



Internship Report on

Remote Work and Employee Wellbeing at DeliveryHobe!

Submitted To:

Piana Monsur Mindia

Assistant Professor

Submitted By:

Sadia Afreen

111 183 110

School of Business & Economics

United International University

Trimester: Spring 2023

Date: 20th October, 2023.



Letter of Transmittal

Date: 20th October, 2023.

Ms. Piana Monsur Mindia

Assistant Professor

School of Business and Economics,

United International University

Subject: Remote Work and Employee Wellbeing at DeliveryHobe.

Respected Ma'am,

I am writing to submit my internship report on "Remote Work and Employee Wellbeing," which I did as a requirement for my internship at DeliveryHobe while working as a Customer Support Intern. This report is the result of the experiences I had and the study I did while I was an intern, and it attempts to offer insightful information about how remote work affects the well-being of employees.

It has been enlightening and professionally enriching to complete this internship at DeliveryHobe. It has given me the chance to learn about the dynamics of remote work, a component of modern workplace culture that is becoming more and more important, and its effects on the well-being of employees. I have benefited a lot from the experience, gained useful skills, and have a better knowledge of the complexities of customer care in a remote work environment.

I am grateful for the chance to conduct this study, and I hope that the end result will live up to your expectations. I want to thank you for the opportunity and continuous assistance you provided me during this crucial time. I sincerely hope that you find my internship report useful and informative.

Thank you for your valuable time and consideration.

Sincerely,

Sadia Afreen (111 183 110)

Acknowledgement

I would like to sincerely thank and appreciate everyone who helped me along the way while I prepared this internship report on the topic of "Remote Work and Employee Wellbeing."

First and foremost, I want to express my gratitude to Ms. Habiba Shahadat, the lead of my department at DeliveryHobe, for giving me the chance to intern there and for her essential advice when I was a Customer Support Intern. Their knowledge and perspectives have significantly shaped my grasp of the topic.

I am especially appreciative of DeliveryHobe's entire team for their friendly welcome, and continuous help, and for developing an environment that emphasizes education and professional development. My internship provided me with priceless experience, and I can safely say that it will play a significant role in my future endeavors.

The knowledge and skills that served as the basis for my report were imparted by my professors and teachers at United International University, and I am grateful for their help. Their knowledge of human resources management has been extremely helpful in developing my research.

Last but not least, I want to thank my family and friends for their consistent encouragement, belief in my abilities, and support during this journey.

I appreciate their involvement in this experience of learning.

Executive Summary

This report dives into the fundamental relationship between remote work and employee well-being, having a specific focus on DeliveryHobe's environment and processes. The main objective of the research was to investigate how remote work affects the lives of people who operate in this manner and how it affects their overall well-being. The report provides numerous insights into the relationship between remote work and employee well-being, providing light on both the benefits and potential issues. The primary results show that remote work, when done wisely, has the potential to improve work-life balance, and job satisfaction, and minimize stress associated with the daily commutes. Also, it is consistent with current trends that prioritizes employee well-being, and attracting and retaining top talent. However, it is equally important to understand the complexities of this relationship. Remote work poses problems related to detachment, blurred work-life limitations, and a need for effective interaction and leadership strategies. Plus, this report emphasizes the need to foster a friendly and welcoming workplace culture, as well as implement actions to avoid possible risks.

The study was methodically carried out by conducting a comprehensive survey consisting of 25 questions, particularly aimed at remote employees inside DeliveryHobe. Secondary data from a variety of websites, news reports, and publications was also used to support the findings. The results of the survey were extremely favorable to them. The majority of employees expressed appreciation for the company's resources and policies, as well as a significant amount of satisfaction with remote work arrangements and management assistance. Employees emphasized the need for clear communication, management support, and the advantages of remote work for professional development. According to the results of the survey, DeliveryHobe's remote work policy has been helpful in encouraging and maintaining employee well-being.

Table of Contents

Letter of Transmittal	ii
Acknowledgement	iii
Executive Summary	iv
Chapter 1: Introduction of the Report	1
1.1. Origin of Employee Well-being and Remote Work	2
1.2. Objective of the Study	3
1.3. Methodology	4
1.3.1. Primary Data Collection	4
1.3.2. Secondary Data Collection:	4
1.3.3. Scope and Limitations of the Study:	4
Chapter 2: Introduction of the Organization	5
2.1. Mission, Vision, Value Statements	5
2.2. Company History and Products/Services	6
2.2.1. Current Situation of the Organization	7
2.3. Organizational Structure	8
Chapter 3: HR Function of DeliveryHobe	11
3.1. Approach to Remote Work:	13
Chapter 4: Analysis and Findings	15
Analysis:	15
Findings:	19
Chapter 5: Recommendations and Conclusions	20
Recommendations	20
Conclusions	22
Bibliography	24
Appendix	25
Questionnaire:	25
Charts:	27

Chapter 1: Introduction of the Report

Workplace physical environments are undergoing major transformations, which have been caused by recent global events like COVID-19, which have forced more and more people to adapt to a virtual workplace. The rise of remote work as a popular employment structure has transformed how businesses operate. But, it has brought advantages as well as disadvantages. As we adjust to this new era of work, it is critical to look into the various impacts of remote work on employee well-being.

This internship report, "Remote Work and Employee Wellbeing," illustrates the experiences and learnings I had while working at DeliveryHobe as a Customer Support Intern. During my internship, I had the privilege of exploring the complex nature of remote work and its impact on employee well-being within the framework of a dynamic and innovative company. Because of recent technological advancements, new work paradigms, and the demand for greater workplace flexibility, the concept of remote work is increasing in popularity. Understanding the connection between remote work and employee well-being is critical for organizations that want to find a balance between productivity and employee well-being. I intend to shed light on the advantages and disadvantages of working from home by drawing on my experiences at DeliveryHobe and an in-depth study of the relevant research. As companies around the world struggle with the problems and opportunities brought about by remote work, the insights and findings presented in this study are important not only for DeliveryHobe but also for businesses in a variety of sectors in Bangladesh. It is my aim that this report provides a better understanding of the influence of remote work on employee well-being and serves as a valuable resource for companies looking for a balanced and attainable work environment. It is my intention that the information presented here will help people better comprehend how remote work affects employee well-being, both inside the organization where I interned, as well as in the bigger picture of modern workplaces. I would like to thank DeliveryHobe for giving me the opportunity to join their team, my university for supporting me throughout this internship, as well as everyone who generously shared their knowledge and expertise with me. We will navigate the constantly evolving environment of remote work together in order to support both employee productivity and satisfaction.

1.1. Origin of Employee Well-being and Remote Work

The concept of remote work or employment and its relationship to employee well-being has evolved over time and is influenced by many different kinds of historical and sociological factors. Remote work dates back to the agricultural and early industrial eras when a lot of people worked from home or within easy-reach locations. Farmers, artists, and small-scale manufacturers, for example, frequently operated from home-based workshops. The concept of "telecommuting" was invented in the early 1970s by Jack Nilles. It refers to a work arrangement in which workers can work remotely, generally through the use of communications technologies, omitting the necessity for everyday commute to a central office. Some early examples of telecommuting include telephone-based customer service or salespeople.

The advancement of technology, particularly the development of the internet and personal computing, in the latter part of the 20th century, enabled larger-scale remote work. The use of email, virtual meetings, and other technological advances have made it possible for people to work together effectively from different locations. As employers noticed the impact of work on an employee's life outside of the office, the relationship between remote work and employee well-being became a topic of research. Some concerns included balance between work and life, stress, and burnout. To improve employee well-being, organizations started to develop flexible work rules and remote work arrangements. The origins of remote work are closely linked to developments in technology and changing social views about a job and employee well-being. Remote work offers an opportunity to enable employees more flexibility and better work-life balance, but it also demands constant efforts from the side of the company to assist with their well-being and productivity in remote locations.

1.2. Objective of the Study

Every study or research endeavor involves a few primary objectives that the researcher hopes to achieve. In the same way, I had an objective in mind as I conducted this thorough study. Although I am required to submit the report as part of my internship requirements, I have outlined my objective below.

Objectives of the Study:

1. **Examine DeliveryHobe's Remote Work Policies and Procedures:** Assess and document the specific remote work policies, procedures, and practices implemented by DeliveryHobe.
2. **Examine the Effects of Remote Work on Employee Well-being:** Study how DeliveryHobe's employee's physical, mental, and social well-being has evolved as a result of switching to remote work!
3. **Explore Employee Points of view on Remote Work:** Conduct surveys to gather the viewpoints, ideas, and experiences of employees as well as the difficulties they meet when working remotely.

1.3. Methodology

I required a lot of information in order to work on this report and the study that followed. Information is crucial for all types of study. I have gathered data from many sources in order to conduct the analysis, and conduct the study. I have gathered information from both primary and secondary sources. The purpose of this methodology was to provide a comprehensive understanding of remote work and its effects on employee well-being at DeliveryHobe by using a mixed-methods approach and both primary and secondary resources. The study's findings and conclusions presented in the report were built on a solid basis of quantitative survey data, qualitative survey insights, and a thorough investigation of secondary sources.

1.3.1. Primary Data Collection:

Survey: A structured questionnaire consisting of 25 questions was developed and administered to the employees at DeliveryHobe. The survey aimed to gather quantitative data on various aspects of remote work, including its effects on physical health, mental wellbeing, work-life balance, and job satisfaction.

1.3.2. Secondary Data Collection:

An in-depth examination of academic papers, research papers, reports from the industry, websites, and relevant publications served as secondary data sources. This secondary research has helped to enhance our understanding of remote work and employee well-being.

1.3.3. Scope and Limitations of the Study:

Scope: The primary goal of this research was to look into the specific conditions of DeliveryHobe and its workforce. This report examines the organization's policies, practices, and experiences with remote work in order to provide team-relevant information on employees' satisfaction and well-being.

Limitations: The primary source of data for this study was a sample of DeliveryHobe remote staff members. The results could not have been totally reflective of every employee inside the organization, nor may they be applicable to different situations or industries.

