

10th Semester Project

Topic: Employee social relationship during COVID-19 Pandemic

“How Covid-19 lockdown make a difference in the employee social relationship and the communication way how have online communication tools supported their mutual coordination and friendly relationship as like before COVID-19 locked down? and highlight difference of Nepal and Denmark.

Deepa Rai

30 May 2022

Supervised by Prof. Julia Zhukova Klausen

Aalborg University - MA in Culture, Communication, and Globalisation

Abstract

This research aimed to identify the online work affect the employee social relation and their social bonding with focus on how online help in coordination part and productivity. This is done by applying theories on Employee communication, social relationship, online working, and Employee coordination. The analysis is a qualitative content analysis of five interviews (Nepal and Denmark), and six coding is used to make empirical analysis. The study finds that Covid-19 pandemic lockdown make a change in their employee social relation as they enter in online working system. Subsequently, the analysis finds the online work affects in their social bonding and their work performance as in terms of productivity. Furthermore, the study finds there is differences between Nepal and Denmark in relation to social bonding, their friend's relationship with coworker when they go on online work.

Keywords Social relationship, online communication, friends, telework, social bonding, coordination

Acknowledgement

This paper would not be possible without the supervision of my thesis supervisor Prof. Julia Zhukova Klausen. I am very grateful for her assistance and her guidance for this topic from the initial period where her comments that greatly improved this paper.

I would also like to show gratitude to all my interviewee/participants for sharing their experienced during COVID-19 lockdown and without their data my research work will not achieve the result.

TABLE OF CONTENT

ABSTRACT	2
ACKNOWLEDGEMENT	3
1. INTRODUCTION	6
2. LITERATURE REVIEW	7
2.1. <i>Online Communication and online social networking</i>	8
2.2. <i>Social Relationship</i>	9
2.3. <i>Digital Work in Denmark during the COVID-19 Pandemic</i>	9
2.4. <i>Digital Work in Nepal during Covid-19 Pandemic</i>	10
2.5. <i>Employee coordination during pandemic Lockdown</i>	10
3. THEORY	11
3.1. <i>Employee Communication</i>	12
3.2. <i>Social relationship</i>	13
3.3. <i>Teleworking/online working</i>	14
3.4. <i>Employee coordination/organization Coordination</i>	15
4. METHODOLOGY	16
4.1. <i>Interview guide</i>	17
4.2. <i>Method of Data analysis</i>	20
4.3. <i>Data collection and availability</i>	20
4.4. <i>Ethical issues and consideration</i>	21
4.5. <i>Limitation and bias</i>	21
4.6. <i>Qualitative content analysis</i>	22
5. ANALYSIS	23
5.1. <i>Interview 1</i>	24
5.2. <i>Interview 2</i>	26
5.3. <i>Interview 3</i>	28
5.4. <i>Interview 4</i>	30
5.5. <i>Interview 5</i>	31
6. DISCUSSION	33
6.1. <i>Employee Social Relationship</i>	34
6.2. <i>Online communication</i>	35

6.3. <i>Nepal and Denmark differences and similarities</i>	36
7. FURTHER RESEARCH	38
8. CONCLUSION	39
9. REFERENCES	41
10. APPENDIX 1	45
11. APPENDIX 2	47
12. APPENDIX 3	49

1. Introduction:

The COVID-19 pandemic led many governments to implement lockdown regulations, and forced national government to order their people to work from home, and this is because to control the spread of the virus (Pawar, 2020., Ipsen, 2020). It helps to make positive outcomes through lockdowns which minimise the physical damage caused by the virus, but they also damaged the people's well-being and social interaction (Pawar, 2020). People have been forced to stay at home with making social distance, also change their way of communication relating to colleagues, classmates and Friends from offline to entirely online through platforms and social networks.

Lockdowns did minimize the physical damage caused by the virus, but they also damaged the population's well-being, social relationship, and their social bonding. When there is lockdown introduce every sector get affected and must stop their normal life to online. It has no doubt there are research exist on the link between social relationship and emotional, health system during COVID-19 lockdown and this research which I am going to do is in social relationship, and my research is based in employee where every official task change from offline to online during Lockdown was mandates and recommendation have closed offices. This research analysis is going to be on how employee is active in online communication and how they maintain their employee social relationship or changes in co-worker relationship during initial "stay-at-home". During initial period of lockdown Governmental mandates and recommendation have closed schools, offices and discouraged social gathering and events (Park et. al., 2020 cited in Philpot. M. L., Ramar, et. al 2021), which control in spread of virus, but it is affecting in social relationship.

Social networking or social media is one of the top five internet where adult aged (21-35) use social networking sites to communicate with their family, friends (Hughes, et al 2015). As the COVID-19 lockdown hit the world and forced to live in home and make social distance which make huge involvement of online communication. Every sector gets affected (schools, universities, offices, entertainment and so on), according to research done by Nguyen and et al 2020 where they found vast increased in digital communication during lockdown period in which people involve more in text messaging more often, increase in voice calls, social media, video calls, email and some played online games (Nguyen and et al 2020). Different countries have their own restriction during COVID-19 lockdown from hard to soft lockdown where government of Nepal issued a nationwide lockdown from '24

March to 21 July 2020' whereas on March 11, 2020, government of Denmark announced partial lockdown comprising school closings, day care, closings of private institutions, arrange employee to work from home (Danish Parliament, 2021).

We can find research about people and their life during lockdown and its negative impact loneliness, boredom, people social wellbeing, global health crisis but there is missing about employee's life during COVID-19 lockdown and how they manage to develop their employee social relationship which I am going to study through this research work, and I will also focus on their work- and work-related coordination between them.

According to Bryman, *"Research questions are important in research because they force you to consider that most basic of issues- what is it about your area of interest that you want to know? Most researcher begin their research with general idea of what it is they are interested in. This is also an idea what we want to find out about more precisely and rigorously"* (Bryman. 2016. p8).

It is important to narrow down the research question and focus directly based on our research topic while developing research question (Bryman. 2016, p.8). While my research is based in Employee social relationship while in COVID-19 lockdown period. Based on the above introductory consideration, the aim of my project is to investigate employee social relationship and online communication which help to build the social connection at the time of COVID-19 locked down which is based on employee of Denmark and Nepal. Specifically, my Problem formulation will be *"How have employee social relationship been affected by social distancing and how have online communication tools supported their mutual coordination and friendly relationship as like before COVID-19 locked down? and highlight difference of Nepal and Denmark.*

2. Literature review:

In this literature review, I will be investigating different areas of study for existing literature. I will be looking at pandemic studies, studies about employee social relationship, social distancing and social bonding, online communication and work productive in online or offline. I am doing this, to gain an understanding of pre-existing studies, their aims, successes, and shortcoming as well as to better position of this study. It will focus on initial reactions of people working from home, how the online tools help to build their employee

social relationship after lockdown happened and remote work started. Taking the participants from Denmark and Nepal, I can make a comparison of two different countries which has geographically and culturally different, so it is help me to get better information about how employees' condition when they start their work from home. How they communicate and coordinate in time of their remote work?

To collect data, I have used google scholar, AAU library, REX, and EPSCO where I have got different articles and journal around 36000 where I narrow down with key words, 'Social bonding', 'online work or tele work', 'Covid-19', 'Pandemic', 'Relationship', 'Employee Relationship', and 'online communication' so on.

2.1. Online Communication and online social networking

Communication is the most important part and now in human life it plays vital role, where every human activity is based on it (AVRAM. 2015). Communication is the process of transmitting a message from sender to the recipient whereas online communication is based on computer through Email and YouTube (AVRAM. 2015). There are multiple online social networks such as Facebook, LinkedIn, or Google+ have been popular Internet platforms, and this is way people around the world congregate and connected (Heidemann. 2012). According to Schneider et al. *"Online social network form online communities among people with common interests, activities, background, and/or friendships. Most online social network is Web-based and allow users to upload profiles (text, images, and videos) and interact with others in numerous ways"* (cited in Heidemann et al., 2012).

The way of life has changed during COVID-19 pandemic, daily life has changed from offline to online, from economy to health from education to social life (Kacar, 2021). During lockdown and social distancing, the popularity of internet and social media have gained significance in social interaction and communication modes where the alternative of face -to-face interaction, online communication has become the important tool with the adoption of distance learning, remote work, and virtual socialization settings (Kacar, 2021). As the university is closed, work became online, colleges students and employees have no other reason to go out at a time they should be maintaining physical distance with others; on the other hand, they must stay at home to follow online classes (Kacar, 2021). From the beginning of the pandemic, young adults, students, employees have been spending all their

time at home when before COVID-19 they have time to go out socializing with others for self-development (Kacar., 2021).

On the other hand, people who are familiar with the online, using digital media and online technologies also before pandemic, are bind to the online and it is the center part of their life because now there is no other option and the people who were trapped into their house under lockdown, online communication tools are the only one option to maintain their social relationship or maintain their social network (Kacar, 2021).

2.2. Social Relationship

Social networking or relationship generally stimulates collaborate and knowledge sharing between individuals, which also help to increase productivity, connection, maintain their social relationship (AVRAM. 2015). With the help of online communication people can fixed and maintain social distancing, in the time of COVID-19, beside this it also helps to keep connection with the world because during pandemic everything goes virtual to online; colleges, organizations, where students, employee work and study online (AVRAM. 2015).

According to August (2013), “which define social relation as a relationship between family members, friends, neighbors, coworkers, and other associates with close connection” (August, and Rook., 2013).

Social relationship is important in human life and for good mental and physical health (August, and Rook, 2013), as COVID-19 affect the life people must minimize the social distance which affect people life from physical to online (AVRAM. 2015). People are spending more time online and try to connect as much as they can with their friends, family, colleague and so on.

2.3. Digital Work in Denmark during the COVID-19 Pandemic

Coronavirus outbreak, COVID-19 (WHO, 2020), government across the world to order people to work from home, to minimize the spread of covid-19. Every country restricted public appearance and forced to live inside home and work from home. In Denmark, the Prime Minister advised people to work from home and thousands of employees, supervisor started their work from home to minimize the spread of virus. As previous studies show

pandemic and causes mental health, online work challenges, advantages, and disadvantages (Bailey & Kurland, 2002; Kurland & Bailey, 1999 cited in Ipsen, 2020).

As employee has changed their work to online and also maintaining distance which make difference in employee wellbeing and employee performance as it is discussed in many previous research (Ipsen, 2020), so I decided to collect and take an interview about how the online work changed their employee social relationship and how have online communication tools help them to build mutual coordination between them, and there is any difference in between two countries (Denmark and Nepal).

2.4. Digital Work in Nepal during Covid-19 Pandemic

In Nepal complete lockdown was started from March 24, in first initial there was one week of lockdown and after the extension goes further (Upadhyaya, 2020). During those periods all the sectors are facing economic problem, worse situation is in tourism sector, hotel, restaurants, travel company, airlines etc. (Upadhyaya, 2020). People have faced many problems during lockdown, loss their job, hardly manage to fulfill their basic needs (Upadhyaya, 2020). There are some previous research papers, which based on online education, internet service, health issues, Covid-19 situation but there is no specific research related to employee, remote work, employee social relationship, coordination and so on.

According to the report given by the international labour organization (ILO, 2021), “during COVID-19 breakdown most of the private recruitment agencies which was around 84.4 percent has completely stopped their business and 15.6 percent of them were partially operating, and they were mostly conducting internal administrative work” (p.5). Many people have losses their job and few go to online and continue their work task (ILO, 2021).

