

Md Delwar Hossain

Managing work from home: Impact on the productivity of the Gen 'Y' and Gen 'Z' employees of the ICT sector in Dhaka, Bangladesh

Master's Degree in Global
Business Management

Spring 2023



**KAMK • University
of Applied Sciences**

Abstract

Author(s): Hossain, Md Delwar

Title of the Publication: Managing work from home: Impact on the productivity of the Gen 'Y' and Gen 'Z' employees of the ICT sector in Dhaka, Bangladesh

Degree Title: Master's Degree in Global Business Management

Keywords: Remote work, Work-life balance, productivity, Generation Y, Generation Z, ICT, technology, pandemic, flexibility.

The thesis aims to investigate how working remotely affects Gen Y and Gen Z workers' productivity in the ICT sector of Dhaka, Bangladesh. It also examines the difficulties and chances these workers encounter when working remotely. The thesis seeks to determine how companies in Dhaka, Bangladesh's ICT industry, may promote efficiency among their Gen Y and Gen Z remote workers. It also suggests that businesses foster an inclusive and efficient remote workplace for their staff.

The thesis is to investigate the effects of work-from-home implementation on the productivity among Generation Y and Generation Z workers in the ICT industry of Dhaka, factors affecting the efficiency of their work while working remotely, approaches adopted by businesses to organise teams working remotely, and sustain productivity; and the efficacy of these approaches in minimising difficulties encountered by employees and their effects on productivity.

The study's methodology uses semi-structured interviews and qualitative methods to examine the work efficiency of Gen Y and Gen Z workers in Dhaka, Bangladesh's information and communication technology (ICT) industry. The study's data collection and analysis used purposive sampling, thematic analysis, and ethical issues. The thesis discusses the conclusions of the thematic evaluation of transcripts of interviews on how remote work affects Gen Y and Gen Z workers' productivity in the ICT industry in Dhaka, Bangladesh. The study found that while productivity and work-life balance can both be enhanced by remote work, there are also issues with collaboration and communication. These difficulties can be minimised, and the effectiveness of arrangements for remote work can be ensured by adequate company assistance and resources.

Table of Contents

1	Introduction.....	1
1.1	Problem statement	2
1.2	Objectives of the Study	2
1.3	Scope of the Study.....	3
1.4	Research gap	3
1.5	Research questions	4
2	Literature review	6
2.1	The Impact of Remote Work on the Productivity of Gen Y and Gen Z Employees	6
2.2	Factors Influencing Productivity in Remote Work Environments	7
2.3	Strategies for Mitigating Adverse Effects of Remote Work	7
2.4	Effective Strategies for Managing Remote Teams	9
2.5	Challenges Found on Work-from-home.....	10
2.6	Transforming the Future of Work and organisational management.....	12
2.7	Exploring Qualitative Metrics for Measuring Productivity in Remote Workers	12
2.8	Needs and Preferences among Gen Y and Gen Z Employees	13
2.9	Research Framework.....	16
3	Research Methodology.....	17
3.1	Research Design	17
3.2	Research Approach	18
3.3	Research method	19
3.4	Sampling.....	21
3.5	Data Collection	22
3.6	Data Analysis	22
3.7	Ethical Considerations	22
3.8	Rationale	23
3.9	Validity.....	23
3.10	Reliability.....	24
3.11	Research Reasoning	24
3.12	Developing Interview Themes and Packages.....	25
4	Data Analysis and Technique.....	27
4.1	Methods for Analysing Qualitative Data	27
4.2	Interview Data Collection	28

4.3	Thematic analysis	30
4.4	Guide for Conducting Interviews.....	32
4.5	Interviewees of the research.....	33
4.6	Interview Transcriptions.....	34
4.7	Interview Participants	34
5	Discussion of Findings.....	36
5.1	Findings of Results & Interpretation	36
5.2	Discussion of Thematic Analysis Results	39
5.3	Comparison of Gen Y and Gen Z's response	41
5.4	Recommendations	42
6	Conclusion	46
7	Limitations	48
	List of References.....	49
	Appendix 1	1
	Appendix 2	1
	Appendix 3	11

List of abbreviation

ICT	Information and Communication Technology
Gen Y	Generation Y (Millennials)
Gen Z	Generation Z (Zoomers)
HRM	Human resource management
AWA	Alternative work arrangement

List of Tables

Table 1. Thematic analysis of interview transcripts yielded (self-elaboration)	32
Table 2. Participant's information	35

List of Figures

Figure 1. Research Framework (self-elaboration)	16
Figure 2. Interview Preparation (Management Library, 2022)	29
Figure 3. The interview process (Management Library, 2022)	30

1 Introduction

In the last ten years, remote work has increased in popularity, particularly in the information and communication technology, or ICT, industry. Due to the COVID-19 pandemic, this trend has been further accelerated as many businesses have switched to remote work to ensure social isolation and stop spreading the virus. While remote working has several advantages, such as greater versatility and lower commutes, it can also present specific challenges, including a lack of direct communication and trouble separating work from one's private affairs (Amico, 2021). This study intends to examine how small piece affects Gen Y (born 1981–1996) and the next generation, Gen Z (born 1997–2012) workers' productivity in the information and communication technology (ICT) industry in Dhaka, the capital of Bangladesh. Gen Y (Millennials) and Gen Z (born between 1997 and 2012), respectively, are the generations that make up the Pew Research Centre (2019). These definitions, commonly accepted in mainstream society and academic circles, are based on the year of one's birth. Employers can support employees who work remotely more effectively and increase their overall productivity by understanding the opportunities and problems these generations confront. The ICT industry in Dhaka, Bangladesh, is expanding quickly and employs a broad spectrum of people from various generations (Eusuf et al., 2022). The workforce comprises people of different ages, such as Gen Y and Generation Z, who each bring their viewpoints and talents to the job (Berkup, 2014). Creating a comprehensive and effective workplace requires understanding the traits and motivations of various generations. This study compared the impacts of working remotely between Generation Y and Generation Z employees in Dhaka, Bangladesh's ICT sector. Between 2005 and 2020, remote work climbed by 159%, according to a survey from Global Workplace Analytics (2021). The COVID-19 pandemic has exacerbated this tendency, with remote work growing by 44% across April and March of 2020 (Global Workplace Analytics, 2021). But remote employment also brings additional difficulties, like a lack of physical contact and trouble differentiating work from one's private life. The author, Waldman (2021), writes about the value of comprehending all the generations in the workforce and how to manage a multi-generational team in her article "How to manage a multi-generational team." This research outlines the distinctive qualities of Generation Y and Gen Z and offers suggestions for developing a thriving and welcoming place of employment for these generations (Waldman, 2021).

1.1 Problem statement

Bangladesh is popularly known for its colossal population, and ensuring the same technological availability for all its citizens is a great challenge (Rumi et al., 2020). In 2020, when Covid-19 started to spread rapidly, the authority had to make harsh decisions to declare all kinds of offices and institutions shut down. However, the administration also knew keeping every economic activity down longer would be impossible, as the country could face a significant financial disaster. So, every organisation, including government offices, continued their office activities at home. Since most companies started adopting remote work due to the COVID-19 pandemic, it has created unprecedented challenges for managing the productivity of Gen Y and Gen Z in the ICT sector of Dhaka, Bangladesh (Faiaz, 2020). Even though remote working may offer advantages like more versatility and freedom of choice, it can also result in lower motivation and engagement, especially among younger employees. Furthermore, most of these generations are comparatively new to the industry and lack experience, so managing this comparatively less experience workforce from a remote place was very challenging. Another challenge is that the people responsible for managing these employees are primarily outdated (Saif et al., 2021). They have little idea about the new technological advancement compared to these new generation's employees. So, a big communication gap arose between employees and managers during the pandemic. Another problem is, as this is a new topic so unique and recent that there are fewer studies about the impact of remote work on the productivity of Gen Y and Gen Z employees in the ICT sector of Dhaka, Bangladesh. There is a need for more research to provide practical insights for employers on how to manage remote teams effectively.

1.2 Objectives of the Study

The effect of working from home on Gen Y and Gen Z workers' productivity in Dhaka, Bangladesh ICT sector, is likely to be mixed. Remote work can offer more freedom and flexibility, which may result in higher motivation and productivity for some people. For instance, employees might be empowered to perform their duties in a more pleasant setting or at more convenient hours (Savickas et al., 2009). Conversely, working remotely can also provide additional difficulties, such as isolation, distractions, and the inability to clearly distinguish between professional and private lives. Some employees may become demotivated and unproductive as a result of this (Bentley et al., 2016). Study objectives explain the facts behind developing a study and the aim the author

wants to achieve through the study. The principal objective of this study is to identify the impact of remote work on the productivity of Gen Y and Gen Z. The following specific objectives have been specified based on the principal objectives.

- To discover factors that can affect the output of remote working positively.
- To delineate the difficulties and opportunities of working remotely.
- To find out how remote work affects the output of Gen Y and Gen Z.
- To specify the factors that cause negative productivity of remote working in Bangladesh.

1.3 Scope of the Study

The represented information, facts, figures, and other elements have been collected from multiple sources like journals, reports, users, articles, news, social sites, and a semi-structured interview. The researcher has tried to formulate the study by collecting data from diversified sources within the same category using the sample's demographic characteristics. The semi-structured interview has helped the researcher to get a clear idea about the impacts on productivity, excluding biases or similarities.

1.4 Research gap

The number of articles related to this topic is few. The articles on remote working conditions in Bangladesh are done from various perspectives. A study described the transformation of the work environment based on the work values of the future workforce (Pataki-Bittó & Kapusy, 2021). Another one depicted the changes and modifications that Gen Z brings into the workplace and the changes HR professionals must consider to cope with the situations (Racolța-Paina & Irini, 2021). Moreover, the need to reshape the HR policies to foster Gen Z's performance and working commitment is also described (Aggarwal et al., 2020). Some other articles are on the work-life balance of remote working (Lent & Zhang, 2023), what are the demands of Gen Z before successful onboarding (Chillakuri, 2020), the impact of work-life balance on mental well-being when remote working (Yüceol et al., 2021), the opinions of Gen Z on how to exchange knowledge while remote working (Centobelli & Cerchione, 2022). The available studies have been done focusing on the work-life balance and the transformation of working conditions due to the pandemic, but the impact of these remote working conditions on Gen Z and Gen Y is not described. The research

problem for this study is to identify the impact of remote working on the productivity of Gen Z and Y employees.

The current study is distinctive since it focuses on an industry (the ICT sector), a specific location (Dhaka, Bangladesh), and a particular population (Generation Y and Generation Z personnel). The study enables a closer examination of the unique benefits and challenges of remote working for this specific group of people in this context. This study's outcomes can also help improve the understanding of the particular demands and want of younger workers in Bangladesh's ICT sector and guide the development of policies that can support workers who work from home in this setting.

1.5 Research questions

In reaction to the COVID-19 epidemic, remote work has grown increasingly common. As a result, there has been an increase in interest in how this change in work culture influences productivity, particularly among Gen Y and Gen Z employees. This move towards remote labour has also been observed in the ICT sector in Dhaka, Bangladesh, which is a significant economic contributor to the nation. This study intends to ascertain how remote work affects Gen Y and Gen Z workers' productivity in the Dhaka, Bangladesh, ICT sector. This study specifically looked at the variables that influence employees' productivity while remote working, the methods employers use to manage remote teams and maintain productivity, and the efficiency of these methods in easing employees' difficulties when working from home. The investigation's research questions (RQ) are:

RQ 1. How has adopting remote work affected the productivity of Gen Y and Gen Z employees?

RQ 2. What factors impact productivity while working remotely?

RQ 3. What strategies are employers using to manage remote teams and maintain productivity effectively?

RQ 4. How effective are these strategies in mitigating the challenges, and how do they impact their productivity?

This master's thesis is developed into seven chapters: Introduction, Literature Review, Research Methodology, Data Analysis and Technique, Discussion of Findings, Conclusion, and Limitations.

The first chapter presents the research problem, objectives, and gap. In chapter two, the author presents the trends of workplace change in Bangladesh, challenges of working from home, Gen Z & Y preferences in the workplace, and a research framework for this study. The next chapter describes the research methodology, approach, sampling, data collection and analysis, ethical considerations, validity, reliability, and research reasoning. In chapter four, methods of analysing qualitative data, interview methods, thematic analysis, population, sample size, and interview-related information were given. After that, the findings of this study were discussed with the interviewers' responses. A comparison of Gen Z and Y respondents' responses was also depicted in this chapter. However, recommendations regarding the study were presented in chapter five. The study's conclusion was presented in chapter six. Some limitations were presented in the last chapter.

2 Literature review

The new normal of Covid-19 significantly impacted workplaces worldwide, including changes to work schedules and locations and managerial workloads. Businesses and companies around the globe have encountered unavoidable problems as a result of the Covid-19 outbreak. Moreover, the pandemic has forced everyone to adjust quickly to new working conditions and evolving communication systems (Birimoglu Okuyan & Begen, 2021). Again, another study offers important insights into how managerial bodies may effectively connect with their staff during a crisis by concentrating on developing employees' interaction with each other and maintaining a unified communication channel within the organisation. Moreover, organisations may enhance their crisis communication plans and be better equipped to handle future crises by examining the communication tactics utilised by businesses during the pandemic and their efficacy (Nwabueze & Mileski, 2018).

2.1 The Impact of Remote Work on the Productivity of Gen Y and Gen Z Employees

The degree of involvement employees feel in the organisation from their enthusiasm and dedication is known as employee engagement (Pendleton, 2002). An organisation's success largely depends on the commitment employees show to the organisation's activities. However, high-engagement employees tend to be more productive and innovative. High employee engagement may lead to less absenteeism and turnover (Pendleton, 2002). When employees own the company, they usually think about the betterment of the company. Thus, the company should consider employees' preferences and maintain a sound culture (Stack & Burlingham, 2003).

According to Pasha and Tamal (2022), the virtual meeting culture in the workplace in Bangladesh started during the pandemic period. After that, most employers and employees found it more convenient than physical meetings. However, remote work became the new normal for many employees around the world apart from Bangladesh. According to an article in Forbes, remote work is preferred by younger generations of workers like Gen Z and Millennials. The articles also added that remote work can certainly improve the work-life balance and productivity of employees. Again, it is also recognised that remote work in some categories of work has negative effects on productivity if not managed properly. A study by Harvard Business Review found that remote work may result in longer working hours and escalate stress levels among employees. The study

also implied that remote workers may face feelings of segregation and disconnection from their colleagues. So, the responsible manager should provide enough support and manage them effectively to ensure their productivity and engagement (McMenamin, 2021).

2.2 Factors Influencing Productivity in Remote Work Environments

The top six principal factors positively impact productivity during work from home. They are team cooperation, communication, work-life balance, job satisfaction, technology support, and disaster preparedness. Another study mentioned that the pandemic had harmed developers' well-being and productivity. It signifies that productivity and well-being are very close to each other. (Ganguly et al., 2020).

However, remote employees adapted to remote work very well and rapidly, especially when they are Gen Y and Gen Z. The modified manner of operation after the pandemic has been highly regarded as the current norm. As a more contemporary working method, the hybrid model was recommended to be permanently adopted. If the resources permit, examining the long-term effects of remote work and potential changes in employee experiences may be possible (Antonio, 2022). The COVID-19 pandemic has caused the globe to move toward an online work environment, giving employees many challenges. Due to the difficulties of remote work, employees are experiencing mental health issues (Emmett et al., 2020). Because of the pandemic, the usual method of employee engagement has been severely disrupted, and new business models, exponential technologies, etc., have been developed (Kewalramani, 2021). Like, organisations that are interested to accept new technologies and models are more like to succeed in post-pandemic. Some new business models are characterised by shorter value chains, remote work, social distancing, consumer introspection, and enhanced technology use (McKinsey & Company, 2020). According to Masterson (2020), the most sectors which adopted the digital operating system are banking, healthcare, education, restaurant and insurance.

2.3 Strategies for Mitigating Adverse Effects of Remote Work

Remote working has more freedom and flexibility, enabling workers to juggle their work and personal obligations better. On the other hand, it can make the workers feel cut off from their

coworkers and the office, leading to feelings of loneliness and exhaustion. The distinction between a person's personal and professional lives may become hazy for remote employees since it can be difficult for them to do so. The workload of remote working can also affect how well a job is done. Lack of face-to-face engagement may lead to a breakdown in teamwork and communication, harming the work quality (Larson et al., 2020).

Moreover, distractions from personal environments prevailing for remote workers may lower productivity (Becker et al., 2022). Since workers may feel cut off from the workplace and uncertain about the future, remote work can also foster feelings of incompetence and a sense of job security (Azimov, 2020). Managers and supervisors can take several actions to reduce the adverse effects of remote work on employees and the business.