Chapter 2: Introduction of the Organization

DeliveryHobe is an e-commerce marketplace founded by Naseef Fatemi. They are an innovative online grocery system that connects a variety of local grocery business owners with customers through the web. The organization began their operations in 2017. It is one of the country's most popular e-commerce startups. They are well-known for their unorthodox and silly marketing strategies. Despite being only a few years old, DeliveryHobe is extremely popular among youthful urban customers. Their social media marketing effort has positioned them as a fascinating brand aimed towards young adults in urban areas. Among several e-commerce platforms, DeliveryHobe has distinguished itself as a modern and chic platform that appeals to the tech-savvy young adults of the biggest neighborhoods in the nation.

2.1. Mission, Vision, Value Statements

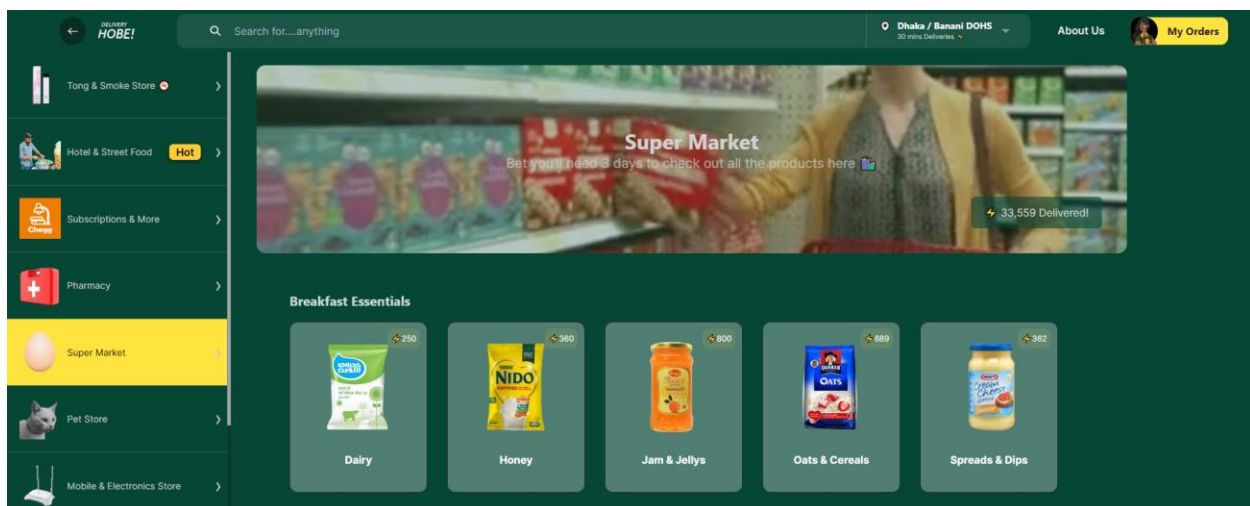
Mission: For the community, by the community.

Vision: We aim to power our local Dokans & their consumers through technology & memes.

Value Statements: We hate that local grocery shops lose customers to E-commerce & Supermarkets Giants. We also hate notifications & ads. So, this is how we are fighting back.

2.2. Company History and Products/Services

DeliveryHobe is a modern online grocery arrangement which links many different kinds of grocery store and local shop owners with their customers online. It is a product brand that is owned by "Shimahin Limited." According to their website, they make several promises to customers, including delivery within 30-60 minutes of ordering their desired products. The organization, which was founded in 2017, is well-known among Bangladesh's internet-obsessed youth. The platform's name and website make it very obvious that its major target market is young adults who are active online and are quite tech-savvy. DeliveryHobe runs its sales operations through an online grocery store website. I have included a screenshot of their home page.



Source: <https://deliveryhobe.com/>

One can tell just by looking at their website that it was created and designed by young people for other young people who are tech-savvy. There are several online grocery delivery businesses, but DeliveryHobe's choices just indicate the market in which they plan to dominate. When a customer puts an order, they simply buy the products from the local grocery store with which they have a contract and deliver them within an hour. On their internet shelf, they now have roughly 700 active products. The product range is also focused on what young people commonly want. Munchies, fast food, street food, smoking basics, electronic goods like chargers and trimmers as well as digital subscriptions, baby products, pet care, skin care, evening snacks, and bedroom requirements are all available on their internet shelf.

2.2.1. Current Situation of the Organization

Just like any other pre-mature startup, DeliveryHobe is still a developing organization that is competing with the giants like Pandamart, Chaldal.com, BuyHereNow24/7 and such other organizations that are already the leaders of the market. For any new startup to thrive, survive and sustain, they must come with a differentiator strategy to set themselves apart from their competitor and grab their portion of the market.

Let's see the share of DeliveryHobe in the market.

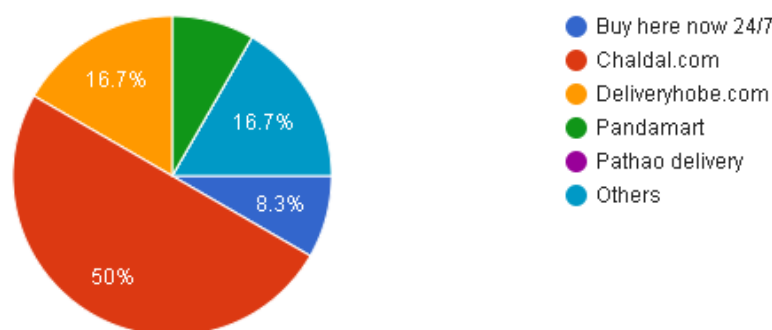


Image: Market share of DeliveryHobe in its industry.

This information was gathered through a survey of 100 randomly chosen young adults consisting of both male and female participants. We can notice that 16.7 (or 17) of every 100 customers buy from DeliveryHobe, whereas Chaldal.com, an online giant, has captured over half of the market share. On the other side, we can see that other websites, such as Pandamart and BuyHereNow24/7, are also quite popular among young adults.

Currently the platform is operating at some selected areas in Dhaka metropolitan city such as Uttara, Dhanmondi, Mohammadpur, Moghbazar, Mirpur, Bashundhara Residential Area, and Banani. They have a team of 15 delivery man who looks after the buying and delivering of products. Besides that, they have an executive team of 27 officials including business professionals, tech experts, analysts etc. who looks after the functional and strategic side of the business. Till that, the net amount of money invested in their business is almost 30 lacs. They have their office located at Banani.

2.3. Organizational Structure

In addition to HR, DeliveryHobe is divided into three separate divisions. They are the Operations, Finance, and Customer Support departments. The customer support department is responsible for taking care of orders from multiple platforms, managing queries and complaints from customers, and guaranteeing a pleasant shopping experience in general. The operations department is responsible for communicating with and managing all deliverymen from all areas, as well as packing and shipping all deliveries and tracking inventory. Lastly, needless to say, the finance department is in charge of the entire financial situation of the company which includes all salaries as well.

The way these three departments function is explained in detail below:

1. Operations Department:

- **Managing Deliverymen:** The Operations Department is in charge of hiring, training, and arranging the shifts and schedules of delivery crews (deliverymen). They keep track of whether there are enough deliverymen available in all locations to meet customer demand.
- **Inventory Management:** They also oversee the inventory of products, to make sure the stores have sufficient products in stock to complete the orders placed by customers. They make sure to restock products whenever necessary in order to avoid shortages of goods.
- **Order Packaging and Dispatch:** This department is also in charge of efficiently packing customer orders and scheduling a timely delivery dispatch. They double-check that all orders are correctly prepared and delivered.
- **Route Optimization:** The operations team frequently use of technology to improve routes for deliveries, reducing delays in delivery while decreasing the cost of transportation.
- **Quality Control:** Quality control techniques are another option used by them in order to make sure that orders get to customers in proper condition and fulfil customer expectations.

2. Finance Department:

- **Financial Planning:** The finance department is in charge of budget and financial planning. They develop and oversee the budget for the organization, forecasting both revenue and expenditure.

- **Accounting and Bookkeeping:** Finance is in charge of keeping records of all financial transactions, which includes payments and expenses as well as income and revenue. **Payroll and Compensation:** This department is also in charge of ensuring that deliverymen and other employees are paid properly and on time. They are in charge of employee benefits and deductions.
- **Financial Reporting:** Finance prepares financial statements, such as income statements and balance sheets, to offer information about the financial condition of the organization. They also produce reports on finances for stakeholders and comply with regulatory requirements.
- **Tax Compliance:** Another critical component of the financial department's responsibility is to ensure that it follows tax laws. They calculate and pay taxes as mandated by local and national authorities.

3. **Customer Support Department:**

- **Order Processing:** The customer support department accepts and handles orders from customers via a variety of platforms, including the website, mobile app, Facebook, Instagram, and phone. They make sure that orders have been entered properly into the computerized system.
- **Complaint Resolution:** This department addresses client queries, issues, and complaints. To ensure an enjoyable shopping experience, they work promptly and efficiently to solve challenges.
- **Product Information:** Customer Support helps customers with product information such as availability, pricing, and specifications. They also help with tracking orders.
- **Feedback Collection:** Customers' feedback is frequently collected and used to improve services and goods. Customer feedback can be very helpful in making key adjustments.
- **Communication and Assistance:** Customer Support acts as a direct link between the company and its customers. They notify customers about promotions, policies, and any changes that could impact them.

In conclusion, Finance is in charge of the financial aspects, Operations is responsible for the logistics and delivery process, and Customer Support is in charge of guaranteeing impressive customer service and responding to client expectations. These coordinated activities have great significance for the organization's success and development.