Nepal is a tourism and agriculture-based country which economic is dependent on remittance, agriculture, service, tourism (ILO, 2021 and Francois, 2020), so I guess it is hard to find out the previous research about Digital work or work from home.

2.5. Employee coordination during pandemic Lockdown

It is mandatory to work digital and maintain social distance, which also resulting in a transformation in the relationship between employees and employers (Juchnowicz, and

Kinowska, 2021). With the help of digital tools, it helps to maintain and fulfill the demand of their work, in the other hand sudden and rapid need for the digitalization of the work during COVID-19 resulted in challenges of balancing work life, fully commitment, work efficiency (Juchnowicz. M and Kinowska. H., 2021). Digital channel help employee to connect with each other in some point but it cannot make same connection which they have before. Employee who works all their time working inside organization without having any boundaries, they have maintained sudden distance and went to remote work environment (Juchnowicz. M and Kinowska. H., 2021). It is one of the difficult parts for all employees to who transfer all their work digitally as a result some people found difficult to coordinate with their co-worker and this may affect in their whole performance (Juchnowicz. M and Kinowska. H., 2021).

It is challenge to employers and employee to maintain work balance, positive mental health, and good coordination at work during online work. Positive mental health at work is an extremely important things in the management of today's organization (Bulinska-Stangrecka and Bagienska; 2021). In some research shown that, with suddenly changes in the work from physically to remote working affects both social interactions and job satisfaction, as well as people are unknown about how long they must stay home and be online which totally change human life (Bulinska-Stangrecka and Bagienska; 2021). To control of the coronavirus SARS-CoV-2 and maintain health there is number of changes in the functioning of society and enterprises also a state of epidemic emergency was introduced in several countries in Denmark, from 12 March 2020 many industries, schools, colleges, closed their activities totally whereas in Nepal the lockdown introduced from 24 March closure of the border and non-essential services, prohibiting domestic and international travels (Sharma. K et al. 2021., Bulinska-Stangrecka and Bagienska, 2021., Leegaard. H. J and et al; 2020). In Nepal and Denmark both convert their work in online to control the spread of virus and it change the life of employees from physical to remote work, it may be the good solution in time of COVID-19 but some of the bad consequences occur in their life, people are loneliness, demotivated, mental issue, and so on (Sharma. K., et al. 2021., Leegaard. H. J and et al; 2020).

3. Theories:

Based on the literature review above and the research question which I am trying to investigate, I have included the list of theories that will inform my research and aid in the

discussion of the analysis. Employee communication system which is important and helps to employees to give best and achieve the target goal of the organization, which also help to build the good relation, coordination, social relation with each other. Furthermore, it helps to understand the to build the employee relationship, mutual coordination, communication between employee and employer.

3.1. Employee communication

Communication plays vital role to function the organization. To fulfill the given task, every employee of an organization communicates with each other about the various types of work in the organization (Yan, 2011). In organization communication conducted for different purpose and official task, communication flows from different levels also which will help to get success (Yan, 2011). It is not always the employee communicate in related to work but sometimes they share their personal lives, feelings, interest, thought, belief, fantasies, personal goals, and family backgrounds Madlock and Booth-Butterfield, 2008; Sias and Cahill, etc. cited in Yan, 2011). Many previous studies based on the employee relation; western context have provided their analysis about:

“Employee do not only formally disseminate information related to work and their organization, but also share about themselves and their emotions, talking about non-work-related topics for social reasons occurs commonly among members of organization. Hence, this kind of communication, will build their social network among employees in the organization” (Kreps 1990, 208 cited in Yan, 2011).

Scholars have argued that informal communication is the second most daily used channel to communicate (it may be with employees and his or immediate supervisor) therefore, in organization employees’ curiosity, interpersonal attraction, and social interaction, informal communication has become a common feature of the social networks in today’s organizations (Tubbs and Moss 2008., Kreps 1990, 208 cited in Yan, 2011). When there is communication in organization than it includes both formal and informal communication and both are important to build good social relation and employee best coordination between each other.

According to Farace, Monge, and Russell (1977), “there are three main kinds of communication at a workplace, they are task-related communication, innovation-related

communication which is about new ideas, and third one maintenance-related communication which includes social topic that build human relationship” (Farace, Monge, and Russell., 1977 cited in Yan, 2011).

They also argue about to build best relation and achieve goal then communication must be formal and informal for instance manager communicate work related what their task are and how to accomplish these task and this is process or work related and innovative task but in other hand manager may also share the personal good news, having social gathering for lunch, game and so on (Farace, Monge, and Russell., 1977 cited in Yan, 2011).

3.2. Social relationship

When there is connection between individual and social connection that formulate a system (such as a workplace, surrounding or society) and the social relationship range from family member, coworker, friends, and acquaintances (Long, et al 2021). Social relation and social network which develop in various way which includes frequency of contact and emotional support (Long, et al 2021). The research done by (He, et al 2009), were they mentioned some of the concept of social relationship and social capital. According to Putman, *“social capital and social relationship are features of social organization, such as trust, norms, and networks that can improve the efficiency of society by facilitating coordinated actions”* (Putman 1993 cited in He, et al., 2009).

According of J. Nahapiet and S. Ghoshal, (1998), where they define *“structural, cognitive, and relational factors are considered as dimensions of social capital embedded within social relationship; they facilitate knowledge creation and improve knowledge sharing”* (cited in He, et al 2009). It is also taken as a building a successful business when the relationship reduces the conflict by communication, increasing participants willingness to adopt different ideas from different people and believe in knowledge sharing and this will help to achieve success (He, et al 2009).

The stronger social relation or network can be with the close friendship, and it became more closed, when people communicate and interact frequently it develop strong bonding (Long, et al 2021). However, while more distant, which also called weak connection will make more diversity and during the COVID-19 restrictions, social gathering, face-to-face

meeting were stopped between, colleague, partners, friends, that make loss in connection and interaction became more limited to those closet (Long, et al 2021).

COVID-19 likely introduced new communication way and networks that were smaller and more homogenous as a result people adopt and response to change where interaction goes online (e.g., Zoom, Microsoft team) (Long, et al 2021). While the change come in everybody life where university student takes an online class, employee start their work from home through online and during online the same relation will not develop, as result lost connection, risk of social isolation (Long, et al 2021).

3.3. Teleworking/online working

When Pandemic hits the world, everything's goes shut down and people are home lockdown, school are closed, businesses and organization started remote work. As the data given from Eurostat, (2018), number of people are doing teleworking and has been gradually increasing, where the COVID-19 pandemic increased in the same way teleworking user number also high in demand, as a result it proved that teleworking is the important aspect to sustain during Corona pandemic (cited in ILO, 2020). Researcher also found that with remote work employee get more flexibility schedule and freedom to work, can start their work in alternative location (ILO, 2020), some it has negative and risk as well when if they lose the contact with fellow employees.

According of Euro found and ILO, 2017; “define as the use of information and communication technologies such as smartphone, tablets, laptop, computer, iPad and the work which will performed outside the organization premises” (cited in ILO, 2020). One of the positive aspect employees can chose their own working location and conduct their work outside the employer's locations.

From the data collected by ILO, 2020, which mention before COVID-19 only few numbers of employee were working from home, in European Union (EU) employee are working from home and mobile telework, more then 30 percent of come in Denmark, the Netherland, Sweden whereas 10 percent or less in the Greece, Italy, Poland (ILO, 2017 cited in ILO, 2020). The number goes up drastically between January and March 2020, when the COVID-19 infection covers the globe and all countries follow to closed they're

in person work and introduce full-time teleworking, where everyone start their remote work, online coordination (ILO, 2020).

In period of lockdown and everyone go to online work which make a benefit but numerous negative aspects of full-time work from home, whereas employees who are at home they are missing their socialize with colleagues and they don't have physical activities such as walking in different office circles, their sharing of personal talk are stop (Xiao, et al 2021). Moreover, while working full-time online and spending time in computer and screen make fatigue, tiredness, headaches, eye problem and working online and without face-to-face interaction can increase the chance of mental issues such as social isolation and depression (Xiao, et al 2021).

3.4. Employee Coordination /organizational Coordination

In organization coordination is an important action which is taken in every firm in process to generate appropriate outcomes: *“to organize is to assemble ongoing interdependent actions into sensible sequences that generate sensible outcome.” (Weick,1979, p.3 cited in Melin, and Axelsson,. 2005).*

According to March and Simon (1958) and Mintzberg (1983, 1998), “they identify three activities that are necessary to perform coordination: Coordination through standardization, planning and through feedback” (cited in Melin, and Axelsson, 2005).

But later researcher also identifies a set of coordination mechanisms based on previous scholars and they are mutual coordination, direct supervision, skills and norms, and work process (March and Simon's. 1958., Mintzberg, 1983, 1998 cited in Melin, and Axelsson, 2005). To achieve success in the given task, or in success of achieving targeted goal there is role of different people who work in one organization and with their similar vision and mission make them one team and with their mutual coordination and equal involvement as a result it brings success (March and Simon's. 1958., Mintzberg, 1983, 1998 cited in Melin, and Axelsson, 2005).

“Action are mutually dependent, and one important part of coordination is to handle these dependencies” (Malone and Crowston,1994; Thompson, 1967 cited in Melin, and Axelsson, 2005).

“Several definitions have been developed where According to Schiefloe and Syvertsen, 1993; Weiseth, 1993; coordination is discussed; the act of dividing goals into task, provide all the needed resources to fulfill of action, transfer different action into whole and evaluation of actions compared to goals” (cited in Melin, and Axelsson, 2005).

The year 2020 has brought many changes to the global economy and work life of world where number of people teleworking part-time and full-time and during COVID-19 lockdown it is the best open of the employers as they adopt it with fast-tracked (ILO, 2020). During COVID-19 period, teleworking, online working was the main source of sustain in the global economy (ILO 2020).

4. Methodology

I will be doing qualitative research and focus on the quality rather than quantity. In qualitative research strategy which based on qualification in the collection and analysis of data where deductive approach inter between theory and research (Bryman, 2016). This research study will be based in deductive approach I will be formulating the research question and the collection of empirical data. With COVID-19 pandemic caused sudden changes in work organization, working from home, it also affected workers life through social distancing, stress, unemployment and so on.

The aim of my research, to collect qualitative data, which is done through interview and recording the interviews and also in primary and secondary sources. According to Kvale, 1996; 2003 cited in Alshenqeeti 2014, *“Interview with a questionnaire, are important and powerful in eliciting narrative data that allows researcher to investigate people’s view in greater depth”*. While doing research through interview, we are making a purposeful conversation between people, requiring the interviewer to develop rapport and give a needed and meaningful question, to which the participants is willing to respond and give full attention (Saunders., and et al, 2016).

Bryman (2016), *“argue that social research and method are wider contextual factors” (p.14)*. According to some writer which is explained in Bryman (2016), *“the social world should be viewed as being external to social peoples and over which they have no control, and simply there, acting upon and influencing their habits, beliefs and values”* (Bryman, 2016).

We have seen in organization there are a set of culture, set values and behavioural expectations that apply a powerful influence on the people who work there and for the newly recruit must socialize (Bryman, 2016). Change come in the organization when employee is continue practising and modify things through small innovations in how things done so with all consideration will referred to as ontological Position (Bryman, 2016). According to Bryman, (2016), “social constructionism as an alternative ontological position where the social phenomena are not remained similar as it change through different social interaction” where it connects with my research study which contribute the answer of what, and how (Bryman, 2016).