To begin with, they might make sure that interactions are open and honest, encouraging staff members to communicate with their managers and coworkers frequently. It can help people stay in touch and provide the impression that everyone shares the same viewpoints. Then, managers can give remote workers resources and assistance, including assisting them to solve issues more efficiently and sharing similar incidents so that employees can understand the situation more clearly (Harvard Business Review Press, 2021). It can foster a healthy workplace environment and decrease the negative consequences of remote work on an employee's emotional and mental well-being. Finally, managers may motivate remote workers by providing quick rewards and acceptance in virtual meetings and prevent unusual pressure by setting clear expectations and rules (Larson et al., 2020). Recently, the demand for online remote working from home increased significantly in 2020–21 because of the pandemic. Due to this unforeseen condition, people and organisations were bound to swiftly train workers for access and adopt online working techniques providing necessary tools to maintain the same level of productivity as working in an office. Many employees initially found it difficult to use online tools and arrange their work hours to fit their daily schedules and obligations to their families (Al-Habaibeh et al., 2021). However, the findings show that by utilising tools like collaboration platforms and video conferencing, the respondents were able to acquire the knowledge and experience necessary for digital working quickly. Many respondents agreed that remote working from home provides advantages like traffic jams, travel time, flexibility, etc. In addition to saving time on travel, there are certain disadvantages, such as the lack of face-to-face interactions and unofficial gatherings during working hours. After being pushed by the pandemic to change their working style, businesses had to devise the best solutions to find an appropriate way of operating virtual offices. Few firms were prepared for it because it was the first time in modern human history that such a crisis had been faced (Philippov,

2021). Several other tactics can be used to lessen the detrimental effects of remote work on productivity and well-being. One tactic is to develop a regular work schedule, scheduled breaks, and a specific workspace. That can aid in establishing boundaries and a sense of balance between work and personal life. Regular interaction with coworkers and management can also lessen social isolation and foster a sense of teamwork. Overall, remote working might provide particular difficulties that may damage employees' productivity and well-being. Employees can reduce these adverse impacts and successfully manage their professional and personal lives by practising these techniques and adapting to the remote work environment (Oksanen, 2015).

2.4 Effective Strategies for Managing Remote Teams

Managing a virtual team can be challenging, but several strategies can help enhance productivity and engagement. Some tips for effective strategies for managing remote teams are:

Establishing clear communication channels is a primary way of managing remote teams. Communication is everything when it comes to managing remote teams. A transparent communication channel help team member stays connected and takes informed decisions. This could be done by giving regular video calls, instant messaging apps, or project management tools (Riedl & Woolley, 2020).

Setting clear expectations simplifies employees' work by understanding what is expected from them. For example: setting deadlines, outlining specific goals, and providing regular feedback. A well-managed collaboration among team members can develop a sense of community and improve productivity. It could be done by setting up virtual brainstorming sessions and providing opportunities so that team members can create opportunities for team members to work on projects (Schooley, 2019).

Lastly, Regular feedback is essential, as it fosters regular check-ins with team members. Accepting technology is also a significant incident and foremost issue. Without proper technology, improving productivity and employee engagement would be impossible.

2.5 Challenges Found on Work-from-home

Alternative work arrangement (AWA) is a method of completing office tasks through working from home, flexible working hours, teleconferencing, job sharing, and shifting, compressed work-weeks (Shariful Islam & Khasro Miah, 2021). Some challenges of following AWA are :

Teamwork gets hampered because of a lack of coordination is out of the workplace. Effective and efficient output faces many obstacles to rise. Usually, not everyone in the office has the same intelligence and skills to complete a task. The work is mainly done through team-work. However, when people from different groups meet, they find a way to complete any task. Moreover, when anyone faces any issues at the office, they can ask for help from other experts with excellent work experience. However, regarding working from home, it becomes impossible as virtual office space does not have that space(Fried & Hansson, 2013).

Then, the disturbance in the internet connection is another issue. It's a common issue in Bangladesh, and a stable internet connection's availability is a great challenge. The problem becomes more acute and considered during the pandemic period. The internet availability throughout the country is not the same, and people who live mainly in the rural area do not have well-established internet accessibility (Neeley, 2021).

However, the device employees can have issues like hardware and software malfunction. Most people in our country do not buy official software but prefer using the cracked version. So, hardware and software create a massive challenge and are troublesome for the company. Moreover, solving these issues sometimes needs skilled technicians, and they are less available (Oksanen, 2015).

The obstruction or impediment from the family members ultimately hampers employee productivity. We have seen on social media and other platforms that working from home is getting hampered by children (Fried & Hansson, 2013).

Working from home can work as a disruption in creating new ideas and innovative strategies as employees stay away from each other. When employees brainstorm at the office, they find innovative ways to solve an issue. As they can easily focus on the matter, they know about the phenomenon. However, during the pandemic, employees were stuck in their homes, and it became tough for them to share their thoughts easily without physical interactions (Oksanen, 2015).

The flexible office activity makes the hours longer, creating monotony in office work. In the offing of the pandemic, popular journals and news were reporting that working from home can play a significant role in every demanding work-life balance system, and it was initially thought like that. But with time, it became clear that authority was using access to employees unethically and forcing them to work outside their usual office hours. As a result, the office becomes relatively, and the employees would feel pressure to work to stay home too (Neeley, 2021).

Mistakes created by employees cannot be solved as they are get noticed later. At the office, the report was scrutinized after it became noticeable. Still, work from the information submitted by others may get unnoticed, and when the mistakes are found later, it becomes almost impossible to solve (Neeley, 2021).

Managing the employees is more challenging as the authority has no physical interactions. In a virtual office, employees have more freedom to spend their office hours with their families. At the office, employees follow the authority's or senior personnel's orders. However, employees ignore the administration at a virtual office the deception of different avoidable issues (Neeley, 2021).

Managers must address additional requirements; for instance, many remote workers report working longer shifts at strange times. The trade-offs must be considered, which can differ based on the organisation. It is necessary to reiterate this caution: Avoiding just extrapolating past instances of remote labour into the future is critical. Results may differ based on the social and economic context (Manko, 2021).

After the COVID-19 outbreak, digitization assumed a new level of importance. Since the beginning of the pandemic, human resource managers have faced numerous difficulties and obstacles. Human resource management may need to cope with brand-new issues and modified work schedules during a pandemic (Chearavanont, 2020). The author of this study looks at experts' and corporate executives' perspectives on the future of work from all over the world. They underline the significance of developing corporate culture, enhancing employee competencies, and promoting more sensitive individual integrity to manage the post-pandemic transition following an outbreak (Manko, 2021).

2.6 Transforming the Future of Work and organisational management

During the pandemic, the transition to remote work has been transformative for many businesses and people. The shift in attitudes about remote work has highlighted its benefits as a versatile and effective method of employment, offering chances for a better work-life balance, cost savings, and enhanced independence. As the demand for these benefits grows, the post-pandemic era can be seen as a new era for work and organisational management (Mohamud, 2021). More research is required to comprehend the effects of remote work fully. Although the literature is helpful, it lacks qualitative information and evidence of how remote labour affects the environment. Evaluation of human resources management practices is hampered by the absence of primary qualitative data from interviews and supporting documentation from businesses that only use remote labour (Aquino & Jalagat, 2022).

Further research is required to comprehend the consequences of remote work on the environment and its benefits and drawbacks and support its adoption. The current study would be significantly enhanced by accessing primary qualitative data and evidence from businesses employing only remote workers. It would also potentially alter what it means to be at work fundamentally. Technology changes work, bringing opportunities and challenges (Mohamud, 2021). Remote working is a way of doing not location or time-bound things. It enables workers to conduct business away from an office setting. Utilising information and communication technology is what is meant by remote work (Brend, 2022).

2.7 Exploring Qualitative Metrics for Measuring Productivity in Remote Workers

For businesses to assess the performance of their employees, especially those who remote work, productivity measurement is essential. According to Boell et al. (2014), productivity measurements have historically been based on objective indicators like output quality, attendance, and punctuality. These measures, however, might not effectively represent the labour done by remote workers when it comes to remote work. As a result, businesses are now looking into other qualitative metrics to gauge remote workers' productivity. Self-reported levels of motivation, job satisfaction, communication abilities, teamwork, and time management are a few of these (Lapierre et al., 2018). Using these qualitative indicators, organisations can improve their comprehension of the work done by remote employees and modify their management strategies to

boost productivity. Therefore, they should be used with objective measures to get a comprehensive picture of remote worker productivity (Charalampous et al., 2018).

2.8 Needs and Preferences among Gen Y and Gen Z Employees

Gen Y and Z employees in Bangladesh's ICT sector have different preferences and needs. Some crucial considerations are given below.

Firstly, there are various ways to look at work-life balance. For instance, employees may prefer flexible work timings since they may balance their professional and personal obligations. This info may be crucial for Gen Y and Gen Z employees, who value their personal lives highly and might look for companies that support their desire for work-life balance. Moreover, wellness programs and mental health support may be essential to work-life balance because they can improve employees' physical and psychological well-being. Therefore, by prioritising work-life balance, employers may be able to draw in and keep top talent by implementing initiatives and providing support of this nature. Many workers preferably choose a work-life balance, especially Gen Y and Gen Z workers who place a high value on flexibility. These workers could look for employers who support their physical and emotional welfare by providing flexible work hours, opportunities to work from home, and wellness programs (Maben & Bridges, 2020). Furthermore, Gen Y and Gen Z employees prioritise a healthy work-life balance because they believe it can improve their job satisfaction and well-being. Therefore, employers who value work-life balance were able to draw in and keep the best talent from these generations (Waworuntu et al., 2022).

Secondly, technology can be analysed from both a symbolic and a practical standpoint. Gen Y and Gen Z employees may favour companies that give them access to cutting-edge tools and technologies since doing so can increase their productivity and efficiency. Technology can also be seen as a representation of an organisation's creativity and forward-thinking strategy, which may appeal to many employees. Employers may be able to improve their capacity to recruit and retain top talent by giving employees access to state-of-the-art technologies. Technology is another vital element that might affect Gen Y and Z workers' preferences. These professionals typically feel at ease using new technology and tools since they are digital natives. As a result, individuals can look for companies that give them access to cutting-edge hardware, software, and collaboration tools

that might boost their engagement and productivity. The availability of contemporary technologies can help foster an impression of innovation and forward-thinking inside the company, which many employees find appealing (Mohamed, 2021).

Thirdly, chances for career advancement and professional improvement can be seen from a personal and an organisational standpoint. Before the pandemic, employees would have to do physical office, and there was a possibility of building networking with industry experts, which is almost impossible in terms of virtual offices. Sharing ideas and collaborating in a physical office help boost career and professional life (Choudhury, 2020). Gen Y and Gen Z employees may value opportunities for growth and development that allow them to improve their skills and advance their professions from a personal perspective. These generations may find this particularly important as they frequently value lifelong learning and growth. Offering these chances can aid organisations in retaining top talent by giving workers a clear route for career progression and a feeling of purpose and direction. Professional growth and career advancement options are crucial for Gen Y and Z employees (Miller, 2021). These generations value learning and improvement and are more prone to switch jobs if they feel their existing employer is not providing enough arrangements. Employers can retain top talent by providing training programs, mentorship opportunities, and clearly defined career paths that allow employees to grow their careers and enhance their abilities.

Fourthly, it is possible to approach diversity and inclusion from a moral and a business standpoint. From an ethical perspective, making an inclusive and diverse workplace is the right thing to do. It can help to foster a productive workplace where all staff members feel appreciated and respected. However, remote working has opened a virtual office space, where anyone can have job opportunities based on candidates' skills and knowledge. Promoting diversity and inclusion can improve organisational performance commercially by enabling the organisation to draw from various ideas and experiences. Moreover, by improving employee perceptions of the company and fostering a sense of belonging a diverse and inclusive workplace can aid in luring and keeping top talent (Bush, 2021). Gen Y and Gen Z workers may place a high priority on diversity and inclusion. These generations tend to favour inclusive, varied workplaces where people from various backgrounds and viewpoints are welcomed and respected (Miller, 2021). Employers who place a high priority on diversity and inclusion may be able to draw in and keep top talent from these generations and foster a culture where everyone feels appreciated and respected (Bush, 2021).

Fifthly, there are two ways to look at communication: practically and relationally. Good communication is necessary to guarantee that workers know their duties well. Regular feedback sessions

and team-building activities can improve cooperation and foster a healthy workplace culture. Communication is essential for promoting solid connections and establishing trust between employees and their bosses from a relational point of view. By fostering a healthy work environment that encourages strong relationships and productive cooperation, employers prioritising communication can improve their capacity to recruit and retain top personnel. In the ICT industry, transparent and open communication is vital for employees, and Gen Y and Gen Z workers may favour companies that place this emphasis. It could involve having an open-door policy, holding frequent feedback meetings, and participating in team-building activities. A productive workplace can be cultivated through effective communication, knowledge exchange, and teamwork (Mohamud, 2021).

Last but not least, the working environment significantly impacts the preferences of Gen Y and Gen Z employees. Top talent from these generations may be attracted by employers who offer a friendly and exciting work environment, and they may also keep this talent. Moreover, it could involve offering ergonomic office furnishings, contemporary office designs, and perks like team outings and complimentary refreshments (Mohamud, 2021). There are two ways to look at the office environment: physically and culturally. Employers may increase productivity and employee happiness by offering a contemporary and relaxing work environment.

Moreover, benefits like team outings, complimentary refreshments, and ergonomic office furniture can improve employee well-being. From a cultural standpoint, the office setting can significantly contribute to developing a favourable organisational culture. Promoting a positive workplace culture and building a sense of community among employees are two ways employers who prioritise this goal might improve their capacity to draw in and keep top talent. There are various ways to look at the variables that affect the demands and preferences of Gen Y and Gen Z workers. Employers can establish a productive workplace that draws and keeps top personnel, improves organisational performance, and supports the growth and success of the company by understanding and prioritising these elements from various angles (Miller, 2021).

By comprehending and prioritising the elements crucial to Gen Y and Gen Z, employers in the ICT sector in Bangladesh can draw in and keep top talent from these generations. Work-life balance, technology, professional development, diversity and inclusion, communication, and the work environment are significant variables that can affect these employees' preferences. Employers prioritising these elements can foster a productive workplace that draws and keeps top personnel, encourages engagement and productivity, and supports the organisation's overall expansion and success.

2.9 Research Framework

A research framework is like a guide for collecting and analysis of data. It is used to present the data in a meaningful and helpful way for researchers (Anfara & Mertz, 2014). Research suggested that the Gen Y and Z workforce are different in terms of workforce trends, and the pandemic has adversely affected the offering of this generation's career by creating a professional gap (Becker, 2021). Another study has explained the urge to establish hybrid working models so that Gen Z employees could adapt to that system (Pataki-Bittó & Kapusy, 2021). However, throughout this study, the researcher has tried to find out and present the key factors that influence the productivity of two specific generation's employees: Gen Y and Gen Z. The key factors are presented here through a diagram that helps to identify this study. The left side ones are the factors that have positively influenced remote working productivity and the right one described factors that are negative towards boosting productivity as shown in Figure 1.

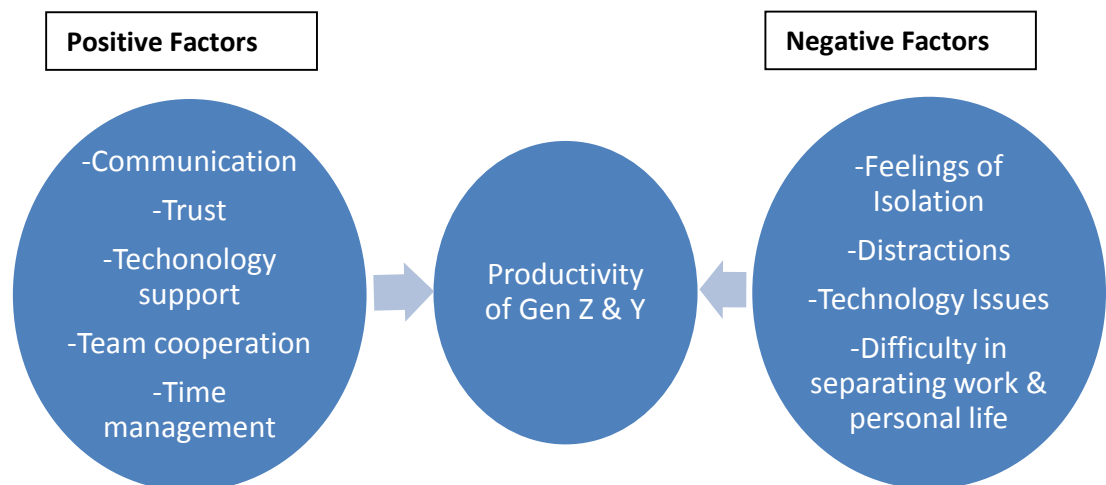


Figure 1. Research Framework (self-elaboration)

3 Research Methodology

The methodology describes the way of data collection and analysis measurements that have been used in the study. It allows the reader to evaluate the reliability and validity of the data. It is also a contextual framework (Rose et al., 2019). In addition, the methodology is the set of methods and steps to find, choose, process, and analyse information about a topic to get the desired results. It allows the readers to ensure the study's certainty and reliability. It is undoubtedly a way of discovering the precise research method (Malhotra, 2019). In other words, it is used to solve a research problem by using collected data and applying some standard and specific techniques. The methodology determines what the collected data indicate to make a research conclusion (Bouchrika, 2023). The researcher clearly explains the study's research approach, design, and method in this part.