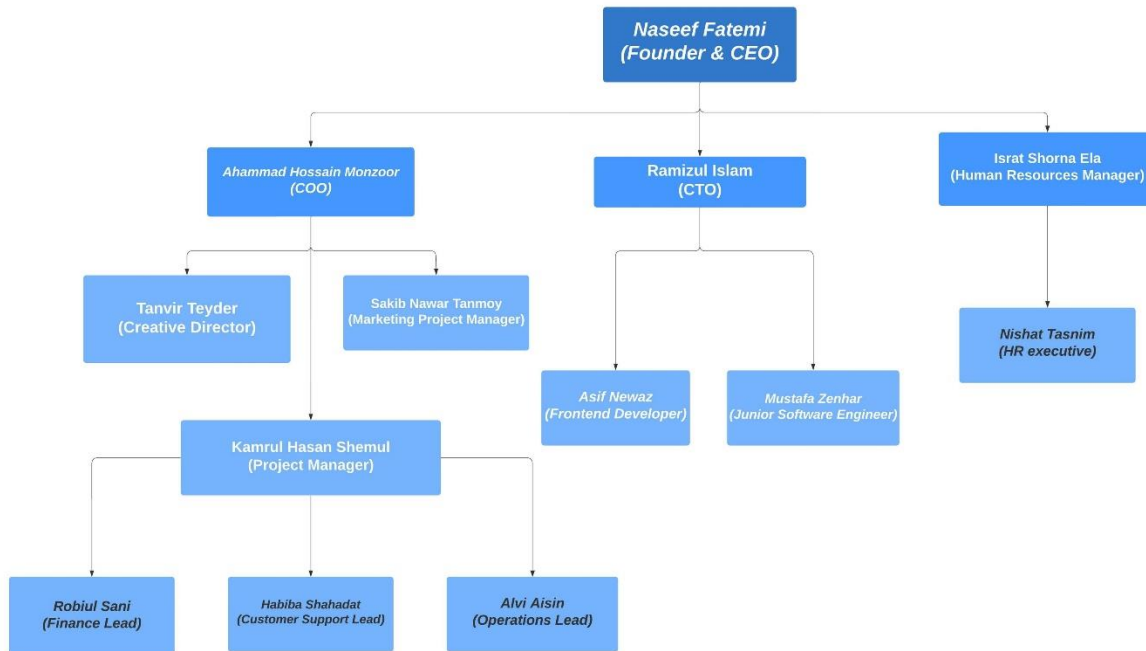


Figure: Organizational Chart of DeliveryHobe

Chapter 3: HR Function of DeliveryHobe

When it comes to the relationship between employee satisfaction and a positive work environment, human resources play the most important role. Human resources is primarily responsible for instilling in employees a sense of a productive and pleasant work environment. HR management is in charge of many important functions at DeliveryHobe. Some of the main HR functions are:

1. **Recruitment** – The HR function of DeliveryHobe is essential for cultivating a strong workforce. They create and maintain detailed job descriptions and specifications, making sure that positions are properly defined. To attract a wide-ranging group of candidates, job vacancies are strategically placed across a range of platforms, majorly using the reach of social media. Then they screen resumes, conduct preliminary interviews, and promptly schedule interviews with recruiting managers. Once a suitable applicant has been found, DeliveryHobe makes job offers and facilitates a smooth onboarding process, laying the groundwork for a productive employment journey.
2. **Performance Management System** – The implementation of systematic performance appraisal systems and clear rules is a top priority for DeliveryHobe. Employees are subjected to regular evaluations of performance in order to measure progress, set performance targets, and develop personalized improvement plans. Recognition and rewards for exceptional performance is a basic practice that promotes motivation and engagement among employees. Furthermore, DeliveryHobe is dedicated to giving constant feedback to help employees realize their maximum potential, ultimately contributing to their professional growth and the success of the company as a whole.
3. **Employee Engagement** – The organization develops and implements proactive initiatives that boost employee engagement. Team-building activities, events, and initiatives are thoughtfully organized in order to promote a strong sense of fellowship and cooperation. The satisfaction of employees is measured through regular surveys and feedback methods, and this important information is used to improve workplace conditions and overall morale. A healthy and happy work environment is one of the primary objectives at DeliveryHobe, which helps to improve both employee well-being and the organization's overall performance.

4. **Training and Development** – The priority on training and development is constant at DeliveryHobe. The organization thoroughly examines employee training needs in order to provide customized programs that improve skills and knowledge. HR follows a planned-out training calendar, with session and trainer coordination. Constant review of training programs ensures their effectiveness and fast implementation of any necessary adjustments.
5. **Benefits and Payroll** – This requires monitoring employee benefits administration, covering health insurance and enrollment and change facilitation. In order to guarantee transparency, the HR keeps detailed records of employee salaries and benefits.
6. **HR Data Analytics** – DeliveryHobe is dedicated to making decisions based on data in the field of HR Data and Analytics. The team carefully gathers and evaluates HR data such as turnover rates, leave numbers and recruitment metrics. These findings are used to make sound human resource decisions, forecast upcoming trends, and fine-tune HR initiatives for maximum effectiveness.
7. **Compensation and Benefits** – DeliveryHobe is very committed to ensuring the well-being of its employees. In order to attract and keep top employees, the company develops and efficiently manages competitive salary structures and compensation schemes. Employee benefits initiatives, which include health insurance, retirement plans, and various perks, are rigorously handled for the staff's happiness and overall well-being. DeliveryHobe is always reviewing and altering compensation and benefits in order to keep itself competitive in an evolving job market, while also maintaining complete compliance with both local and federal labor regulations controlling compensation practices. This strategy ensures that employees are not only appropriately compensated but also in conformity with the law.
8. **Employee Relations** – The HR plays an important part in building an enjoyable workplace. The HR department acts as the mediator and effortlessly resolves internal conflicts and issues. They are persistent in developing and implementing rigid policies and procedures, promising consistent compliance. The HR is dedicated to fostering a healthy work environment and sustaining high employee satisfaction. Regular feedback and satisfaction surveys are done to evaluate the opinions of employees and continuously improve the work environment. DeliveryHobe understands that healthy employee relationships are vital to a productive and motivated employee.

3.1. Approach to Remote Work:

Encouraging remote work and caring for employees' well-being in order to create a productive as well as enjoyable work environment, particularly considering today's evolving work context, is important for DeliveryHobe. In addition to some of the main important HR functions, here's how DeliveryHobe's human resource policies promote remote work and prioritize employee well-being:

- **Flexible Work Policies:** DeliveryHobe has flexible work practices in place that allow employees to work when and where they want as long as they complete their job requirements. Individual choices and work-life balance are accommodated by this flexibility.
- **Remote Work Technology and Support:** DeliveryHobe invests in innovative remote work technologies such as secure communication tools, project management software, and virtual meeting platforms. They additionally offer training and support to ensure employees can use these technologies properly.
- **Clear Communication:** It is vital for employees working from home to maintain clear and consistent communication channels. In order to keep everyone engaged and informed about company changes and goals, DeliveryHobe has developed regular check-ins, video conferences, and team meetings.
- **Remote Work Guidelines:** The organization established specific remote work guidelines including specifications such as working hours, availability, and communication methods. This promotes accountability and ensures that everyone is on the same page.
- **Performance Evaluation:** DeliveryHobe has set key performance indicators (KPIs) and routinely evaluates employee contributions to measure remote employees' performance. This guarantees that remote work remains focused on results.
- **Collaboration and Team Building:** Employees who work remotely may miss out on the connection of an office environment. To develop a sense of belonging, the organization arranges virtual team-building exercises, social events, and online forums.
- **Professional Development Opportunities:** DeliveryHobe continues to engage in employees' professional development by providing online training workshops, webinars, etc. to remote employees.

- **Feedback Mechanisms:** The organization has put in place feedback tools that allow employees to express their concerns, make suggestions, and notify any issues that they encounter when working remotely. It helps in making necessary changes and improvements.
- **Regular Check-Ins with Managers:** Managers connect with remote employees on a regular basis to assess their achievements, difficulties, and career objectives. This personalized attention has been shown to increase motivation and engagement.
- **Recognition and Rewards:** DeliveryHobe guarantees that remote employees, like those in the office, get recognized and rewarded for their accomplishments and efforts. This acknowledgement can increase morale and job satisfaction.

By using these methods, DeliveryHobe builds a remote work culture that encourages productivity, well-being, and the retention of the best employees while still retaining essential in-person connections via weekly progress reporting meetings. This strategy supports the organization in adapting to the changing work landscape and flourishing in a remote-friendly environment.

Chapter 4: Analysis and Findings

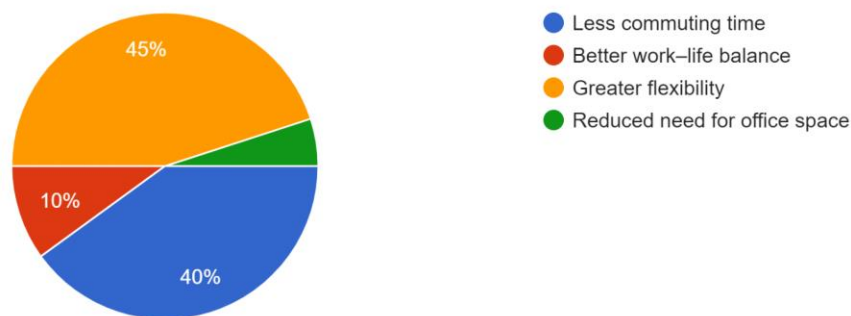
Analysis:

Given that DeliveryHobe relies heavily on remote employment, I prepared a 25-question questionnaire to assess the company's employees regarding remote work and employee well-being. These questions were divided into the four categories listed below. The categories include Work-Life Balance, Company Policies and Resources, Managerial Support and Career Development, and General Remote Work Experience.

My survey on remote work and employee well-being at DeliveryHobe revealed that the majority of employees had a generally positive experience with remote work. The majority of employees stated that they work remotely for most of the workweek, and they are usually satisfied with this arrangement because most of them have a designated workspace at home where they can focus on their specific job responsibilities. Furthermore, they appear to enjoy the increased flexibility and reduced commuting time that comes with working from home. As a result, over 85% of employees are fairly satisfied with the remote working arrangement.