In Epistemology position, as my research study have taken in two ways of communication to find out my research study, so it also includes and concern with nature of knowledge, and possibility scope (Bryman, 2016). Bryman describe, “Epistemology and theoretical perspective of research study are based on the research paradigm which we use during research work were reality depends on the interpretation, note on the details of situation, a reality behind the details, and subjective meanings” (Bryman, 2016).

The ontological and epistemological positions which support my research are based on reality is subjective where social human being is main character to define social phenomena and it can be develop with the action which happened and people are being affected by it, where knowledge is found by exploring and understanding the world of the people who are involve for the study.

4.1. Interview Guide

My research study will based in Interview where I have formulated my research questions which will guide my interview according to the research question. There are some following steps which guide me to formulate this question as my research interview question. Focused on my research aim and objectives which I need to find out the in-depth information about employees’ social relationship and during COVID-19 lockdown how they manage to maintain their co-worker relationship in a same way as it was before COVID-19 or lockdown make a gap in the employee social relationship. As my research problem formulation is to make an in-depth information and find out the study with, *“How Covid-19 lockdown make a difference in the employee social relationship and the communication way how have online communication tools supported their mutual*

coordination and friendly relationship as like before COVID-19 locked down ?and highlight difference of Nepal and Denmark.

The research interview is an interpersonal situation, a conversation between two people in a topic and focusing on similar findings (Kvale, 1996). Interviews develop specific form of human interaction in which new information and knowledge will generate through a dialogue (Kvale, 1996). To achieve require information through interview with advance preparation is need to the interaction and outcome of an interview where according to Kvale, 1996: where it mentions about the key issues of the interview.

“Interview concern what, why and how: what acquiring a pre-knowledge of the subject matter to be investigated; why-formulating a clear purpose for the interview; and how-being familiar with different interview techniques and deciding which to apply in the investigation” (Kvale, 1996).

Research question are important factor while doing research, if there is no specify clear research question, there is a high risk of unfocused research, which will unsure about “what your research is about and what you are collecting data for” (Bryman, 2016). So, to provide in depth findings I have formulate interview questions which help me to find out my research problem and all the question are related to my research study as my study focused on employee social relationship, online work, online communication, relationship formation and coordination and for that I have identify these lists of interview question:

The interview guide focuses on, *“How have employee social relation affected by online work, home locked during COVID-19 and how have online communication tools supported their mutual coordination and friendly relationship as like before COVID-19 locked down ?and highlight difference of Nepal and Denmark”.*

1. General

- (a) What is your full name and (b) Where do you live?
- (c) Where and with whom did you spend the covid-19 lockdown period?
- (d) How long did you home locked during Covid-19 period ?

2. Now some of your Work Information

(a) Type of organization, and your job title.

(b) How many people are there in your organization? Did you know each of them- if yes then explain how you know from work way or as a friend.

(c) During Covid, how you fulfill your work task, online or physically?

i. Describe your work life during COVID-19.

1. How often did you communicate with your colleague and employer?
2. How many people from your workplace are more friendly relationship rather than work colleague?
3. Are there any differences in work life and employee social bonding during online work?
4. Did you feel any difficulties in work life and family life? - **It about balance between work and family**
5. Is there any changes come in your working behavior while doing online? **(Compared to organization work and remote work- which one was productive in your point of view?)**
6. Any work challenges face while doing online work. Did you get any support from your employers during COVID-19 Lock down?

3. Employee relation

(i) Describe your relationship with your work colleague. How you describe your' relationships with your colleague ?

(ii) Do you feel any differences with your work colleague during lockdown?

(iii) Does the social distancing affect in social relationships' formation? Do you feel closer to your work colleague offline or online?

(iv) Have you ever been feel some differences in your colleague after online work ? In context of social relationship with your co-worker.

(v) Would you say that your opinion about online communication and how it helps you during covid lockdown period to build employee's relation and their coordination?

(vi) Considering the time, you spent in online in some social media (Facebook, Instagram, WhatsApp) during lockdown and nowadays. How much time would you say you spent online during lockdown?

4.2. Method for data analysis

This study is a qualitative study where primary data is the main source of data collection where I will collect five interviews for my research question. Research study will consist of a content analysis which focuses on key terms driven by the theories relevant to my research.

For research method, relying on Bryman (2016) and his work on how to use Interview as a source of data collection. He identifies documents as material that can be read in a broad sense, also referring to visuals, that have not been produced specifically for social research, that are preserved and available for analysis, and that are relevant to the concerns of the social researcher. Furthermore, before first interview it is important to think about how the collected interview will going to analyzed and how the findings will be verified and reported (Kvale, 1996, p.126).

4.3. Data Collection and availability

All the Data for the analysis is based on primary sources. The primary source of data is Interview questionnaire and to gain better result of the research questionnaire, semi-structured interviews are going to conducted with 5 participants from two different countries (Nepal and Denmark).

All the participants are going to be present anonymously in this research questionnaire, it is because of their comfort and relating more personal aspects.

Interview will be recorded by note-taking and a phone recorder because it will be more comfortable to the participants and will be helping to generate more connection to the subject.

The questionnaire focuses on *How have employee social relation between employees affected by online work, home locked during COVID-19 locked down and how have online*

communication tools such as Facebook, WhatsApp, Instagram and so on supported their mutual coordination and friendly relationship as like before COVID-19 locked down? And highlight the differences between Nepal and Denmark.

4.4. Ethical issues and consideration

Research ethic is emerged with design and plan of the research study which also provide the standards of performance which provides the certain rules and conditions of the data protection and the study of the research work or whoever is affected (Berry 2004; Thomas 1996; cited in Saunders 2016). In the process of research, ethics refer to the standards of practice that guide your conduct in relation to the rights of all those participants and related subjects who are going to affected by it (Saunders, 2016).

According to Bryman and Bell (2007), *“where they represent important principles related to ethical considerations in thesis, which is needed of any research, participants should not harm, participants should be prioritized, maintain the privacy of research participants before study, consent should be provide before study, research should be done with honesty and transparency and any kind of biased must be avoided”* (Bryman and Bell, 2007; cited in Palaskar, 2018).

As my research work is based on interview guide which involve human participants where I must follow the ethical rules so, I have provided consent form before starting my interview guide. All the participants have read and understand the consent, after they are free to choose and sign the given form. My sample consent form is attached in appendix 1.

4.5. Limitation and bias

Source of data is telephonic interview and each of the participants provide information according to the questionnaire, they share their own experience during lockdown and having an online work. Even though it is two different countries (Denmark and Nepal) but their idea of giving answer is same in relation to online work and how much they are productive during online or work at office and their social bonding was missing during home lockdown. I believe my data will be more in-depth if I can take face to face interview instead of telephonic interview or can-do ethnography to experience the same problems and the living the situation at the time of COVID-19 shut down and I can collect the same situation while in the time of Lockdown.

Therefore, the true limitation of my data are they cannot be considered as giving a 100 percent true, for now I must say it cover the 50 percent of true, in employee relationship and challenge they faced during their remote work.

4.6. Qualitative content analysis

Analysis of my data will be qualitative content analysis where I will be engaging more deductive form of qualitative content analysis. Qualitative content analysis is one of the numerous research projects which is used to analyse text data and it focus on the characteristics of language as communication priority to content or contextual meaning of text (Budd, Thorp, & Donohew, 1967; Lindkvist, 1981; McTavish & Pirro, 1990; Tesch, 1990, cited in Hsieh & Shannon, 2005). There are different approaches of content analysis where in my research study directed content analysis will be best suites, codes are defined before and during data analysis and codes are derived from theory or relevant research (Kaid, 1989; cited in Hsieh & Shannon 2005).

According to Potter and Levine-Donnerstein (1999), The main purpose of the directed approach to content analysis is to validate or enlarge conceptually a theoretical framework or theory (Potter and Levine-Donnerstein, 1999). Content analysis is a social scientific methodology that provide researcher where they use it to make strong study for the validity and reliability of their data (Potter and Levine-Donnerstein, 1999).

Existing theory or research can help focus the research study and help to determine the coding way or connection between codes which means it comes in deductive category application (Mayring, 2000 cited in Hsieh & Shannon 2005).

According to Kaid (1989), *“All approaches to qualitative content analysis require a similar analytical process of seven important steps, formulating the research questions to be answered, selecting the sample to be analysed, explaining the categories to be applied, outlining the coding process and the coder training, implementing the coding process, determining trustworthiness, and analysing the results of the coding process (kaid, 1989; cited in Hsieh & Shannon, 2005).”*

The reason behind using as I have identified the themes earlier. As such theory will guiding our analysis, and I have separated all the keyword according to the theory which then guide

the codes which I will going to identifying and applying while data will be analysed. Beside this I am going to put the keywork in whole sentence which will give a meaning because sometime work itself cannot provide meaning there must be some additional words so when it come with one full sentence it delivers proper meaning.

The keywords I have identified based on my theory are:

- Work friends or friends, social bonding, Employee social relationship, Relationshipformation, Productive work during online or offline, Online communication.
- To make easier to identify the words or code because it has long sentences and paragraph, I have given the line number (1 to 331) for each sentence.

Developing a coding scheme can be accomplished with more confidence when being guided by a theory (Potter and Levine-Donnerstein, 1999), which mean there will be more confident to develop code when being guided by theory. All the six code which I have identify from my theory which includes ‘Employee communication and social relationship’, will be define the keyword ‘Work friends or friends, social bonding, Employee social relationship and relationship formation’. Furthermore the ‘productive work during online or offline and online communication’ will be relate with ‘online working and Employee coordination’ as my interview guide focus on how employee they perform their job task when they are doing online. I am more focused to relate to concept of my code with theory which help to validate my research findings.

I have chosen six keywords (code) as it allows to investigate and make connection into theoretical categories where it will help to find out my research study with strong reliability and validate my findings. I have chosen these codes because it has strong meaning, according to my interview guide.

5. Analysis

For the analysis I have chosen the interview questionnaire and data was collected form five participants from Denmark and Nepal. The length of the interview is varied as time taken highest was 19 min to 8 minutes in minimum and the total page of transcribe is 10 pages. Each of the pages was analysed line by line to get the code words. I have checked all the

interviewee answer and their own thought to be put in my report, how they actually feel about their employee social relation, if they feel any difference and what they feel during online work and their own experience about online communication, what is the importance of social media during lockdown, their work coordination get better as well as which one is productive work online or offline, I am trying to cover all these information through my questionnaire. All the participants are very helpful, and they are happy to share their experience during lockdown and work from home.

The analysis will focus on predetermined codes based on interview as I have previously stated, the identified codes are Work friend or friends, social bonding, Employee Social Relationship, relationship formation, Productive work during online or offline, and Online communication/ Communication and Coordination, which will be analysed through qualitative content analysis. As I have mentioned earlier my transcribe interview is 10 pages in total so which I have put in appendix 3.

In the following section, my analysis will be done on the five interviews one after one and all predetermined codes will be considered to support my findings and later it will be used in discussion part.

5.1. Analysis of Interview 1:

My first interviewee was Hem Poudyal from Nepal, and his profession is a software engineer.