3.1 Research Design

The comprehensive research approach is denoted as the research design used to conduct research by making a classified and concise plan to face the research problems through collecting, analysing, and discussing data (Malhotra, 2019). After setting up the research objective, the following work is to select the best possible research design related to the research objective.

Among the available research design, the exploratory research design is unstructured and informal compared to the other two (Malhotra, 2019). Exploratory research design is used to find out relatively unknown facts, and it is helpful to analyse available information to identify a new solution and decide about future research prospects. Sometimes, this research design creates a chance to generate more questions that need to be tackled by other research designs (Clark, 2015). Conversely, descriptive research design explains and depicts the research scenario to readers. However, descriptive research usually generates quantitative information that is collected through surveys. In the survey, the researcher uses various demographic information to analyse respondents' opinions; moreover, a hypothesis is built to develop a research model. Another category of research design is experimental research design, popularly known as causal research, which mainly depends on variables. The covariation of two variables is identified, and it is more like a descriptive research design, structured and rigid.

After identifying all the available research designs, this study followed an exploratory research design. With the help of this study, the researcher explored the level of effects remote working has on productivity. Before doing the study, the results or effects were unknown to the researcher.

The research methodology is qualitative. The study used semi-structured interviews to obtain data from Gen Y and Gen Z workers in the ICT sector in Dhaka, Bangladesh, who were between the ages of 20 and 40. The research took an abductive approach, employing an existing theoretical framework as a starting point to direct the work while allowing for fresh ideas and discoveries throughout the data analysis stage. The data collected from the interviews were thematically analysed to develop the study. A suitable research model is crucial for developing an influential research paper (Creswell 2014). Gen Y and Gen Z employees in the ICT sector in Dhaka, Bangladesh, were the prime focus of this study. Qualitative research design and semi-structured interviews were used to evaluate how working from home has impacted their productivity. It is better suited for examining complex social phenomena like the experiences and perceptions of Gen Y and Gen Z workers in the ICT sector in Dhaka, Bangladesh. Understanding the background and intricacies of a given issue requires a deeper investigation of individual experiences and viewpoints, which qualitative research makes possible (Hammersley, 2013). Semi-structured interviews were chosen as the primary method for gathering data because they offer a good mix of structure and flexibility, enabling the interviewer to delve into particular areas of interest while allowing the interviewee to speak their mind (Galletta, 2013).

Moreover, the degree of standardisation provided by semi-structured interviews simplifies comparing participant responses and spotting trends and themes. Additional qualitative techniques like focus groups, observation, or case studies may also be helpful in some research circumstances (Grix, 2018). In this study, however, it was determined that semi-structured interviews were the best way to obtain rich, comprehensive data that may help researchers better understand the experiences of Gen Y and Gen Z workers in the ICT sector in Dhaka, Bangladesh.

3.2 Research Approach

The approach used by a researcher to gather, examine, and assess data is known as a research methodology (Malhotra, 2019). The three most common types of research methodologies are: qualitative, quantitative, and mixed (Malhotra & Birks, 2017). However, quantitative research is

done based on numerical data that was collected and analysed. The analysis should be done systematically, and it is a complex method using the deductive reasoning method.

On the other hand, in qualitative research, to better understand the phenomenon, all kinds of data related to the research are collected, analysed, and interpreted in an extensive narrative and visual manner. Qualitative research considers the data that exist naturally; no counterfeit data is considered in this method. The main challenge of this research method is not considering any numerical data. The data are gathered from text, audio, or video and then analysed to comprehend the concepts, opinions, or experiences (Friend & Jessop, 2013). After identifying these three options, the author selected the qualitative method to get clear insights from the gathered information.

Qualitative research is the best method for this study because it enables a thorough examination of people's subjective experiences, perceptions, and attitudes toward a given phenomenon. This study benefits from using qualitative research methodologies since it enables more thorough insights into the challenges of managing remote work and its effect on productivity. Qualitative research aims to recognise and comprehend the meaning individuals attribute to their experiences and the social situations in which they occur (Lohmann, 2023).

3.3 Research method

This study uses an abductive research method to examine how Gen 'Y' and Gen 'Z' ICT industry workers in Dhaka, Bangladesh, manage to work from home and how this affects their productivity. An abductive research method, which combines inductive and deductive reasoning, was used to perform the study. This method is best suited for this research topic because it enables the exploration of current theories and the gathering of new data to create a new theory or explanation (Timmermans & Tavory, 2022). The research would only cover the already-published material on managing work from home and its effects on productivity if an inductive approach were used as the sole methodology (Day, 2017). On the other hand, relying solely on deductive reasoning would restrict the study from evaluating preexisting hypotheses and prevent the investigation of fresh concepts and information (Edson et al., 2017). In contrast, abductive reasoning enables the researcher to start with an observation or phenomenon before formulating an explanation. With this strategy, the research process is flexible, allowing the researcher to alter the research questions, hypotheses, and methodologies in light of new information and revelations discovered

throughout the investigation. Moreover, the research topic examines how working from home affects the productivity of Gen 'Y' and Gen 'Z' workers in the ICT sector in Dhaka, Bangladesh. Since there are limited articles, journals, and publications regarding these topics, it's important to gather new information and insights before formulating a new theory or explanation. As a result, an abductive technique is the most appropriate method for this study because it works with incomplete observations and tries to find a probable explanation for the study (Malhotra, 2019).

The study strategy strongly emphasises gathering information through observations, interviews, and other methods that enable researchers to produce rich, descriptive data. These data can be thematically analysed. With the use of qualitative research, researchers can deeply investigate the viewpoints and experiences of the participants as well as how they interpret events. These activities generate rich data and allow the researcher to investigate the phenomenon. Surveys and studies using quantitative research techniques are usually more organised and standardised; sometimes, they include closed-ended questions that restrict participants' answers to predetermined possibilities (Nardi, 2016). Such approaches might fall short of qualitative research's ability to comprehend participant experiences, perceptions, and attitudes at the actual depth (Williams, 2019). For instance, it would be challenging to investigate the motivations underlying respondents' responses or understand their subjective experiences in a survey through quantitative methods due to the complexity. Qualitative research's main benefit is its ability to understand a particular phenomenon thoroughly.

Furthermore, qualitative research techniques are adaptable and let the researcher change course as new information comes to light throughout the investigation. Its biggest drawback is the possibility of subjectivity arising from the researcher's interpretation of the findings (Silverman & Patterson, 2021). The researcher's biases, values, and assumptions may impact the conclusions because the approach depends on the researcher's understanding of the data. Qualitative research can also be labour and time-intensive due to the vast data gathered and analysed (Facer et al., 2021). Last but not least, the generalisability of qualitative research is frequently criticised. Because of the tiny sample size, it isn't easy to extrapolate the findings to a larger population. Therefore, a qualitative study method is acceptable for examining how Gen 'Y' and Gen 'Z' ICT workers in Dhaka, Bangladesh manage work from home and its effects on productivity. The technique, albeit time-consuming and open to the researcher's interpretation, offers a comprehensive insight into the participants' experiences and opinions.

3.4 Sampling

Purposive sampling is a non-probability qualitative research technique that was used to select informants based on their specific characteristics and criteria (Malhotra, 2019). It was used to choose Generation Y and Gen Z workers in Dhaka, Bangladesh's ICT sector, between the ages of 20 and 40. The respondents are friends, family members, and unrelated individuals from Bangladesh who work in the ICT sector. Volunteers were selected based on their availability and willingness to participate in the study. The sample size was determined by measuring when nothing new emerged from the interviews or data saturation occurred. One of the crucial factors to take into account when performing qualitative research is saturation. To achieve saturation, a researcher must interview informants until they cannot provide more information. The saturation point not only ensures the accuracy and reliability of the data for the study but also saves the time and effort of the researchers in gathering it (Mwita, 2022). Reaching data saturation saves the researcher time, money, and resources (Hennink et al., 2020). Thus, qualitative researchers must consider all aspects that affect the data quality used in qualitative investigations. Most researchers who use saturation to measure data sufficiency avoid discussing the method used to determine the saturation point (Aurini et al., 2021). There have been attempts to choose the sample size required to obtain saturation. However, the recommendations for how many participants are required for saturation differ from study to study. For instance, one study reached saturation after receiving data from the ninth respondent after making an effort from the previous eight respondents.

On the other hand, it suggests ongoing sampling, as it is impossible to determine the appropriate sample size for qualitative studies. Continuous sampling indicates that a researcher maintains upping the sample size until sufficient data are gathered (Mwita, 2022). Purposive sampling, or non-probability sampling, has been identified as the leading technique in this study. Purposive sampling enhances the likelihood that a researcher attains saturation since the individuals it draws from have extensive information on the problem qualitative research seeks to solve. Ten interviews were conducted, sufficient in light of the saturation threshold to gather all the data needed for this investigation. Since the author used a qualitative research method to conduct this research, the interviewers were chosen using a purposive sampling technique. There was no saturation point, as the information collected was not similar.

3.5 Data Collection

Semi-structured interviews were used to collect the study's data. It is a widely used qualitative research method that allows for flexibility and depth in data collection (Malhotra, 2019). Open-ended questions about managing working from home and its effect on the productivity of Generation Y and Gen Z employees at ICT industries in Bangladesh's capital, Dhaka, were included in the interviews. Depending on the participants' native languages, Bengali or English were used for the interviews, which were done and recorded on video with their consent. Depending on the participants' preferences, the discussions took place via phone or video conferencing. For choosing the appropriate sample size, saturation might be used or the point where no new information emerges from the interviews (Guest et al. 2006). According to their availability and willingness to engage in the study, the researcher has also opted to employ purposive sampling in the methods section to select Gen Z and younger workers in Dhaka, Bangladesh's ICT industry.

3.6 Data Analysis

The verbatim transcripts from the interview data were used to analyse the data thematically. The information had been sorted, categorised, and given to themes and patterns (Malhotra, 2019). The study's theoretical framework was used to identify and analyse the themes and designs. The results of the analysis were presented using quotes from the interviewees. The need to gather high-quality data is emphasised by offering helpful advice on how to do so using various methodologies, including interviews, observation, and other methods (Kvale & Flick, 2009). The study used semi-structured interviews to collect information from the participants for the techniques section. Thematic analysis is a technique for looking at qualitative data that involves finding themes, subjects, and commonalities among the data. It has been decided to use theme analysis in the methods section to examine the information from the semi-structured interviews (Malhotra, 2019).

3.7 Ethical Considerations

A researcher must maintain some guidelines and principles regarding using sensitive information to develop a study, known as ethical considerations (Malhotra, 2019). The study was conducted

using moral guidelines for employing human beings in research. Participants had been informed of the study's goals, the confidentiality of their responses, and their right to withdraw at any time. Each participant was provided with their informed consent before the interviews. The recorded conversations had been kept confidential and used only for the investigation.

3.8 Rationale

Many businesses have implemented work-from-home policies to preserve social distancing and stop the COVID-19 epidemic. The ICT sectors in Dhaka, Bangladesh, also adopted the strategy, changing how personnel conducts themselves. The study examines how Gen Y and Gen Z employees in the ICT sector in Dhaka, Bangladesh. It has been influenced by managing remote work. The study was the abductive approach and thematic analysis to identify themes, concepts, and trends related to working from home and its impact on productivity. The study's conclusions washed light on the advantages and disadvantages of working from home and how it affects Gen Y and Gen Z employees' productivity in the ICT sector in Dhaka, Bangladesh.

3.9 Validity

The reliability and validity of research instruments are ensured mainly by three factors: content, criteria, and face validity (Litwin, 1995). There are various validity types. The research study used an interview guide that exploited a previously constructed theoretical framework and relevant scholarly material. This study ensured content validity (Magnusson & Marecek, 2015). Experts in the industry can also be consulted to ensure that the interview questions used in the study accurately estimate productivity in the Dhaka ICT sector. The research study was to contrast the results of the interview data with other accepted assessments of productivity as a whole, such as employee performance reports or business financial information, to ensure that the interview appropriately evaluates productivity. To ensure the interview questions are precise, intelligible, and capable of drawing out the needed information from the participants, the author conducted a pilot test of the interview guide with a small sample of employees. Numerous techniques have been used in this research study to guarantee these three types of validity for the interview guide, which is intended to evaluate productivity in the Dhaka ICT sector. The interview questions were prepared using a previously developed theoretical framework, pertinent scholarly material, and expert consultation to ensure content validity. For example, the researcher gets the idea about

questions and queries by reading the already-published research paper, which can foster in development of a new idea. The results of the interview data were compared with other widely used productivity assessments to confirm the criteria validity (Harris & Baraka, 2022). Finally, the interview guide was piloted with a small group of employees to ensure the questions were understandable and transparent to establish face validity.

3.10 Reliability

The degree to which the study findings may be relied upon and verified is a thesis' level of reliability (Anderson et al., 2007). It speaks to the reliability of the research findings in capturing the true nature of the topic under study and their consistency and correctness (Franzen, 2000). In other words, reliability refers to the research findings being free of bias, errors, and contradictions (Salkind, 2010). Numerous techniques can be used to evaluate reliability, including test-retest reliability, inter-rater reliability, parallel-forms reliability, and internal consistency reliability (Goyal & Rajkumar, 2020). These techniques assess the consistency and stability of the research findings over time, between researchers, or between many iterations of the same instrument. Any research study must have reliability because it ensures the validity and credibility of the research findings. A high level of dependability signifies that the study's results may be trusted and used to develop meaningful judgments and decisions (Rigdon et al., 2022). Test-retest reliability includes administering the same evaluation to the same group at two points to examine the consistency of participants' replies across time. In this study, the researchers want to interview a group of employees and then conduct a follow-up interview with the same group of employees two to four weeks later. The objective is to evaluate how consistently the employees' answers to the interview questions have held up over time.

3.11 Research Reasoning

Research reasoning is using current knowledge to analyse, make predictions, or construct explanations. Three measurements of research reasoning are inductive, deductive, and abductive reasoning (Mcginty, 2009).

Among these three, abductive reasoning was used to generate plausible explanations and interpretations of gathered information. It helped the author make sense of complex and multi-layered phenomena by offering credible explanations (De Neys & Osman, 2014). It develops a sense of going way beyond the description of the information to explain the contextual grounding of the information (McGinty, 2009).

3.12 Developing Interview Themes and Packages

Several interview techniques prevail in the system to collect data from the end users. Developing interview themes is a process of identifying the most significant theme in qualitative data (Groenland & Dana, 2019). The informants' answer was considered according to the questions and sample study method.

In structured interviews, the questions are asked in a present order, and the format for each participant remains the same. Usually, the quantitative analysis uses this interview method to ensure all participants are given the same questions in the same way so that a comparison can be made with more outstanding results.

However, semi-structured interviews are filled with specific topic guidelines with some critical questions that prevail consistently. Still, the order of the questions for each respondent remains unchanged. In this technique, the respondents can express their opinions through open-ended questions instead of concrete ones (Kohli & Jaworski, 1990).

Moreover, narrative interviews are completed with the help of the interviewer's guidance. The respondents can narrate their answers as much as they want. This kind of interview aims to capture the description of a matter so that in detail information can be gathered from the respondent about a phenomenon.

In-depth interviews are another method of collecting in-depth information about a topic from the respondent. It frequently uses a theoretical perspective in addition to participant observation or action research (Pope et al., 2000). A deeper examination of participants' behaviour, experiences, feelings, and attitudes enables the researcher to get more detailed information and generate more real research questions. Here, no anecdotes or personal information are shared as it is a more structured and narrative interview.

A group interview is another kind of interview mainly done for developing qualitative research. In this interview, respondents are given topics on which they talk with each other. This method can be both structured and non-structured.

Identifying all the methods, the author has selected the semi-structured interview techniques. The direction of information in this type of interview depends on the topic sentence. The questions are open-ended, and each respondent faces unique questions (Tong et al., 2007). The interviewer directs the interview and considers the information the interviewer needs.

Interview guidance is a collection of topics and questions which are kept under consideration for further resources. Though the interviewer guides the whole interview, it is not concrete that it cannot be changed. There are no hard and fast rules to continue the discussion in the same manner also on the same topics. However, the interviewer must rearrange the entire module to cover a new event. An interview guide is made following the crucial issues. Again, respondents were free to express their opinions as they wanted. The interviewee gets guidance earlier in the interview (Parasuraman et al., 1985). In this study, an interview guide was given to the interviewee one week before the interview date.

Considering the literature review, the interview concepts have been built. Based on these concepts, the questions of the interview were developed. Moreover, in the guide provided to the interviewee, fundamental theories, models, and terminologies related to the topics were given so interviewees could easily understand them. This study is collaborative research and other Kajaani University of Applied Science (KAMK) study. Therefore, a bunch of research questions were made in five categories. The questions are presented in the Appendix.