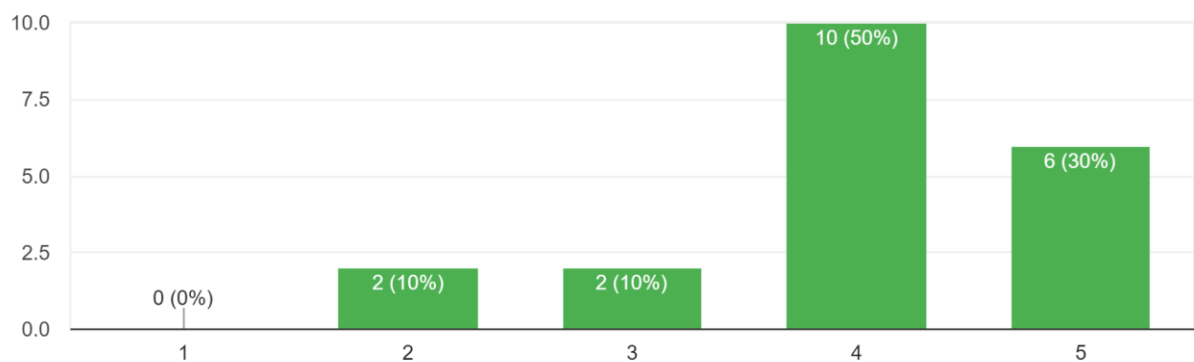
What do you consider the biggest advantages of working remotely?

20 responses

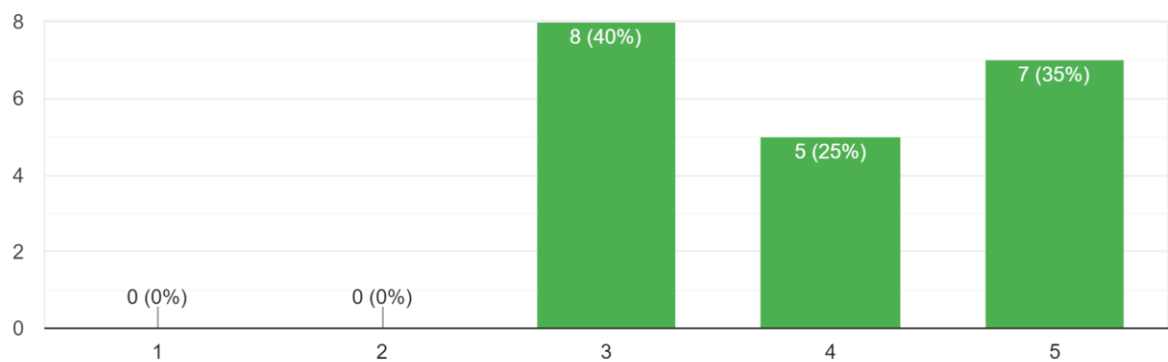


Employees surveyed on work-life balance reported a range of satisfaction with their ability to balance their personal and professional lives. While some people prefer working from home over working in an office, others find it difficult to disconnect from their work mode after work hours. This could be a result of a lack of physical activity, feeling obliged to do monotonous tasks at home, or being unable to establish clear boundaries between work and personal time, all of which have a negative effect on the individual's mental and physical well-being.

How well do you feel you are able to maintain a work-life balance while working remotely?
20 responses

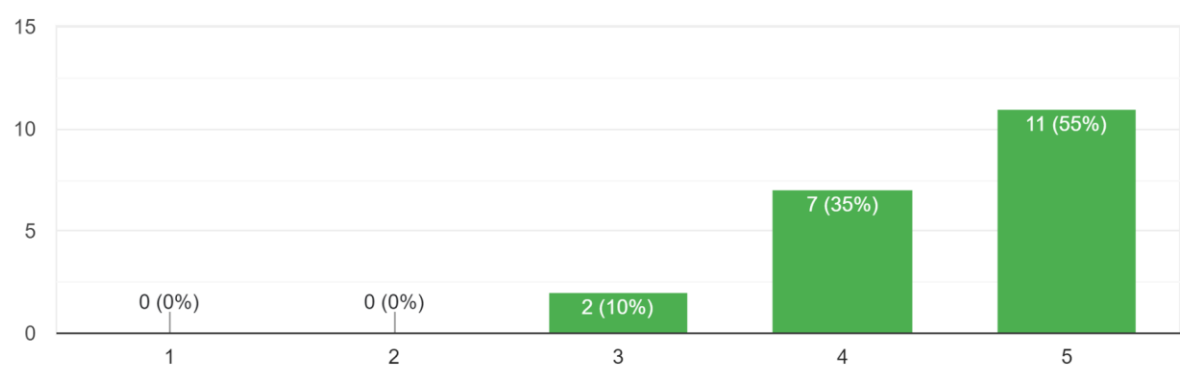


Do you feel that remote work has had an impact on your overall physical health?
20 responses

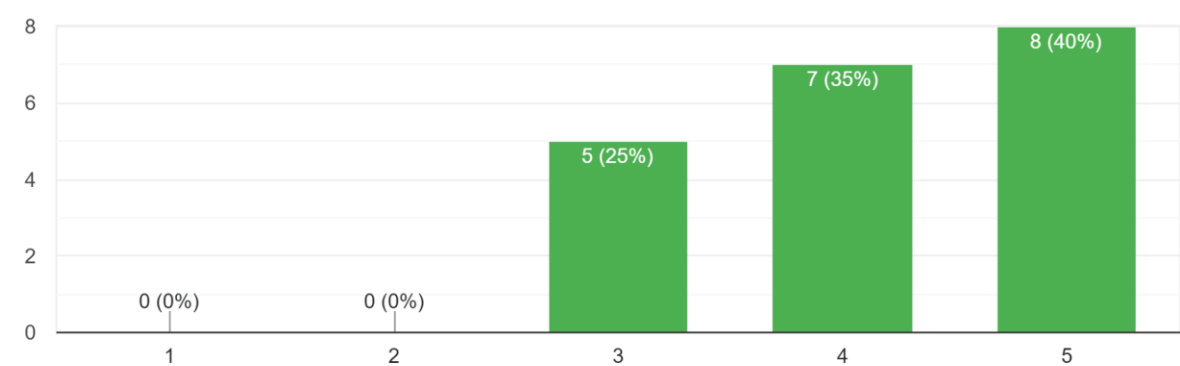


When asked about manager support and development in their careers, a large percentage of employees indicated that they are quite satisfied with the support they receive from their immediate manager. The majority of team members believe that remote work has helped them advance in their careers. Employees reported in the survey that they have one-on-one online meetings with their managers as well as check-ins with them at least twice a week, and that they are more than satisfied with the manager's ability to provide proper instructions because the manager sets clear expectations and provides all the assistance needed to work effectively in a remote environment. Almost all employees are comfortable discussing any challenges or concerns they may have with remote work with their specific managers as well as their colleagues.

How would you rate your manager's ability to provide remote work support and guidance?
20 responses



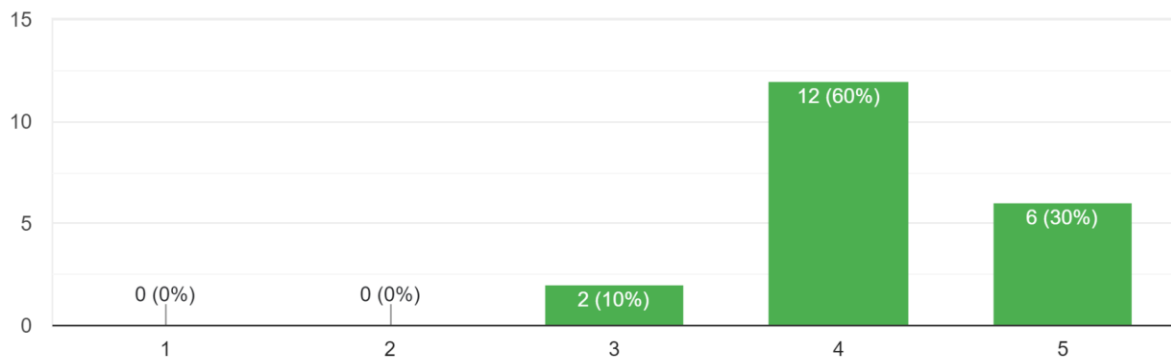
Do you feel that remote work has influenced your career growth opportunities within the company?
20 responses



The final set of questions involved company policies and resources. More than 85% of employees said the organization provided enough resources and assistance to remote workers. They expressed appreciation for the company's encouragement to take breaks and time off in order to avoid feeling burned out when working remotely. Employees tend to be pleased with the company's remote training and development opportunities, as well as its efforts to establish a feeling of community among remote employees. Despite working in a remote setting, employees feel properly informed about business updates and changes, making it easier for the majority of employees to function in these conditions. When asked to rank the company's response to addressing issues experienced by remote employees, 60% considered DeliveryHobe as responsive, while 30% rated the company as very responsive. As a result of this survey, I was able to conclude that the vast majority of employees appear to be having an overall pleasant experience working from home since they believe the company cares about their well-being.

How would you rate the company's responsiveness to addressing challenges faced by remote employees?

20 responses



Findings:

According to my survey, a large number of employees are very satisfied with the support that they receive from their supervisors, believe that working remotely helps them advance in their careers, and appreciate the company's remote work policies and resources. In this scenario, extrapolation means that I could reasonably deduce that these points of view are likely reflective of a larger group of DeliveryHobe employees who operate remotely. By collecting data from a sample of employees and receiving such positive feedback, I am able to assume that a sizable majority of DeliveryHobe's entirety remote workforce holds similar opinions. This extrapolation shows that the organization's remote work management methods and policies are likely beneficial to increasing employee satisfaction and well-being among remote employees.

Interpolation, on the other hand, requires making conclusions about the population within the same limitations as the sample. Remote workers, according to my survey, are quite satisfied with their supervisors' support, their professional growth, the company's policies, and the resources available to them. Interpolation is the technique of assuming that positive views are common in the sample being surveyed. Interpolation supports the notion that the majority of my surveyed employees enjoy a pleasant and helpful remote work environment. This is because of the organization's effective management strategies, resources, and remote work policies. As a result, it is very likely that this particular group of employees in the sample under study had a similar positive experience.

