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Virtual Team Challenges During Covid-19 Pandemic

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The Year 2020 has surprised the world because of the coronavirus disease, commonly known as COVID-19. While many Filipino software development teams operate on virtual teams (“VTs”), limited studies have been conducted to explore the various issues related to virtual work arrangements during the COVID-19 pandemic. During the conduct of this study, 14 software developers who work in organizations with a hybrid setup were interviewed. Using the content-coding approach supplemented by thematic analysis. Adjustments include adopting flexible work hours, accepting late-night calls, disrupting sleeping patterns, and lack of social interactions among colleagues. On the other hand, there are also privileges such as work and location flexibility and avoiding traffic and travel expenses. To overcome challenges, VT members improved their communication skills, observed work shifts, developed technical competence in using different collaboration tools, being resourceful, stayed focused, observed time management, and reached out to new team members. While most respondents are used to this kind of work environment, the health crisis has highlighted the importance of communication, technical skills, empathy, time management, focus, dependability, organization, and resourcefulness as qualities of an effective team member. Having experienced the work-from-home setup and persisting in its challenges, virtual team members now preferred the hybrid setup.

Mga Susing Salita; Virtual Team, COVID-19 pandemic, work-life balance, hybrid work arrangement

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