Work friend or friends

The first code, about friends or work friends, where he has a good friend relationship in his office and he says, *“There were 24 of us, working together in our organization and Yaa, I know each of them individually and Yaa I know them from work”* (1.6-7). In friend circle there is some difference as with few he makes a closed bonding, and they meet after work. *“The close friend you in an office they will be still in contact in informal conversations as well but with other colleague it just gets limited with formal conversation if you just have like some formal things to talk about then only you reached to them otherwise you wouldn’t contact like before”* (1. 48- 51).

Social Bonding

The second code, social bonding, where I was more focus about how was their friends or social bonding after lockdown when they started online work so my first interviewee as he didn't used word social bonding but his answer was, *"I would say like because the relationship itself is much more, it take times to develop, and it also take time to notches relationship with anyone I believe so while person go online and when they have just talk it mostly formal talk and the depth of sharing get less compare to it was before and yes it changes the dimension of relationship"* (l. 16-19).

Employee social Relationship

The third code, employee social relationship, is a very strong word and it gives powerful meaning itself and my interview guide me to collect more about did online work change the social relation with their colleague where he talks about *"so while person go online and when they just talk it mostly formal talk and depth of sharing get less"* (l. 18-19). Furthermore, he didn't comment directly about the employee relation, but he mentions in different way, *"as well but with other colleague it just gets limited with formal conversation if you just have like some formal things to talk about then only you reached to them otherwise you wouldn't contact like before"* (l. 49-51).

Relationship formation

The fourth code, Relationship formation, when I am trying to look distance really affect the relation formation in which he says, *"Yaa, the social distancing defiantly affects the relationship formation and being human like I think it's you always have a good relation offline"* (l. 53-53). And he also added *"isolation and an anxiety about their relationship"* (l. 65).

Productive work during online or offline

The fifth code is about productive where I have mention here 'Productive work during online or offline' because to give more in-depth meaning to my research work and justify my analysis in a meaningful way. Physical work makes you more productive and it will develop new ideas and help to coordinate well so he says, *"Yaa. It's more productive like*

you can talk with your colleague, you can also make joke at the same time you can back to your work so which was more productive and like less distraction coming in” (l. 31-33)

He has a strong view about the offline work compared to remote work as it is not that much productive while he also explains during interview *“physical communication matters the most and it doesn’t mean you have to meet your colleague everyday but meeting sometime would definitely, help to be more productive and to know each other better and definitely builds better relationship” (l. 73-75).*

Online communication/ Communication and Coordination

The last code, online communication, where my question was their own opinion about online communication, how it helps during lockdown or is that supportive for better coordination? His opinion about online communication was, *“online communication is not that much supportive to build the employee relationship or coordination because there is some gap in a communication compare” (l. 70-71).*

Later he also added about offline *“physical communication matters the most and it doesn’t mean you have to meet your colleague everyday but meeting sometime would definitely, help to be more productive and to know each other better and definitely builds better relationship” (l. 71-75).*

5.2. Analysis Interview 2:

Second Interviewee was Hitesh K.C from Nepal, profession is in Media as a Marketing Manager.

Work friend or friend

In my second interview, in his organization there 100 employees in total but he has closed and friend relation with just 15 of them, *“Ten or fifteen around fifteen people of my organization are closed to me as a friend” (l. 98).* While they are in workplace, they communicate where he says, *“I know all my work colleague and some are my very close friend and we talk regularly about life and plan and problem, sometimes we go to plan a lunch as well” (l. 111-112).*

Social Bonding

The word social bonding, where he mentions his thought when I ask about differences in work life and social bonding during online work in which he says, *“Yes, definitely our work life and employee social bonding was not like before covid it was changed completely, before covid we had meeting, lunch and our communication was personally, we also talk about personal issue now we don’t we have only talk about office issue”* (l. 99-101).

Employee Social Relationship

When I search the code ‘Employee social relationship’ in my second interview, where interviewee talk about, *“I communicate with my colleague and employee daily and sometimes two or three time in a day, most of the time I used phone call meeting”* (l. 96-97).

He also mentioned, about the relationship get changed when their work pattern gets changed as *“before covid we had meeting, lunch and our communication was personally, we also talk about personal issue now we don’t we have only talk about office issue”* (l. 100-101).

Relationship formation

The words relationship formation where he gives his experience about distancing affect in social relationship formation in which I get to know *“Yes, social distance make gap in our relation and Online communication only helps to know each other but it cannot make hearty connection I believes that if you meet people and communicate face to face it will bring closeness in friendship or work colleague”* (l. 115-117).

Productive work during online or offline

The word productive, he experiences when he works inside the office, he was more productive and during interview he also mentioned, *“productive because we were fully focused, they are fully focused on the office because all colleagues are there and we work like a team, we physically closer with each other and we in the time of online we are not that much close to each other we do meeting”* (l. 105-108).

Online communication/ Communication and Coordination

The online communication, his own experience and idea about online communication is the great tool to make connection and help in the digital world. *“I think online communication is to build a relationship without personally meeting each other and we can do our work from home and other places as well, we have not to meet each and every time, we have not to go to office to do work, if we are working online so online make our easier then before so it’s a good platform”* (l. 121-124).

5.3. Analysis of Interview 3

My third interviewee was Asim Riaz, he is from Sweden but working in Denmark. His organization is audio company and profession is software engineer.

Work friend or friend

In third interview, there is more than 1200 people in his organization but in his department, there is 12 employees and he know each of them. To get more information about whether they are friend or work friend and know each other or not, where I got the information with different way, he added that, *“I think Dans people are good sense of humor, so they are also very friendly at work so yes”* (l. 142). It means that they are work friend and while they are in office premises, they are good friends and have a good communication.

Social Bonding

The word social bonding during lockdown working online it affect in social bonding, as he says, *“working in office is more social and of course it’s also good for business because if you have any question then you can direct ask them as well”* (158-159). And *“working in office is more social”* (l. 158).

Employee Social Relationship

Employee Social Relationship employee started to work online that affect in their employee social relation where my third interviewee has given his experience which he found in time of remote work. He says, *“When we were in office we communicate randomly as well so we just go to them and have a coffee with then, we walk to the coffee machine but when we*

worked from home, we are only a ping time when we date them, so we don't have any social interaction" (l. 148-150).

Relationship formation

The fourth code 'Relationship' in his given interview it shows how the distancing and online work affect the relationship formation as it happen with him, *"My department we tried it before in start of the COVID that we spare half an hour on every Friday that we just goanna discussed things that how was the weekend and what they are going on weekend, are they drinking, are they inviting friends but unfortunately it only went for like 4 Friday just for month and they also stopped that having a social kind of meet up on team software" (l. 153-157).*

And *"I feel closer to my colleagues like offline the distance affected social relationship" (l. 179).*

Productive work during online or offline

The fifth code which is about productive in work while doing online or offline as a software developer it is not that much hard to be productive of complete the task, but he feels more productive while in office and he added, *"working in office is more social and of course it's also good for business because if you have any question then you can direct ask them as well" (l. 158-159).*

In interview he says, *"Yes, I think in organization, its little more productive. No, I have not faced any challenges the only challenge was when you are stuck somewhere when you have to talk to your colleague, and he is busy somewhere else, so we have to make appointment or meeting with him otherwise its fine there is no major challenges" (l. 171-174).*

Online communication/ Communication and Coordination

In sixth code 'online communication' the 'coordination', he says *"I think my opinion about is that both are fine but coordination at work after the covid it is better than online" (l. 184-185).*

5.4. Analysis of Interview 4

My fourth interviewee was Pramod Thakur from Nepal, and his organization is hospitality sector called Hyatt palace as a Head of Human Resource Department.

Friend Relation

First code 'friendly' and 'Friend' in his organization there are 120 plus people, and he know each of them but with some of them are good friends. *"I won't say I am connected, with everyone but then yes with 50 percent. Absolutely, you can ask with my colleague, you can ask with my colleague the approach is very friendly, the culture is very friendly"* (l. 205-208).

"I think I have many colleagues are pretty much closed to me and my attitude also friendly kind of attitude, so they all are closed to me so of course" (l. 220-221).

Social Bonding

The code 'Social Bonding' in his given interview I found the different answer than other participants. He says, *"I think online the people get more social bonding because we were not meeting each other for few months so we were communicating with phone call or internet or laptops, so people are closer, and they want to know each other, and they want know what's going on how is things going and regarding their families as well as so I think they were more connected I believe"* (l. 228-232).

Employee Social Relationship

The code 'Employee social relationship' was not used during interview as he mentions that his hotel is not in service because it was just an initial phase so there is not that much pressure of online work.

Relationship formation

In the fourth interview where the keyword 'Relationship formation' was not mentioned directly but during the questionnaire about distance affect in relationship formation so he says *"I mean not online but you are offline if you are connected, if you are talking with your colleague in a regular interval time you are having some chit chat if you are in the*

office so there is lot of things to discover, with in ourself and with other as well as so that is always better” (l. 259-262).

Productive work during online or offline

The code ‘Productive’ which was not used while he was answering but he believes, *“of course, if you are working virtually, I can’t say things is not done, the world is changing now, people are working different part of the world virtually as well as and result is getting better but yes it was great experience, it was great learning initially for couple of weeks it was kind of difficult for everyone” (l. 222-225).*

“That’s what I told you sometime the works used to get bit slow you know we have to finish the things in a proper deadline right so sometime in those period people... not always but sometime people were not able to deliver their task within a deadline. A bit delay in work but there is a different reason I am not negative there might be a lot of other reasons” (l. 269-272).

Online communication/ Communication and Coordination

In my fourth interview he provide his opinion about online and he gives in-depth explanation about online communication, *“While online communication things is changing in this 21 century I mean communication is you know it is pretty much important in any part of the world right and proper communication is the key to success for any organization right so I mean yaa so I don’t think there is difficulties or any hassles because of you know you are having a online conversation and I don’t think so there is any problem but then of course initially it will take, initially it was people are not up to the mark but slowly they used to get in those things and I would say it was perfect not a problem at all” (l. 273-279).*

During lockdown he was also active in social media ‘Facebook’ for longer time but later it changed when the things go normal.

5.5. Analysis of Interview 5

My fifth interviewee was Marie-Louise Dalgaard Sørensen, during lockdown she was in Aalborg. Her profession is student assistant in Municipality office.

Work friend or friend

In my fifth interview the keyword 'friends', when giving answer about *"do you have a friend relation with your colleague of working friend?"* She has total around 300 in all organization but in her department, there are there were five and she know everyone and about friends' relation she says, *"At first, I would say, them my work friends but we are friendly with each other"* (l. 294-295).

Social Bonding

In my fifth interview the keyword "Social bonding" was not mentioned as I have a interview questionnaire where distance affect the bond in employee, in which she says, *"During the first lockdown there were two months where I was just send home and I didn't have any things to do, after that we turned online for long time"* (l. 296-297). As she has just called them as a work friend so after work, she wouldn't see them so less there is no employee social bonding with each other.

"For the first two months I had no communication with them at all and after that we would communicate online, and we would sometimes we had meetings once a week to check on each other" (298-299). *"Yaa I think you get little more distance when you work online like during the day you can talk with your coworkers like you usually can"* (l. 302, 303).

Employee Social Relationship

The keyword 'Employee social Relation' where she says, *"Yaa that is bits harder to contact people if you need help than you have to wait to take out like a phone call or wait for them to reply email so"* (314-315). Before lockdown they have a closed connection, *"I would say it friendly like we like to make jokes together once in a while, but we can also support each other be serious when we need too"* (l. 317- 318).

