

**NEW NORMAL WORKING WAY OF TELEWORK MODEL AND
PRODUCTIVITY OF WORK IN THAILAND IN LARGE
MANUFACTURING COMPANIES**



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PRODUCTIVITY OF WORK IN THAILAND IN LARGE
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COMPANIES**

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ABSTRACT

This research arises from the new normal way of working that cause some problem for employee to adapt themselves to do, which is teleworking. Teleworking is the way of working that use technology to help people to work from anywhere. In this research, researcher aims to study productivity from doing teleworking and benefit that company will receive from doing teleworking and also suggest the appropriate model of teleworking. Research is done with qualitative method that target to interview 5 Managers and 5 employees to see the result from conducting telework. We find out from this research that productivity does not drop from doing telework if we have a good planning. We also find some benefit for company such as reduce electricity fee.

KEY WORDS: Teleworking/ New normal/ Work from home

26 pages

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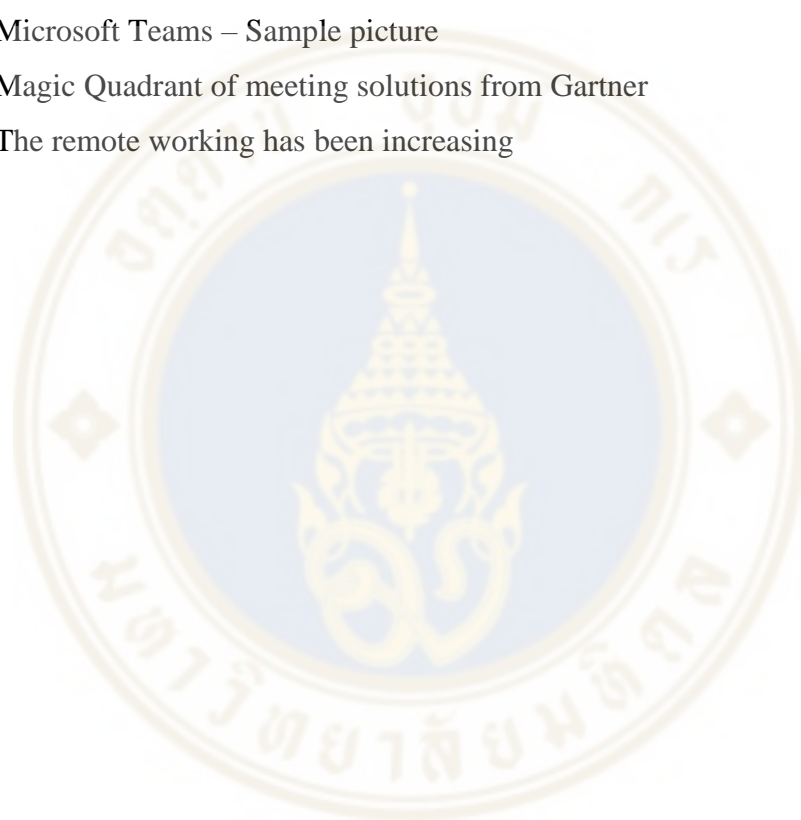
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CHAPTER I

INTRODUCTION

1.1 Background

From the current pandemic situation, we found out that many organizations try to continue doing their work by using telework. This may be turn to become new normal of working method. We can see that Teleworking cost less stress to worker from more flexibility. Teleworking also has a small positive relationship with organization outcomes. (Martin & MacDonnell, 2012) For example, it helps to save cost of operating physical office such as electrical fee. There is also an evidence support that worker tend to log more work hours when doing telework. Teleworking helps people to do work more flexibility. Teleworking trend is also growing up nowadays. It can increase work performance and save cost from the research finding.

For the definition of teleworking, teleworking is occurring when internet is good enough to let people talk and see each other in real time. Teleworking is the working model that replace old model that has to work and see each other face every day in office. Instead of working in office every day, teleworking allows people to work with the same as living in the office from everywhere for example from home.

The example of tools that are using for telework are Zoom, Cisco WebEx, Microsoft Teams. All of these can be used as tele conference room to set up meetings.