4 Data Analysis and Technique

The findings at this point can only be established by analysing the data that has been derived. This action ensured the final data set's correctness, readability, and significance. Qualitative data comes from various sources than quantitative data, including words, photos, and documents (Bell, 2013). Methods of thematic data analysis were extensively used in this research. Because theme analysis is a flexible and unique approach to analysing qualitative data (Braun & Clarke, 2006). They also note that theme analysis works well with various research questions and may be applied to a wide range of qualitative data (media, transcripts, focus groups, interviews, etc.). To eliminate potential sources of bias, such as the interviewer's feelings, the first step of the current study involves conducting interviews using the Microsoft Teams video conferencing system. Response transcripts are included in the appendices section. The next step is to analyse the data thematically. The final stage is summarising the interview data's most important points. The entire thematic data analysis is finished at this point.

4.1 Methods for Analysing Qualitative Data

The essence of qualitative data consists of non-numerical information, and some examples of this include interview transcripts, notes, films, audio recordings, photographs, writings, and documents. The inquiry that is now being conducted gathered its raw data through the use of transcripts of interviews. Five distinct domains of qualitative data analysis have been identified: content analysis, narrative analysis, discourse analysis, framework analysis, and grounded theory (Malhotra, 2019). The concept is put to the test in a variety of additional scenarios to determine whether or not they validate it. In this study, we use the thematic analysis method to investigate the responses to the interview questions from various perspectives. These perspectives include familiarisation, coding, category creation, topic review, theme definition and naming, and writing the final results. The following three methods can be utilised to conduct qualitative data analysis. According to Bryman and Bell (2007), the first phase in the process of qualitative interview analysis is the development and implementation of codes. The transcript is necessary for both the coding of the data and the later categorization of the data. In light of this, a code can be a single word or a few words that substitute for a subject matter or an idea. According to Bryman and Bell (2007), the coding process consists of three stages: open coding, which involves making sense of the initial raw data; axial coding, which establishes connections or links between categories of

codes; and selective coding, which consists in creating a narrative by connecting categories. The analysis was constructed utilising codes as the primary framework. The current study involved the generation of codes through the utilisation of spreadsheet analysis facilitated by Microsoft Excel.

4.2 Interview Data Collection

The responses collected from the interview aid in understanding the actual situation. Because in-depth information can be gained through an interview (Management Library, 2022). Before proceeding to the interview questions, the interviewee's process, issues, and needs must be articulated. During the interview period, I considered the following items, and it helped me to complete them successfully.

1. All kinds of distractions like faulty equipment, interference from third parties, mobile phones on silent mode, etc. were considered earlier in the interview, and it was ensured that nothing could hamper the smoothness of the interview. It helped the interview to give more focus on the discussion.
2. The purpose of the interview was clearly described to the interviewee so that their responses could fill up the purpose of the discussion. Otherwise, the full interview would go in vain.
3. The confidentiality and security terms were clearly described in the interview to make cooperation comfortable.
4. A clear explanation of the interview process was provided in advance. It helped the interviewee to get prepared earlier.
5. A fixed time duration was specified before attending the interview to avoid confusion, and questions were also made considering the probable time to answer the questions.
6. The author explained to the interviewee about contacting the author after the interview sessions for any queries.
7. The Author asked the interviewee for clarification if the answer was too short.

8. In conclusion, the author asked to record the required interview session to analyse it further.

Figure 2 provides a visual representation of interview preparations.

1	• No interruption
2	• Describe the purpose
3	• Explaining the confidentiality
4	• Depict interview format
5	• Interview direction
6	• Contract information
7	• Ask for help
8	• Asking permission to record

Figure 2. Interview Preparation (Management Library, 2022)

An interview format has already been described earlier. After completing the interview preparation, it is time to focus on taking the interview. Conducting interviews should have some formal structure to be followed. The interview was done by Microsoft Teams and recorded for transcription purposes. With these records, further data analysis could be carried out, and the questions were made to cover all the queries within the specific time. During the interview, some important things that need to have consideration are:

1. Checking whether the recording is running well or not.
2. Ask questions consequently and in a well-mannered way.
3. Stay neutral when asking questions so the interviewee can express themselves more clearly.
4. Any suggestions from the interviewee would be welcomed warmly.
5. Be mindful of taking notes.

6. Giving space and time to the interviewee so they could have time for transition.
7. Always stay on top of the interview and don't lose control of the interviewee.

These processes in administering the interview are illustrated in Figure 3.

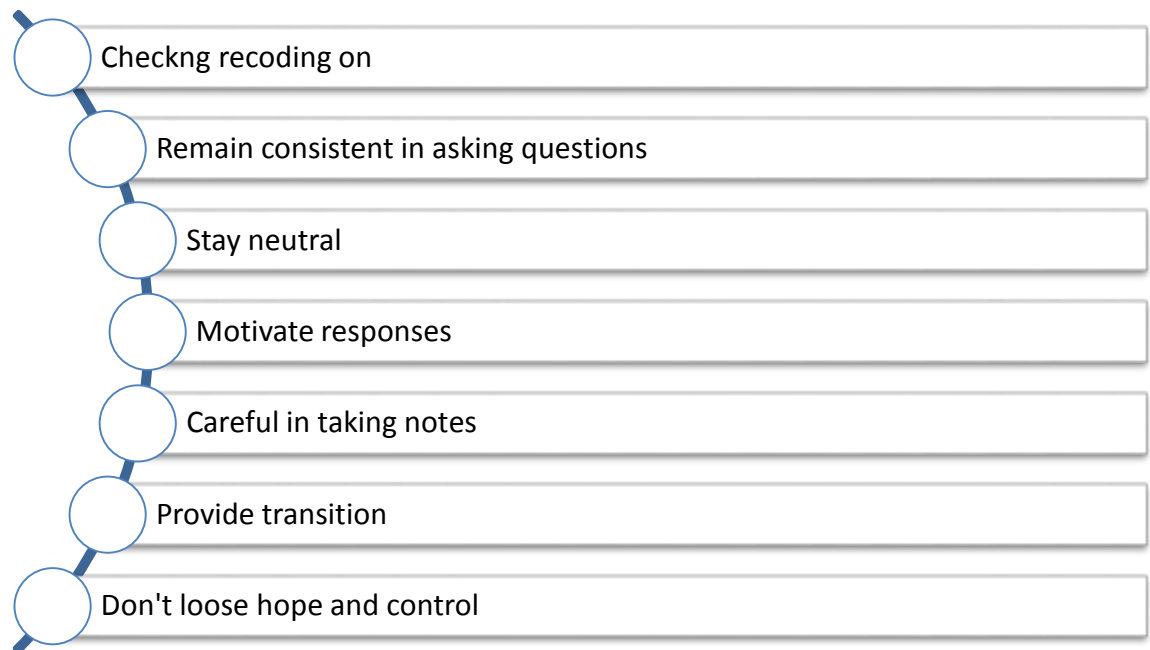


Figure 3. The interview process (Management Library, 2022)

4.3 Thematic analysis

This study's thematic analysis considers the interview data in the appendix. Thematic analysis systematically identifies, organises, and offers ideas into a pattern of meaning through a data set. According to the earlier articles on thematic analysis, there is an approach based on six steps to conducting thematic analysis (Braun & Clarke, 2006b, pp. 77–101). The phases are:

1. Familiarizing with the data: In this step, the data collected from the interview were reread to gain insights, and the data recordings were also played again to achieve a clear understanding of the data. Without familiarizing myself with the data, it was tough to continue the further steps.
2. Generating Codes: The collected information was coded with reference in this step. The codes were used to build up the main stage of data. Data analysis was done following a

structured format, and the format was built based on literature (Braun & Clarke, 2006). In this study, the codes were generated by spreadsheet analysis using Microsoft Excel. Before developing the codes, different keywords were highlighted in the transcripts.

3. Searching for themes: The analysis gets to a new shape in this stage as the author moved from generating codes to articles. A theme means capturing the main summary and information of the data set (Srivastava & Klassen, 2016). Developing a theme from the data set was a more active process than discovering something from the data set. In this stage, the author developed a theme based on the codes highlighted in the transcripts. Each theme had been developed from each question. These themes followed the research questions and helped to demonstrate the create the productivity analysis system of remote working.
4. Reviewing potential themes: In this stage, the developing themes were assessed concerning the coded data and the entire data set. Checking the ability to craft was the primary focus of this stage. It was needed for inexperienced researchers or those who worked on big data. The author reviewed and checked the data based on the collected data fragmentation. This review mainly focused on the research questions (Braun & Clarke, 2006b, pp. 77–101).
5. Defining and naming themes: The statements of themes needed to be unique and differ from others. The unique name of the themes helped to identify them more clearly. Some idea that should have been considered was that the theme name should not have too much wording, so I made sure they don't overlap, directly addressed research questions, etc.
6. Producing the report: This was the stage where the production of the report was done, and the entire analysis process was this step. In this study, the impacts of remote working on productivity were depicted through a continuous process. The impact was further assessed through the result of semi-structured interviews.

The tabulated data presents a concise overview of the primary findings of the analysis, encompassing aspects such as productivity, communication, collaboration, distractions, and benefits and challenges of remote work. Moreover, table 1 is showing the elements that can impact the productivity of remote working and are mentioned in the research framework section. Also, Thematically analysed interview transcript data is presented in Table 1.

Table 1. Thematic analysis of interview transcripts yielded (self-elaboration)

Themes	Categories	Codes
Understanding overall experience towards remote work along with its salient benefits and challenges	Benefits and challenges of remote work	<ul style="list-style-type: none"> • Experience in remote work • Effects on work-life balance • Benefits and challenges of remote work • Staying connected with colleagues • Missing aspects of a physical office setting • Preference for future work model
Finding factors affecting employees' productivity in remote work environments and the related threats.	Productivity and distractions	<ul style="list-style-type: none"> • Definition of productivity • Measuring Productivity when remote working • Maintaining focus and motivation • Changes in productivity • Biggest distractions and how to manage them
To measure the availability of physical and logistics employer supports in the remote work environment.	Employer support	<ul style="list-style-type: none"> • Support from the employer for remote work • Adequacy of employer's support • Technology and Tools for remote work • Adequacy of access to tools and technology • Encouraging collaboration and communication • Support for professional development
To measure the long-term implication of remote work in the post-pandemic era.	Future of remote work in the ICT sector	<ul style="list-style-type: none"> • Recommendations for employers • Long-term implications for the ICT sector in Dhaka, Bangladesh • Final thoughts on remote work in the ICT sector

4.4 Guide for Conducting Interviews

The utilisation of an interview guide serves as a reference tool for the interviewer during the interview process. The document comprises a compilation of inquiries and domains of investigation that ought to be addressed during an interview. However, it is not a word-for-word transcript or arranged in a final sequence. Its purpose is to serve as a memory aid. Silverman (2013) states, "Usually the interviewer has a prepared set of questions, but these are only used as a guide, and departures from the guidelines are not seen as a problem but are often encouraged." Following this concept, the interviewer can incorporate additional inquiries about unforeseen yet pertinent domains that surface throughout the interview proceedings or segments that the interviewee has not addressed or disregarded.

On the other hand, several earlier studies indicate that it is essential to remember that the participants are the primary focus of the interview; hence, it is preferable to ask questions based on the participants' personal experiences. The interview can get off to a good start by asking straightforward questions that aren't difficult to understand, are designed to elicit accurate responses,

and put the interviewees at ease (Mason, 2002). During the interview, asking excessively personal questions was avoided to evade offending the participants.

The temporal aspect is a crucial component of the interview procedure. The duration of the interviews conducted in this study exhibits variability, owing to differences in the participants' fluency levels and experience levels. Thus, it is advisable to prioritise and emphasise the preliminary inquiries that hold the utmost significance for resolution.

The interview guidance was followed with flexibility throughout the interview session. The informants could express their thoughts and opinions regarding the questions. The informants were also adding information that was not included in the questions. The session was recorded after getting the informants' permission, and it was recorded to gather information by playing it repeatedly. The author tried to avoid asking personal questions to informants. They mentioned both the negative and positive sides of remote working. However, the interview questions were unbiased and according to the research guidelines. The informants giving brief answers were requested to elaborate on their answers so that the author could gain clear insights.

4.5 Interviewees of the research

As per the definition provided by Malhotra (2019), the population under study encompasses all relevant units. Furthermore, Patton (2002) observed that no established methodology could be definitively applied to determine the appropriate sample size for qualitative research. Moreover, there may or may not be subgroups within the population that share similar traits or resources. The Gen Y and Gen Z employees in the Bangladeshi ICT industry, who are the author's friends, relatives, and other unrelated persons, were chosen as the population for this study. Since meeting the respondents in person was challenging, the interviews were conducted via audio conferencing, and Microsoft Teams was used to conduct the interview. Microsoft Team is a user-friendly software, and people found it convenient. Thus, the author used this medium to conduct the interview session.

4.6 Interview Transcriptions

Data transcription is one of the most crucial tasks before data analysis, claim Kvale and Flick (2009). The author could not go outside the country for this study, so the interviews were conducted using an online audio-conferencing technology called Microsoft Teams. After getting everyone's permission (respondents), the resultant interviews were transcribed by auto-generated transcript tools (Teams). Each interview lasted, on average, between thirty and sixty minutes. Information about the participants and their employers is withheld in these interviews because it is private and might raise privacy issues. As the consent form (Appendix) required, the participants did not reveal their identities and were assigned numbered pseudonyms. This method is followed to ensure that their privacy is protected.

There are no set standards for transcribing interviews, but whatever anyone does, ensure it's either a word-for-word copy or includes the essentials (Kvale, 2007). The transcription process is crucial in analysing interview data since it requires solving a wide range of complex issues, such as translating spoken language into written text (Kvale, 2007). The researcher's credibility improves when they are familiar with every case that may be examined and the results that can be compared (Meyer, 2001). From the study (Meyer, 2001; Kvale, 2007), Interviews must be transcribed first, and then data analysis can begin.

The transcription of the interview started with the recording of the interview sessions. The recording files were named and stored according to the interviewee's name for further analysis. The recordings were filled with some unnecessary information. The author heard the recordings carefully and noted down the vital information. The pitch and volume of the words were also given importance to understand the natural expression of the informants. The proofreading was done repeatedly to clear out any mistakes. However, the anonymity and confidentiality of speakers were also maintained, and any identifiable details were removed. The quality of the information was assured, and documents were kept in a secure location, considering the data protection guidelines.

4.7 Interview Participants

Qualitative research focuses on small samples or one example (Aurini et al., 2021). Ten semi-structured interviews with personnel from Bangladesh's ICT sector, five from Gen Y and five from

Gen Z, were done for this study. The semi-structured nature of interviews enhances flexibility and facilitates appropriate responses to the study questions (Creswell, 2014). Before the formal interview process, a pilot test was conducted on the interview questions to ascertain that all participants who engaged in the interviews had a comprehensive understanding of the underlying concepts of each question. Although the sample size is limited, the interviews are significant as they feature exclusively mid-level, experienced professionals and executives who have furnished precise insights on remote work settings. The insights and information provided by the interviewees serve to shed light on the actual state of the correlation between telecommuting and its sustainability over an extended period. The respondents had sufficient time to articulate their perspectives during the interview. An experienced transcriber is needed between six and eight hours to transcribe one hour of conversation, as stated by Krueger and King (1998). Since this is a qualitative study, it could take significantly longer and be more complicated than a quantitative study. The complete information about the interviewees who helped with this study endeavour is shown in Table 2 below.

Table 2. Participant's information

Participants	Generation	Nationality	Company	Position	Duration
Respondent 1	Y	Bangladeshi	Software Company	Software Engineer	47.27 minutes
Respondent 2	Y	Bangladeshi	Software Company	Senior Software Engineer	34.38 minutes
Respondent 3	Y	Bangladeshi	Software Company	Senior Software Engineer	42.1 minutes
Respondent 4	Y	Bangladeshi	Software Company	Senior Software Engineer	41.19 minutes
Respondent 5	Y	Bangladeshi	Software Company	Full-stack Developer	36.24 minutes
Respondent 6	Z	Bangladeshi	Software Company	Software Developer	38.32 minutes
Respondent 7	Z	Bangladeshi	Software Company	Software Developer	40.5 minutes
Respondent 8	Z	Bangladeshi	Software Company	Software Engineer	38.1 minutes
Respondent 9	Z	Bangladeshi	Software Company	Software Engineer	37.4 minutes
Respondent 10	Z	Bangladeshi	Software Company	Software Developer	34.51 minutes

5 Discussion of Findings

This study aims to add to our understanding of how remote work affects worker productivity in the ICT sector and provide organisations with helpful guidance on managing remote teams. The target sample consists of Bangladeshi IT professionals who were questioned about what, in their opinion, motivates productivity in remote work environments. Purposive sampling was therefore used. Bangladeshi Gen Y and Gen Z professionals in the ICT industry were selected as interviewees. Semi-structured interviews were done in multiple sessions. Since all interviewees are mid-level experienced professionals and executives and shared practical information about the inner workings of their respective software firms during the interviews, the interviews—despite the sample size being relatively small—can be considered significant. All interviewees received enough time to voice their opinions.

5.1 Findings of Results & Interpretation

In the ICT sector of Dhaka, Bangladesh, managing work from home and its impact on Gen Y and Gen Z employees' productivity were the subjects of numerous interview transcripts that were thematically studied. The topic discussed the most—and brought up by nine participants—was "improved work-life balance." Because of this, it can be shown that those who work from home may be better able to balance their personal and professional lives.

