The Influence of covid-19 on virtual employee management practices of the Healthcare Sector of Kashmir

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Abstract

The study aims at identifying and analysing the virtual employee management practices of the healthcare sector of Kashmir while the Covid-19 impacted extremely.

Literature Review: The literature review shows the virtual employee management practices effectiveness with the advantages disadvantages, improving the healthcare sector with this which put together the whole system in this pandemic situation and has some gaps in fulfilling the needs.

The study uses mixed-method research, which is the combination of quantitative and qualitative data information.. The research philosophy is based on positivism, whereas the design is descriptive and the deductive approach that helps to conduct this research effectively and analytically with proper data information. This gives a greater view of the chosen topic.

Findings: The study helps to analyse the different factors and perspectives related to virtual employee management practices in the healthcare sector of Kashmir during the covid-19. The data analysis shows the effectiveness of virtual employee management practices in the health sector and the related issues which may improve to make it more efficient in work. The people's opinions through surveys and interviews in this matter give viewpoints of virtual employee management practices, particularly in the healthcare sector.

Acknowledgement

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the questions. I also want to thank my family and friends for their support.

Declaration

I hereby declare that the research paper titled 'The influence of Covid-19 on virtual employee management practices of the healthcare sector of Kashmir' is an original work done by me. The study is based on information that is true to my knowledge and accredited.

I. Introduction

Virtual employee management practises the way of work with virtually no face to face meetings. In this Covid-19 pandemic situation, many industries adopt virtual employee management practices within their organisation. Organisations have adopted virtual management structures as a consequence of improvements in information technology in the workplace and the requirement to compete globally and meet competitive requirements (Vickram& Jose, 2018). Like that of face expression workgroups, virtual team administration is crucial to the group's effectiveness. Nonetheless, virtual team leaders suffer the following obstacles, particularly when compared to in face to face team management expression team members:(a) integrated logistic issues, such as improving coordination across different locations and psychological ranges;(b) relationship interactions, such as the opportunity to form excellent working relationships despite the apparent lack of common in the face to face team management expression information exchange and (C) technical challenges, such as discovering and acquiring knowledge to using available technology (Yordanova and Kirov, 2020). In global teams, there is an extra layer of cultural differences. In this Covid-19 situation, many



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health care sectors adopt virtual employee management practices to maintain their workflow.

1.1 Background

This research is based on the virtual employee management practises in the healthcare sector during the Covid-19 situation in Kashmir. In this pandemic situation, every industry has stopped, and there is a lockdown everywhere in Kashmir. Many industries adopt virtual employee management practices to maintain their workflow in this situation. Also, the healthcare sector has adopted virtual employee management practices to maintain its workflow. This research looks at the problems that arise in this practice and the benefits that management gets from this practice. With the help of this practice, many health care systems were going on in Kashmir and also they provided and maintained their managerial group work (Das, 2018). Managing people is analogous to arranging a symphony in that you must manage everyone so that the diverse aspects work together for the greater benefit. Leading virtual teams in that attitude was like commanding an while blindfolds orchestra wearing (Puhovichova&Jankelova, 2020). It is not tough; it is just one-of-a-kind work.

1.2 Aims and objectives

Aims

The research aims to archive actual goals from the research paper. A research objective is frequently expressed as a broad summary of the primary purpose of the investigation and can range in size from a horizontal thread to a brief article. The research aims to identify and analyse the impact of Covid-19 in virtual employee management in the healthcare system in Kashmir.

Objectives

- To identify and analyse any improvement of virtual employee management practices in the healthcare sector in Kashmir.
- To identify and analyse the virtual employee management practices in the healthcare system that are properly suitable in the Covid-19 situation in Kashmir.
- To identify and analyse the problemsfaced by employees when they worked virtually in healthcare in Kashmir.
- To identify a strategy for avoiding the collapseof the health organisations by promoting virtual management practices in the healthcare system in Kashmir.

1.3 Research questions

- What advantages does the healthcare system get from virtual management practices regarding the Covid-19 situation in Kashmir?
- How to identify and analyse the virtual employee management practices in the healthcare system that is properly suitable in the Covid-19 situation in Kashmir?
- What are the problems faced by employees when they work virtually in the healthcare system during Covid-19 in Kashmir?

1.4 Rationale of the research

The purpose of one's inquiry is the rationale for carrying out that same research (Bompart, 2020). It outlines why a researcher chose to narrow the scope at hands, such as the research's significance and the deficiencies it hoped to fill. In summary, it is an explanation that supports the prosecution's need.. In the Covid-19 situation, every industry and the health care sector have been affected. So, every industry and healthcare system need virtual employee management practices for their organisation that they maintain their workflow and that the healthcare system provides services to their patients.