"Yaa definitely affects because it's bit harder to have same kind of social relations online as it is offline so, I do feel closer to my work colleague when we are offline" (l. 321-322).

Relationship formation

In my fifth interview the keyword 'relationship formation' and during the following questionnaire where I want to know distance affect the relationship formation, in which she says, *"Yaa, I can feel that when we back to the office again people wanted to do more social activities together so we would arrange some like social things where would go meet, for a walk or visit each other house something like that"* (l. 323- 325). As they were missing their office interaction so as soon the normal days, they plan to have more meeting and visiting each other.

So according to the given interview it makes clear that during lockdown and while they must maintain distancing it affect in relationship formation.

Productive work during online or offline

In my fifth interview the keyword 'productive', where she both online and offline was productive and she added, *"I think they both productive, because while when I am at the office if I need help it easier for me to get help from my coworker but when I am home, I feel little less pressure on the perhaps I enjoyed that"* (l. 311-313).

Online communication/ Communication and Coordination

The keyword 'Online/communication' and to know the opinion about online communication and how it help in the coordination part where form the given interview which shows, *"While, I mean if there was no choose for online communication during the lockdown then I would have been totally isolated so I am glad that we had the possibility to meet on Microsoft teams for example to talk with each other and see each other on video so I didn't feel alone"* (l. 326-328). From her point of view online communication provide a great help during home locked.

She also active in social media same as in the time of lockdown as she doesn't go outside and socialized, *"I don't know if there is big difference because I am someone who goes out and socialized a lot, I liked to be at home, so I think the time that I spend online before and now is quite similar. There is not any difference before and now"* (l. 329-331).

6. Discussion

In this section, I will discuss my main findings from the analysis and relate with my theories. All the findings on social relation while working online which will relation to employee communication during remote work; the findings on productivity and online communication in relation to teleworking/online work and coordination.

6.1. Employee Social Relationship

From the above five interviews and with their given answer, where they clearly mentioned that when they started online work during pandemic their social bond was missed where *interview 1* (appendix. 3), to build a strong relation it takes time and when person go online, they have no time for talking out of work and personal sharing, so it changes the dimension of relationship. Similarly, from *interview 2* (appendix. 3), he also found work life and their social bonding was changed completely where before pandemic they have good social relation as they go for lunch, they have personal talk which was missing while doing online work. And with starting of work from home make huge change in social relationship as they stop communication, sharing things, now they only talk about work related things.

From the *interview 3* (appendix. 3), he has mentioned the social bonding was not same before they have both kind of communication which may informal and formal, and it makes them good bonding but as they start online, the work task was properly manage and every day they schedule a meeting but just for work related nothing more than that. But the *interview 4* (appendix. 3), has different experience where he was more closed and have a good social bonding because they were not meeting each other during lockdown so have make more communication through phone calls, social media, and more concern about each other.

However, *the interview 5* (appendix. 3), as employee social relation was stop during online work and she was more concern about her family and don't have time for co-worker which really affect the social bonding and their social relationship with each other.

From all above interview during the lockdown and when there was an online work, people are missing their social bonding because people are more stick on their time and work-

related issue. When they are physically appearing in office then they share more and communicate more as result it develop their new ideas and innovation. Social relation in online and offline are not same because they feel more closer to work colleague when they are offline.

6.2. Online communication

My findings suggest that the online communication is the great tools which help to make a connection and help to develop the relationship. There are different kind of online tools which make life easier and help in the work coordination better. During lockdown and social distancing, the popularity of internet and social media have gained significance in social interaction and communication modes where the alternative of face -to-face interaction, online communication has become the important tool with the adoption of distance learning, remote work, and virtual socialization settings (Kacar, 2021).

As online communication was the main source to connect and help to coordinate during work. They have different kinds of online tools which was used during online meeting where they schedule a time to report their work progress and report for whole ongoing task. From all five interview, where they share their experience about online communication which is used for work related and they only share about their work communication. There is no doubt about the importance of online communication because it helps a lot in fulfilling the job task and easy to connect from different place of world.

If we go back to the whole interview and see the data collected from five interview about “how the online communication help to make a connection and coordination during online work”, where it was clear that they have a good communication with their colleague and the work was done well but they communicate work related issues only. However, they are lacking their social interaction because they were more concern about work. All the five member use different kinds of online tools to communicate as information given from my interview second and fourth (appendix. 3), they use phone calls, messenger, and email, to communicate whereas other three interviewee they use Microsoft team and their own official site where they set meeting where they just share about work and not more than that.

6.3. Nepal and Denmark differences and similarities

At first selecting two different countries Nepal and Denmark, I want to explore their differences in terms of online work and during online work “how they react and response about online work and how have employee social bonding was affected during work from home”. In terms of work coordination my three interviewees from Nepal, they have faced some challenges and solution also in which added in interview 1 (Appendix. 3), *“Yaa. There were some challenges, like which were, which I had to face during the period and company was generous and they would schedule someone with expert in related task and I can have meeting with them online and we can work it together so there was not like pressure was less, I would say while working from home”* (l. 38-41).

Furthermore, interview 2 (Appendix. 3), *“During covid all my work task, I fulfill online because there is no possibility to go to my office because of hard lockdown. I communicate with my colleague and employee daily and sometimes two or three time in a day, most of the time I used phone call meeting”* (l. 95-97). Which means the work coordination and their work-related task was not disturbed while doing online work and lockdown time.

When the pandemic hits the world, both countries introduce lockdown and in Denmark lockdown happened in March 2020 whereas in Nepal it was started from April 2020 (Danish, 2021., Upadhyaya, 2020). The way of life has changed during COVID-19 pandemic, people’s daily activities has changed from offline to digital, from economy to health from education to social life (Kacar, 2021). From my two interview which I have taken from Denmark it also shows that online work goes perfectly well, and they are more comfortable as compared to offline as my interview 3 (Appendix. 3), *“it was online task as a software developer engineer we have set patterns that we have to meet online everyday 9 am for 10 to 15 min on Microsoft teams software’s where they discussed what we did yesterday and what we are going to today and then all our planning meetings that held on teams 1 to 2 hours online meeting so which help us much so online working from home has not affected our performance”*(l. 143-147).

Similarly, my interview 5 (Appendix. 3), her work was also online for the first two month she has no work later they started online work, furthermore, she added, *“I think during the online work I got to relax a little more like if have didn’t have any task to do for shot while then I was more ok with that while I was at the office if I didn’t have anything to do I would*

feel stressed about not having somethings to do” (l. 307-309). It means she has better work coordination during online work.

With all above collected data from interview, which conclude that everyone has affected during lockdown as to focus more light on relation to friendship the two countries are not similar as in Denmark the friends from their work place are work friends and after office they never meet each other which justify by the interview 3 *“I think Dans people are good sense of humor, so they are also very friendly at work so yes” (l. 142).* They have good connection while they are in work place as he says, *“When we were in office we communicate randomly as well so we just go to them and have a coffee with then, we walk to the coffee machine but when we worked from home, we only a ping time when we date them, so we don’t have any social interaction like discussing some stuffs like what’s going on, how’s the weather, how’s the food whatever” (l. 148-151).* And they also start socialize during lockdown but it goes for short period only, *“My department we tried it before in start of the COVID that we spare half an hour on every Friday that we just goanna discussed things that how was the weekend and what they are going on weekend, are they drinking, are they inviting friends but unfortunately it only went for like 4 Friday just for month and they also stopped that having a social kind of meet up on team software” (l.153-157).* Similarly interview 5, she knows everybody from her office, *“I knew all people in my team. At first, I would say, them my work friends but we are friendly with each other” (l.293-295).* *“I would call them work friends so I wouldn’t see them in my free time but at work” (l-301).*

However, in Nepal they also know everyone from their department and good friend relationship where with some they have close friendship, and they make a continuity after office also. From the interview 1, *“Ahh. I would say 25 percent of my colleagues are more than just acquaintance like they are more friend like we also hand out together, we also sometime go for outing, and we also meet during weekend and while other colleagues also have good colleague relationship” (l.13-15).* From interview 2 he also has strong feeling about friends from work, *“I know them from work and also, as a friend” (l.93-94).* Interview 4 he says, *“I think I have many colleagues are pretty much closed to me and my attitude also friendly kind of attitude, so they all are closed to me so of course” (l. 220-221).* He has more closed connection emotionally as in that they need more moral support, so they have strong relationship as well.

Research study which I have done based on five interviews given by the participants make it clear that both Nepal and Denmark employee change their working process offline to online and from the analysis I can say that both countries employee social relationship has been affected and from the online communication (Facebook, phone call, Microsoft team) they have well managed work coordination. People are more friendly when they meet face-to-face, and they communicate more when they are in office or organization premises. In Denmark they are reserved in office premises which also shows friends from office are connected only while they are in office whereas in Nepal friends from work are continue and connected also after office hours. However, in terms of productivity they all feel productive when they are working from office where all five interviews have mentioned different statement, *“everyone have this isolation and an anxiety about their relationship so, some people might get productive definitely by working from home, some might find work life balance spend time with family, so it also depends on individual”* (l.64-67). *“Productive wise organizational based work was very productive because we were fully focused, they are fully focused on the office because all colleagues are there and we work like a team, we are physically closer with each other”* (l.105-107). *“Yes, I think in organization, its little more productive”* (l.171). *“I think they both productive, because while when I am at the office if I need help it easier for me to get help from my coworker but when I am home, I feel little less pressure on the perhaps I enjoyed that”* (l. 311-313).

7. Further Research

As mentioned in the introduction, the purpose of this project was to study employee social relationship and online communication in work coordination where I have taken two country Nepal and Denmark. However, due to time constraints of the research, the data collection and analysis of two different countries were not sufficiently taken out which I will be reviewed in more detail and present in my oral test.

Apart from this, I believe more detail research should be needed on employee work life during lockdown and I would like to suggest for the survey or ethnography study to feel closer conclusion and find out the work life from home. During analysis I have also notice productivity where I have formulated interview question related to productivity of the employee during locked down so keeping on mind, I think this will be great idea for further study in-depth.

8. Conclusion

In my introduction I have mentioned my research question which asked: *“How have employee social relationship been affected by online work and how have online communication tools supported their mutual coordination and is there any differences in Nepal and Denmark”?*

From the analysis which found that employee social relationship was affected when there was online work. The social bond between employee has been changed and before COVID-19 lockdown when they were in office, employee is in close connection they communicate a lot and share their personal stuffs more which build strong bond, and that also helps to fulfill the job task easily (l.16-17, 18-19, 99-101, 163-164, 300, 320-321). Social relationship can be strong when they meet each other, their bonding will closer when they communicate so, while they start work from home which create a social distance and during lockdown it was much harder to get time online and when they find out time they just share about work, which conclude that online work affects the social distance. However, one interview has different answer where he feels during online, they are closer and more strong social bonding (l. 228-231), where during lockdown they communicate and share their situation which make them close and help moral support in time of pandemic.