The second-most mentioned theme, "difficulties in face-to-face communication," was brought up by eight participants. This idea suggests that remote working can make it harder to communicate and collaborate, especially for those used to working in an office environment.

Nine people mentioned employer aid, the third most often mentioned theme, demonstrating that employees love their employers more when they provide them with the resources and tools necessary for remote working, such as access to technology and tools, regular check-ins, and clear communication.

The investigation also revealed several other recurring themes, including "less distraction," "positive long-term impact on the ICT industry," "use of technology in the remote work environment," and "Slack and video conferencing tool to stay in touch with coworkers." Others who participated in the conversation mentioned the challenges of family conflicts as a potential diversion.

Overall, the results show that while remote working offers some benefits, such as a better work-life balance and increased productivity, it also has drawbacks regarding teamwork and communication. Employers who provide sufficient resources and assistance can decrease these challenges and ensure that remote work arrangements are successful. The findings of the theme analysis offer a response to the following question:

1. How has the adoption of remote work affected the productivity of Gen Y and Gen Z employees in the ICT sector of Dhaka, Bangladesh?

According to Respondent 05,

“...to some extent, I would say working from home has enhanced their capacity to juggle work and family responsibilities and has given them more time to spend with loved ones. They added that remote working had benefits, including more independence, cheaper and shorter commutes, and fewer distractions. They also stressed the negative aspects of remote working, such as poor communication and the lack of face-to-face interactions...”

The interviewers defined productivity as completing tasks promptly and meeting deadlines. They can assess their productivity by noting their tasks, the hours they put in, and the feedback they receive from their manager. They set daily goals and take regular breaks to stay motivated and focused and avoid burnout. They have seen increased productivity since starting remote working since there are fewer distractions and a more conducive environment for productivity. Their primary challenges include interference from their families and a tendency to procrastinate.

2. What factors impact Gen Y and Gen Z's productivity while remote working?

According to respondents 08,

“....Among the various element, the positive aspects are flexibility, less distraction, higher autonomy, and a better work-life balance. The negative aspects include isolation, loneliness, a lack of face-to-face engagement, home distractions, routine, and technology issues...”

The theme analysis shows that some elements positively impacted remote workers' productivity while others had the opposite effect. The respondent referred to some positive factors: flexibility, higher autonomy, and better work-life balance, and some negative factors: isolation, loneliness, technology issues, etc.

3. What strategies are employers using in the ICT sector of Dhaka, Bangladesh, to effectively manage remote teams and maintain productivity?

According to Respondent 06,

“....some of the technology and tools used for remote work and thought to be helpful for remote collaboration include video conferencing, project management applications, and cloud-based storage. The employer promotes collaboration and communication among remote team members through regular check-ins, virtual team meetings, and collaborative technologies...”

The employer helps the employee by providing clear communication, tools and technological access, and regular check-ins. The employee feels that the support business offers meets their needs as remote workers. Employers' support help in career advancement by providing resources for professional growth, training opportunities, and mentorship.

4. How effective are these strategies in mitigating the challenges Gen Y and Gen Z employees face when working from home, and how do they impact their productivity?

According to the respondents 10,

“.....I think remote working offers more freedom, reduced travel expenses and time, and reduced distractions. I want to draw attention to several drawbacks of remote employment, such as the absence of face-to-face interactions, communication, obstacles in interpersonal relationships, and teamwork that come with working in a traditional office environment. I believe the reason behind all of these is using online collaboration tools and video conferencing for longer to stay in touch with coworkers while working away..”

This interviewer has focused on transportation issues, a common problem in Bangladesh that can be avoided through remote working. Moreover, the drawbacks like interpersonal relationship building and unavailability of teamwork.

Employees believe employers adequately support remote work by offering tools, technology, and online training sessions. The long-term effects of remote work in Dhaka, Bangladesh's ICT sector, include higher productivity, lower office costs, and access to a larger talent pool. However, it might also result in the loss of jobs and the requirement for retraining and upskilling. To better support remote workers in the post-COVID era, the respondent advises businesses to prioritise communication and collaboration technologies, invest in remote work infrastructure, and offer flexible work schedules.

5.2 Discussion of Thematic Analysis Results

The discussion of thematic analysis was done considering the research problem: the positive and negative impact of remote working on the productivity of Gen Y and Gen Z employees, and the research questions like remote work impact on productivity; factors impact the productivity of remote working, strategies to maintain remote workers and productivity, and the effectiveness of these strategies in reducing challenges and affecting productivity. The findings of a thematic analysis of interviews done to comprehend the overall experience of remote work, including its advantages and disadvantages, are discussed in this section. The investigation produced four key themes: the general experience of remote work, including its advantages and problems; productivity-related aspects for employees; employer assistance in the remote work environment; and the long-term effects of remote work in the post-pandemic era. The participants shared their perspectives on remote working, how they gauge their productivity, and the assistance they get from their employers. They also discussed their views on the potential long-term effects of remote employment for the Dhaka, Bangladesh, ICT sector.

Theme-1: Understanding overall experience towards remote work along with its salient benefits and challenges

During the Covid-19 pandemic working from home improved workers' ability to balance work and family obligations and allowed them to spend more time with loved ones. Working remotely has advantages such as more freedom, reduced commute time and cost, and fewer distractions—some drawbacks of remote work include communication breakdowns and the absence of in-person encounters.

According to Respondent 03,

“...as far I know, working from home had improved employees' ability to balance work and family obligations and allowed them to spend more time with loved ones...”

Because of remote working, people can stay in their houses and spend more time with their family members in their leisure time. However, this has led to an increase in the employers' ability.

Theme-2: Determining factors affecting employees' productivity in remote work environments and the related threats.

In the ICT industry, they defined productivity as doing things on time and adhering to deadlines. Employees may gauge their productivity by keeping track of what they do, the hours they put in, and their supervisor's input. Workers establish daily objectives and take regular breaks to stay focused and motivated and prevent burnout. Since beginning to work remotely, workers have experienced higher productivity due to fewer distractions and a more relaxing working atmosphere. Family disruptions and the urge to put off tasks were their main hindrances.

According to Respondent 07,

"...productivity as doing things on time and adhering to deadlines. They may gauge their productivity by keeping track of what they do, the hours they put in, and their supervisor's input. They might establish daily objectives and take regular breaks to stay focused and motivated and prevent burnout. Since beginning remote work, they may have experienced higher productivity due to fewer distractions and a more relaxing working atmosphere. Family disruptions and the urge to put off tasks are their main hindrances.."

In remote working, employers can track their work and stick to deadlines. It helps them to understand the value of time; moreover, they have a mentality of completing tasks as early as possible to have more free time. Except for family distractions, they do not have any other problems, which eventually helps them to maintain high productivity.

Theme-3: To measure the availability of physical and logistics employer supports in the remote work environment

Communication, training, and access to the appropriate software and hardware were essential to getting employer support while working from home. Using video conferencing, project management software, and collaborative software is productive and user-friendly in facilitating remote work. The organisation prioritises professional development by providing training and skill development opportunities while fostering teamwork through frequent meetings and online collaboration tools.

According to Respondent 01,

"... most crucial one is employer support through consistent communication, training, and access to the appropriate software and hardware. I believe that the support provided by their employer meets their needs as remote employees. The employees might find video conferencing, project management, and collaborative software effective and user-friendly tools for remote working."

Their employer may support their professional development by offering training and opportunities for skill development, and it promotes teamwork through regular meetings and online collaboration tools...”

During the remote working period, the employee made a proper training plan and maintained constant communication with others. Moreover, they also shared knowledge, which helped them gain new skills and knowledge.

Theme-4: To measure the long-term implication of remote work in the post-pandemic era.

Remote work might boost output, save expenses, and draw in talent worldwide, making it a desirable choice for the ICT industry in Dhaka, Bangladesh. By offering clear instructions, frequent check-ins, and opportunities for professional development, businesses might strengthen their support for remote workers.

According to Respondent 04,

“... remote work might boost output, save expenses, and draw in talent from around the world, making it a desirable choice for the ICT industry in Dhaka, Bangladesh. By offering clear instructions, frequent check-ins, and opportunities for professional development, the participant advised businesses to strengthen their support for remote workers...”

Remote working may escalate the number of output and saving expenses. Furthermore, it can help to hire talent from around the world. However, a clear direction of remote working and frequent check-ups might create opportunities for professional development.

5.3 Comparison of Gen Y and Gen Z's response

The Gen Y interviewees reported that they like remote working in the ICT industry because it improves their work-life balance while allowing them to do high-quality work. They emphasised the advantages and difficulties of remote working, their productivity-boosting techniques, and their employer's support. The interviewee also explored the long-term effects of remote employment and offered suggestions for employers to support remote workers better.

The Gen Z workers surveyed felt good about remote working in Dhaka, Bangladesh's ICT sector. The ability to remote work has improved work-life balance and enhanced output. The employer

offered sufficient assistance for remote working, including access to tools and technology, frequent check-ins, and clear communication. The employee suggests that businesses increase support for remote workers by offering clear rules, frequent check-ins, and access to relevant technology. The employee thinks many businesses have benefited from a hybrid strategy combining in-office and remote work. Adopting remote work could boost productivity, talent access, and flexibility in the ICT industry in Dhaka, Bangladesh.

The research framework depicted remote working's negative and positive impact on the productivity of Gen Y & Z. However, the factors mentioned earlier played a significant role in driving the concept of this study. During the interview, the employees urged the manager to incorporate flexibility, work-life balance, avoiding ambiguous directions, etc., to maintain productivity. Moreover, employees with little technology knowledge should get proper direction and support from the manager to keep up their excellent work, and everyone should work as a team. Otherwise, productivity would be affected.

5.4 Recommendations

The study offers a thorough comprehension of the impact of working from home on the productivity of individuals belonging to Generations Y and Z. It identifies the variables that affect productivity in remote work environments, examines the successful approaches implemented by employers, and evaluates their efficacy in overcoming obstacles and improving productivity. Businesses in the ICT sector in Dhaka, Bangladesh, should offer sufficient resources and assistance for remote work and think about putting rules and procedures in place to handle the difficulties of remote work. Businesses should consider implementing flexible timetables, and employees should receive training on working efficiently from a distance. The optimum ways to manage remote teams in the ICT sector must be determined, and further study is required to look at the long-term effects of remote work on output, job satisfaction, and well-being. Based on the findings of the theme analysis, the following recommendations might be made:

1. In Dhaka, Bangladesh, the ICT sector, has effective tactics that can enhance the results of remote working. Organizations can increase productivity and efficiency in remote work situations by comprehending and putting these techniques like clear communication, flexible work arrangements, employee well-being support, regular check-ins and feedback, and virtual team building into practice.

2. Organizations should concentrate on comprehending the potential and problems related to remote employment. Organizations may better support remote workers and improve their work experiences by recognizing and solving the challenges. Similarly to that, identifying the possibilities might assist businesses in maximizing the advantages of remote labour.
3. Employers can compare the products produced in remote work situations to conventional office conditions. Organizations can learn more about the efficiency and productivity of remote work and make wise decisions regarding work arrangements by comparing the differences.
4. Employers ought to get a better knowledge of the attitudes, desires, and views of Gen Y and Gen Z workers regarding working remotely. It is possible for companies to better match their policies, procedures, and strategies regarding remote work with the expectations and requirements of the employee groups in question if they gain clarity regarding their perspectives.
5. The influence of working remotely, in particular on the productivity of members of Generations Y and Z, is an essential topic for businesses to consider. Understanding this impact can give organizations useful insights that can help them identify the strengths, problems, and opportunities for progress connected to remote work for generational groups like the Millennials and Zoomers.
6. Employers in the ICT sector in Dhaka, Bangladesh, should provide adequate support and resources for remote work, including access to technology and tools, regular check-ins, and clear communication.
7. Employees should be trained to effectively remote work and use remote work tools and technologies to ensure they can work efficiently.
8. Depending on the needs of the job and the employee's situation, businesses might also think about creating flexible schedules that permit workers to work from residence, either part or full-time.
9. It is necessary to undertake more research to determine the best methods for handling remote teams in the ICT industry of Dhaka, Bangladesh, as well as to examine the long-term consequences of remote work on output, job satisfaction, and well-being.

By addressing these recommendations, businesses and the author have the opportunity to get useful insights regarding productive tactics, difficulties, opportunities, employee attitudes, and the influence of remote work on productivity. The decision-making processes can be informed by these insights, which can also contribute to the successful implementation and optimization of remote work practices. In addition to this, improve the output of working remotely, discuss the challenges and opportunities, contrast working remotely with working in an office, describe the attitudes of Gen Y and Gen Z workers, comprehend the impact that this has on their production, and specify the barriers in the context of Dhaka, Bangladesh.

Employees improve their productivity by getting support on communication, encouragement, training, and software tools from their employers. The concentration and focus levels of employees who work remotely are comparatively higher due to the absence of interruptions and distractions in a conventional office environment. Remote workers experience an improved work-life balance, enabling them to manage their personal and professional responsibilities effectively. Other than the mentioned factors, there could be some other factors that can influence productivity. Furthermore, leadership and communication strategies for managing remote teams, technological factors affecting productivity, and the relationship between job performance and remote work are the gaps that could fill up and drive new elements in the research framework.

For businesses, to ensure the successful implementation of remote work in the information and communications technology industry, participation and acceptance of both parties are crucial. To begin, it is of the utmost importance to make certain that workers have adequate access to the equipment and technology that is necessary for them to perform their jobs. This involves the provision of dependable internet connections, software licenses, and hardware such as desktop computers or laptops for use by the employees. Second, companies should utilize virtual meeting platforms and technologies for project management to enable remote teams to collaborate and communicate with one another. This will help employees feel more connected to one another and improve their ability to collaborate even if they are not physically located in the same place. In addition, businesses should prioritize providing opportunities for professional growth for employees who work remotely, such as providing access to online training classes or mentoring programs. Employees will be able to feel valued by their business while also staying current with the latest best practices and trends in their field.

In addition, the negative factors of remote working should also be considered to maintain the sound health of employees. For example, attending remote work for a long time causes feelings

of isolation especially for introverted employees. Moreover, during work from home family members distract the employees from focusing on the work. The technical issue is another big thing that is common in a developing country like Bangladesh. To conclude, some organisations use this work as an opportunity to pressurize employees to work longer periods. These are some common factors that could impact productivity negatively.

It is abundantly evident that this pattern will continue to exist if one considers the long-term ramifications of distant labour in the information and communications technology sector in Dhaka, Bangladesh. There will be an increasing demand for experienced individuals who can function effectively in a virtual environment as more organizations embrace policies that allow employees to work from home.

6 Conclusion

Remote working, commonly called telecommuting or working from home, has gained widespread acceptance and popularity across various professions. The COVID-19 pandemic has hastened this trend, and remote work is anticipated to remain a significant aspect of the contemporary workplace even after the pandemic has passed. Bangladesh's Gen Y and Gen Z workers are employed in the information and communication technology (ICT) industry, one of the country's fastest-growing and most dynamic businesses. These workers have grown up using technology and are accustomed to digital communication and collaboration tools.

There are various benefits and drawbacks to remote working, according to a study on how managing work from home affects Gen Y and Gen Z employees' productivity in the ICT sector in Dhaka, Bangladesh. A significant benefit is increased productivity. Employees who work from home experience higher levels of concentration and focus because they are not subject to the interruptions and distractions of the typical office setting. Employees who work remotely also have a better work-life balance, which helps them manage their obligations on a personal and professional level. Another benefit of a shorter journey is the ability to use their time more productively and with less stress and exhaustion.

The study also discovered that remote work might lead to problems with teamwork and communication, which may reduce productivity. Without face-to-face interaction, workers could feel distant from their coworkers and find it challenging to work together efficiently. Establishing and maintaining effective communication channels may also be difficult, resulting in misconceptions and decision-making delays.

The study emphasises the significance of adequate workplace support in addressing these issues. Employers must give remote workers access to essential tools and technology, including virtual private networks (VPNs), high-speed internet, and collaboration software. Frequent check-ins and clear communication ensure remote workers feel linked to their coworkers and comprehend their expectations and goals. Employers should also consider offering training and assistance to help their staff adjust to remote work demands and acquire the abilities needed for productive cooperation and communication.

According to the study's findings, Gen Y and Gen Z workers in the ICT sector in Dhaka, Bangladesh, may benefit from remote work if their employers give them enough resources and assistance.

The results of this study have significant ramifications for businesses seeking to expand or establish remote work arrangements. More study is required to promote remote work's advantages in this industry and successfully address its drawbacks.

7 Limitations

This study has several restrictions that must be recognised. The study's sample is restricted to Gen Y and Gen Z employees in Dhaka, Bangladesh's ICT sector. However, this sample may not accurately reflect all of the ICT sector workers in Dhaka or other parts of Bangladesh. As a result, it may not be possible to generalise the study's findings to the entire population, and care should be taken when interpreting the data.

Participants are chosen for the study via purposive sampling, which could introduce bias. Because participants are chosen based on their availability and willingness to participate, those who do not meet this requirement may not be included. The generalizability of the findings may be hampered due to a non-random sample that is not representative of the total population.