In conclusion, the results of my survey demonstrate that, based on the majority of participants' positive feedback, it is safe to believe that a sizable portion of DeliveryHobe's remote workforce feels similarly pleased. Additionally, interpolation reveals that these positive opinions are common among the surveyed group as a whole, indicating a high level of employee satisfaction with the company's support for remote work arrangements. Understanding the present situation in terms of employee well-being and informing future remote work endeavors are both advantages of these findings.

Chapter 5: Recommendations and Conclusions

Recommendations: When working from home, certain people could feel disconnected from their coworkers. It is extremely important to create a welcoming environment for employees who work from home since it makes them feel included in a group. Employees who feel they belong are more dedicated to the organization and are more likely to generate outstanding outcomes. To develop an enjoyable and inviting environment for remote employees, a consistent strategy is required (How to Build a Strong Remote Work Culture | Upwork, 2021). While the majority of remote employees here are pleased with how they are managed, I believe that there is always room for improvement. After researching, I have a few recommendations for DeliveryHobe to improve and preserve a culture of remote working that enhances the lives of remote employees and improves their overall productivity.

Work-Life Balance – Encouraging employees to draw clear lines between their professional and personal lives can help improve the lives of remote workers, as some employees stated that they struggle with setting up clear boundaries between their personal and work lives. Implementing practices include setting precise work hours, taking frequent breaks, and avoiding business-related emails or phone calls after hours. Encourage the notion that "work ends" at a specific hour each day.

Technical Support – Given that some employees have admitted to having technical difficulties while working from home, providing comprehensive technical support and resources for remote employees can be extremely helpful. This can include a specialized IT helpdesk, specific troubleshooting procedures, along with access to remote desktop support. Regular tech status updates may also help in detecting and resolving technical difficulties.

Showing Appreciation to the Employees – Absolutely nobody enjoys feeling underappreciated. Employee engagement and motivation can be significantly boosted by expressing the company's appreciation to them. They also need to know when they've done well so that they can keep producing the results. Celebrating or acknowledging remote employees' birthdays, work anniversaries, or other significant occasions is one way to let them know that they are appreciated. This could involve a virtual party prepared ahead of time or a welcome message and round of applause at the beginning of a virtual video conference meeting.

Avoiding Unnecessary Video Calls – Employees may feel Zoom fatigue after engaging in an online video meeting. Zoom fatigue occurs because attending an online meeting demands different, and sometimes more demanding, requirements than attending an in-person meeting. Meetings held over Zoom, for example, require that one maintain their appearance and level of interest to a certain extent. When people converse over video conferences, there is often a slight delay, which could cause employees to put in more mental effort when trying to comprehend information. Given that conducting virtual meetings too frequently might be stressful, it is essential that the organization create guidelines for how frequently they must be used.

By applying these recommendations, DeliveryHobe might be able to address few of the most common problems that remote employees deal with, while also creating a friendly, engaging, and inclusive remote work environment that prioritizes both their well-being and their professional development.

Conclusions

Using the point of view of my internship experience at DeliveryHobe, this report, "Remote Work and Employee Well-being," explored the complex dynamics of remote work. As everyone around the world welcomes this new era of work, it becomes increasingly vital that we study the different effects of remote work on employee well-being.

The report's findings resulted in significant new views at DeliveryHobe, where remote work is a fundamental component of their business strategy rather than a convenience. Most employees are happy to participate in remote work, working from approved home offices and enjoying the benefits of fewer trips to the office. This pattern is consistent with the greater worldwide shift towards remote work, demonstrating how appealing it is to modern professionals. However, everything is not perfect when working in a remote work environment. The survey revealed slight differences in remote employees' work-life balance. While some people flourish in remote settings, others find it difficult to draw the line between their personal and work life. This highlights the importance of providing resources and support to meet the different demands of remote workers while also acknowledging that no two are exactly alike. One of the survey's most remarkable findings is how helpful the supervisors at DeliveryHobe are. Employees reported satisfaction with their managers' supervision and communication, which has contributed to their professional development. Regardless of the difference in location, effective one-on-one sessions and frequent check-ins have created a feeling of connection and support. In addition, the organization's policies and resources demonstrate its commitment to the well-being of employees who work from home. The workforce appreciates the availability of remote training and development options, as well as the encouragement to take breaks. This support has contributed to the development of a sense of belongingness and community, which has enhanced the overall experience of working remotely. Extrapolating from these findings, it is reasonable to assume that DeliveryHobe promotes employee well-being through its remote work practices. Interpolation within the examined sample reveals that these positive attitudes are widespread and indicative of a happy remote work life.

The findings of the study demonstrate the significance of remote work in today's workplace and the necessity for organizations like DeliveryHobe to constantly improve their remote work policies. Companies can develop a remote work culture that not only enhances the lives of remote employees but also supports productivity and long-term success by embracing and addressing the many needs of remote workers, expressing appreciation, and minimizing unnecessary video calls. As we navigate the constantly evolving workplace, the findings from this report go beyond DeliveryHobe and provide significant insights for organizations in Bangladesh and beyond, leading to a more balanced and sustainable work environment for everybody.

Bibliography

- *Creating a culture of inclusion and belongingness in remote work environments that sustains meaningful work.* (2022). Human Resource Development International.
<https://www.tandfonline.com/doi/abs/10.1080/13678868.2022.2047252>
- *DeliveryHobe.* (2020). Pitchbook.com.
<https://pitchbook.com/profiles/company/529075-45#overview>
- *DeliveryHobe - Overview, News & Competitors | ZoomInfo.com.* (2023). ZoomInfo.
<https://www.zoominfo.com/c/deliveryhobe/546972402>
- *Systematically reviewing remote e-workers' well-being at work: a multidimensional approach.* (2019). European Journal of Work and Organizational Psychology.
<https://www.tandfonline.com/doi/abs/10.1080/1359432X.2018.1541886>
- *How To Build a Strong Remote Work Culture | Upwork.* (2021). Upwork.com.
<https://www.upwork.com/resources/assess-improve-remote-work-culture#not-everything>
- Galanti, T., Guidetti, G., Mazzei, E., Zappalà, S., & Toscano, F. (2021). Work From Home During the COVID-19 Outbreak. *Journal of Occupational and Environmental Medicine*, 63(7), e426–e432. <https://doi.org/10.1097/jom.0000000000002236>

Appendix

Questionnaire:

General Remote Work Experience:

1. How often do you work remotely each week?
2. Do you have a dedicated workspace at home for remote work?
3. What do you consider the biggest advantages of working remotely?
4. What do you find most challenging about working remotely?
5. How satisfied are you with the overall remote work experience provided by the company?
6. How would you rate the effectiveness of virtual meetings and collaboration compared to in-person interactions?

Work-Life Balance:

7. How well do you feel you are able to maintain a work-life balance while working remotely?
8. Do you find it easier or more challenging to disconnect from work when working remotely compared to working in the office?
9. Are you able to set clear boundaries between work and personal time while working remotely?
10. Are you able to maintain a healthy level of physical activity while working remotely?
11. Are you able to manage stress and maintain your mental health while working remotely?
12. Do you feel that remote work has had an impact on your overall physical health?

Managerial Support and Career Development:

13. Are you comfortable discussing any challenges or concerns related to remote work with your manager?
14. Do you feel that your manager provides clear expectations and guidance for your remote work tasks?
15. Are you comfortable reaching out to colleagues or superiors for support or questions while working remotely?
16. How would you rate your manager's ability to provide remote work support and guidance?

17. How often do you have one-on-one meetings or check-ins with your manager while working remotely?
18. Do you feel that remote work has influenced your career growth opportunities within the company?

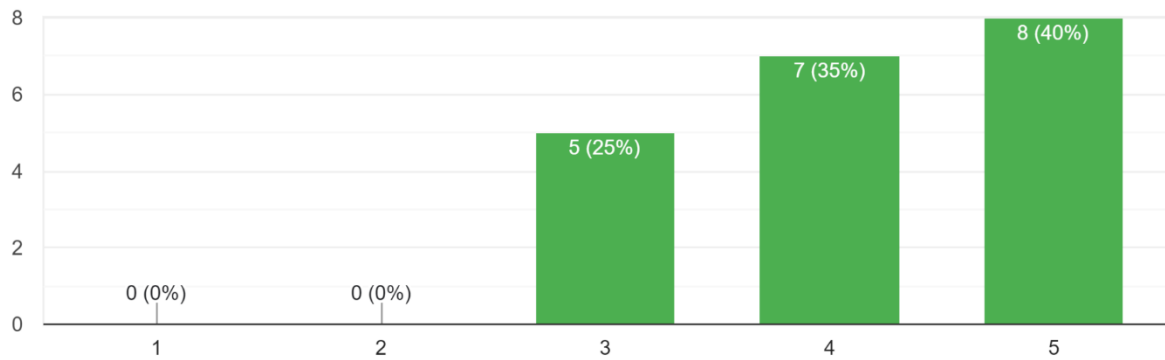
Company Policies and Resources:

19. Do you feel that the company provides sufficient resources and support to remote employees?
20. Are you encouraged by the company to take breaks and time off to prevent burnout while working remotely?
21. How satisfied are you with the remote training and development opportunities provided by the company?
22. Do you feel adequately informed about company updates and changes while working remotely?
23. Are you satisfied with the efforts made by the company to foster a sense of community among remote employees?
24. Are you provided with the necessary resources and support to maintain your productivity while working remotely?
25. How would you rate the company's responsiveness to addressing challenges faced by remote employees?

Charts:

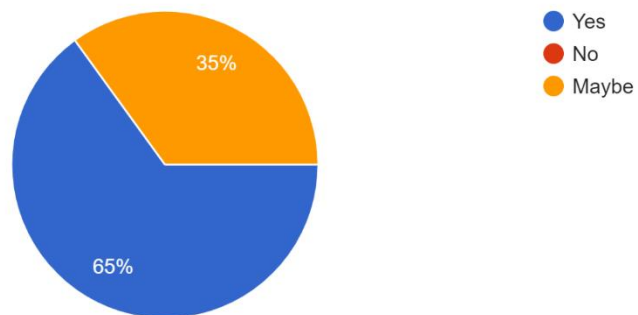
How often do you work remotely each week?

