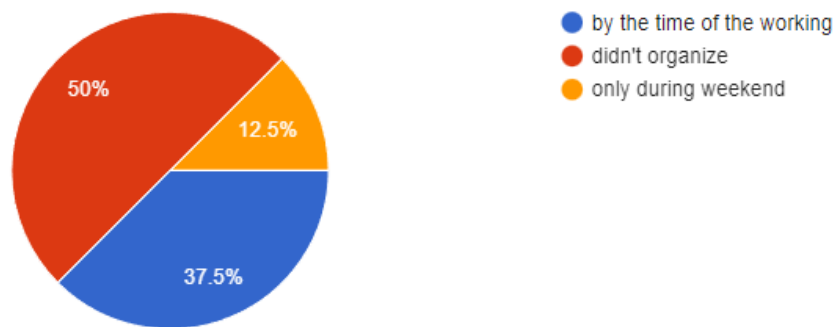
From the chart above showing 50% didn't organize the time of working, this made workers didn't have free time, and the schedule of work didn't maintained, this say remote working will help **the workers bring life balances**

what do you thinks about working remote ?

8 responses

Copy

Response	Count
easier to work	4 (50%)
hard to learn and get used to	4 (50%)
bring life balance to employees	3 (37.5%)
can work in anywhere and anytime	3 (37.5%)
project security improved	1 (12.5%)
employees productivity improved	2 (25%)
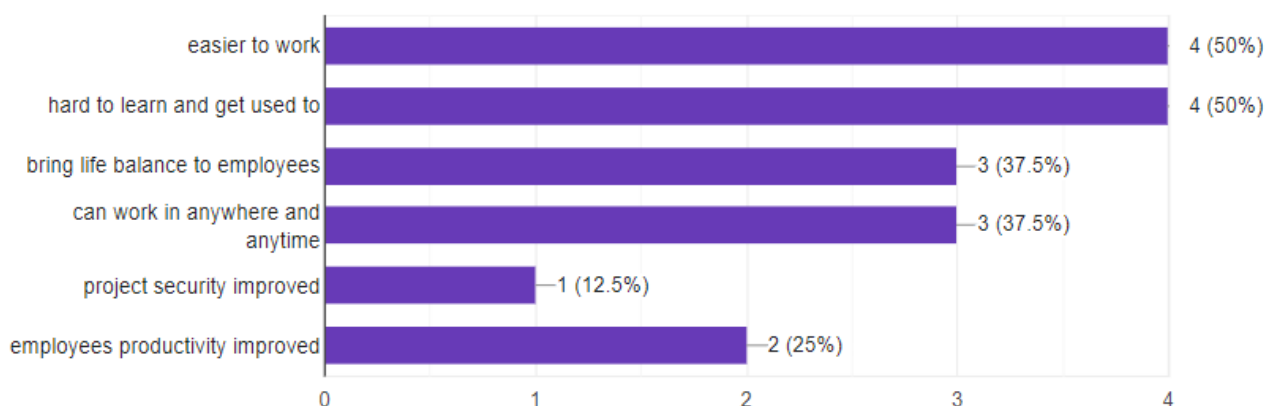
By showing the data above many people thinks remote working is easy to work and it help people **bring back life balance,** other than that there also thinks that is hard to use, this may be some

disadvantage of using remote working for some companies having upskill employees and the **productivity may not be scalable**

IV. Limitations and Improvements in the future for research

Limitations of research

Some limited access to information

Some information and article are hard to access and unable to access, require having permission to read the article and owners, some problem to access to files of data from organization. Due to this, the author have some difficult time to explain to causes of limited access to readers

Time limits

All the researchers have theirs deadlines when they need to complete their studies. Sometimes, times constraints can affect to the quality of research negatively. If this happened, you need to acknowledge it and mention a need for future to solve the main problem.

Limitations of the Study Examples

There are several reasons why limitations of research might exist. The two main categories of limitations are those that result from the methodology and those that result from issues with the researcher(s).

Issues with research samples and selection

Sampling errors occur when a probability sampling method is used to select a sample, but that sample does not reflect the general population or appropriate population concerned. This results in limitations of the study known as "sample bias" or "selection bias."

Improvement of research

After having the research, the author have known the limitation, and will have some improvement to the report. After conduct employees survey at many companies above when surveyed area, specifically, he author have conducted a survey of employees

In addition to the advancements in the research procedure. In order to continue developing the project, the author will add a variety of enhancements, such as:

Increasing the research's scope: As the author noted in the restricted section, our research's breadth is a worker in the Hanoi region. Only workers in the Hanoi region lack the objectivity necessary to comment on the effects of remote working applications. In order to advance the project, the author expands it to include additional cities, such Vietnam Ho Chi Minh, etc., in order to properly gather research data.

