

A Study of Impact of COVID-19 on use of collaboration platforms and its implication post COVID-19

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Introduction

The outbreak of the global Coronavirus (COVID-19) pandemic and the lockdown followed to control the spread of the pandemic has impacted the way people have been adapting to technology platforms for professional tasks and social engagements. Some organisations and institutes which were not exposed to collaborative digital platforms and tools have seen a hundred percent rise in such use. The study explores the possibility of such adaptation to technology platforms, for future applications post COVID-19. Small and medium size organizations moving to virtual offices, co-working spaces, and networked existence.

Research GAP

During crisis situations both organization and individuals find a way to respond to it and often adapt to survive. However, pandemics such as covid-19 are systemic rather localized crises and occur less frequently and therefore less understood. Significant increase in the use of video-based collaborative technology is also a response to the current ecosystem crisis and surge of videoconferencing is different from the new technology acceptance as it is not the case of technology change or replacement rather a traditional means of functioning must be replaced with other options temporarily or permanently.

Previous research experiences and studies have shown that when crisis situations fade and circumstances return to the normal, individuals and organizations tend to go back to the original way of functioning due to habit and status quo bias.

It is thus interesting to explore the possibilities of continuation of use of such technology post COVID-19 and its application to corporate as well as other walks of life.

Research Objectives

1. To understand benefits and issues of Work from home using Collaborative platform options during Lockdown
2. To explore applications of collaborative platforms in other fields (arts, education, fitness) and compare the existing platforms.
3. To study the viability of collaborative platforms as an option for coordinating between virtual organizations.

Research Methodology

Research carried out by random sampling through Quantitative survey method for user perception and purposive sampling by Interviews of Technology heads of Organization

Findings and Conclusion.

- 75 % of the respondents were working professionals from medium and large organizations.
- 60% of the respondents showed significant in the usage of collaborative tools during the lockdown.
- Respondents showed preference to security and ease of use of these tools.
- 40% of the respondents felt vocal strain and 50% of the respondents felt audio visual delays as strain causing factor.
- 40% of the respondents showed an increase in use for education and training.
- 50% of the usage of collaborative platforms for business tasks will continue to exist post Covid-19.
- Organizations are taking efforts to deal with future crisis situation like COVID-19, by making significant changes in Work From Home policies, technology upgrades, trainings and opting for virtual offices.