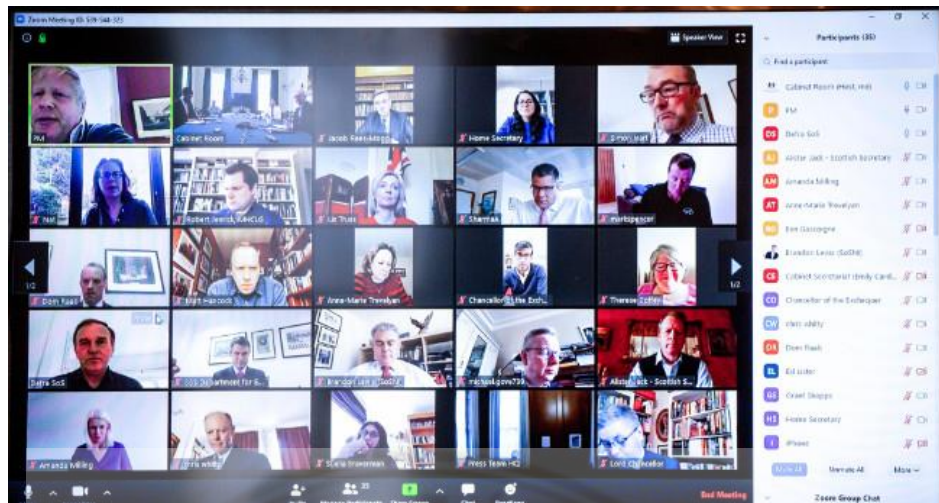


Figure 1.1 Zoom – Sample picture

Source: <https://www.i-secure.co.th/2020/04/zoom-security-checklist/>



Figure 1.2 Cisco WebEx – Sample picture

Source: <https://help.webex.com/ld-7srxjs-CiscoWebexEvents/Webex-Events#Get-Started>

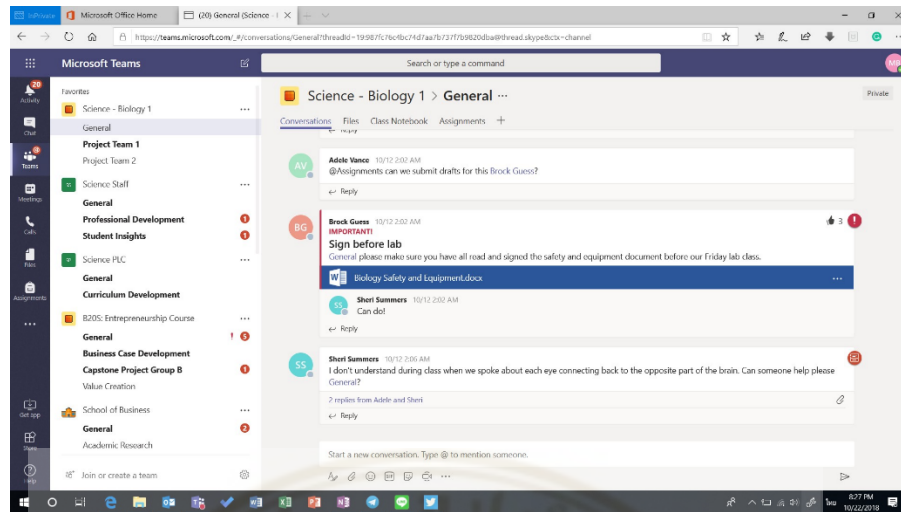
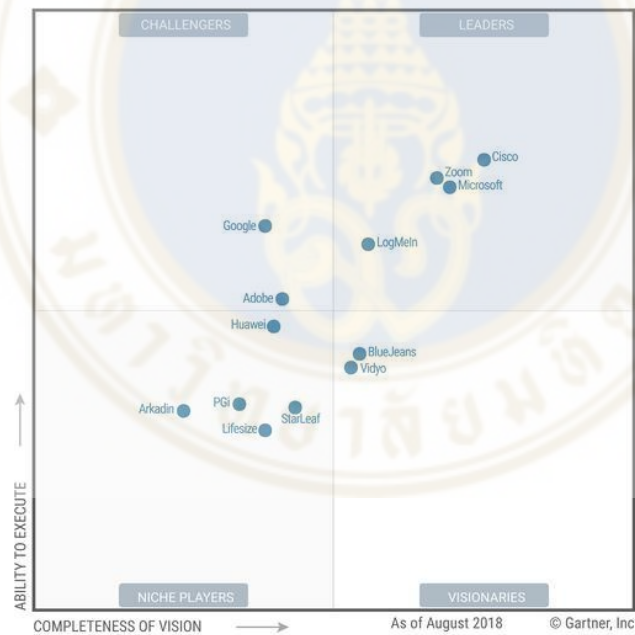


Figure 1.3 Microsoft Teams – Sample picture

Source: <https://medium.com/@thanachartv/>

Figure 1. Magic Quadrant for Meeting Solutions



Source: Gartner (September 2018)

Figure 1.4 Magic Quadrant of meeting solutions from Gartner

Source: <https://www.gend.co/>

1.2 Problem statement

From the feedback in Huhtamaki (Thailand) Ltd., some employees mention that they do not like to do teleworking because of many problems such as intranet problem, tools to work that they not get used to it that is not same as in the office. However, some of employees want to continue doing some part of their job in teleworking as new normal. It is the reason why in this research, we will study that in many aspects, is it good to continue doing telework as a new normal in Thai company. As (Baig et al., 2020) state that employee work more remotely, but still not purely does remote working. We will find out about best model between doing teleworking and work in office physically to gain the highest productivity with higher employee satisfaction.