II. literature review

2.1 Introduction

A literature review is a type of academic writing where various research and data are evaluated on the chosen or selected topic, which helps to know the topic from different perspectives. A literature review helps understand the topic from the existing research and data relevant to the chosen topic. It will help to gain knowledge in the particular topic.

In this section, we will discuss some of the articles reviewed based on the influence of covid-19 on virtual employee management practices in the healthcare sector. Due to the seriousness of the covid-19, which is directly related to human health, the literature review is important to know the various aspects which will help to know the research gaps existing in the literature. . So, here the literature review plays a huge role in giving insight into the topic.

The main literature theme is based on the covid-19 Influence on virtual employee management practices of the healthcare sector, which has many aspects and various opinions to look at.

2.2 Improving the virtual employee management in the healthcare sector

According to Lahtinen et al (2017) virtual employee management can be an innovative idea to improve the healthcare sector with enriching



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practices. Using the virtual tool in the management process is an initial idea that helps run the whole system without getting affected during this emergence like Covid-19. Healthcare professionals always play an important role in the public sector because of the effectiveness of the work. They need proper skills and practice to deal with the patients where virtual employee management is very important to promote the welfare and resolve the efficiency demands even during this certain time. This virtual employment will improve the present and future healthcare systems simultaneously (Iyengar et al, 2020).

2.3 The advantages of healthcare systems by virtual employee management

Covid-19 has challenged healthcare systems. The effectiveness of Covid-19 has challenged the infrastructure, workforce, and the whole process, which are directly related to the healthcare systems (Baumgart, 2020). In this situation, the transportation or transmission process also gets affected, creating more problems. In order to avoid the collapse of the healthcare organisation, which is most needed during this time, virtual employee management practices are the only key to managing and improving the whole situation. The electronic installations, telehealth transformation, and smartphones help to +give the training to the professionals, schedule time contacting the patients, and give advice to them to get easier and systems runs on in an effective way (Wosik et al. 2020). Virtual health assessment, communication, coordination, support of the patients to meet their needs also get strong due to the virtualisation or digitisation of the healthcare system. Virtual employee management is an advantage to healthcare practitioners as well as the public in terms of mental health conditions (Taylor, Fitzsimmons- Craft, & Graham, 2020).

2.4 Solving problems by implementing virtual healthcare practices

Virtual employee management helps the healthcare system reduce possible problems during the covid-19 and handle the patients with all the skills and needs appropriately. During the certain emergence of the covid-19 virus, the healthcare system gets disrupted to some extent which causes problems for the employee. This process helps in reducing the transportation barriers, communicating with the patients effectively, evaluating the health standards (Bojdani et al.2020). The impact or effect of Covid-19 is extreme, whereas the virtual or work from home helps the health professional to learn

things easily and to give the knowledge about the process appropriately without lacking. This virtual process not just solves the recent problems but also benefits the future of the healthcare sector to improve the effectiveness of work without stopping the process (Kniffin et al.2021).

2.5 Training the healthcare professionals

According to Fertleman et al. (2018), virtual tools or management helps in training the healthcare professionals, which shows the physical existence of the professionals virtually. In today's technological world, virtual reality is an emerging and most effective to handle and train or educate health professionals to develop the process. Training can be provided virtually where physical meets are unable during this current covid-19 situation.

2.6 Literature gap

In the above review, there are some gaps like the effectiveness of the innovative ideas to what extent, which is unknown and these ideas can not be beneficial for every health professional. Virtual healthcare problems can solve problems, but it has many disadvantages like evaluating the process and lacking practice skills and difficulties understanding the complexity of any particular skills. Communication gaps can arise in some cases where they can affect the work. At the same time, Fertleman et al. (2018) article were unable to express the scenario of virtual tools in medical education. Improper education can adversely impact the whole process; focusing on this matter will be beneficial. A technical problem can arise that can be disturbed and hinder any critical situation; in terms of that, the above review or research are unable to put on in that. Not only just focus on the advantages, but the effects can also be major that may focus on making the process error-free in this serious field where human health is directly related.