Information is gathered using a mixed manner currently using three basic methods: survey, interview, and observation. The author would like to use other methodologies, such as questionnaires, focus groups, and having a multidimensional picture of the answers coming, if the research can be allowed to progress further in the future. The output is rich and simple to examine and generate fresh ideas from. Extending the project implementation timeline: According to the author, a month is not enough time to complete the project. If the project goes forward, the author will plan a 4-6 month research phase. The amount of research done and how long it takes to test goods are both significantly influenced by the length of the research project. Because of this, the author wants to provide enough time for the author to gain experience, observe how they change, and assess how the author right management application affects them.

V. Conclusion

Remote working are very popular nowadays, with unlimited connections and high secure, fast response, the use of application computing and mobile devices and communications technology is increasing expanding in many countries, this will have many companies, and workers more efficiency, which will help companies increase productivity and income benefits. The author's article will help readers know more about remote working advantages and provide information about others users information the authors have collected

Appendix I- Research Proposal

Student Name: Le Duc Anh

Student Number: GCH200641

Tutor: Do Tien Thanh

Date: 8/7/2022

Unit 13: computing research project

Propose title: Zoom Effect in companies

Section One: Title, objective, responsibilities
Research question:
How does zoom work?
What make zoom so popular?
What are the advantages of using zoom?
How will these changes affect productivity in companies ?
What is the difference between remote working and working from home?
Does working remote bring life-balance?

Section Two: Reasons for choosing this research project

Reasons for choosing the project

• The reason remote working is research project is the advantage on remote working, the environment is suitable for work and schools, there are many application useful for working purpose, these application will help company to increase the benefits during COVID 19, when working in an atmosphere with fewer distractions, and your productivity soars. You have the space you need to think clearly and perform better when you work from home by using remote applications, in this case is zoom.

Remote working also increase work and life balance, workers will have more free time as a result of working remotely, which is one of its biggest benefits. And they can easily find an additional 2 to 4 hours of free time if they just consider how much time is wasted each day on things like transportation, preparations, breakfast, etc.

Remote working improve income for company by using for meeting or giving any actions

According to evidence, remote employment should enhance employment results for both those with disabilities and those who must care for others. Through more time management, childcare, and commuting options flexibility, remote work allows increased access to the office. However, it's crucial that businesses do not use remote employment to avoid making the necessary workplace accommodations for those with disabilities.

Section Three: Literature sources searched

The initial sources which could help me to answer those questions:

5 Reasons Why Many People Are Looking for Remote Work - Business 2 Community

The Future of Remote Work by Adam Ozimek :: SSRN

(PDF) Measuring the experience of remote home workers: A scoping review (researchgate.net)

Use of key literature sources to support your research question, objective or hypothesis:

Section Four: Activities and timescales

Collect materials relating to research's question and objectives
Complete research proposal
Milestone 1[11-6]: Get feedback from the Tutor about the research proposal
Produce project plan
Writing literature review and represent the findings in term of hypothesizes
Check project progress: research proposal, plan, literature review
Preparation for primary research(to confirm the findings in literature review or clarify the questions might arise after the literature review)
Milestone 2[25-6]: Get feedback from the Tutor about the plan of primary research.
Milestone 3[27-6]: Get feedback from the Tutor about the result of literature review
Conducting the primary research
Milestone 4[16-7]: Represent the findings in primary research and get feedback from Tutor
Writing assignment 1 which contains LO1, LO2
Milestone 5[29-7]: Submit assignment 1 -Draft
Milestone 6[1-8]: Submit assignment 1- Final
Writing Assignment 2 which contain LO3, LO4
Milestone 7[10-8]: Submit assignment 2 -Draft
Milestone 8[12-8]: Presentation- put everything together.
Milestone 9[18-8]: Submit assignment 2- Final
Activities to be carried out during the research project (e.g. research, development, analysis of ideas, writing, data collection, numerical analysis, tutor meetings, production of final outcome, evaluation, writing the report) and likely durations:
Milestone one:
Target Date(set by tutor)
Milestone two:
Target Date(set by tutor)

Section Five: Research approach and methodologies

Research process: sequential
Research classes: quantitative and qualitative
Research methods: case study, survey

Type of research approach and methodologies you are likely to use, and reasons for your choice:

What your areas of research will cover:
Research Proposal
Literature Review
Hypothesis and Quesitons for Interivew - Survey

Comments and agreement from tutor

| [This part not for student] |
| Comments (optional): |
| I confirm that the project is not work which has been or will be submitted for another qualification and is appropriate. |
| Agreed: .... (Name) |
| .... (Date) .... |
| Comments and agreement from project proposal checker (if applicable) |
| [This part not for student] |
| Comments (optional): |
| Agreed: .... (Name) |
| .... (Date) .... |
| |

Apendix II ethical form

Section One: Basic Details

Project name: Research on the benefits of remote working in companies and how affected to workers lifes

Student's name: Le Duc ANh

Student ID: GCH200641

Program: Computing research project 1639

School: FPT University Greenwich

Expected start date of the study: 5/7/2022

Expected study end date: 5/9/2022

Section Two: Project summary

Please select all the research methods that you intend to use as part of your project:

• Interview   X

• Table of questions   X

• Observe   X

• Use personal profiles

• Data analysis   X

• Action Research

• Focus groups

• Other (please specify):

Section Three: Participants

Please answer the following questions, providing full details as needed.

Will your research involve humans?

- Yes

Who are the participants?

- I chose some student randomly from Greenwich FPT

Tick all that apply:

Children 12–16 years old:

Youth 17–18 years old:

Adults: X

How will participants be recruited (identified and approached)?

- I chose some employee with experience because they have skill on remote working online

Describe the processes you will use to inform participants of what you are doing:

- Employees here are very friendly, we always want to connect with people around, so when I interview, everyone answers very enthusiastically.

How will you get consent from the participants? Will this be written? How will it be made clear to

Participants that they can withdraw their consent to participate at any time?

- Employees here are very friendly, we always want to connect with people around, so when I interviewed, everyone answered enthusiastically. I also created a couple of mini-games that reward whoever has the most interesting answers.

Studies involving questionnaires:

Will participants be given the option of omitting questions they do not wish to answer?

Yes: X   No: ☐

Confirm whether participants will be asked for their informed consent to be observed.

Yes: X   No: ☐

Will you debrief participants at the end of their participation (i.e. give them a brief explanation of the study)?

Yes: X   No: ☐

Will participants be given information about the findings of your study? (This could be a brief summary of your findings in general.)

Yes: X   No: ☐

Section Four: Data storage and security

Confirm that all personal data will be stored and processed in compliance with the Data Protection Act (1998):

Yes: X   No: ☐

Who will have access to the data and personal information?

- Only me.

During the research:

Where will the data be stored?

- I stored at google driver

Will mobile devices (such as USB storage and laptops) be used?

- I used Laptop and Phone

Yes: X   No: ☐

After the research:

Where will the data be stored?

- I stored at google driver

How long will the data and records be kept for and in what format?

- Forever by file FDF that I stored google diver

Will data be kept for use by other researchers?

Yes: ☐   No: X

Section Five: Ethical issues

Are there any particular characteristics of the job you propose that might raise ethical concerns? If so, please Outline how you would deal with these:

It is important that you demonstrate your awareness of the potential risks that may arise from

research. Please review/resolve all applicable issues. Ethical concerns may include, but are not

limited to the following:

• Agreement.

• Potential participants are vulnerable.

• Sensitive topics.

• Risks to participants and/or researchers.

• Confidentiality / anonymity.

• Confidentiality Disclosure / Limitation.

• Data storage and security, both during and after the research process (including transfer, sharing,

encryption, protection).

• Report.

• Disseminate and use your findings.

Section Six: Declaration

I have read, understand and will abide by the [insert center name] Research Ethics Policy:

Yes: X   No:

I discussed the ethical issues related to my research with my Unit Tutor:

Yes: X   No:

I confirm it to the best of my knowledge:

The above information is correct and this is a complete description of ethical issues that may arise during my research.

Name: Le Duc Anh

Date: 4/9/2022

Please send your completed form to: Do Tien Thanh

References

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Index of comments

2.1   The structure of report comply to the requirement.Enough parts for a research: proposal, LW, Primary research, Ethical form....

       LW have been provided correctly, but the explanation for the topic is not so critical.

       Three methods: survey and interview are conducted. Observation is conducted correctly

       Word presentation is not so good, improve it.

       Hypotheses need to be more detailed.

       Clear demonstration of hypotheses with enough data from reseraching, but lacking academic references (secondary data)

       Some limitation and improvement have been indicated.