1.3 Research Questions

Should we continue doing some part of job as teleworking instead of physical office working as new normal?

What is the appropriate model of working by teleworking and working in the office to gain the highest productivity?

1.4 Research Objectives

- To explore every factor that have an effect to teleworking such as intranet, IT equipment, internet quality, support from management, team member and other department member and family member, work life balance of employee, commuting time and costs of working.

- To explore benefit of company from teleworking.

- To study factor that have impact from teleworking such as turnover rate, employee engagement and satisfaction.

- To study productivity of employees by using teleworking

- To identify the appropriate model of teleworking

1.5 Scope of study

The research will include;

Manager who have to distribute their work by teleworking method.

Employees who work under manager and who use teleworking as their new normal in current pandemic situation.

In this research, we will mainly try to study in the view of company. Should company allow worker to do teleworking as new normal or not. What model of teleworking should be allowed to gain more productivity of work and gain more employee satisfaction?

The company that will be used as Sample for collection is Huhtamaki (Thailand) Ltd.

1.6 Expected Benefit

This research will help to understand more about currently situation about teleworking that has been using in nowadays to replace physical office meeting. This research will also answer about is it a good idea to continue working with teleworking and doing research about appropriate model to use for combination of physical working and teleworking.

CHAPTER II

LITERATURE REVIEW

2.1 Factor that affect teleworking

For this part, I will study the main factor that affect teleworking quality, which are support from management, ratio of time spends on teleworking, IT equipment of company, team member and other department of company and family member of employee.

2.1.1 Support from Management

From Bloom & Liang & Roberts& Ying, (2013), it states that there is no clear evidence of support from management to support effective of teleworking. “For example, JetBlue Airlines’ call-center employees all work from home, but American Airlines does not allow any home work”. It is the reason why I want to study more to explore the effect of policy from management team that will be help to support teleworking to be as best as it can be.

2.1.2 Ratio of time spends on teleworking

As mentioned in Baig et al., (2020), a share of employees working by using teleworking is higher than pre-crisis level from the sample of American group. However, it is not going up to purely teleworking. It is interesting to find out that how much ratio should we do telework in new normal condition compare to physical working.

The levels of remote working have skyrocketed during lockdowns and are likely to remain higher than precrisis levels for some time.

Share of employees working remotely full time, %

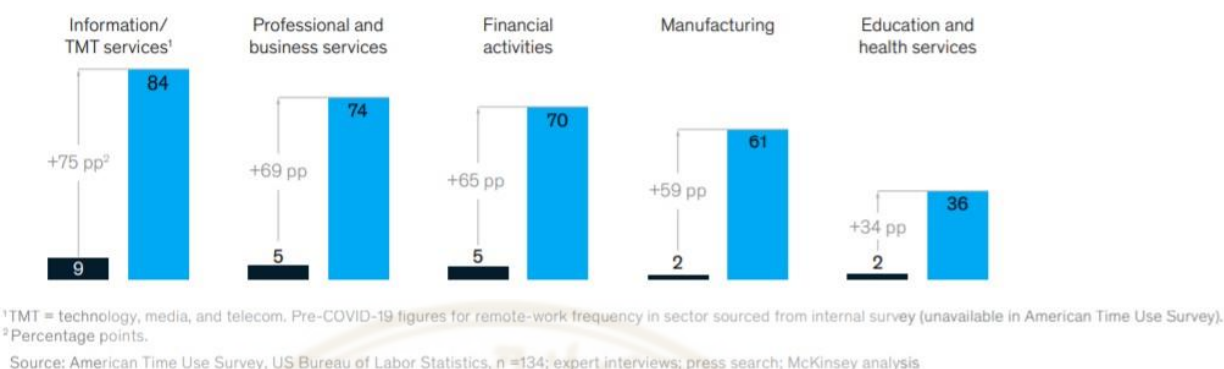


Figure 2.1 The remote working has been increasing (Baig et al., 2020)

2.1.3 IT equipment of company

IT equipment of company has a lot of effect to the teleworking quality as stated in Bloom & Liang & Roberts & Ying, (2013), Bosua & Gloet & Kurnia & Mendoza & Yong, (2013) and Brumma, (2016). To use correct IT equipment in the teleworking can cause good quality of work for example, smoothly communication without any interruption that can reduce quality of work. We will have to pick IT equipment that support with high speed internet connection also come with high security concern. So, it is the reason why we should study more about IT equipment that is appropriate to save cost for company and suitable with teleworking or new normal condition.