2.7 Summary

To sum virtual employment up, management has many aspects and ways in healthcare systems. It has great advantages to make the system transparent and workable in this covid-19 situation, but the adverse side can affect human Undoubtedly. health also. virtual employee management practices help incorporate and deal with the situation smartly without getting collapsed. It improves the healthcare sector in many ways, solves emerging problems, and trains health professionals, which helps overcome the whole situation and strengthens the future healthcare systems. But the gaps like technical errors lack of evaluation can also



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create major problems; focusing on that will benefit this mass-related field. It helps reduce the pressure and time consumed to some extent and easily strengthens the digital or technological aspects.

III. Methodology

3.1 Research philosophy

Research philosophy is a collection of views about how data on a certain issue should be gathered, assessed, and used (Stubley, 2021). There are two kinds of research philosophy: positivist philosophy and interpretive philosophy. Positivism, as a philosophy, argues that only factual knowledge obtained by observation in the senses, including measurement, is trustworthy. In positivist investigations, the researcher's role is limited to data collection and unbiased analysis. The researchers have used a positivist research philosophy to collect data for their study paper because researchers collect all the primary data from survey and interview questions.

3.2 Research Design

The research design is to the master objective is to combine the many parts of the research cohesively and rationally, assuring that everyone will do something because of the research question; it acts as a guideline for gathering data, assessment, and evaluation (Abutabenjeh &Jaradat, 2018). Descriptive, Correlation, Causal-Comparative/Quasi-Experimental, and Experimental Study are the four categories of research designs. Descriptive research methods are those that summarise the features of the variables used in this study. This research has adopted a descriptive research technique.

3.3 Research Method

The research method is the strategic or planning method that is used for the data collection purposes to conduct the study paper better and effectively (Rodriguez & Smith, 2018). Research methods are three types those are qualitative, quantitative, and mixed. This research has used a mixed-method because they have used both qualitative processes and also they have used quantitative processes to conduct this research paper. When researchers were doing their survey, they collected both numerical data and also normal information regarding research matters.

3.4 Research Approach

Research approaches are programs and methods that range from basic premises to particular collecting information, processing, and presentation methodologies (Mohr, Riper &Schueller, 2018).

There are two types of research approaches; inductive and deductive research approaches. This research has used deductive research approaches because they first have conducted a survey, then collected all the data and after that, researchers have analysed and examined all the information. So, all the research is conducted scientifically.

3.5 Research data Sources

A data source is a location where the material utilised originates. A source of data can be the initial location where information is analysed or where the actual content is first processed because even the most sophisticated data can work as a capacity if it is received and used by another action (Correia *et al.* 2021). This research has collected all primary data to conduct their research paper because they have collected all information and data from survey and interview questions from the participants.

3.6 Data collection Strategy

Research papers, use information, questionnaires, inspection, conversations, participant observations, quizzes, and field notes are all examples of data collecting methodologies (Wang, Nguyen & Shin, 2018). Primary data is information gathered for the very first time in this study. This will be the data source that is pertinent to the particular research. This research has used surveys and interviews to conduct this research paper and researchers have set up 5 questions for interview purposes and also have set up 10 questions for survey purposes for primary data collection.

3.7 Sampling

Sampling is a means of identifying a specific subgroup of interest in a research study (Aksakal, Bilecen & Schmidt, 2019). This research has set up one interview among two people and ten survey questions among 50 people to collect all data and information.

3.8 Ethical Consideration

Ethical research governs the principles of conduct for research professionals. It is vital to respect ethical principles in order to ensure the validity, rights, and very well of study participants. Comprehension requires understanding the ethical notions of generosity, justice, and autonomy. These debates can be legally risky since some of the answers to the problem may contravene specific legislation (Vincent, 2018). This study causes no damage to anyone. This research does not hurt society or have any negative consequences for society. This study has no negative effects on the



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environment. In this study, numerous surveys are conducted, yet no one is hurt or the environment is harmed.

IV. Findings and Results

4.1 Data Analysis

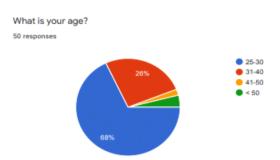
Data analysis is the systematic use of mathematics and analytical methods to characterise, display, condense, repeat and appraise data (Ho *et al.* 2019). The exact and appropriate study assessment is a crucial aspect in ensuring the survey's authenticity. In this research paper, researchers have conducted an interview section that is given in the appendix section of this research paper. Here two persons have participated in this interview section.