Only semi-structured interviews are used in the study's data collection process. This study might restrict the amount of information gathered and the ability to triangulate results. Participants can, for instance, find it difficult to recall specifics from their work experience or feel uncomfortable talking about particular subjects in an interview. A single data collection method may also make it more challenging to include a range of viewpoints on the subject.

The study does not examine other factors that may affect productivity, such as job satisfaction, work-life balance, or organizational culture; it simply examines the effect of working from home on productivity. The capacity to pinpoint elements that boost or lower productivity in the ICT sector in Dhaka, Bangladesh, may be constrained by this focused approach.

Overall, despite the study's flaws, it has the potential to provide light on how Generation Y and Gen Z workers in the ICT industry in Dhaka, Bangladesh, are affected by the ability to work from home. This study's limitations should be considered in future research to expand on its findings. As with any study, care should be taken when interpreting the results.

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Appendix 1

Interview Questions

Introduction and Background

- a. Can you tell me a little bit about your background and how you ended up working in the ICT sector in Dhaka, Bangladesh?
- b. How long have you been working in the ICT sector?
- c. Can you describe your current role and responsibilities in your company? Remote Work Experience

Remote Work Experience

- a. Can you describe your experience working remotely? How did you first start working remotely?
- b. How has working remotely affected your work-life balance?
- c. What are some of the benefits and challenges you've experienced while working remotely?
- d. How have you managed to stay connected with your colleagues while working remotely?
- e. What do you miss about working in a physical office setting?

Productivity

- a. How do you define productivity in your current role?
- b. Can you describe how you measure your productivity when working remotely?
- c. How do you maintain your focus and motivation when working remotely?
- d. Have you noticed any changes in your productivity since starting to work remotely?
- e. What are some of the biggest distractions you face while working remotely, and how do you manage them?

Employer Support

- a. Can you describe the kind of support you receive from your employer to facilitate remote work?
- b. Do you feel that your employer's support is adequate for your needs as a remote worker?
- c. What kind of technology and tools do you use to work remotely, and how do you find them?
- d. Do you feel that you have adequate access to the tools and technology you need to perform your job effectively?
- e. How does your employer encourage collaboration and communication among remote team members?
- f. How does your employer support your professional development while working remotely?

Conclusion

- a. Do you have any recommendations for employers to improve their support for remote workers?
- b. What do you see as the long-term implications of remote work for the ICT sector in Dhaka, Bangladesh?
- c. Is there anything else you would like to share about your experience working remotely in the ICT sector?

Appendix 2

Interview Transcripts

One interview transcript based on Gen Y

Section 1: Introduction and Background

Interviewer: Can you tell me a little bit about your background and how you ended up working in the ICT sector in Dhaka, Bangladesh?

Respondent: Yes, certainly. I come from a computer science background and have always been interested in technology and innovation. After completing my studies, I started working in the ICT sector in Dhaka as it is one of the fastest-growing sectors in Bangladesh with a lot of opportunities. I was attracted to the dynamic and innovative nature of the sector and the potential to make a real impact.

Interviewer: How long have you been working in the ICT sector?

Respondent: I have been working in the ICT sector for about six years now. During this time, I have had the opportunity to work on various projects and learn from experienced professionals in the field.

Interviewer: Can you describe your current role and responsibilities in your company?

Respondent: Sure, I am currently working as a software engineer in a leading IT company in Dhaka. My main responsibilities include developing and testing software applications, collaborating with cross-functional teams, and ensuring that our products meet the highest standards of quality and performance. I also participate in project planning and brainstorming sessions, where we discuss new ideas and solutions to customer needs.

One thing I particularly enjoy about my role is the flexibility it offers. As a gen Y employee, I value a work-life balance and prefer a hybrid work model that allows me to work from home some days and from the office on others. My company has been very supportive of this approach, which has enabled me to be more productive and efficient in my work while also having more time for personal pursuits.

Section 2: Remote Work Experience

Interviewer: Can you describe your experience working remotely? How did you first start working remotely?

Respondent: Yes, I have been working remotely for the past year, and it has been a great experience overall. I started working remotely due to the pandemic, which forced many companies to adopt remote work as a safety measure. At first, it was a bit challenging to adjust to the new work environment, but over time, I found ways to make it work.

Interviewer: How has working remotely affected your work-life balance?

Respondent: I have found that working remotely has actually improved my work-life balance. With the hybrid work model that my company offers, I am able to work from home some days and from the office on others. This has allowed me to have more flexibility in managing my time, which has been great for my mental health and personal life.

Interviewer: What are some of the benefits and challenges you've experienced while working remotely?

Respondent: One of the biggest benefits of working remotely is the flexibility it offers. I am able to work from anywhere and at any time, which has been very convenient. However, one of the challenges is staying motivated and focused, especially when working from home. It can also be difficult to separate work from personal life when the two are happening in the same space.

Interviewer: How have you managed to stay connected with your colleagues while working remotely?

Respondent: My company has implemented various communication tools, such as Zoom, Slack, and email, which have been very helpful in staying connected with my colleagues. We also have regular virtual meetings and check-ins to ensure that everyone is on the same page.

Interviewer: What do you miss about working in a physical office setting?

Respondent: While I enjoy the flexibility of remote work, I do miss the social interactions and spontaneous conversations that happen in a physical office setting. It can be challenging to build relationships and establish rapport with colleagues when working remotely, and I think that personal connection is important for a positive work environment.

Section 3: Productivity

Interviewer: How do you define productivity in your current role?

Respondent: In my current role as a software engineer, I define productivity as the ability to deliver high-quality work on time and within budget. It is important to be efficient and effective in my work, while also collaborating with my team to achieve our goals.

Interviewer: Can you describe how you measure your productivity when working remotely?

Respondent: I measure my productivity by tracking my progress on assigned tasks and projects using project management tools like Asana or Trello. I also keep a daily to-do list and track my time using a time-tracking app to ensure that I am meeting my deadlines and making progress on my goals.

Interviewer: How do you maintain your focus and motivation when working remotely?

Respondent: To maintain focus and motivation while working remotely, I try to establish a routine and stick to it as much as possible. This includes setting clear goals for each day, taking breaks when needed, and finding ways to stay connected with my colleagues. I also try to maintain a healthy work-life balance and take time for self-care activities like exercise, meditation, or hobbies.

Interviewer: Have you noticed any changes in your productivity since starting to work remotely?

Respondent: I have actually noticed an increase in my productivity since starting to work remotely. With the flexibility and autonomy that remote work provides, I am able to manage my time more effectively and avoid distractions that can arise in a physical office setting.

Interviewer: What are some of the biggest distractions you face while working remotely, and how do you manage them?

Respondent: Some of the biggest distractions I face while working remotely include social media, household chores, and family interruptions. To manage these distractions, I try to establish clear boundaries with my family and communicate my work schedule to them. I also use tools like website blockers or time-tracking apps to limit my access to social media or other distracting websites during work hours.

Section 4: Employer Support

Interviewer: Can you describe the kind of support you receive from your employer to facilitate remote work?

Respondent: My employer provides a lot of support for remote work, including access to the tools and technology I need to do my job, such as a company laptop and a VPN. They also offer training and resources to help me work effectively from home, including best practices for remote communication and collaboration.

Interviewer: Do you feel that your employer's support is adequate for your needs as a remote worker?

Respondent: Overall, I feel that my employer's support is adequate for my needs as a remote worker. However, there are always areas for improvement, such as providing more opportunities for virtual social events or team-building activities.

Interviewer: What kind of technology and tools do you use to work remotely, and how do you find them?

Respondent: I use a variety of tools and technology to work remotely, including communication and collaboration tools like Slack, Zoom, and Google Meet, as well as project management tools like Asana and Trello. I find these tools to be very helpful in staying connected with my team and managing my workload effectively.

Interviewer: Do you feel that you have adequate access to the tools and technology you need to perform your job effectively?

Respondent: Yes, I do feel that I have adequate access to the tools and technology I need to perform my job effectively. My employer has been very supportive in providing the necessary resources and equipment to ensure that I can work from home without any issues.

Interviewer: How does your employer encourage collaboration and communication among remote team members?

Respondent: My employer encourages collaboration and communication among remote team members by setting up regular virtual meetings and check-ins, as well as providing access to collaboration tools like Slack and Google Drive. They also encourage open communication and feedback to help facilitate a strong team dynamic.

Interviewer: How does your employer support your professional development while working remotely?

Respondent: My employer supports my professional development while working remotely by offering opportunities for online training, mentorship, and career development resources. They also encourage employees to pursue continuing education and professional certifications, and provide support and resources to help achieve these goals.

Section 5: Conclusion

Interviewer: Do you have any recommendations for employers to improve their support for remote workers?

Respondent: Yes, I think employers can improve their support for remote workers by offering more flexibility in work schedules, providing access to mental health resources, and investing in technology that makes remote work easier and more productive. Additionally, employers should prioritize clear communication and feedback to help maintain a strong team dynamic.

Interviewer: What do you see as the long-term implications of remote work for the ICT sector in Dhaka, Bangladesh?

Respondent: I think remote work has the potential to greatly benefit the ICT sector in Dhaka, Bangladesh. By allowing for more flexibility and remote collaboration, companies can access a larger pool of talent and work more efficiently. However, it's important for employers to make sure that their remote workers are supported and have the resources they need to be successful.

Interviewer: Is there anything else you would like to share about your experience working remotely in the ICT sector?

Respondent: Overall, I have had a very positive experience working remotely in the ICT sector. I appreciate the flexibility and autonomy that remote work allows, and I think it can be a great option for many workers. However, it's important for both employers and employees to be proactive in maintaining communication and ensuring that everyone is supported and connected. In my opinion, a hybrid model that combines the best of both worlds - remote and in-person work - can be a great solution for many companies.

One interview transcript based on Gen Z

Section 1: Introduction and Background

Interviewer: Can you tell me a little bit about your background and how you ended up working in the ICT sector in Dhaka, Bangladesh?

Respondent: Sure, I have a degree in Computer Science and Engineering from a local university here in Dhaka. During my college years, I became fascinated with technology and the potential it has to transform businesses and communities. So, after completing my degree, I started my career in the ICT sector.

Interviewer: How long have you been working in the ICT sector?

Respondent: I have been working in the ICT sector for about three years now.

Interviewer: Can you describe your current role and responsibilities in your company?

Respondent: Currently, I am working as a software developer in a multinational company based in Dhaka. My role involves developing and maintaining software applications for our clients. I work closely with my team to ensure that we are meeting our clients' needs and delivering high-quality products on time.

As a Gen Z employee, I also appreciate the flexibility that my company offers in terms of working arrangements. We have the option to work in a hybrid model, which allows us to work from home or the office as needed. This has been great for me as I enjoy the balance of working from home and coming into the office to collaborate with my colleagues.

Section 2: Remote Work Experience

Interviewer: Can you describe your experience working remotely? How did you first start working remotely?

Respondent: Sure, I started working remotely about a year ago when my company decided to implement a hybrid model. At first, I was a bit hesitant because I had never worked from home before. But as time went on, I began to appreciate the flexibility and freedom that came with working remotely.

Interviewer: How has working remotely affected your work-life balance?

Respondent: I think it has actually improved my work-life balance. I no longer have to spend hours commuting to the office, and I have more time to focus on my personal life. Additionally, since I have the freedom to work from anywhere, I can schedule work around my personal life.

Interviewer: What are some of the benefits and challenges you've experienced while working remotely?

Respondent: Some of the benefits include greater flexibility and independence, as well as the ability to work from anywhere. However, one of the challenges I've faced is the lack of social interaction that comes with working remotely. Additionally, it can be difficult to separate work and personal life when you're working from home.

Interviewer: How have you managed to stay connected with your colleagues while working remotely?

Respondent: We use a variety of tools to stay connected, such as Slack and video conferencing. We also have regular virtual team meetings and social events to stay connected and build relationships.

Interviewer: What do you miss about working in a physical office setting?

Respondent: I think the thing I miss most is the social interaction and the ability to collaborate in person. While technology has made it easier to communicate virtually, there's still something special about being in the same room as your colleagues and bouncing ideas off of each other.

Section 3: Productivity

Interviewer: How do you define productivity in your current role?

Respondent: For me, productivity means being able to accomplish my tasks efficiently and effectively, while still maintaining a high level of quality. It's about being able to manage my time and resources effectively to achieve my goals.

Interviewer: Can you describe how you measure your productivity when working remotely?

Respondent: I use a combination of tools to measure my productivity, such as time tracking software, task management apps, and project management tools. I also set clear goals and deadlines for myself, so I know what I need to accomplish and when.

Interviewer: How do you maintain your focus and motivation when working remotely?

Respondent: I make sure to set aside a dedicated workspace where I can focus on my work without distractions. I also take regular breaks and use the Pomodoro technique to stay focused and avoid burnout. Additionally, staying connected with my colleagues and having regular check-ins helps me stay motivated.

Interviewer: Have you noticed any changes in your productivity since starting to work remotely?

Respondent: Overall, I would say that my productivity has increased since starting to work remotely. Without the distractions of a physical office, I am able to focus more on my work and get more done in less time.

Interviewer: What are some of the biggest distractions you face while working remotely, and how do you manage them?

Respondent: One of the biggest distractions is social media and the internet in general. To manage this, I use website blockers and limit my social media use during work hours. Additionally, I make sure to take breaks and get up from my desk to avoid burnout and maintain focus.

Section 4: Employer Support

Interviewer: Can you describe the kind of support you receive from your employer to facilitate remote work?

Respondent: Sure, my employer has been very supportive in facilitating remote work for me. They provided me with the necessary equipment, such as a laptop and a reliable internet connection, to work remotely. They also offer flexible work hours, which is a great benefit for me as a Gen Z employee.

Interviewer: Do you feel that your employer's support is adequate for your needs as a remote worker?

Respondent: Yes, I feel that my employer's support is more than adequate for my needs as a remote worker. They are always available to answer any questions or concerns I may have and have provided me with the necessary resources to work efficiently from home.

Interviewer: What kind of technology and tools do you use to work remotely, and how do you find them?

Respondent: As an ICT sector employee, I use a range of tools and technologies to work remotely. These include video conferencing software, instant messaging platforms, and project management tools. I find these tools to be very useful in helping me stay organized and connected with my colleagues.

Interviewer: Do you feel that you have adequate access to the tools and technology you need to perform your job effectively?

Respondent: Yes, I do feel that I have adequate access to the tools and technology I need to perform my job effectively. My employer has made sure that all the necessary software and hardware is available to me and that I have access to it whenever I need it.

Interviewer: How does your employer encourage collaboration and communication among remote team members?

Respondent: My employer encourages collaboration and communication among remote team members through regular team meetings, both online and in person. We also have a messaging platform where we can communicate and share ideas in real-time. My employer also emphasizes the importance of maintaining an open-door policy, which encourages us to reach out to one another whenever we need help or support.

Interviewer: How does your employer support your professional development while working remotely?

Respondent: My employer supports my professional development through various training programs, online courses, and conferences. They also offer mentoring and coaching sessions to help me develop my skills and reach my career goals. I find this support very helpful and it motivates me to continue growing and learning in my field.

Section 5: Conclusion

Interviewer: Do you have any recommendations for employers to improve their support for remote workers?

Respondent: Yes, I would recommend that employers provide more training and resources to help remote workers manage their time effectively and maintain a healthy work-life balance. It would also be helpful if employers can provide more opportunities for social interaction among remote team members, such as virtual team-building activities.

Interviewer: What do you see as the long-term implications of remote work for the ICT sector in Dhaka, Bangladesh?

Respondent: I believe that remote work will have a significant impact on the ICT sector in Dhaka, Bangladesh. With the increasing availability of reliable internet connectivity and the rapid development of technology, more and more companies will adopt remote work models. This will lead to a more diverse workforce, with employees from different parts of the country and even from other countries.

Interviewer: Is there anything else you would like to share about your experience working remotely in the ICT sector?

Respondent: Working remotely in the ICT sector has been a great experience for me. As a Gen Z employee, I appreciate the flexibility that remote work provides, as well as the opportunity to work with colleagues from all over the world. I also believe that remote work can help companies save costs and increase productivity. However, it is important for employers to provide the necessary support and resources for their remote workers to ensure their success.