20 responses



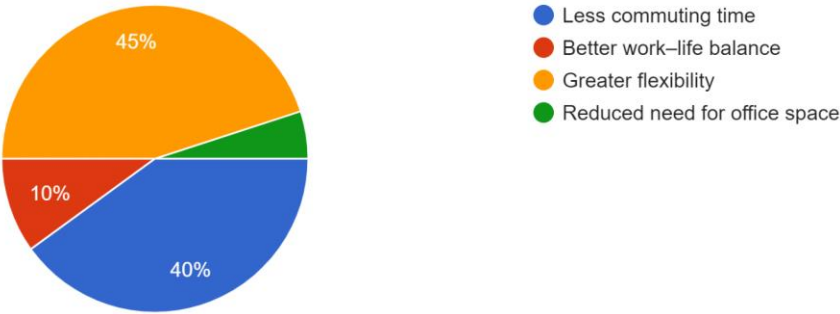
Do you have a dedicated workspace at home for remote work?

20 responses



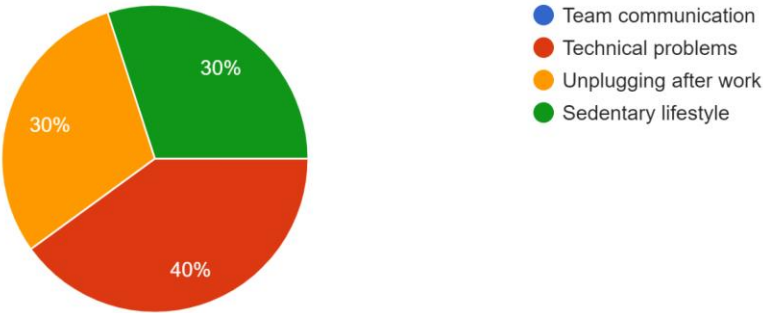
What do you consider the biggest advantages of working remotely?

20 responses



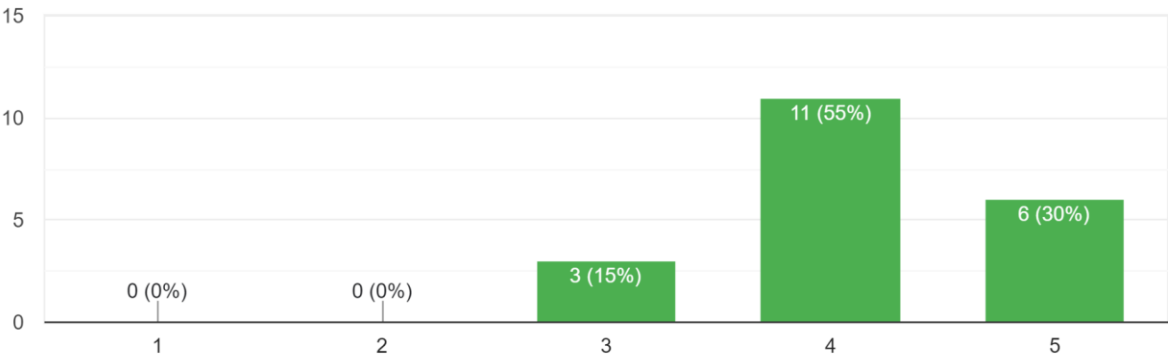
What do you find most challenging about working remotely?

20 responses



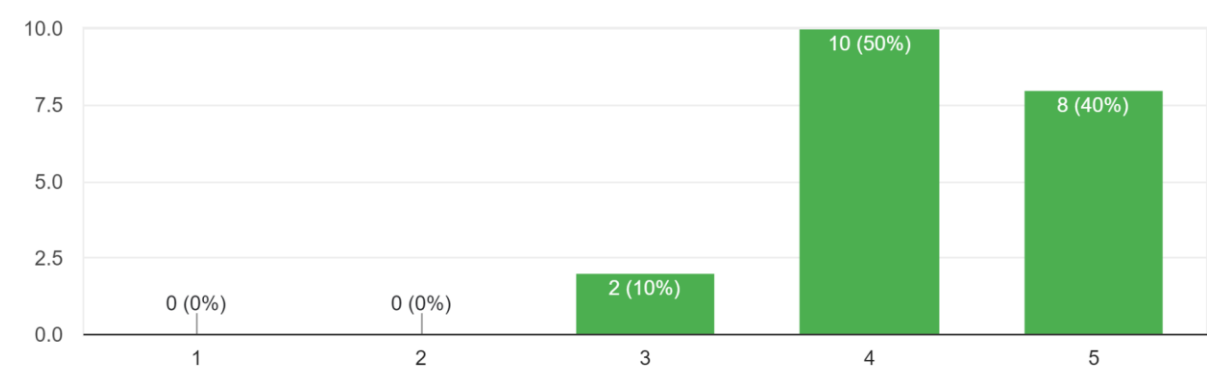
How satisfied are you with the overall remote work experience provided by the company?

20 responses



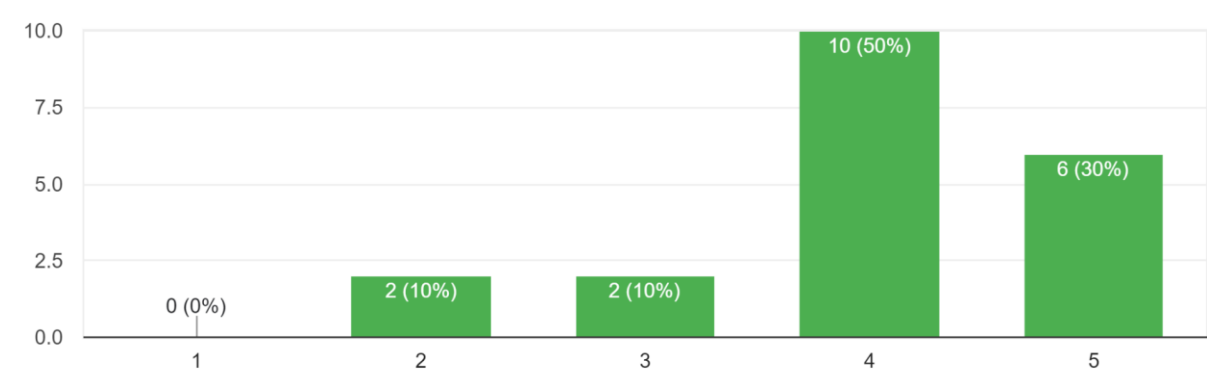
How would you rate the effectiveness of virtual meetings and collaboration compared to in-person interactions?

20 responses



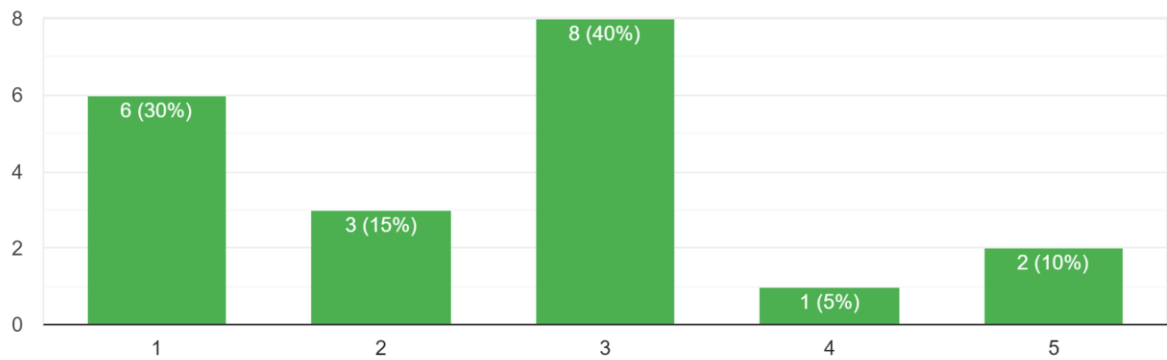
How well do you feel you are able to maintain a work-life balance while working remotely?

20 responses



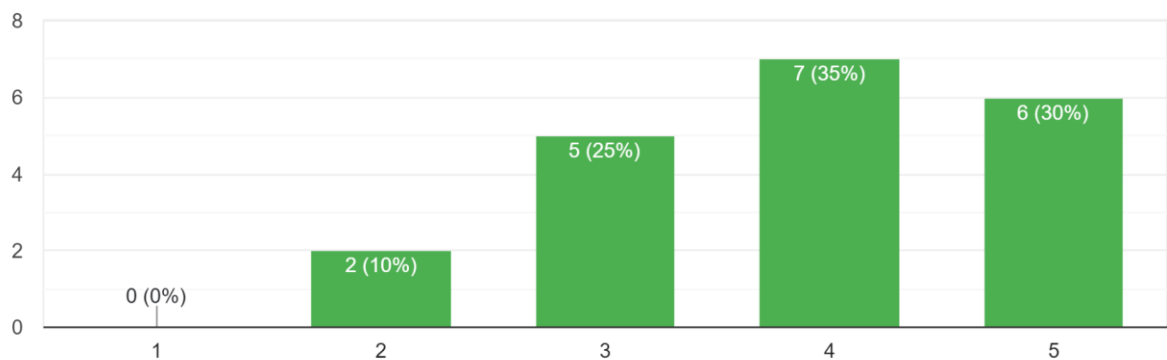
Do you find it easier or more challenging to disconnect from work when working remotely compared to working in the office?