Effectiveness of virtual employee management in the healthcare system in Covid-19 situation

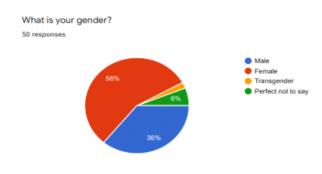
Here two participants have answered that virtual employee management in the healthcare system is useful in the Covid-19 situation in Kashmir. Using information technology, the health care system can provide service to their patients easily and maintain their organisational workflow. In this pandemic situation, when everywhere was going lockdown, virtual employee management is the only way to maintain workflow within the organisation and the healthcare system in Kashmir. Both two participants have stated that virtual employee management practice is suitable for the health care system during the Covid-19 situation in Kashmir, and also employees can work their daily organisational work gather knowledge without contact with any people.

Issues, improvement of virtual employee management in health care system

Both two participants have stated that virtual employee management is effective in the health care system during the Covid-19 situation in Kashmir. But on the other hand, both two participants have stated that virtual employee management practices or systems should be improved to improve technology and mitigate the communication gap between two employees within the organisation. Most of the time, it has been seen that many employees have become familiar with this technology and also, this system also has many types of technological gaps. In the healthcare system especially, it should always maintain to mitigate technological fault.



The survey has been done among the 50 participants who are different in age, and from the above pie chart, it can be said that the survey participants are mainly between the age of 25-30, which is approximately 68 per cent , and 26 per cent is belonging to the age 3-40 whereas 41-50 are less participated in this survey.



The survey also asked a question about the gender of the fifty participants. 36% of participants are male, 56% are female, 2% are transgender, and 6% have not disclosed their gender. So most of the participants are female.

What do you think about the influence of covid-19 on employment? 50 responses

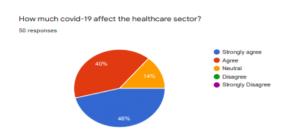


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This research survey has asked 50 participants their opinion about the Influence of Covid-19 on employment. 40% of participants agree with this question, 28% of participants strongly agree with this question, and 26% of participants disagree with this question.



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Effects of Covid-19 in the healthcare sector: In this question, among 50 participants, 46% of participants say that they strongly agree, 40% of participants say that they agree, and 14% of participants say they are neutral.



In this question, satisfaction with the virtual management practices during the Covid-19 has been conducted among 50 participants. Most of the participants have stated that their opinion is normal 32% of participants have stated that they are satisfied and 30% of participants have stated that they are highly satisfied.

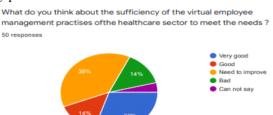


Through the survey, the answer gets on the benefits of virtual employee management can be seen in the above diagram where most of the people have said that this process is less time consuming which is around 40% of 50 participants, 32% said that easily accessible, 24% said cost-efficient and very few people marked the healthy work-life balance.

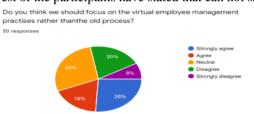


Here in this question, among 50 participants, 44% have stated that there is a technical problem in this process, 24% of participants have stated difficulties in understanding the practices, 10% of participants

have stated work ethics issues, and 22% have stated that there is a technical problem that communication gap.



On the question of the sufficiency of the virtual employee management practices of the healthcare sector to meet the needs, 30 % of participants have stated that is very good, 14% participants have stated that good, 38 % participants have stated that need to improve, 14% participants have stated that bad and rest of the participants have stated that can not say.



In the comparison of the virtual employee management and old process, we get a mixed answer which includes various opinions like 28% participants said neutral, 26% participants strongly agree with this question, 20% participants disagree, 18% participants agree, and a few percentages like 8% participants strongly agree.



In this question in the matter of virtual effectiveness in employee management in an organisation, 24% of participants have stated that they strongly agree, 28% participants have stated that they agree, 42% participants have stated that they are neutral and the rest of the participants have stated that they disagree and strongly agree among 50 participants.



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4.2 Discussion

The virtual employee management practices in the healthcare sector are impactful during this situation. The literature review shows it as an innovative idea during the Covid-19, which helps the healthcare system to smoothly run without much difficulty. This idea helps in progressing the system and technology correspondingly. Virtual employee management gives benefits to the healthcare sector differently, which handles this pandemic situation effectively. The interview answers of the two participants also give an insight on this particular improvement in virtual employee management where both of them agreed on it as a progressing process but also focus on the improvement which reduces the gaps, including the evaluation and assessing the employees' skill performance by setting the ground rules and applications which will decrease the communication gaps and strengthen the healthcare management also. By showing all the opinions, it is clear that virtual employee management undoubtedly proved a great initiation, but improvement is needed to meet the gaps.