2.1.4 Team member and other department of company and Family member of employee

These factors are human factor that can affect teleworking condition or another working condition. It is mention in Bosua & Gloet & Kurnia & Mendoza & Yong, (2013) that we should study more about it to understand about effect of human environment to quality of teleworking. It is because if team member is hard to communicate by teleworking, it will not become successful and also other department people. If other department employee is not easy to reach, teleworking will not become

successful. It is also having supportive issue of team member and other department and family of employee. If one of factor in the list does not support, teleworking will not become successful as it should be. For example, if family have a small child to raise at home, and employee have to watch their child at home. It will not be easily to do teleworking from home.

2.1.5 Work-life balance of employee, Commuting time and costs

From Bloom & Liang & Roberts & Ying, (2013), it states that work-life balance of employee is improved by such as flexible work hours from teleworking model. Moreover, it also saves commuting time and cost. In summary, it is the one of support factor why we should try teleworking as new normal, because everything that I mention can increase morale of employee or assume that it will make employees happier.

2.2 Factors that have an impact from teleworking

2.2.1 Turnover rate

This one is benefit to organization as turnover rate are lower the cost of company to find and train new people will be lower. This factor also has an impact from teleworking as stated in Brumma, (2016) and Martin & MacDonnell, (2012). It supports us that we should study more about turnover rate. It is because turnover rate may be higher due to teleworking can cause some people that cannot adjust themselves with teleworking can leave company. So, we have to study that turnover rate is higher when teleworking was introduced in company or not.

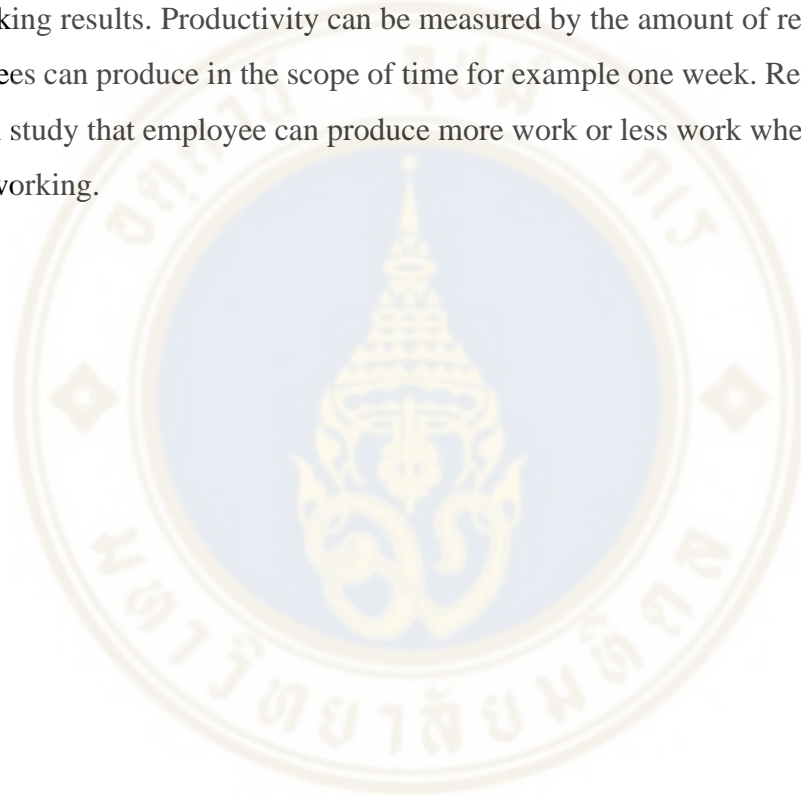
2.2.2 Employee engagement and satisfaction

It can obviously see that engagement and satisfaction rate of employee in teleworking model can have an impact from teleworking. As state in Blog ,G., (2013) we should study and find out how we can make employee engage into this new normal to gain high quality of teleworking which will lead to productivity and benefit of

company. Employee satisfaction also important because it make employee support with teleworking or other company policy that make teleworking become successful.

2.2.3 Productivity

This factor is the most important factor that we will study, because it leads to the most of company benefit. We also want to study in company point of view towards teleworking as new normal in Thailand. As stated in Martin & MacDonnell, (2012), productivity of employee is the one factor that organization interest the most in teleworking results. Productivity can be measured by the amount of result of work that employees can produce in the scope of time for example one week. Reilly et al., (1993) We will study that employee can produce more work or less work when doing their job by teleworking.