20 responses



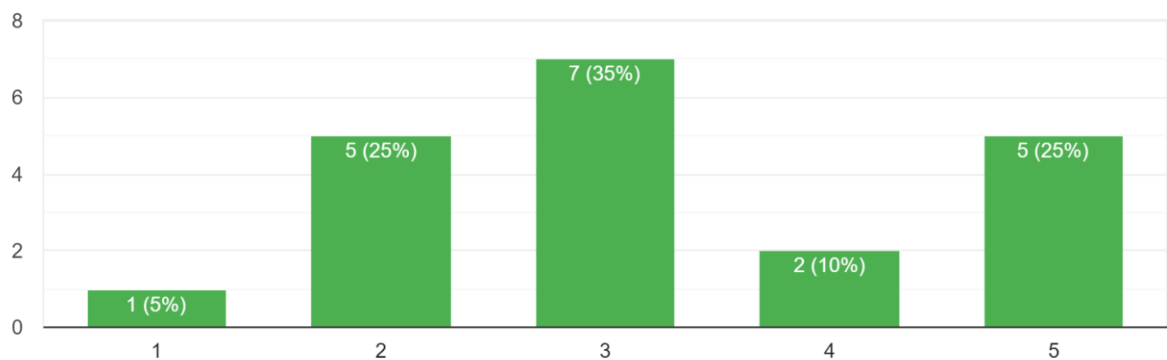
Are you able to set clear boundaries between work and personal time while working remotely?

20 responses



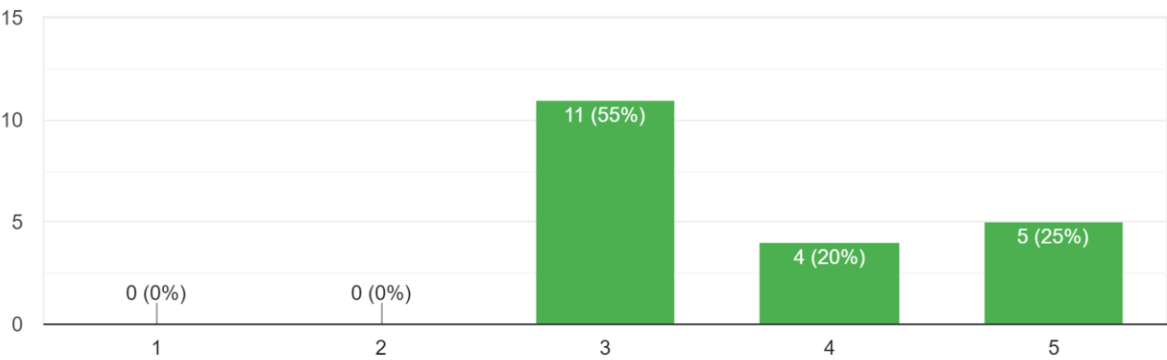
Are you able to maintain a healthy level of physical activity while working remotely?

20 responses



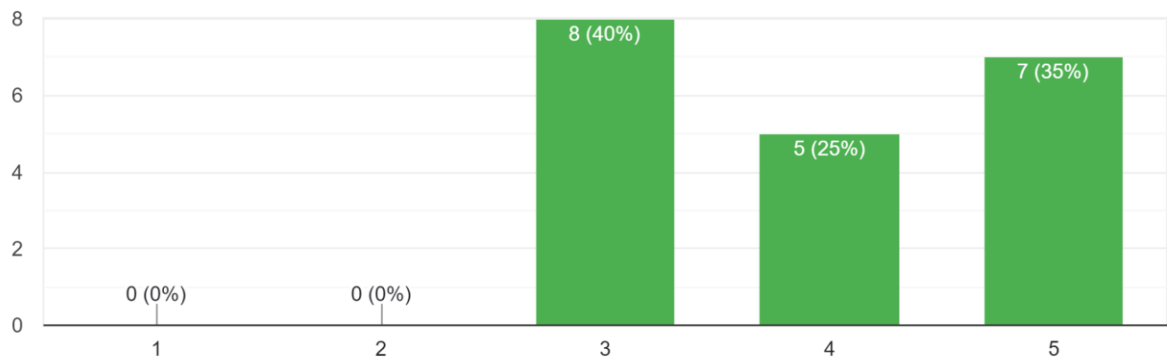
Are you able to manage stress and maintain your mental health while working remotely?

20 responses



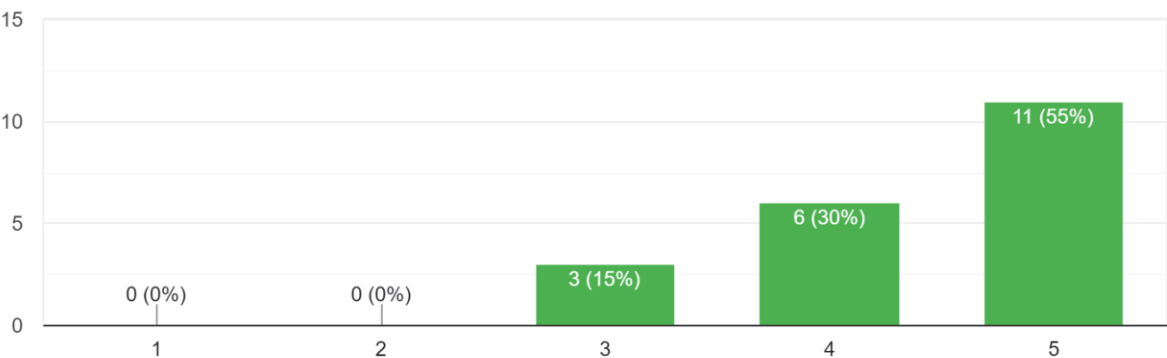
Do you feel that remote work has had an impact on your overall physical health?

20 responses



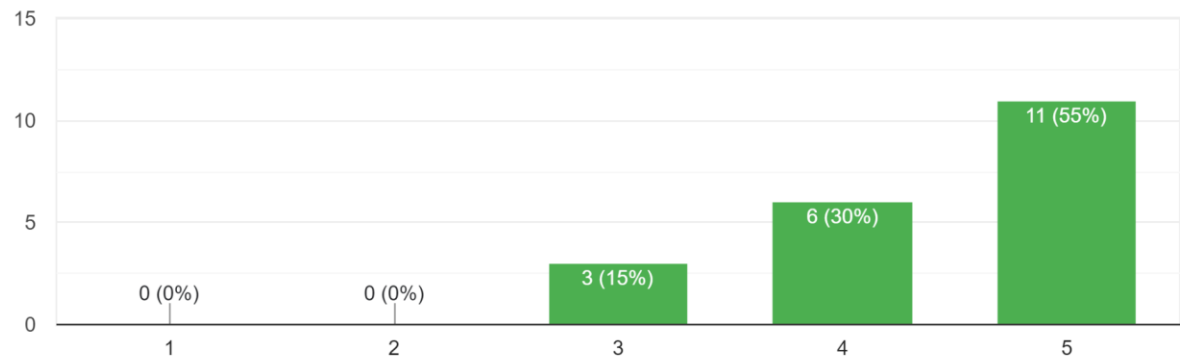
Are you comfortable discussing any challenges or concerns related to remote work with your manager?

20 responses



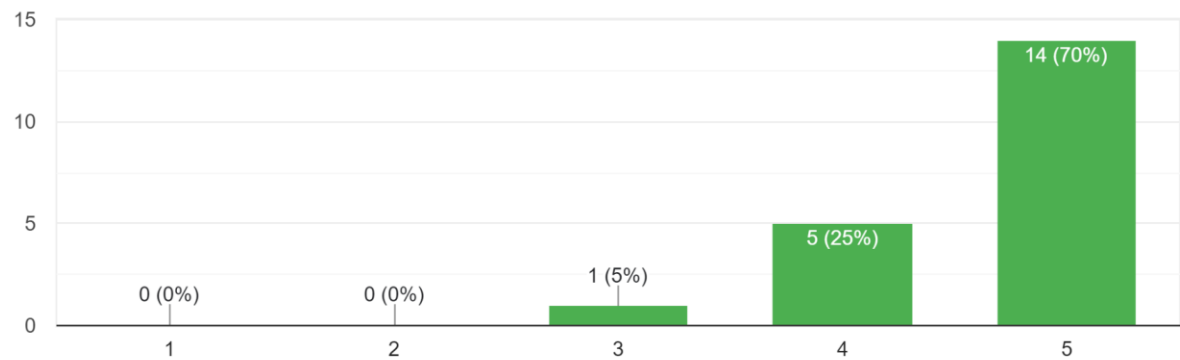
Do you feel that your manager provides clear expectations and guidance for your remote work tasks?

20 responses



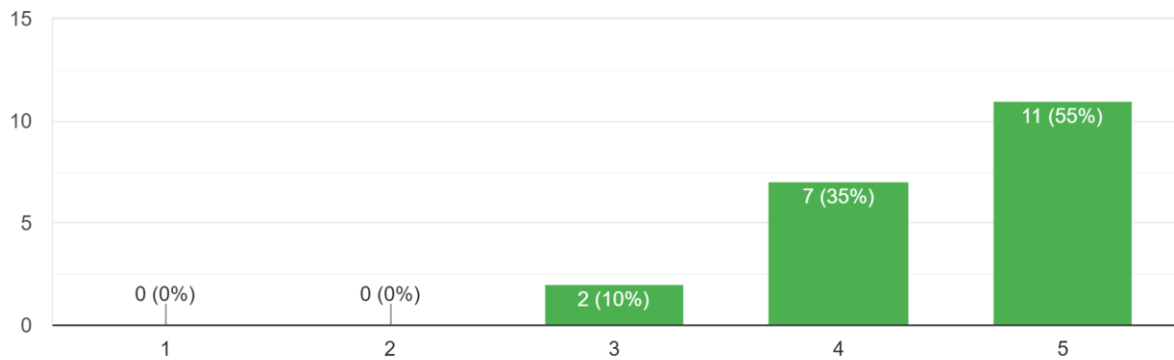
Are you comfortable reaching out to colleagues or superiors for support or questions while working remotely?

20 responses



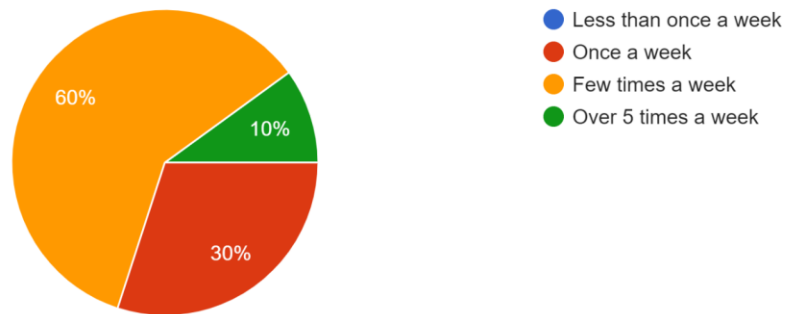
How would you rate your manager's ability to provide remote work support and guidance?