In additional it also concluded, online communication plays a vital role in pandemic situation, it helps to make connected, they can start their work from home without any obstacles, and they make work planned schedule for meeting and share their work through different mean of communication (Microsoft team, phone, messenger), (l. 38-39, 49, 72-73, 95-96, 97, 120-121, 144-147, 186-191, 209-212, 272-274, 279-281, 296-298, 325-328). Beside this it also shows that during lockdown, all the interviewees were more active in online than before covid-19, it is because they nothing to do more. And try to be closed with their family, friend, keep updating about the news and situations (l.79-85, 129-132, 189-192, 279-285, 325). It is good to have online facilities during pandemic situation because it not only for personal use but also it helps to fulfill the work task, where all participants have not positive view about their work coordination through online which is clearly justify with information given by the interviewees (l. 113-114, 143-145, 297-298, 210-211). However, online is not 100 percent supportive to build employee relationship or coordination because there will be still some gap in communication compared to physical communication (l. 70-71), but this doesn't mean that online communication failed as we

know during covid-19 lockdown everyone follow the online tools and they achieve a success.

Furthermore, in my interview question which was about, 'Is there any changes come in your working behavior while doing online which more connected to organization work and remote work- which one was productive in your point of view'? where my participants they mentioned that when they are in office they were more productive because in office they get a help when they need, and while in office they communicate and share their ideas with each other which help to complete the job task, (l. 74-75, 105-107, 171-173, 269-270) but interview 5 she added that she feel working in both way she perform well (l. 310-312).

From the information given by the participants from two countries Nepal and Denmark, I have come to conclude that with the social distancing affecting all sector and they also harming the well-being of people (Juchnowicz, 2021). The COVID-19 pandemic caused sudden changes in work organization where work from home, virtual work, as a result, we can see it affect in their social bonding and stop their communication habit from each other. Both countries have different way of explanation about friendship with co-worker, when I asked them about how you take employee of your organization as a friend or just work colleague, in which I have got difference in two countries. Since, both countries have a close connection with their colleague, and they know each other well, good communication, social bonding. In Denmark work friends are limited within an office periphery whereas Nepal they connected with few close office colleagues with whom they have a closed friendship and after work also they are connected in lunch, outing, dinner (l. 45-46, 100-101, 228-229).

9. References:

- Alshenqeeti. H. (2014). *Interviewing as a Data Collection Method: Critical Review*
- August. K. J., and Rook K.S. (2013) Social Relationships. In: Gellman M.D., Turner J.R. (eds) *Encyclopedia of Behavioral Medicine*. Springer, New York, NY. https://link.springer.com/referenceworkentry/10.1007/978-1-4419-1005-9_59
- AVRAM. E. M., (2015). The Importance of Online Communication in Higher Education. *Empirical study based on Literature review. Network Intelligence studies Volume III, Issue I* (5).
- Bryman, A. (2016). *Social Research Methods* (5th ed., pp. 545-567). Oxford University Press.
- Bulinska-Stangrecka, H. and Bagienska. A, (2021). The Role of Employee Relations in Shaping Job Satisfaction as an Element Promoting Positive Mental Health at Work in the Era of COVID-19. *Int. J. Environ. Res. Public Health* 2021, 18, 1903. <https://doi.org/10.3390/ijerph18041903>
- Danish Parliament (2021). Managing the Covid-19 crisis: *The Early Danish Experience*". *Report Delivered to the standing orders committee of the Danish Parliament January 2021. Available (online)* <https://www.thedanishparliament.dk/-/media/sites/ft/pdf/publikationer/engelske-publikationer-pdf/managing-the-covid19-crisis.ashx> accessed on 17 April 2022.
- Francois. C., (2020). The environment and social impacts of tourism in Nepal. Available (online) <https://jscholarship.library.jhu.edu/bitstream/handle/1774.2/63645/Francois-Capstone-2020.pdf?sequence=1> accessed on May 25, 2022
- He.W., Qiao.Q., and Wei.K-K., (2009). Social relationship and its role in knowledge management system usage. *journal homepage: www.elsevier.com/locate/im. Information & Management* 46 (2009) 175-180
- Heidemann. J., Klier. M., and Probst. F., (2012). Online social networks: A survey of a global phenomenon. *Computer Networks. Journal homepage:*

<https://www.sciencedirect.com/science/article/pii/S1389128612003088>

Hsieh. H-F & Shannon. E. S, (2005). Three Approaches to Qualitative Content Analysis. <https://jscholarship.library.jhu.edu/bitstream/handle/1774.2/63645/Francois-Capstone-2020.pdf?sequence=1>, accessed on 26 May 2022.

Hughes. M., Griffith. A. J., and et al (2015). Examining online communication: *A Method for the Quantitative Analysis of Qualitative Data*. ResearchGate <https://www.researchgate.net/publication/280804777>

ILO (2021). Rapid assessment of the impact of COVI-19 on private recruitment agencies in Nepal. Available (online), https://www.ilo.org/wcmsp5/groups/public/---asia/---ro-bangkok/--ilo-kathmandu/documents/publication/wcms_800103.pdf., accessed on 26 May 2022

ILO, (2020). Teleworking during the COVID-19 pandemic and beyond. A Practical Guide available (online) https://www.ilo.org/wcmsp5/groups/public/---ed_protect/---protrav/---travail/documents/instructionalmaterial/wcms_751232.pdf excessed on 18 April 2022

Ipsen. C., Kirchner, K., & Hansen, J. P. (2020). Experiences of working from home in times of covid-19 International survey conducted the first months of the national lockdowns March-May, 2020. <https://doi.org/10.11581/dtu:00000085>

Juchnowicz. M and Kinowska. H., (2021). Employee Well-Being and Digital Work during the COVID-19 Pandemic. Information 2021, 12, 293. <http://doi.org/10.3390/info12080293>

Kacar. G. Y., (2021). Online Communication During Pandemic. ResearchGate: <https://www.researchgate.net/publication/352020174>

Kvale. S., (1996). Interviews: An Introduction to Qualitative Research Interviewing. London: SAGE. Available (online)

<https://docs.google.com/viewer?a=v&pid=sites&srcid=ZGVmYXVsdGRvbWFpbXlZGY2NDc1fGd4OjFiOTVkyYTU2NGM4NjMxOTU> accessed on 15 April 2022.

Leegaard H. J., Poulsen. D. F. K., and Lundgaard. B. P., (2020). Online Communication During the COVID-19 Pandemic. A Techno-Anthropological Study on the Use of Online Communication. Available (online) <https://projekter.aau.dk/projekter/da/studentthesis/online->

[communication-during-the-covid19-pandemic\(86cfa96f-027b-4776-9fa7-f4ecd12d27a3\).html](https://doi.org/10.1136/jech-2021-216690)

accessed on 2 April 2022.

Long. E., Patterson. S., Maxwell. K and et al (2021). Covid-19 pandemic and its impact on social relationships and health. *J Epidemiol Community Health: first published as 10.1136/jech-2021-216690 on 19 August 2021.*

Melin, U. and Axelsson, K. (2005). Understanding Organizational Coordination and Information systems-Mintzberg's Coordination Mechanisms Revisited and Evaluated.

Nguyen. H. M., Gruber. J and et al (2020), Changes in Digital Communication During the COVID-10 Global Pandemic: *Implications for Digital Inequality and future Research. ResearchGate: DOI: [10.1177/2056305120948255](https://doi.org/10.1177/2056305120948255)*

Palaskar. J. N., (2018). Research ethics. *Journal of Dental and Allied Sciences. Volume 7, Issue 1 January-June 2018.*

Pawar. M., (2020). *The Global Impact of and Response to the COVID-19 Pandemic. The International Journal of Community and Social Development. DOI: 10.1177/2516602620938542, journals.sagepub.com/home/cod*

Philpot. M. L., Ramar. P., and et. al., (2021). Changes in Social relationships during an initial “Stay-at-home” phase of the COVID-19 pandemic: *A longitudinal survey study in the U.S. <http://www.elsevier.com/locate/socscimed>*

Potter. W. J., & Levine-Donnerstein. D (1999). Rethinking validity and reliability in content analysis. *Journal of Applied Communication Research. 27:3, 258-284, <https://doi.org/10.1080/00909889909365539>*

Saunders. M., Lewis. P., and Thornhill. A., (2016). Research Methods for business students. 7th ed: Pearson Professional Limited.

Sharma. K., Bastola. A., and Parajuli. R. R., (2021). Assessment of Covid-19 Pandemic in Nepal: A Lockdown Scenario Analysis. Available (online)

<https://www.frontiersin.org/articles/10.3389/fpubh.2021.599280/full> assessed on April 3, 2022.

Samek Lodovici, M, et al., (2021). The impact of teleworking and digital work on workers and society. *Publication for the committee on Employment and Social Affairs, Policy Department for Economic, Scientific and Quality of Life Policies, European Parliament, Luxembourg*. Available at:

[https://www.europarl.europa.eu/RegData/etudes/STUD/2021/662904/IPOL_STU\(2021\)662904_EN.pdf](https://www.europarl.europa.eu/RegData/etudes/STUD/2021/662904/IPOL_STU(2021)662904_EN.pdf)

Upadhyaya. U., (2020). Impact of Covid-19 on Workers & Employment in Nepal. Research Gate: <https://www.researchgate.net/publication/343848111>

Xiao. Y., Gerber-Becerik. B., and et al., (2021). Impacts of Working From home During COVID-19 Pandemic on Physical and Mental Well-Being of Office Workstation Users. JOEM. Volume 63, Number 3, March 2021.

Yan. W., (2011). The role of communication in Enhancing employees' organizational commitment: Exploring the relationship between social-emotional-oriented communication, work-oriented communication, and organizational commitment in China.

Appendix-1

(Sample Consent Form)

Consent Form

This is a request for your consent to process your personal data. The purpose of the processing is only for research study.

You consent to the processing of the following data about you:

I, is the data controller of your data.

Your data will be stored securely, and I will solely use the data for the above purpose.

You always have the right to change your consent. If you wish to change your consent later on, you can write a email.

The General Data Protection Regulation entitles you to obtain information that you find: AAU library.

☐ I hereby consent toprocessing my data in accordance with the above purpose and information.

Date:

Name:

How I process your data

The data controller

Name of researcher:

The purpose of processing your data

To collect information for my research study which is about *“How have employee social relation affected by online work, home locked during COVID-19 and how have online communication tools supported their mutual coordination and friendly relationship as like before COVID-19 locked down? and highlight difference of Nepal and Denmark”*.

I process the following personal data:

☐ General personal data (see Article 6(1) (a))

(E.g. name, address, email, age, self-published data etc.)

How I store your data

I will store your personal data for as long as necessary for the data processing purpose for which I are obtaining your consent and in accordance with the applicable legislation. I will then erase your personal data.

Your rights

When I process your personal data, you have several rights under the General Data Protection Regulation. For example, you have a right to erasure and a right to data portability.

In certain cases, you have a right of access, a right to rectification, a right to restriction of processing and a right to object to our processing of the personal data in question.

Be aware that you cannot withdraw your consent with retroactive effect.

Do you want to complain?

If you believe that I do not meet my responsibility or that I do not process your data according to the rules, you may lodge a complaint with the Danish Data Protection Agency at dt@datatilsynet.dk.

However, I encourage you also to contact us, as I want to do me utmost to accommodate your complaint.

Disclosure to and from third parties

Your data (or parts of your data) may be transferred to:

APPENDIX-2

(Interview Questions)

Interview Questionnaire

All of the participants are going to be presented anonymously in this project, for the reason of ensuring the comfort of the interviewees in relating more personal aspects.

Interviews are going to be conducted employee of Nepal and Denmark and last approximately 20 minutes each.