CHAPTER III

RESEARCH METHODOLOGY

This research applied qualitative method, because we want to analyze the factor that affect the productivity of work in term of number. We will also try to find out the best model of combination of teleworking and physical working or work in office.

3.1 Population, Sample Size, Sampling Method

We will interview 5 managers (coded with M1 – M5) about working productivity by using teleworking during current pandemic situation. We will ask them about all factors that are leading to employee productivity.

We will also interview 5 employees (coded with E1 – E5) who work under manager about their satisfaction using teleworking during current pandemic situation. We will also try to find out about all factors that cause employee productivity to be better or worse by focusing on employee satisfaction and engagement in this part.

All of sample employees and managers will be selected from company Huhtamaki (Thailand) Ltd. I selected this company because it can represent a large scale of company in Thailand that have a large hierarchy of organization. To study in this company will get useful result that can be concluded and used with other companies to gain more productivity of work.

3.2 Instrument/Measurement

Firstly, I will interview employee and manager by this set of question. Some of it may be asked to only employee. Some of it may be asked only to manager. These questions are developed from the factor that affect teleworking from the study in

literature review section 2.1. (Bloom & Liang & Roberts & Ying, 2013), (Bosua & Gloet & Kurnia & Mendoza & Yong, 2013), (Bick et al., 2020) and (Brumma, 2016)

3.2.1 Teleworking Background

1. Do you know what is teleworking? What format of teleworking you have experienced with?
2. What is the benefit that you found from teleworking?
 - 1) What is the benefit of company that you found from teleworking? (Manager)
3. What is drawback that you can found from teleworking?
4. Do you support to have some part of your work to do by teleworking? Why do you encourage to have some part or not encourage to have some part of your work done by teleworking?
5. How do you want to do teleworking instead of going to office? In what model do you want to do?
6. Do you like or dislike about teleworking?

3.2.2 Support from management

7. Does your manager support you to do teleworking? Why does your manager support or not support working? If they support teleworking, how would your manager do? (Employees)
 - 1) Does your subordinate provide good quality of work under teleworking method? What cause them to provide good or bad quality of work? (Manager)
8. Does your upper manager support you to do teleworking? Why your upper manager supports or not support you to do teleworking? (Employees)

3.2.3 Work-life balance of employee, Commuting time and costs

9. How does teleworking increase your work-life balance quality?
10. How does teleworking reduce commuting time problem to go to work in office?

11. Is the cost that you have to pay to support your work (for example commuting cost to go to office) reducing or not? How could it reduce?

12. How about the cost incurred from supporting device? For example, new laptop, camera, chair, desk, speaker, etc.? Who pay for this?

3.2.4 IT equipment of company

13. Do you found some problem that cause teleworking quality to drop from your IT equipment of company?

14. If you found some problem that cause from IT equipment of company, would you be happier to do teleworking if IT equipment problem is fix?

3.2.5 Team member and other department of company and Family member of employee

15. With teleworking, is it harder to communicate with your team member in your company? Why it is harder or easier to communicate with your team member in your company?

16. With teleworking, is it harder to communicate with other department in your company? Why it is harder or easier to communicate with other department in your company?

17. If it is harder to communicate with team member and other department of your company by using teleworking, what would be find a good solution to deal with it?

18. Does your family member support you to do teleworking at your home? Why do they support or not support you to do teleworking?

3.2.6 Turnover rate

19. How do you see the turnover rate when teleworking was introduced to use in your company? (Manager)

1) Do your friends and you have better morale when working via teleworking? If yes, what make your friends and you have better morale? (Employees)

3.2.7 Employee engagement and satisfaction

20. How does teleworking increase or decrease your job satisfaction and engagement? (Employees)

1) How do your subordinates job satisfaction engagement increase or decrease by using teleworking model? (Manager)

3.2.8 Productivity

21. How do you see an increasing in your subordinate or your productivity when using teleworking model? (Manager)

1) Do you see your productivity increasing or decreasing while doing teleworking? (Employee)

3.3 Data Collection

I will find sample group of 5 employees in random team of Huhtamaki (Thailand) Ltd and 5 managers in company. All of them will be randomly selected and directly interview by researcher and record the result. The place that I will conduct the interview may be at the office by making an appointment via someone in company that I already knew.