Appendix 3

Thematic analysis

Code	Theme	Review of potential theme	Define and name the themes	Report
Section 1: Participant Information	Section 1:	Theme 1: Remote Work Experience	Theme 1: Remote Work Experience	From the information gathered during the interview with the software engineer working in the ICT sector in Dhaka, Bangladesh, four key topics have been identified in this study. The topics covered were Long-Term Effects of Remote Employment, Productivity, Employer Support, and Remote Work Experience. Although the participant believed that remote work improved work-life balance and productivity, they also emphasized the difficulties associated with communication breakdowns and the absence of face-to-face encounters. The participant used a variety of technologies to work remotely effectively and
Participant background				
Role and responsibilities	Background and experience in the ICT sector	Participants started working remotely during the pandemic when their company shifted to a work-from-home model	Description of experience working remotely	
		Working remotely allowed for a better work-life balance and more time with family	How remote work has affected the work-life balance	
Section 2: Remote Work Experience	Section 2:	Benefits of working remotely include greater flexibility, time and cost savings from commuting and fewer distractions	Benefits and challenges of remote work	
Experience in remote work	Experience and impact of remote work	Challenges of working remotely include communication barriers and the lack of face-to-face interactions	Methods for staying connected with colleagues while working remotely	
Effects on work-life balance	Benefits and challenges of remote work	Staying connected with colleagues is done through video conferencing and online collaboration tools	Comparison to the physical office setting	
Benefits and challenges of remote work	Communication and connection with colleagues in a remote setting	Participant misses the social interaction and camaraderie of working in a physical office setting	Theme 2: Productivity	

Staying connected with colleagues	Missed aspects of the physical office setting			believed that their company provided appropriate support for it. Last but not least, the participant thought that remote work would have long-term effects on the ICT industry in Dhaka, Bangladesh, with the potential to boost output, cut costs, and draw in top talent from across the world.
Missing aspects of a physical office setting		Theme 2: Productivity	Definition of productivity in current role	
Preference for future work model			Methods for measuring productivity when working remotely	
		Productivity is defined by the completion of assigned tasks and meeting deadlines	Strategies for maintaining focus and motivation when working remotely	
Section 3: Productivity	Section 3:	Participant measures productivity by tracking the number of tasks completed, hours worked, and feedback from the supervisor	Changes in productivity since starting to work remotely	
Definition of productivity	Definition of productivity in current role	To maintain focus and motivation, participant sets daily goals and takes regular breaks to avoid burnout	Common distractions faced while working remotely and how they are managed	
Measuring productivity when working remotely	Methods of measuring productivity in a remote setting	Participant has noticed an increase in productivity since starting to work remotely due to fewer distractions and a more comfortable work environment	Theme 3: Employer Support	
Maintaining focus and motivation	Maintaining focus and motivation while working remotely	The biggest distractions include family interruptions and the temptation to procrastinate, managed by setting clear boundaries and using time management techniques		
Changes in productivity	Changes in productivity since		Description of employer support for remote work	

	starting remote work			
Biggest distractions and how to manage them	Distractions faced while working remotely	Theme 3: Employer Support	Adequacy of employer support for remote workers	
			Technology and tools used for remote work	
Section 4: Employer Support	Section 4:	Employer provides support through regular communication, training, and access to necessary software and hardware	Adequacy of access to necessary tools and technology	
Support from the employer for remote work	Employer support for remote work	The participant feels that the employer's support is adequate for their needs as a remote worker	Employer strategies for promoting collaboration and communication among remote team members	
Adequacy of employer's support	Adequacy of employer support	Technology and tools used for remote work include video conferencing, project management tools, and collaborative software	Employer support for professional development while working remotely	
Technology and tools for remote work	Technology and tools used for remote work	Participant has adequate access to the tools and technology needed to perform their job effectively	Theme 4: Long-term Implications of Remote Work	
Adequacy of access to tools and technology	Access to necessary tools and technology	Employer encourages collaboration through regular meetings and online collaboration tools		
Encouraging collaboration and communication	Collaboration and communication among remote team members	Employer supports professional development through training and providing	Recommendations for employers to improve support for remote workers	

		opportunities for skill development		
Support for professional development	Professional development support for remote workers	Recommendations for employers to improve their support for remote workers include providing clear guidelines, regular check-ins, and opportunities for professional development	Potential long-term implications of remote work for the ICT sector in Dhaka, Bangladesh	
	Recommendations for employers to improve support		Personal experiences and perspectives on remote work in the ICT sector	
Section 5: Conclusion	Section 5:	Theme 4: Long-term Implications of Remote Work for the ICT Sector in Dhaka, Bangladesh		
Recommendations for employers	Potential long-term implications of remote work for the ICT sector in Dhaka			
Long-term implications for the ICT sector in Dhaka, Bangladesh	The positive experience of working remotely in the ICT sector	Remote work has the potential to increase productivity, reduce costs, and attract global talent, making it an attractive option for the ICT sector in Dhaka, Bangladesh		
Final thoughts on remote work in the ICT sector	These are just initial themes and may be refined or adjusted as we continue to analyze the transcript.			

Section 1: Participant Information	The impact of technology on the ICT sector in Dhaka, Bangladesh	The interview is with a Gen Z employee working as a software developer in a multinational company in Dhaka, Bangladesh. The interview covers the employee's background, current role, and experience working remotely. The employee mentions that working remotely has improved their work-life balance by reducing commuting time and providing more flexibility. They also talk about the benefits and challenges of remote work and how they manage distractions while working remotely. The employee mentions that their employer has been supportive of	Working remotely: This theme includes the benefits and challenges of remote work, such as improved work- life balance and increased productivity, as well as the lack of social interaction and the need to manage distractions and maintain focus.	When questioned about their experience working remotely, the respondent said that they had been doing so for about a year and that it had helped them better balance their work and personal lives because they no longer had to spend a lot of time travelling. The respondent noted that while working remotely has some advantages, such as more freedom and flexibility, there are drawbacks, too, including a lack of social interaction and the difficulty of separating work from personal life.
Participant background	Gen Z's attitudes towards remote work and work-life balance			
Role and responsibilities	Productivity and measurement in a remote work setting	remote work and has provided the necessary equipment and resources to work efficiently from home.	Productivity and measurement: This theme includes the employee's definition of productivity and how they measure it when working remotely, such as using time- tracking software and setting clear goals and deadlines.	
	The challenges and benefits of remote work, including social isolation and increased flexibility			The respondent makes use of applications like Slack and video conferencing to

Section 2: Remote Work Experience	The role of technology in facilitating remote work and collaboration, including video conferencing and project management tools		Employer support: This theme includes the employee's description of the kind of support they receive from their employer to facilitate remote work, such as providing necessary equipment and offering flexible work hours.	stay in touch with coworkers while working remotely. To maintain communication and foster relationships, regular virtual team meetings and social gatherings are also planned. The respondent regrets not participating in social connection and teamwork.
Experience in remote work	The support and resources provided by employers to remote workers, and their effectiveness in meeting the needs of employees			After beginning to work remotely, the respondent experienced an increase in productivity. To control
Effects on work-life balance	The importance of maintaining social connections and communication in a remote work environment.		Technology and tools: This theme includes the employee's use of various technologies and tools to work remotely, such as video conferencing software and project management tools, and how they find these tools useful.	distractions, the respondent utilizes browser filters and restricts social media usage during working hours. The employer has supported remote work by giving employees the tools they need, like a laptop and a strong internet connection. Also, the employer provides flexible work hours. The respondent makes use of a variety of tools and technology, including instant messaging

				services, video conferencing software, and project management systems.
Benefits and challenges of remote work				
Staying connected with colleagues			Gen Z perspective: This theme includes the employee's perspective as a member of the Gen Z generation, such as valuing flexibility and independence in their work arrangements, and the importance of building relationships and staying connected with colleagues.	
Missing aspects of a physical office setting				
Preference for future work model				
Section 3: Productivity				
Definition of productivity				
Measuring productivity when working remotely				
Maintaining focus and motivation				
Changes in productivity				

Biggest distractions and how to manage them				
Section 4: Employer Support				
Support from the employer for remote work				
Adequacy of employer's support				
Technology and tools for remote work				
Adequacy of access to tools and technology				
Encouraging collaboration and communication				
Support for professional development				
Section 5: Conclusion				
Recommendations for employers				
Long-term implications for the ICT sector in Dhaka, Bangladesh				
Final thoughts on remote work in the ICT sector				
Section 1: Participant Information	Looking at the codes, some potential themes that emerge include the impact of remote work on work-life balance, the benefits and challenges of remote work, how productivity is defined and measured in a remote work setting, the role of technology in	Upon reviewing these potential themes, it becomes clear that the respondent has experienced a positive impact on their work-life balance as a result of remote work. They also discuss the flexibility and benefits of remote work, as well as some of the	Impact on work-life balance	Overall, this interview provides valuable insights into the experiences of a young professional working remotely in the ICT sector in Dhaka, Bangladesh. The themes that emerge suggest that
Participant background			Benefits and challenges of remote work	
Role and responsibilities			Productivity in a remote work setting	
Section 2: Remote Work Experience			Technology and remote work	
Experience in remote work			Employer support for remote work	
Effects on work-life balance				

Benefits and challenges of remote work	remote work, and the importance of employer support for remote work.	challenges, such as staying motivated and focused. They measure productivity by setting goals and tracking progress and use a variety of technology tools to facilitate remote work. Finally, the respondent notes that employer support is crucial for successful remote work.		remote work can have a positive impact on work-life balance, but also presents unique challenges that must be addressed to ensure productivity and success. Technology and employer support are critical factors in facilitating remote work, and employers should consider ways to promote collaboration, communication, and social interaction among remote team members.
Staying connected with colleagues				
Missing aspects of a physical office setting				
Preference for future work model				
Section 3: Productivity				
Definition of productivity				
Measuring productivity when working remotely				
Maintaining focus and motivation				
Changes in productivity				
Biggest distractions and how to manage them				
Section 4: Employer Support				
Support from the employer for remote work				
Adequacy of employer's support				
Technology and tools for remote work				
Adequacy of access to tools and technology				
Encouraging collaboration and communication				
Support for professional development				
Section 5: Conclusion				

Recommendations for employers				
Long-term implications for the ICT sector in Dhaka, Bangladesh				
Final thoughts on remote work in the ICT sector				
Section 1: Participant Information	The impact of technology on the ICT sector in Dhaka, Bangladesh	The interview is with a Gen Z employee working as a software developer in a multinational company in Dhaka, Bangladesh. The interview covers the employee's background, current role, and experience working remotely. The employee mentions that working remotely	Working remotely: This theme includes the benefits and challenges of remote work, such as improved work-life balance and increased productivity, as well as the lack of social interaction and the need to manage distractions and maintain focus.	Overall, this interview offers insightful perspectives on the experiences of a young professional working remotely in Dhaka, Bangladesh's ICT sector. The recurring themes indicate that while remote work might improve work-life balance, it also poses particular difficulties that must be overcome to ensure productivity and success. Employers should think about strategies to encourage cooperation, communication, and social interaction among remote team members because technology and company support are crucial variables
Participant background	Gen Z's attitudes towards remote work and work-life balance	has improved their work-life balance by reducing		
Role and responsibilities	Productivity and measurement in a remote work setting	commuting time and providing more flexibility. They also talk about the benefits and challenges of remote work and how they manage distractions while working remotely. The employee mentions that their employer has been supportive of	Productivity and measurement: This theme includes the employee's definition of productivity and how they measure it when working remotely, such as using time-tracking software and setting clear goals and deadlines.	
	The challenges and benefits of remote work, including social isolation and increased flexibility	remote work and has provided the necessary equipment and resources to work		

Section 2: Remote Work Experience	The role of technology in facilitating remote work and collaboration, including video conferencing and project management tools	efficiently from home.	Employer support: This theme includes the employee's description of the kind of support they receive from their employer to facilitate remote work, such as providing necessary equipment and offering flexible work hours.	in facilitating remote work.
Experience in remote work	The support and resources provided by employers to remote workers, and their effectiveness in meeting the needs of employees			
Effects on work-life balance	The importance of maintaining social connections and communication in a remote work environment.		Technology and tools: This theme includes the employee's use of various technologies and tools to work remotely, such as video conferencing software and project management tools, and how they find these tools useful.	
Benefits and challenges of remote work				
Staying connected with colleagues			Gen Z perspective: This theme includes the employee's perspective as a member of the Gen Z generation, such as valuing flexibility and independence in their work arrangements, and the importance of	

			building relationships and staying connected with colleagues.	
Missing aspects of a physical office setting				
Preference for future work model				
Section 3: Productivity				
Definition of productivity				
Measuring productivity when working remotely				
Maintaining focus and motivation				
Changes in productivity				
Biggest distractions and how to manage them				
Section 4: Employer Support				
Support from the employer for remote work				
Adequacy of employer's support				
Technology and tools for remote work				
Adequacy of access to tools and technology				
Encouraging collaboration and communication				

Support for professional development				
Section 5: Conclusion				
Recommendations for employers				
Long-term implications for the ICT sector in Dhaka, Bangladesh				
Final thoughts on remote work in the ICT sector				
Section 1: Participant Information	Background and experience in the ICT sector.	The interviewee has a strong background and experience in the ICT sector and values the dynamic and innovative nature of the field.	Theme 1: ICT sector experience and innovation	The interviewee has a strong background and experience in the ICT sector and values the dynamic and innovative nature of the field.
Participant background	Hybrid work model and work-life balance.	The interviewee values a work-life balance and prefers a hybrid work model that allows for flexibility in managing time.	Theme 2: Hybrid work model and work-life balance	The interviewee values a work-life balance and prefers a hybrid work model that allows for flexibility in managing time.
Role and responsibilities	Experience and challenges of working remotely.	The interviewee has adapted well to working remotely due to the pandemic and has found ways to maintain productivity and manage distractions.	Theme 3: Experience and challenges of working remotely	The interviewee has adapted well to working remotely due to the pandemic and has found ways to maintain productivity and manage distractions.
	Productivity measures and management of distractions while working remotely.	The interviewee has received support from the employer to facilitate remote work.	Theme 4: Productivity measures and management of distractions while working remotely	The interviewee has received support from the employer to facilitate remote work.

Section 2: Remote Work Experience	Employer support for remote work.		Theme 5: Employer support for remote work	Overall, the interview provides insights into the experience and challenges of working in the ICT sector in Dhaka, as well as the benefits and challenges of working remotely and the support received from the employer.
Experience in remote work				
Effects on work-life balance				
Benefits and challenges of remote work				
Staying connected with colleagues				
Missing aspects of a physical office setting				
Preference for future work model				
Section 3: Productivity				
Definition of productivity				
Measuring productivity when working remotely				
Maintaining focus and motivation				
Changes in productivity				
Biggest distractions and how to manage them				
Section 4: Employer Support				

Support from the employer for remote work				
Adequacy of employer's support				
Technology and tools for remote work				
Adequacy of access to tools and technology				
Encouraging collaboration and communication				
Support for professional development				
Section 5: Conclusion				
Recommendations for employers				
Long-term implications for the ICT sector in Dhaka, Bangladesh				
Final thoughts on remote work in the ICT sector				
Section 1: Participant Information	The impact of technology on the ICT sector in Dhaka, Bangladesh	The interview is with a Gen Z employee working as a software developer in a multinational company in Dhaka, Bangladesh. The interview covers the employee's background, current role, and experience working remotely. The employee mentions that working remotely has improved their work-life balance by reducing commuting time and providing	Working remotely: This theme includes the benefits and challenges of remote work, such as improved work-life balance and increased productivity, as well as the lack of social interaction and the need to manage distractions and maintain focus.	This transcript is a conversation between an interviewer and a Gen Z employee in Dhaka, Bangladesh who works as a software developer in the ICT sector. The respondent obtained a degree in Computer Science and Engineering from a local university in Dhaka and started working in the ICT sector

		more flexibility. They also talk about the benefits and challenges of remote work and how they manage distractions while working remotely. The employee mentions that their employer has been supportive of remote work and has provided the necessary equipment and resources to work efficiently from home.		after graduation. The respondent has been working in the sector for about three years and currently works as a software developer in a multinational company based in Dhaka. The respondent works in a hybrid model, which allows for working from home or the office as needed.
Participant background	Gen Z's attitudes towards remote work and work-life balance			
Role and responsibilities	Productivity and measurement in a remote work setting		Productivity and measurement: This theme includes the employee's definition of productivity and how they measure it when working remotely, such as using time-tracking software and setting clear goals and deadlines.	When asked about the respondent's experience working remotely, they stated that they have been working remotely for about a year and it has improved their work-life balance, as they no longer have to spend hours commuting and have more time to focus on their personal life. The respondent mentioned that working remotely has some benefits such as greater flexibility and independence but there are also challenges

				such as the lack of social interaction and difficulty in separating work and personal life.
	The challenges and benefits of remote work, including social isolation and increased flexibility			
Section 2: Remote Work Experience	The role of technology in facilitating remote work and collaboration, including video conferencing and project management tools		Employer support: This theme includes the employee's description of the kind of support they receive from their employer to facilitate remote work, such as providing necessary equipment and offering flexible work hours.	To stay connected with colleagues while working remotely, the respondent uses tools like Slack and video conferencing. Regular virtual team meetings and social events are also organized to stay connected and build relationships. The respondent misses the social interaction and collaboration that comes with working in a physical office setting.
Experience in remote work	The support and resources provided by employers to remote workers, and their effectiveness in meeting the needs of employees			

Effects on work-life balance	The importance of maintaining social connections and communication in a remote work environment.		Technology and tools: This theme includes the employee's use of various technologies and tools to work remotely, such as video conferencing software and project management tools, and how they find these tools useful.	When asked to define productivity, the respondent stated that productivity means being able to accomplish tasks efficiently and effectively while maintaining a high level of quality. To measure productivity while working remotely, the respondent uses time-tracking software, task management apps, and project management tools. To maintain focus and motivation when working remotely, the respondent sets aside a dedicated workspace, takes regular breaks, and uses the Pomodoro technique. The respondent also stays connected with colleagues and has regular check-ins.
Benefits and challenges of remote work				