Answers will be recorded by note-taking and a phone recorder, no video recorded. We will converse with the interviewee in the same sequence and ask questions in the same words in order to try to have less influence on data collection.

The questionnaire focuses *How have employee social relation affected by online work, home locked during COVID-19 and how have online communication tools supported their mutual coordination and friendly relationship as like before COVID-19 locked down ?*

1. General

(a) What is your full name and (b) Where do you live?

(c) Where and with whom did you spend the covid-19 lockdown period?

(d) How long did you home locked during Covid-19 period ?

2. Now some of your Work Information

(a) Type of organization, and your job title.

(b) How many people are there in your organization? Did you know each of them- if yes then explain how you know from work way or as a friend.

(c) During Covid, how you fulfill your work task, online or physically?

i. Describe your work life during COVID-19.

1. How often did you communicate with your colleague and employer?
2. How many people from your workplace are more friendly relationship rather than work colleague?
3. Are there any differences in work life and employee social bonding during online work?
4. Did you feel any difficulties in work life and family life? - **It about balance between work and family**
5. Is there any changes come in your working behavior while doing online? **(Compared to organization work and remote work- which one was productive in your point of view?**
6. Any work challenges face while doing online work. Did you get any support from your employers during COVID-19 Lock down?

3. Employee relation

- (i) Describe your relationship with your work colleague. How you describe your' relationships with your colleague ?
- (ii) Do you feel any differences with your work colleague during lockdown?
- (iii) Does the social distancing affect in social relationships' formation? Do you feel closer to your work colleague offline or online?
- (iv) Have you ever been feel some differences in your colleague after online work ? In context of social relationship with your co-worker.
- (v) Would you say that your opinion about online communication and how it helps you during covid lockdown period to build employee's relation and their coordination?
- (vi) Considering the time, you spent in online in some social media (Facebook, Instagram, WhatsApp) during lockdown and nowadays. How much time would you say you spent online during lockdown?

APPENDIX-3

(Interview are attached below)

1 **Interview 1:**

2 Hi, My full name is Hem Poudyal. I live in Kathmandu, Nepal. Covid- 19 Locked down period
3 I spend with my family in Kathmandu. I would say I was like home locked from April of 2020
4 to October so more like six months. I am working as a software engineer in a company called
5 EPOS IT and I was working in EPOS IT during the time of lockdown.

6 There were 24 of us, working together in our organization and Yaa, I know each of them
7 individually and Yaa I know them from work. Since being as a programmer in IT so, I had
8 opportunity to work online during the COVID, and I wasn't present physically in office, I could
9 do it from my computer in home.

10 Ahh.. It depends during the crunch hours like I was communicating with my colleague almost
11 daily while other time was mostly like alternative days and, also with my employer it was like
12 almost daily from -Monday to Friday.

13 Ahh. I would say 25 percent of my colleagues are more than just acquaintance like they are
14 more friend like we also hand out together, we also sometime go for outing, and we also meet
15 during weekend and while other colleagues also have good colleague relationship.

16 Ahh..Yaa, there is like huge difference I would say like because the relationship itself is much
17 more, it take times to develop, and it also take time to notches relationship with anyone I believe
18 so while person go online and when they have just talk it mostly formal talk and the depth of
19 sharing get less compare to it was before and yes it changes the dimension of relationship.

20 Ahhh... during while working from home. Yes, there is difficulties with work life and family
21 life if someone is good with creating boundary with work life and family life then it easier else
22 there are lot of distraction when you are staying with family and then when you are working as
23 well and sometime might take your work to the evening while you can't distingue your time
24 with family and it might get bit hiatic not only you also for your family.

25 Yaa. If I have to choose one than I would say it was more productive with while working with
26 the organization like physically and remote work, it doesn't mean I am against remote work. If
27 in the ideal world I would say, half of the time remote and half of the time in organization
28 would be nice.

29 Me: "You mean to say organization work is more productive compared to remote work, isn't
30 it?"

31 Yaa. It's more productive like you can talk with your colleague, you can also make joke at the
32 same time you can back to your work so which was more productive and also like less
33 distraction coming in.

34 Yes, I had the... like support as in like, I have the moral support from each other like we were
 35 talking about the situation and trying to helped each other and also, if someone couldn't be
 36 productive, we would know like there will be less pressure for work and yaa the work, so the
 37 work was part of life like the work wasn't itself the main focus during the time.

38 Yaa. There were some challenges, like which were, which I had to face during the period and
 39 company was generous and they would schedule someone with expert in related task and I can
 40 have meeting with them online and we can work it together so there was not like pressure was
 41 less, I would say while working from home.

42 Yaa.. with my work colleague, I have like four or five of them they are really close and we also
 43 talk during the weekend and on office hour as well and other colleague like I just like, I just
 44 know the amount of details they want to share about their life, their personal life and in general
 45 I would say like I have a very good relation with my work colleague and we mostly have
 46 lunch together and also we have talk beside work as well.

47 Ahh... do you mean in relationship or?.. Yaa.. It will make differences like the boundaries get
 48 wider and the close friend you in a office they will me still in contact in informal conversations
 49 as well but with other colleague it just get limited with formal conversation if you just have
 50 like some formal things to talk about then only you reached to them otherwise you wouldn't
 51 contact like before.

52 Yaa.. the social distancing defiantly affect the relationship formation and being human like I
 53 think it's a you always have a good relation offline, it also more about seeing each other, the
 54 gesture, the gesture itself play a youth role, knowing how someone feels about whenever
 55 talking with them, if they are sad or if they are happy, and if they are happy with your work
 56 itself so a lots of those communication would be missing you just know what they are writing
 57 with their hand so it affect a lots.

58 Ahhh... like nonofficial task?

59 Yaa there is huge difference there is huge difference, you would not hangout much, you would
 60 not talk about with your colleague after work it just get limited to the work hours and if you
 61 have a like close friend from work then only you might talk after work but when you are in
 62 office then you can after a office you can go for a coffee or like you can go for walk and those
 63 kind of bonds are missing, when a person is working online.

64 Ahh. I think like it's not only about some people, it's global issue like everyone have this
 65 isolation and an anxiety about their relationship so, some people might get productive definitely
 66 by working from home, some might find work life balance spend time with family, so it also
 67 depends on individual.

68 Like the question was about the online communication how can?
 69 Me: how it help during covid-19 period to build the employee relationship or you can say that
 70 ok online communication is not that much supportive to build the employee relationship or
 71 coordination because there is some gap in a communication compare to ..”
 72 I would say it was a great tool to get working keep on working during the period, but the
 73 physical communication matters the most and it doesn’t mean you have to meet your colleague
 74 everyday but meeting sometime would definitely, help to be more productive and to know each
 75 other better and definitely builds better relationship.
 76 And one kind of like have better coordination’s offline as well,
 77 Yaa. like during the lockdown in Nepal it was very very strict. One there was a window of like
 78 two hours when you can go to market and buy groceries and you have to come back so having
 79 such a strict lockdown and then like anxiety of news flashing all over so I was going to the
 80 social media more then I used to and also when you can certainly cannot meet your friends,
 81 colleague, then the social media is only way to, to have to meet friends about to know, to get
 82 updates about friends and colleagues so it definitely increased hours spending hours in social
 83 media and after work I also tried it meditation and other to have control over these this habit
 84 not have impact in my life so. Yaa it definitely, it changed my relationship with social media
 85 as well.
 86 Not actually like those initial days I was spending now I can meet friend and also I can go
 87 outside and I really don’t use much. Mostly, instgram.

88

89 **Interview 2:**

90 My name is Hitesh KC, and I live in Kathmandu, Nepal. I spend lockdown period in my home
 91 with my family and lockdown period It was around five to six months. My organization, Media
 92 in Mero Patrika and my job title is Marketing Manager. There are around 100 people in my
 93 organization, and I don’t know all of them but know some of them. I know them from work
 94 and also, as a friend.
 95 During covid all my work task, I fulfill online because there is no possibility to go to my office
 96 because of hard lockdown. I communicate with my colleague and employee daily and
 97 sometimes two or three time in a day, most of the time I used phone call meeting.
 98 Ten or fifteen around 15 people of my organization are closed to me as a friend.
 99 Yes, definitely our work life and employee social bonding was not like before covid it was
 100 changed completely, before covid we had meeting, lunch and our communication was
 101 personally, we also talk about personal issue now we don’t we have only talk about office issue.

102 Yaa, it was balanced, I don't think that lockdown make it complicated in that things, I am with
 103 my family at home, and I do all my work in my mobile and laptop, so it was not that much
 104 difficult.

105 Productive wise organizational based work was very productive because we were fully focused,
 106 they are fully focused in the office because all colleague are there and we work like a team, we
 107 physically closer with each other and we in the time of online we are not that much close to
 108 each other we do meeting but not like many things.

109 I don't think there was much of the challenge working online first I got little difficult he feels
 110 but I got help from my employer and later I adopts that.

111 I know all my work colleague, and some are my very close friend and we talk regularly about
 112 life and plan and problem, sometime we go to plan a lunch as well.

113 It was not same after the lockdown we couldn't meet personally and sometimes we connect
 114 online and talk about job task.

115 Yes, social distance make gap in our relation and Online communication only helps to know
 116 each other but it cannot make hearty connection I believes that if you meet people and
 117 communicate face to face it will bring closeness in friendship or work colleague.

118 Yes, work wise I don't think but our social relation was affected during lockdown as in Nepal
 119 it was very hard lockdown, so we had a limited time to go for grocery only.

120 Online communication is a good platform to make connection and help to build the relationship
 121 but our... "can you ask the question again", I think online communication is to build a
 122 relationship without personally meeting each other and we can do our work from home and
 123 other places as well, we have not to meet each and every time, we have not to go to office to
 124 do work, if we are working online so online make our life easier then before so it's a good
 125 platform but it is not I think effective as organizational structure what we used work before
 126 covid it's a best option for working and I think it helps lots of people.

127 Yaa, It surely helps me at that time and I did lots of work though online so I find it very
 128 effective.

129 During lockdown I used to be in online around seven to eight hours a day I used to do my work
 130 though online, so I have to spend a lot at that time. Now I am not, I am not engaged as much
 131 as. I am like three to four hours a day when I am free from my work. I use WhatsApp,
 132 messenger, and Viber.