3.4 Data Analysis

I will find out what model that teleworking should be included or should teleworking be supported to continue or not by analyzing support from management, work life balance of employee, commuting time and costs, IT equipment of company, Team member and other department of company and Family member of employee, Turnover rate, Employee engagement and satisfaction and productivity. I will also find out that what is needed to be added or needed to have to ensure to good quality of teleworking and make it benefit to company. All of data will be collected and analyzed by qualitative content analysis technique to find some pattern inside data from data collection. For example, coding technique will be used to find the pattern of data by highlighting what interviewee speak frequently and code it by category of topic.

CHAPTER IV

DATA ANALYSIS

4.1 Respondent profiles

For the respondent profiles, we select 5 employees who do not have subordinate and 5 employees who represent manager in the organization. We interview them and code them by M1-M5 for Manager and E1-E5 for employee.

Table 4.1 Respondent profiles

No. of interviewee	Position in Company	Coded with
1	QA Supervisor	M1
2	QA/QC Officer	E1
3	QA/QC Officer	E2
4	QC Supervisor	M2
5	Director	M3
6	QA/QC lab officer	E3
7	QA/QC lab officer	E4
8	QA supervisor	M4
9	QC supervisor	M5
10	QA/QC lab officer	E5

4.2 Factors that have an effect to teleworking quality

For the majority respondents of this topic, factor that have effect to teleworking for them do not block them from doing teleworking as researcher already collect data from every employee from every level.

4.2.1 IT Factors

For all IT equipment factors, we have 3 main factors that affect the teleworking quality, which are IT equipment that company give to employee, IT infrastructure of company, internet package that is used by employee.

4.2.1.1 IT equipment that company give to employees

For the IT equipment factor that have an effect to teleworking quality, there are many factors such as laptops that company give to employees are too old (not up-to-date) reference from the Employee E4 said that

“Laptop that company give to me is too old and cause some problem to the quality of Teleworking” (E4)

It is the reason that we should focus on keeping our IT device more up-to-date to make it support with teleworking application. However, from the research, it found out that company support cost from IT device that is necessary for doing teleworking.

4.2.1.2 IT infrastructure of company

Another factor that has an effect to teleworking quality is IT infrastructure system of the company. IT infrastructure of the company is the important factor that make teleworking become successful in the company. IT infrastructure includes for example, VPN, Lan and internet system that company use. If the company want to success in teleworking, company will have to invest more in IT infrastructure to make a smooth connection for every staff and do not let IT problem harm teleworking quality. As Manager M1 said that

“I used to experience some problem about connection to IT system of the company, but company already fixed it, and it make me happier to work with company” (M1)

4.2.1.3 Internet package used by employees

Last IT factor that has an effect to teleworking quality is the internet package that is used by employee. Some of them have to pay by themselves, which they do not aim to pay for the package that have enough bandwidth to support teleworking. It is better idea for company to help to support some part of internet fee to employee who do not use high-speed internet but required to do to make a good quality teleworking. As employee E1 said that

“My cost of working such as commute cost is reduced, but I have a higher cost of working from internet that I have to pay by myself.” (E1)

4.2.2 Support from manager

From the research, this research found out from the survey of employee (E1 – E5); it can clearly be seen that their Manager and upper manager are support with teleworking policy in company. They encourage their subordinate to work from home in COVID-19 situation. It can be better if all manager and upper manager are support teleworking to be used in some part of work to become new normal to reduce the necessary of going to see each other at office. Moreover, manager and upper manager also help their subordinates when they undergo with some problem during teleworking like Employee E1 stated that

“My manager and upper manager try to support me to work from home during COVID-19 situation. They also help me to find out some people to solve my issue during my work from home if they cannot solve problem by themselves.” (E1)

From the manager point of views, it can be shown from the research that their

subordinate job quality does not reduce or do not be harm by doing teleworking as Manager M5 said that

“I found out the same quality of work while doing teleworking from my subordinate.” (M5)

In summary, support from management of this company helps them to become successful in teleworking during COVID-19 situation and make teleworking can be implemented as new normal in some part of work that suitable with teleworking.

4.2.3 Work life balance of employee

For the employee’s work life balance factor, this research finds out from the survey that every employee provide feedback that teleworking does not seem to harm their work life balance. Some of them also said that it helps them to have better work-life balance like Manager M5 said that

“My work-life balance is better, because I can have more time to spend with my family when I was doing teleworking.” (M5)

Employees' work life balance is an important factor that impact with teleworking quality. As it can be clearly seen that when employees have better work life balance, they tend to be happier with their job. If employee happy with their job, they can create the quality work by using teleworking.

4.2.4 Commuting time and other costs

For the commuting time and other costs, this research clearly found that teleworking can reduce commuting time and cost of commuting. As every employee from every level find out that they can save commuting time and cost by doing their job at the place they want.