Staying connected with colleagues			Gen Z perspective: This theme includes the employee's perspective as a member of the Gen Z generation, such as valuing flexibility and independence in their work arrangements, and the importance of building relationships and staying connected with colleagues.	The respondent has noticed an increase in productivity since starting to work remotely. The respondent uses website blockers and limits social media use during work hours to manage distractions. The employer has been supportive of remote work by providing the necessary equipment such as a laptop and a reliable internet connection to work remotely. The employer also offers flexible work hours. The respondent uses a range of tools and technologies, such as video conferencing software, instant messaging platforms, and project management tools.
Missing aspects of a physical office setting				
Preference for future work model				
Section 3: Productivity				
Definition of productivity				

Measuring productivity when working remotely				
Maintaining focus and motivation				
Changes in productivity				
Biggest distractions and how to manage them				
Section 4: Employer Support				
Support from the employer for remote work				
Adequacy of employer's support				
Technology and tools for remote work				
Adequacy of access to tools and technology				
Encouraging collaboration and communication				
Support for professional development				
Section 5: Conclusion				
Recommendations for employers				
Long-term implications for the ICT sector in Dhaka, Bangladesh				
Final thoughts on remote work in the ICT sector				
Section 1: Participant Information	The themes that emerged from the initial codes are "Benefits and challenges of remote work," "Productivity and	The themes are coherent and consistent with the initial codes and the interviewee's responses. The	Benefits and challenges of remote work	The respondent is a Gen Y employee with a bachelor's degree in Computer Science and
Participant background			Productivity and distractions	
Role and responsibilities			Employer support	

	distractions,” “Employer support,” and “Future of remote work in the ICT sector.”	themes reflect the interviewee’s experience working remotely, the support they receive from their employer, the benefits and challenges of remote work, and the implications for the ICT sector in Dhaka, Bangladesh.	Future of remote work in the ICT sector	Engineering, working as a senior software engineer for a multinational company in Bangladesh for 7 years. The employee started working remotely 2 years ago and finds it beneficial for work-life balance. The employee uses productivity tools to monitor progress, stays connected with colleagues through video calls and messaging, and manages distractions by setting specific times for social media and household chores. The employer provides adequate support for remote work by providing tools, technology, and online training sessions. Long-term implications of remote work in the ICT sector in Dhaka, Bangladesh include increased productivity, reduced office expenses, and access to a wider pool of talent.
Section 2: Remote Work Experience				
Experience in remote work				
Effects on work-life balance				
Benefits and challenges of remote work				
Staying connected with colleagues				
Missing aspects of a physical office setting				
Preference for future work model				
Section 3: Productivity				
Definition of productivity				
Measuring productivity when working remotely				
Maintaining focus and motivation				
Changes in productivity				
Biggest distractions and how to manage them				
Section 4: Employer Support				
Support from the employer for remote work				
Adequacy of employer’s support				
Technology and tools for remote work				
Adequacy of access to tools and technology				

Encouraging collaboration and communication				However, it may also lead to job displacement and the need for reskilling and upskilling. The respondent recommends employers invest in remote work infrastructure, provide flexible work arrangements, and prioritize communication and collaboration tools to support remote workers.
Support for professional development				
Section 5: Conclusion				
Recommendations for employers				
Long-term implications for the ICT sector in Dhaka, Bangladesh				
Final thoughts on remote work in the ICT sector				
Section 1: Participant Information	The themes that emerged from the initial codes are “Benefits and challenges of remote work,” “Productivity and distractions,” “Employer support,” and “Future of remote work in the ICT sector.”	The themes are coherent and consistent with the initial codes and the interviewee’s responses. The themes reflect the interviewee’s experience working remotely, the support they receive from their employer, the benefits and challenges of remote work, and the implications for the ICT sector in Dhaka, Bangladesh.	Benefits and challenges of remote work	The interviewee, a Gen Z employee, has been working remotely for three years, and the pandemic has forced them to work from home since 2020. They work as a full-stack developer in an ICT company in Dhaka, Bangladesh. The analysis identified four themes: “Benefits and challenges of remote work,” “Productivity and distractions,” “Employer support,” and “Future of remote work in the ICT sector.”

Participant background			Productivity and distractions	
Role and responsibilities			Employer support	Regarding the benefits and challenges of remote work, the interviewee listed saving time on commuting, increased productivity, and a comfortable work environment as benefits. Challenges include feeling isolated and the lack of face-to-face communication with colleagues. To manage distractions, the interviewee sets specific goals, takes breaks when necessary, and schedules household chores outside of work hours. The employer provides the employee with a laptop and stable internet connection, and they use tools like Zoom, Slack, and Trello for communication and collaboration.
			Future of remote work in the ICT sector	

Section 2: Remote Work Experience				In terms of the future of remote work in the ICT sector in Dhaka, Bangladesh, the interviewee expects remote work to become increasingly common, leading to a rise in demand for technology and solutions that are conducive to remote work. Employers will need to adjust to this new work environment to recruit and retain talent.
Experience in remote work				
Effects on work-life balance				
Benefits and challenges of remote work				
Staying connected with colleagues				
Missing aspects of a physical office setting				
Preference for future work model				
Section 3: Productivity				
Definition of productivity				
Measuring productivity when working remotely				
Maintaining focus and motivation				
Changes in productivity				

Biggest distractions and how to manage them				
Section 4: Employer Support				
Support from the employer for remote work				
Adequacy of employer's support				
Technology and tools for remote work				
Adequacy of access to tools and technology				
Encouraging collaboration and communication				
Support for professional development				
Section 5: Conclusion				
Recommendations for employers				
Long-term implications for the ICT sector in Dhaka, Bangladesh				
Final thoughts on remote work in the ICT sector				
Section 1: Participant Information	Section 1:	Theme 1: Remote Work Experience	Theme 1: Remote Work Experience	Theme 1: Remote Work Experience

Participant background				<p>The first theme that emerged from the data was the Remote Work Experience. The participant had started working remotely during the pandemic when their company shifted to a work-from-home model. The participant described the benefits of working remotely, including greater flexibility, time and cost savings from commuting, and fewer distractions. However, the participant also highlighted the challenges of remote work, such as communication barriers and the lack of face-to-face interactions. The participant missed the social interaction and camaraderie of working in a physical office setting. To stay connected with colleagues while working remotely, the participant used video conferencing and online collaboration tools.</p>
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Role and responsibilities	Background and experience in the ICT sector	Participants started working remotely during the pandemic when their company shifted to a work-from-home model	Description of experience working remotely	
	Section 2:	Working remotely allowed for a better work-life balance and more time with family	How remote work has affected the work-life balance	Theme 2: Productivity
Section 2: Remote Work Experience		Benefits of working remotely include greater flexibility, time and cost savings from commuting and fewer distractions	Benefits and challenges of remote work	The second theme that emerged from the data was Productivity. The participant defined productivity in their current role as the completion of assigned tasks and meeting deadlines. The participant measured their productivity by tracking the number of tasks completed, hours worked, and feedback from their supervisor. To maintain focus and motivation, the participant set daily goals and took regular breaks to avoid burnout. The participant had noticed an increase in productivity since starting to work remotely due to fewer distractions and a more comfortable work environment.

				<p>However, the participant also highlighted some of the biggest distractions they faced while working remotely, such as family interruptions and the temptation to procrastinate. To manage these distractions, the participant set clear boundaries with family and used time management techniques.</p>
Experience in remote work	Experience and impact of remote work	Challenges of working remotely include communication barriers and the lack of face-to-face interactions	Methods for staying connected with colleagues while working remotely	
Effects on work-life balance	Benefits and challenges of remote work	Staying connected with colleagues is done through video conferencing and online collaboration tools	Comparison to the physical office setting	Theme 3: Employer Support

Benefits and challenges of remote work	Communication and connection with colleagues in a remote setting	Participant misses the social interaction and camaraderie of working in a physical office setting	Theme 2: Productivity	The third theme that emerged from the data was Employer Support. The participant described the kind of support they received from their employer to facilitate remote work, such as regular communication, training, and access to necessary software and hardware. The participant felt that their employer's support was adequate for their needs as a remote workers. The participant used video conferencing, project management tools, and collaborative software to work remotely, which they found efficient and user-friendly. The participant had adequate access to the tools and technology they needed to perform their job effectively. The employer encouraged collaboration through regular meetings and online collaboration tools. The
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				employer also supported the participant's professional development through training and providing opportunities for skill development.
Staying connected with colleagues	Missed aspects of the physical office setting			
Missing aspects of a physical office setting	Section 3:	Theme 2: Productivity	Definition of productivity in current role	Theme 4: Long-term Implications of Remote Work
Preference for future work model			Methods for measuring productivity when working remotely	The fourth theme that emerged from the data was the Long-term Implications of Remote Work. The participant believed that remote work had the potential to increase productivity, reduce costs, and attract global talent, making it an attractive option for the ICT sector in

				Dhaka, Bangladesh. The participant recommended that employers improve their support for remote workers by providing clear guidelines, regular check-ins, and opportunities for professional development.
	Definition of productivity in current role	Productivity is defined by the completion of assigned tasks and meeting deadlines	Strategies for maintaining focus and motivation when working remotely	
Section 3: Productivity	Methods of measuring productivity in a remote setting	Participant measures productivity by tracking the number of tasks completed, hours worked, and feedback from the supervisor	Changes in productivity since starting to work remotely	In conclusion, this report has identified four main themes from the data collected in the interview with the software engineer working in the ICT sector in Dhaka, Bangladesh. The themes were Remote Work Experience, Productivity, Employer Support, and Long-term Implications of Remote Work. The participant found remote work to be beneficial for work-life balance and productivity but also highlighted the challenges of communication

				<p>barriers and lack of face-to-face interactions. The participant felt that their employer's support for remote work was adequate and used various tools to work remotely efficiently. Finally, the participant believed that remote work had long-term implications for the ICT sector in Dhaka, Bangladesh, with the potential to increase productivity, reduce costs, and attract global talent.</p>
Definition of productivity	Maintaining focus and motivation while working remotely	To maintain focus and motivation, participant sets daily goals and takes regular breaks to avoid burnout	Common distractions faced while working remotely and how they are managed	
Measuring productivity when working remotely	Changes in productivity since starting remote work	Participant has noticed an increase in productivity since starting to work remotely due to fewer distractions and a more comfortable work environment	Theme 3: Employer Support	
Maintaining focus and motivation	Distractions faced while working remotely	The biggest distractions include family interruptions and the temptation to procrastinate, managed by setting clear boundaries and		

		using time management techniques		
Changes in productivity	Section 4:		Description of employer support for remote work	
Biggest distractions and how to manage them		Theme 3: Employer Support	Adequacy of employer support for remote workers	
	Employer support for remote work		Technology and tools used for remote work	
Section 4: Employer Support	Adequacy of employer support	Employer provides support through regular communication, training, and access to necessary software and hardware	Adequacy of access to necessary tools and technology	
Support from the employer for remote work	Technology and tools used for remote work	The participant feels that the employer's support is adequate for their needs as a remote worker	Employer strategies for promoting collaboration and communication among remote team members	
Adequacy of employer's support	Access to necessary tools and technology	Technology and tools used for remote work include video conferencing, project management tools, and collaborative software	Employer support for professional development while working remotely	
Technology and tools for remote work	Collaboration and communication among remote team members	Participant has adequate access to the tools and technology needed to perform their job effectively	Theme 4: Long-term Implications of Remote Work	
Adequacy of access to tools and technology	Professional development support for remote workers	Employer encourages collaboration through regular meetings and		

		online collaboration tools		
Encouraging collaboration and communication	Recommendations for employers to improve support	Employer supports professional development through training and providing opportunities for skill development	Recommendations for employers to improve support for remote workers	
Support for professional development	Section 5:	Recommendations for employers to improve their support for remote workers include providing clear guidelines, regular check-ins, and opportunities for professional development	Potential long-term implications of remote work for the ICT sector in Dhaka, Bangladesh	
			Personal experiences and perspectives on remote work in the ICT sector	
Section 5: Conclusion	Potential long-term implications of remote work for the ICT sector in Dhaka	Theme 4: Long-term Implications of Remote Work for the ICT Sector in Dhaka, Bangladesh		
Recommendations for employers	The positive experience of working remotely in the ICT sector			
Long-term implications for the ICT sector in Dhaka, Bangladesh	These are just initial themes and may be refined or adjusted as we continue to analyze the transcript.	Remote work has the potential to increase productivity, reduce costs, and attract global talent, making it an attractive option for the ICT sector in Dhaka, Bangladesh		
Final thoughts on remote work in the ICT sector				

Section 1: Participant Information	Participant background and role/responsibilities	The identified themes cover a wide range of topics related to the experience of remote work in the ICT sector. the themes cover both personal experiences and the support received from employers, as well as the impact of remote work on productivity, work-life balance, and communication.	Remote Work Experience: This theme covers the personal experiences of working remotely, including the benefits of a better work-life balance, the challenges of lack of in-person communication and distractions at home, and how employees stay connected with colleagues.	Remote Work Experience:
Participant background	Experience in remote work			The employee started working remotely due to the pandemic and reported that it has allowed for a better work-life balance. The benefits of remote work include flexibility and reduced commuting time, but challenges include a lack of in-person communication and distractions at home. The employee stays connected with colleagues through video calls, instant messaging, and project management tools.

Role and responsibilities	Effects of remote work on work-life balance	Some of the themes are related to the challenges of remote work, such as staying focused and managing distractions, while others are focused on the benefits, such as increased productivity and flexibility. Additionally, the themes highlight the importance of support from employers, including access to technology and tools, clear communication, and opportunities for professional development.	Productivity: This theme covers how productivity is defined in a remote work environment, how employees measure their productivity when working remotely, how they maintain their focus and motivation, and the changes in productivity since starting to work remotely.	
	Benefits and challenges of remote work			Productivity:
Section 2: Remote Work Experience	Staying connected with colleagues while working remotely	Overall, the themes provide a comprehensive overview of the experience of remote work in the ICT sector, highlighting both the positive and negative aspects of this new way of working. These themes can be used by organizations to improve their support for remote workers and to better understand the challenges and opportunities of remote work.	Employer Support: This theme covers the support provided by employers to facilitate remote work, including access to technology and tools, regular check-ins, and clear communication. It also covers how employers encourage collaboration and communication among remote team members and support professional development while working remotely.	The employee defined productivity as completing assigned tasks efficiently and effectively. The employee measures productivity by completing assigned tasks within deadlines and communicating with the team. To maintain focus and motivation, the employee sets goals, takes breaks, and stays connected with colleagues. The employee has become more productive due to reduced

				commute time and better work-life balance.
Experience in remote work	Missing aspects of the physical office setting			
Effects on work-life balance	Preference for future work model		Implications of Remote Work: This theme covers the long-term implications of remote work for the ICT sector in Dhaka, Bangladesh, including increased flexibility, access to talent, and productivity.	Employer Support:

Benefits and challenges of remote work	Definition of productivity			<p>The employee receives support from the employer, including access to technology and tools, regular check-ins, and clear communication. The employee feels that the employer's support is adequate for their needs as a remote workers. The technology and tools used for remote work include video conferencing, project management tools, and cloud-based storage, which are found to be useful for remote collaboration. The employer encourages collaboration and communication among remote team members through regular check-ins, virtual team meetings, and collaborative tools. The employer supports the employee's professional development by providing opportunities for training, mentorship, and career development resources.</p>
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Staying connected with colleagues	Measuring Productivity when working remotely		Hybrid Model: This theme covers employees' preferences for a hybrid model of working in the future, which combines remote work and in-office work.	
Missing aspects of a physical office setting	Maintaining focus and motivation while working remotely			Future of Remote Work in the ICT Sector in Dhaka, Bangladesh:
Preference for future work model	Changes in productivity due to remote work			The employee believes that the adoption of remote work can increase flexibility, access to talent, and productivity in the ICT sector in Dhaka, Bangladesh. The employee recommends that employers provide clear guidelines, regular check-ins, and access to the necessary technology to improve support for remote workers. The employee also believes that a hybrid model of remote and in-office work is the way forward for many organizations.
	Biggest distractions while working remotely and how to manage them			

Section 3: Productivity	Support from the employer for remote work			
Definition of productivity	Adequacy of employer's support for remote work			
Measuring productivity when working remotely	Technology and tools used for remote work			
Maintaining focus and motivation	Adequacy of access to necessary tools and technology			
Changes in productivity	Encouraging collaboration and communication among remote team members			
Biggest distractions and how to manage them	Support for professional development while working remotely			
	Recommendations for employers to improve their support for remote workers			
Section 4: Employer Support	Long-term implications of remote work for the ICT sector in Dhaka, Bangladesh			
Support from the employer for remote work	Final thoughts on working remotely in the ICT sector			
Adequacy of employer's support				
Technology and tools for remote work				
Adequacy of access to tools and technology				
Encouraging collaboration and communication				
Support for professional development				
Section 5: Conclusion				
Recommendations for employers				

Long-term implications for the ICT sector in Dhaka, Bangladesh				
Final thoughts on remote work in the ICT sector				