The literature review gives an idea of the advantages of virtual employee management, which strengthen the healthcare sector during Covid-19 when the transmission process and health infrastructure are in danger due to the extreme spread of this virus. It helps communicate with the patients, know employees, and manage public health effectively without any fail or cease. In interview answers, the two participants gave their view on the asked question where they said about the advantages of virtual employee management, which includes giving knowledge to the employees, flexibility of the strengthening management system and technology, information accessibility. The conducted survey puts a focus on the less time-consuming, easily accessible. All the data collection procedures are almost similar and have mixed and different aspects of advantages or benefits of virtual employee management in the healthcare sector.

Virtual employee management practices help to reduce the problems between the healthcare sectors. The healthcare sector is an essential service directly related to human health, so focusing on this matter helps maintain the whole system correctly. This reduces the problem anyway to some extent to meet the public's needs and empower the health professional skills with knowledge to run the sector. From the interview questionnaire, it can be said that this reduces the problem during this Covid-19 time to decrease the spread of the virus and maintain the distances as per the rules and regulations of the government as well World as the Health

Organisations. From the survey, it can be stated that participants agree with this virtual employee management process to some level. The interview and survey processes of collecting information put insight into this virtual employee management effectiveness and problem-solving capacity at this certain time.

The literature review is insufficient to put on the gaps which have been discussed on the literature gap related to the problems faced in this new system. The interview and survey answers gave a view also similar to the gaps, which include the technical problem, individual communication problem, understanding issues. This innovative representation is an improvement and builds the gaps, focusing on essential to protect the healthcare sector from adverse effects. Adapting this virtual process instantly is not easy; it needs proper interventions, training, and reaching each health professional who wants different plans with time.

V. Conclusion

The Influence of Covid-19 on virtual management practices of the healthcare sector has been huge globally as well as in Kashmir. Every sector gets affected by this pandemic situation, whereas virtual employee management emerges to run the whole process or workflow effectively. This is beneficial in terms of strengthening the management and healthcare sector but not only this process can run the whole system due to the gaps or problems. It is an innovative representation of the world which extremely helps in this situation and makes the technology strong. The research, survey, and interview also show the same insights.

5.1 Recommendation

In order to improve this virtual employee management practice of healthcare sector research with more efficiency, researchers can focus on the gaps or insufficiency related to this particular topic and find out the actual problems related to this, which will help to improve the system. To improve the virtual employee management practices in the healthcare sector, covering the gaps are needed with proper skills, communication, and technological incorporation. The surveys and interviews can be conducted among more people to get the different opinions and issues that will help in cross-checking information and building further improvement in the virtual employee management practices with more prominence. The evaluation of the research topic is also essential to not just gathering information but also the effectiveness of that.



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5.2 Future Implication

This progressive innovation is an important aspect to strengthen the whole healthcare sector, which is effective for not just the present circumstances but also for future use, which will help to gather information with easily accessible processes and less acquiring time. The interview and survey process can be done among a huge number of people to strengthen the research. Putting all the information in terms of negative and positive in the research in different ways will help to get the proper knowledge which helps the health sector of Kashmir as well as the global.

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Appendices:

Appendix 1

Interview Questions on Influence of Covid-19 on virtual employee management practices in the healthcare sector.

Interview questions and responses for participant one:

\bullet Would you give any improvement of virtual employee management practises in the healthcare sector?

Ans. The virtual employee management practises can be improved in the healthcare sector by setting the ground rules based on the performance of the employees in the virtual work and scheduling in-person meetings to update their skills and make bonding in-person.

• What is your opinion regarding virtual employee management of the health care sector?

Ans. In the situation of the outbreak of Covid-19, virtual employee management is important. By this management process in the healthcare industry, I am able to make connections with more employees without any problem, and the healthcare management system becomes more flexible with digital technologies.

What problem have you faced regarding this practice?

Ans. The problem I faced throughout this virtual employee management practice was the gap in communication. This is the major problem in this virtual management that there is less scope to practice the lesson. Also, technological problems I have sometimes been facing during the management practice.



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• Is virtual employee management practises in the health care system is properly suitable in the Covid-19 situation?

Ans. Yes, in the Covid-19 situation, this virtual employee management practice in the healthcare system is properly suitable. Because there is zero contact between the other people, the rate of affected also decreased.

• What advantages do the healthcare system get from virtual management practices regarding the Covid-19 situation?

Ans. The advantages of the health care system by getting the virtual management practises regarding the situation of Covid-19 is that this helps to increase the knowledge without any contact of people and helps to develop a better technological system that becomes flexible in any conditions.