For other cost, some of employee from some level say that they have an increase cost from teleworking, for example, internet cost and electricity cost and also other cost such as water cost from working at home. However, in summary, most of all employee said that the cost that they have to spend for working is not increase or decrease from teleworking just only E1 and E4 said that they have and increasing cost from internet and electricity, which are more than commuting cost, because their house located near the company. The commuting time and other costs can clearly have an effect to employee satisfaction, because if it increases too much, employee will clearly be not happy to pay more to do their job.

4.2.5 Team member and another department member communication problem

For this factor, it has an effect to teleworking quality, for example, some employees can find out problem to communicate to team member or other department as they do not get used to use technology to communicate with other. As employee E1 state that

“It is harder for me to communicate with other when doing teleworking, if I work at office, I can use telephone to reach some people more easily. Some of people who I have to work with also do not have IT channel way to contact.” (E1)

However, most of employee from every level do not find out any problem to contact with other people in the team or other department. In summary,

communication problem from doing teleworking do not seem to be serious issue in company from the research.

4.2.6 Family member

From the research of this factor, this research finds out that every employee from every level have family member that support teleworking, because they will have more time to live with their family. For the support evidence, from Manager M4 said that

“My family is happy about my company work from home policy, because I have my time to spend with my child.” (M4)

In summary, it can be clearly seen that this factor will not interrupt teleworking to not become successful in the company.

4.3 Benefit that company gain from teleworking

For the benefit that company gain from teleworking, there is main point that company gain from doing teleworking is that utility fee reduction such as electrical fee, water fee is decreasing. It was seen by some manager like Manager M2 state that

“For the benefit of company that I saw, I saw the reduction of utility fee for example electrical fee, water fee.” (M2)

This factor can make company save their cost from doing teleworking, which is good for company.

Another point that company gain which is benefit only current situation is health concern due to COVID-19. It is good to work by teleworking to prevent spreading of COVID-19, because health of every employees is important to company. Teleworking help to separate employee from siting together to work from every place that they want (but we recommend to work at home to prevent getting or spreading COVID-19 to other people).

4.4 Impact from teleworking

For impact from teleworking, it can be shown from the research that result from teleworking provide good employee engagement and satisfaction, turnover rate in the company that we were studying.

4.4.1 Employee engagement and satisfaction

For this factor, from research, it can show that every employee satisfaction in their job from every level of employee in the research stay the same while doing teleworking when compared to before doing teleworking. It is because every employee can continue to do their work while they are not in the office. Researcher can also find out that every employee from every level give a support to teleworking although some of them do not like to do teleworking, because of their daily life routine concern. As manager M4 said that

“I have to send and pick up my children that study near company, so I prefer to work in office more than working at somewhere else.” (M4)

From the research, every level of employees can list out the benefit from doing teleworking, which is a reason why they still support it although some of them do not like it. Many employees about 80 percent from the research support company to do teleworking. Many of them propose to do teleworking 1 day per week as a new normal and do their job in office only 4 days per week.

For the morale of employee, Findings reveal that teleworking does not harm morale of employee. As the research also ask about what you can see about your morale and your friend morale, every level of employees answer that they have the same morale when they do telework compared to before doing teleworking. This is the reason that turnover rate remains the same when compared to before teleworking execution. (Turnover rate gets from asking Manager M1-M5 about their team)

4.4.2 Turnover rate

For the turnover rate, from the research, researcher found out that teleworking does not have effect with turnover rate of company. As Manager M1- M5 answer that their team turnover rate remains the same as before teleworking was introduced to do in company. It is because they do not want to find the new job as

learning to do teleworking is easier than finding new job in COVID-19 situation. In summary, we can ensure that turnover rate will not harm the benefit of company as it does not increase.

4.5 Productivity of employees by using teleworking

From the research, we can find out that teleworking does not harm the productivity of employees. From asking Manager M1 to M5, all manager answer the same that productivity by using teleworking is not reduce or increase for their company. It is because they can realign their job to match with new normal that only someone is in the office or physical work. Moreover, this finding can help to support us that teleworking can produce the same result as physical working condition. In summary, it can be a factor that can support the successful of teleworking to become new normal.

4.6 Appropriate model of teleworking

For the appropriate model of teleworking, we suggest from the research to do two points to make use the benefit from teleworking. The first one is that use it when you have to commute for long way for working. For example, if you have to go to another province to communicate with other people in company, teleworking can help you to do it more efficiency faster and better communication. From the statement of Manager M3, he states that

“In the COVID-19 situation, if we have to go to see our customer in other province, we will use telecommunication technology instead of seeing each other face to face.”. (M3)

It means that this company already practice teleworking when they have to talk with someone who live far from them very much. For this research, majority of respondents suggest that it is a good idea to continue this as new normal to reduce commute cost and reduce stress of employees.