20 responses

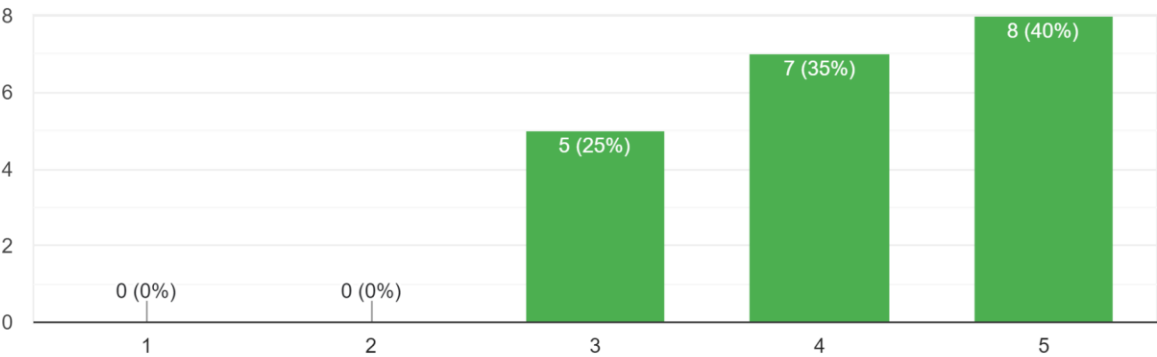


How often do you have one-on-one meetings or check-ins with your manager while working remotely?

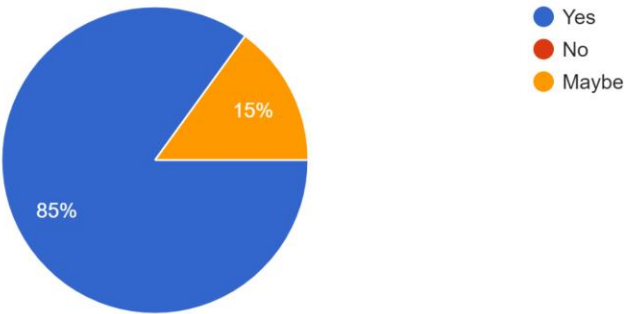
20 responses



Do you feel that remote work has influenced your career growth opportunities within the company?
20 responses

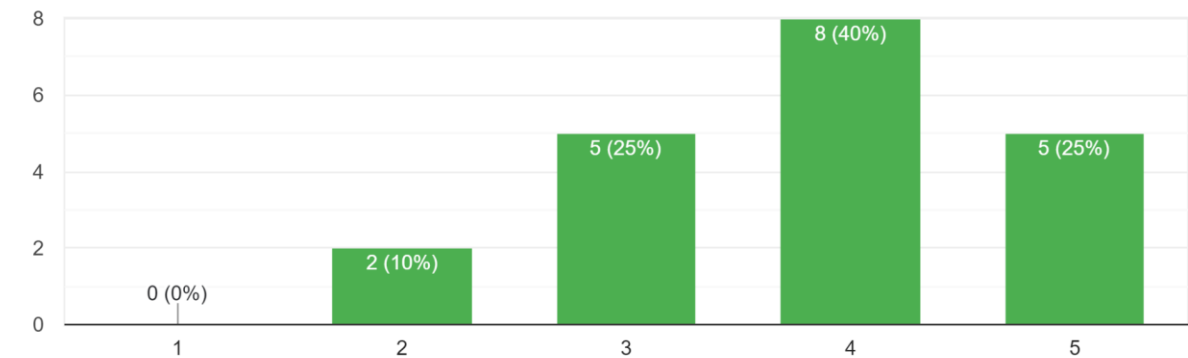


Do you feel that the company provides sufficient resources and support to remote employees?
20 responses



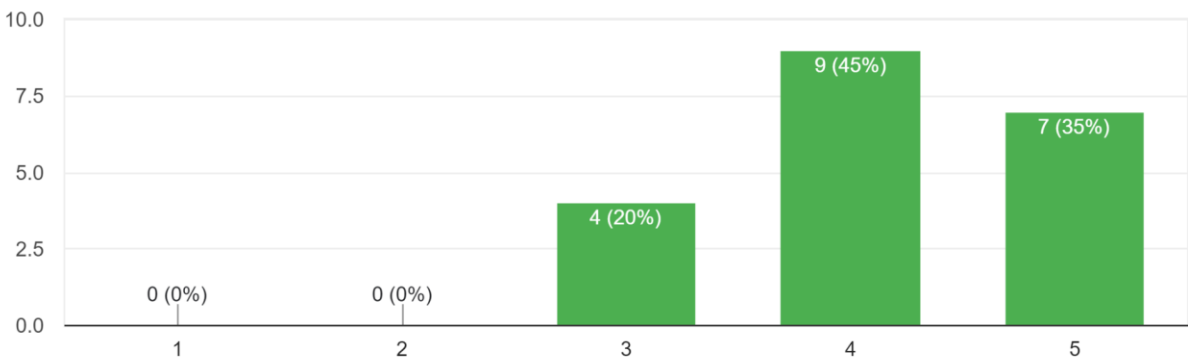
Are you encouraged by the company to take breaks and time off to prevent burnout while working remotely?

20 responses

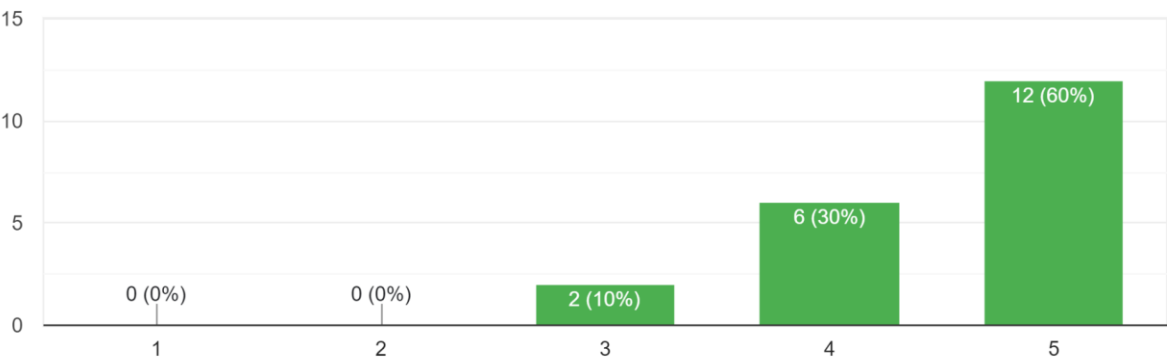


How satisfied are you with the remote training and development opportunities provided by the company?

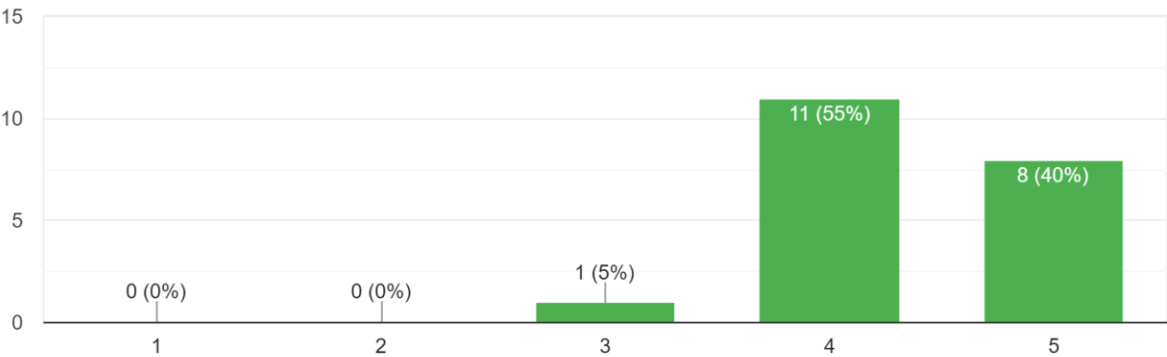
20 responses



Do you feel adequately informed about company updates and changes while working remotely?
20 responses

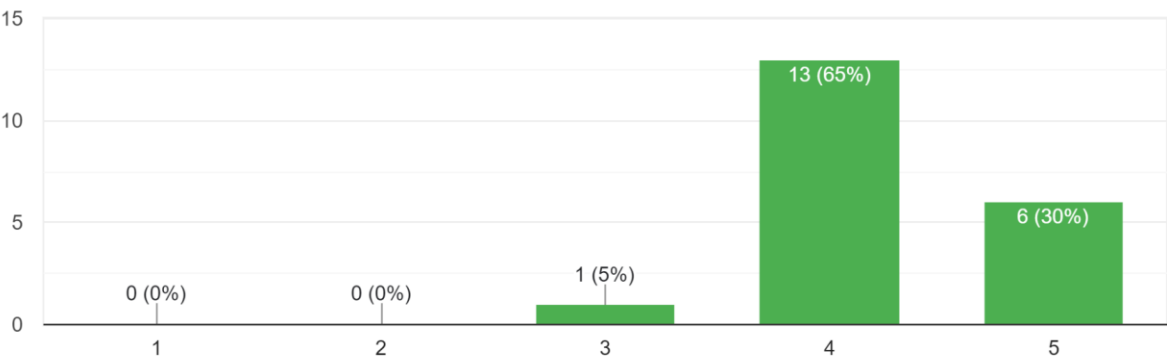


Are you satisfied with the efforts made by the company to foster a sense of community among remote employees?
20 responses



Are you provided with the necessary resources and support to maintain your productivity while working remotely?

20 responses



How would you rate the company's responsiveness to addressing challenges faced by remote employees?

20 responses