Interview questions and responses for participant two:

1. Would you give any improvement of virtual employee management practises in the healthcare sector?

Virtual employee management could be improved through better healthcare applications that bridge the gap between management and employee communication. The practice of assessing the employees according to their skills and their service through an integrated framework of acquiring data is prescribed.

• What is your opinion regarding virtual employee management of the health care sector? The virtual employee management system is a progressive technology that would be present for the long term. With time the needs and trends change, and thus, this is a positive and necessary step to

bring a flexible management practice.

What problem have you faced regarding this practice?

The problem I have faced in adapting to the system and getting used to the new practice. Optimum time and training are required to make myself accustomed.

• Is virtual employee management practises in the health care system is properly suitable in the Covid-19 situation?

Yes, it is suitable to use the virtual employee management practice at this time since it is an effective way to connect with the management by maintaining physical distance with them.

• What advantages do the healthcare system get from virtual management practices regarding the Covid-19 situation?

The advantages are the reduction in the gap that is created due to the constraints faced by the sector due to Covid. The accessibility of the information and the business practice is available to every individual in the sector, increasing operational efficiency.

Appendix 2

Survey questions surveying 50 participants:

- 1) What is your age?
- 25-30
- 31-40
- 41-50
- < 50
- 2) What is your gender?
- Male
- Female
- Trans
- Perfect not to say
- 3) What do you think about the Influence of covid-19 on employment?
- Strongly agree
- Agree
- Neutral
- Disagree



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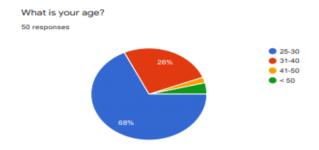
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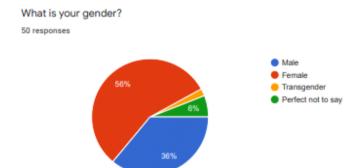
- Strongly disagree
- 4) How much does covid-19 affect the healthcare sector?
- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- 5) Are you satisfied with the virtual management practices during the covid-19?
- Highly satisfied
- Satisfied
- Average
- Dissatisfied
- 6) What is the benefit of virtual employee management?
- Less time consuming
- Easily accessible
- Cost-efficient
- Healthy work-life balance
- 7) What kind of challenges is occured in virtual employee practises in the health care centre during Covid-19?
- Difficulties in understanding the practices
- Technical problem
- Communication gap
- Work ethnic issues
- 8) What do you think about the sufficiency of the virtual employee management practices of the healthcare sector to meet the needs?
- Very good
- Good
- Need to improve
- Bad
- Can not say
- 9) Do you think we should focus on the virtual employee management practices rather than the old process?
- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- 10) Are the virtual employee management practices of your company effective?
- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

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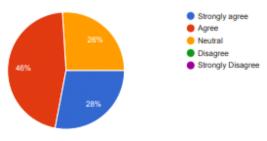
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Survey Result:

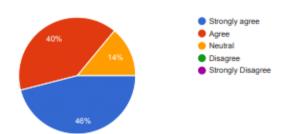








How much covid-19 affect the healthcare sector? 50 responses



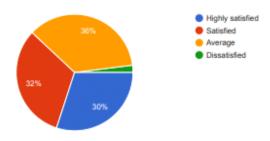


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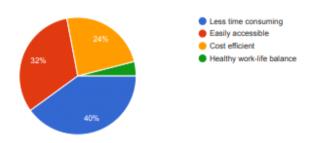
Are you satisfied with the virtual management practises during the covid-

50 responses



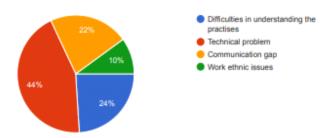
What is the benefit of virtual employee management?

50 responses



What kind of challenges is occured in virtual employee practises in the health care centreduring Covid-19?

50 responses



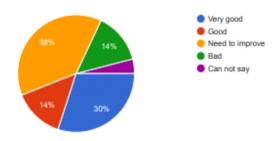


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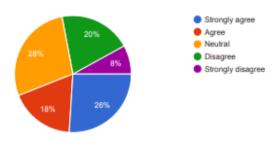
What do you think about the sufficiency of the virtual employee management practises of the healthcare sector to meet the needs?

50 responses



Do you think we should focus on the virtual employee management practises rather thanthe old process?

50 responses



Are the virtual employee management practises of your company effective?

50 responses