The second point that is suggested from this research is to do 4 + 1 model, which means that go to physical work or work in office 4 days per week and do teleworking 1 day per week. As the reason that majority of employees suggest that they

are comfortable with this model or want to do this model to make them happier. As employee E3 state that

“I support to have some part of my work to do on teleworking, but not everything to do on teleworking. Teleworking help me to do remaining work that did not finish and can finish by myself. However, there is still some work that have to use some tools in laboratory. 1 day on teleworking per week for me is OK.” (E3)

In summary, from this research, it is a good idea to do teleworking as new normal for one day per week and going to work in office 4 days per week. These 4 days can be flexible not have to be the same day of the week. For example, week 1 of the month can be Friday that employee can do teleworking and week 2 of the month can be Thursday that employee can do teleworking. However, it has to consensus with other department, because it might affect the productivity of working for other department if they cannot plan that who will work on teleworking in which day. This research also proposes to do teleworking when we have to work with people who live quite far from company.

CHAPTER V

CONCLUSION

5.1 Conclusion

From the issue of COVID-19, we have to do many parts of our job by teleworking. This research starts from seeing someone complains about teleworking that they have to adapt themselves to this new way of working. However, from the research, majority about 80 percent said that they want to continue some part of their job by using teleworking as new normal. In summary, for the question that should we continue some part of our job by using teleworking or not is answer by this research that we should continue some part of job that can be done by teleworking by use telework to finish it. Teleworking should be promoted as new normal way of working in some part of job after COVID-19 situation to create more employee satisfaction and reduce stress of employee in their job from commute to office.

Another question about appropriate model of teleworking that should be promoted in company. We found out from the research that many employees from every level suggest to have 4 + 1 model in their work. 4 + 1 means that they have to go to work in physical by going to office 4 days per week and continue doing their job by teleworking 1 day per week. This one day per week should be agreement between department to make the job can continue without obstacle. We also propose to use teleworking if employees have to commute for long distance, for example, to commute to another province in Thailand to see customer. They already used teleworking in the situation of COVID-19 to see customer who live faraway and this research think that it is a good idea to continue do this as new normal in the current situation.

Table 5.1 Research questions and answers

Research question	Answer
Should we continue doing some part of job as teleworking instead of physical office working as new normal?	Yes, for some part that can be done by teleworking.
What is the appropriate model of working by teleworking and working in the office to gain the highest productivity?	4 + 1 model and also use with far distance communication that required.

5.2 Recommendations

For the recommendations, we separate recommendation to three groups, which are employees, manager and company.

5.2.1 Recommendation for employees

For the recommend for employees, researcher recommend that they should report about every problem that they found from teleworking to make them fix as fast as possible. Employees also have to try to learn new technology to communicate with other team member and other member from other department to reduce communication problem from teleworking. Last recommendation from this research is to talk with family to make them support you to do teleworking, because it will make teleworking to become as good as it should be, because of nothing become barricade for us to do teleworking at home, which is a good place to do.

5.2.2 Recommendation for managers

For the recommendation for manager, this research recommend to give support for employee as much as possible. For example, employee may have some problem about learning to use tool for teleworking. Manager can help to provide knowledge of what employee have to learn. This research also suggests to measure productivity of employee and other important rate such as turnover rate as much as possible to see if problems are occurring.

5.2.3 Recommendation for company

For the recommendation for company, this research suggest company to use up-to-date IT equipment to reduce problem in communication. As mention earlier in chapter 4.2.1.1, some laptop that is too old cause communication problem that harm quality of telework.

Another recommendation for company is the support the necessary internet package cost. As mention in chapter 4.2.1.3, employees may save cost by using low bandwidth internet package that can harm teleworking quality. It is better for company to support some part of internet cost to ensure quality of internet connection to guarantee quality of telework.

5.3 Limitation

Limitation that is found by this research come from the limitation of time. Because of short time to do research, researcher can only find only one company to be representative of large manufacturing company. This research also finds only ten persons to get insight and see trend from interviewing people. If researcher has more time, more than ten person and more than one representative for large manufacturing company will be interviewed to get more accurate result from research. Moreover, this research only does qualitative method of research, if researcher has more time, researcher will do both qualitative and quantitative method of research to guarantee quality of research.

5.4 Future research

The future research can interview more large manufacturing company to see more accurate result. The future research can also do with other company to see that teleworking work for another industry or not. For example, teleworking may also work well with software developing company. Lastly, future research can do more by using quantitative method of research to research more.

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