133

134 **Interview 3:**

135 My name is Asim Riaz, I lives in Sweden, Malmo but worked in Denmark, Copenhagen, most
 136 of the time I stayed at my home with my family, so I worked from my home separate room. It
 137 almost 8 to 9 months. My organization is audio company and which we make the headphones
 138 for the business, and we also make hearing gates for the deaf people, or we have the hearing
 139 people, but I works in IT department of the firm, so I am software engineer. I my organization
 140 there are more than 1200 people but, in my department, there was 12 people and yes, I know
 141 each of them.
 142 I think Dans people are good sense of humor, so they are also very friendly at work so yes.
 143 No, it was online task as a software developer engineer we have set patterns that we have to
 144 meet online everyday 9 am for 10 to 15 min on Microsoft teams software's where they
 145 discussed what we did yesterday and what we are going to today and then all our planning
 146 meetings that held on teams 1 to 2 hours online meeting so which help us much so online
 147 working from home has not affected our performance.
 148 When we were in office we communicate randomly as well so we just go to them and have a
 149 coffee with then, we walk to the coffee machine but when we worked from home, we only a
 150 ping time when we date them, so we don't have any social interaction like discussing some
 151 stuffs like what's going on, how's the weather, how's the food whatever so we work from home
 152 so we talk when we have to talk about the work but not socially.
 153 My department we tried it before in start of the COVID that we spare half an hour on every
 154 Friday that we just goanna discussed things that how was the weekend and what they are going
 155 on weekend, are they drinking, are they inviting friends but unfortunately it only went for like
 156 4 Friday just for month and they also stopped that having a social kind of meet up on team
 157 software.
 158 Yes, I agree with you, working in office is more social and of course it's also good for business
 159 because if you have any question then you can direct ask them as well.
 160 It's not such as actually but when we meet after the Covid time, so we are as social as we were
 161 before covid actually, so it's not affected in that way.
 162 "oh, ok it mean the online work didn't affect the social bonding".
 163 No, no, I mean to say while we are working online it affected that, yes it definitely, effect that
 164 but when they come in normal life the employee social relation is normal.
 165 I think the work life and family life balance is very good in all Scandinavian specially in
 166 Denmark. So it's not effected when I was working at office but now working from home
 167 sometime I feel more comfortable working from home because I have to pick my daughter
 168 from vuggtro from the kinder garden, I have to drop her or if I have to go to like bank or doctor

169 sometime it is little flexible and easy working from home and it gives more value to your family
 170 life.
 171 Yes, I think in organization, its little more productive. No, I have not faced any challenges the
 172 only challenge was when you are stuck somewhere when you have to talk to your colleague,
 173 and he is busy somewhere else so we have to make appointment or meeting with him otherwise
 174 its fine there is no major challenges.
 175 I think relationship with my colleague are also like friendly so work together and laugh
 176 together. Actually, not, as a such not a big difference but defiantly it effects little bit of our
 177 interaction like for the work regarding and the work regarding the social but not too much
 178 actually
 179 I feel closer to my colleagues like offline the distance affected social relationship.
 180 Actually, I, never met them after work.
 181 Yes, actually I mean when we go to office, we normally arrange some social events, like we
 182 go for the go card or we go for some dinners so it definitely it affects but as you say like social
 183 relationship that not affected.
 184 I think my opinion about is that both are fine but coordination at work after the covid it is better
 185 than online.
 186 During lockdown I think like 2 hours daily. No, it changes because I go to work and I have
 187 more focused because I have around by my colleague, sometimes they asked me direct question
 188 and sometimes I asked them question so definitely when go to work our social media
 189 interaction is little less. I used Facebook because all the news and information the page I like
 190 so it always coming so I get to know, what's going in the world, the news and WhatsApp that
 191 is normally communication for like my family and friend, but I used Facebook more.

192

193 **Interview 4:**

194 Pramod Thakur, I live in Nepal, Kathmandu. I was in Kathmandu, and I work for hotel, I was
 195 working as well as. I was with my family. It was almost I would say three months initially.
 196 It's a hospitality industry, its hotel industry and I worked for international brand which is called
 197 Hyatt. We have recently opened in the 2021 November, we opened new hotel in the Kathmandu
 198 which is called "Hyatt Place", and take care HR department, I am HR Head.
 199 We have till date and the budget is you know for FT "fulltime" employee is 125 but then on
 200 board we have currently 110 and still we are in a process of hiring and on top of that we have
 201 outsource people as well as all together 160 plus.

202 Yes, I think my employee, I know each of them by their name as well as. Well, I already believe
 203 that you know if you want to develop a good relationship in the organization so the culture is
 204 very important so I personally as a HR again its my responsibility to create the culture so I
 205 really take care of my employee and I am pretty much connected with them so yes I won't say
 206 I am connected with everyone but then yes with 50 percent. Absolutely, you can ask with my
 207 colleague, you can ask with my colleague the approach is very friendly, the culture is very
 208 friendly.

209 For few months, couple of months we worked I mean from home, you know online so we used
 210 have a morning meeting through the system and we used to work we used to plan whole day
 211 and again in the evening we have meeting, along GM and what we have done whole day, what
 212 is our plans so we used to do the things because at that time our hotel was preopening hotel so
 213 we have not open that hotel right so we used to work from home actually.

214 Yaa, pretty much I mean few of our colleague are affect with covid as well as they were positive
 215 so as being HR and senior leader, I used to call them in everyday how is things going on, if
 216 you want any kind of support or medicine or whatever so yaa, we were in a regular touch.

217 Absolutely, if you have to go to extra mile you have connect with your people emotionally and
 218 if they are emotionally connected then your thing is easy, it will be easier your work will be
 219 more easy.

220 I think I have many colleagues are pretty much closed to me and my attitude also friendly kind
 221 of attitude, so they all are closed to me so of course. I don't know the exact number currently.
 222 While, of course, if you are working virtually, I can't say things is not done, the world is
 223 changing now, people are working different part of the world virtually as well as and result is
 224 getting better but yes it was great experience, it was great learning initially for couple of weeks
 225 it was kind of difficulty for everyone but then later on it was easy and it was not and I won't
 226 say that was a very difficult part or any such kind of things but we were connected at the end
 227 of the day we all need to understand the job has to be done.

228 I think online the people get more social bonding because we were not meeting each other for
 229 few months so we were communicating with phone call or internet or laptops, so people are
 230 closer and they want to know each other and they want know what's going on how is things
 231 going and regarding their families as well as so I think they were more connected I believe.

232 That was a big deal, I have a six years old daughter at home so when I was working, when I
 233 have meeting so all of sudden she will popping in my room, she will start disturbing but then
 234 again that kinds of thing you have to adopt. Yaa, I would say it was not easy for couple of
 235 weeks as I earlier mention you but slowly things were better then of course since you have kid

236 at your home and you are not going out unless and sudden it is very important or if you have
 237 to go to buy somethings so you can only go out it was really difficult time for the child because
 238 they cannot go outside most of time they have to be in house so it was a big challenging because
 239 you have to manage your family and your work as well as. So sitting at home and we all are
 240 social animal we want to socialized, we want to meet people right.
 241 Ummm... since we were not open that time, the hotel was not open that time right, so, I don't
 242 think so there was much hassle but then if you take the example of other hospitality industry in
 243 the country like lots of hotel were opened right so, in operation if you are a, you had to open
 244 the hotel right, there should be people, your colleague should be coming not the 100 percent
 245 people are coming but then yes you have to manage and segregate the staff, their duty roster
 246 that how many people are coming today and how many people we have o yaa, so we don't
 247 have that kind of challenge. We were not open actually so; it was not a difficult it was not a
 248 problem.
 249 It's a two-way communication, it's a two-way trust so it is pretty much important, so I think
 250 we have pretty much good relation. Trust is required so yes; we have good bonding and good
 251 trust between us.
 252 Yes sometime people were bit slow I would say because there might be lot of reasons, we don't
 253 have to think just in a one way, people are having a problem at home as well as, I told you
 254 somebodies father or mother or other family members were positive so they need to take care
 255 of them as well as so, of course it was not easy but we have to manage the things you have to
 256 understand everyone their mind setting, individual thing there requirements so I won't say
 257 much difference but then of course then few things will be here and there always.
 258 Of course online yaa I mean not online but you are offline if you are connected, if you are
 259 talking with your colleague in a regular interval time you are having some chit chat if you are
 260 in the office so there is lot of things to discover, with in ourself and with other as well as so
 261 that is always better.
 262 Once the lockdown get over and people they started coming back in the office so of course
 263 initial phase people are bit scared they, everybody wants to maintain social distancing, the
 264 masks, the sanitizer initial it was like that "you know" people were scared of course and the
 265 whole world was completely changed after pandemic we all know that but slowly things get
 266 better people again, we all are a humans, human have a different nature they wants to be close,
 267 they wants to chit chat they want to have face to face conversation.
 268 That's what I told you sometime the works used to get bit slow you know we have to finish the
 269 things in a proper deadline right so sometime in those period people... not always but sometime

270 people were not able to deliver their task within a deadline. A bit delay in work but there is a
271 different reason I am not negative there might be a lot of other reasons.
272 While online communication things is changing in this 21 century I mean communication is
273 you know it is pretty much important in any part of the world right and proper communication
274 is the key to success for any organization right so I mean yaa so I don't think there is difficulties
275 or any hassles because of you know you are having a online conversation and I don't think so
276 there is any problem but then of course initially it will take, initially it was people are not up
277 to the mark but slowly they used to get in those things and I would say it was perfect not a
278 problem at all.
279 Yaa of course I mean during lockdown you are more in social media actually because you have
280 not much things to do because you can't go out, you can't play football, you can't hang out
281 with your friends many things so most of time you are busy with the this social medias right
282 but then when you are start coming to office the responsibility is lots off, I mean the dimension
283 it completely different I would say "you know" people don't have much time to "you know"
284 scroll through social media once you are in the office. Most of the time I was online if I am not
285 slept, I was online. Of course, you can say 8, 9 hours. Facebook I would say Facebook.

286

287 **Interview 5:**

288 My name is Marie-Louise Dalgaard Sørensen, I live in herring now, during the lockdown
289 period I lived in Aalborg by myself. I don't remember exactly but I think it was three months
290 in the beginning that I was at home.

291 I worked at municipality office as a student assistant. That about 300 people in the whole
292 organization but in my team, we were five people. Not in the whole organization but I knew
293 all people in my team. At first, I would say them my work friends but we are friendly with each
294 other.

295 During the first lockdown there were two months where I was just send home and I didn't have
296 any things to do, after that we turned online for long time.

297 For the first two months I had no communication with them at all and after that we would
298 communicate online, and we would sometimes we had meetings once a week to check on each
299 other.

300 I would call them work friends so I wouldn't see them in my free time but at work.

301 Yaa I think you get little more distance when you work online like during the day you can talk
302 with your coworkers like you usually can.

303 Ummm, that's a difficult question because I think actually during lockdown in the first two
304 months where I didn't have any work I got to see my family more because they don't lived in
305 the same city as me so I got to spend more time with my family but I didn't have any time with
306 my coworkers.

307 Ummm... I think during the online work I got to relax a little more like if have didn't have any
308 task to do for shot while then I was more ok with that while I was at the office if I didn't have
309 anything to do I would feel stressed about not having somethings to do.

310 I think they both productive, because while when I am at the office if I need help it easier for
311 me to get help from my coworker but when I am home, I feel little less pressure an the perhaps
312 I enjoyed that.

313 Yaa that is bits harder to contact people if you need help than you have to wait to take out like
314 a phone call or wait for them to reply email so.

315 Ahh. No not any different from usual.

316 I would say it friendly like we like to make jokes together once in a while, but we can also
317 support each other be serious when we need too.

318 I feel that people missed each other may be a little bit like being together and then we tried to
319 make up for that how could online.

320 Yaa definitely affects because it's bit harder to have same kind of social relations online as it
321 is offline so, I do feel closer to my work colleague when we are offline.

322 Yaa.. I can feel that when we back to the office again people wanted to do more social activities
323 together so we would arrange some like social things where would go meet, for a walk or visit
324 each other house something like that.

325 While, I mean if there was no choose for online communication during the lockdown then I
326 would have been totally isolated so I am glad that we had the possibility to meet on Microsoft
327 teams for example to talk with each other and see each other on video so I didn't feel alone.

328 I don't know if there is big difference because I am someone who goes out and socialized a lot,
329 I liked to be at home so I think the time that I spend online before and now is quit similar. There
330 is no any difference before and now.

331