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## AN ASSESSMENT ON THE LEVEL OF EFFECTIVENESS OF VIRTUAL WORKPLACE OF SELECTED ONLINE ENGLISH TUTORS

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**Abstract:** The study is intended to show the effectiveness of virtual workplace setting and its impact to the workplace outcomes in the same setting. The effectivity of virtual workplace setting and its impact among the employees who are working in this type of environment the researchers administered an online test to 49 online English tutors who are working from home. This paper presented a basic framework of factors that may affect the individual who is working remotely from the office. The instrument entitled Virtual Workplace Effectivity Assessment Test has been used in measuring business needs, communication, social interaction, and productivity among respondents validated by experts and with a reliability of 0.875 in the factor of business needs, 0.862 for the factor of communication, 0.864 in the factor of social interaction, 0.829 in the factor of productivity and an overall of 0.952. Based on the findings, the assessed level of effectiveness in different aspects of the employees working in virtual workplace setting has a significant difference between gender, age, and highest educational attainment which shows the effectivity of using this setting in the aspect of communication, social interaction, business needs and productivity. In lieu with this, utilizing virtual workplace in different industry and corporation may be advised without compromising the quality of work.

**Key Words:** virtual workplace; online tutors; productivity; communication; business needs; social interaction

### 1. INTRODUCTION

Business organizations that are commonly functioning with the service available worldwide are in a rapidly growing phase because of its quick operation with maximum range of business prospects. Also, this type of service provided can lower production costs with the profit of increase in productivity. The workforce gathered by this system

is quite difficult to sustain its consistency but through the evolving world of technology any conflicts that may arise within can be easily answered with solution making the virtual workplace way more practical compared to traditional global reaching organization methods. In the study conducted by Carol L. Stimmel (2004), he stated 14 claims on the effect of virtual workplace among the individual who are currently riding with this trend, he stated in most of his claims that the



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communication skills of an individual may rise due to the purpose of business transactions happening through online communication which is associated with having less and less personal interaction. In the end, his study aims to prove that this present innovation may seem to be an upgrade to what the global business world needs right now but it will take a toll in the long run for the reason that it lessens the view of status within interaction of individuals but as we accept change and progress we learn accordingly to make modification and variation to broaden our scope and reach as an organization unit.

## 2. METHODOLOGY

This paper used the standard format of the quantitative type of research design. This is appropriate for the researchers intended to see if there are differences between the different aspects to the level of effectivity of the virtual workplace and their demographic profile.

Table 1: Demographic Profile of Respondents

Profile		Frequency	Percentage
Gender	Male	30	61.22
	Female	19	38.78
	<b>Total</b>	<b>49</b>	<b>100.00</b>
Age	Above 40	3	6.12
	31 to 40	4	8.16
	21 to 30	33	67.35
	20 Below	9	18.37
	<b>Total</b>	<b>49</b>	<b>100.00</b>
Highest Educational Attainment	Doctorate	2	4.08
	Masters	3	6.12
	College Graduate	37	75.51
	College Level	5	10.20
	High School	2	4.08
	<b>Total</b>	<b>49</b>	<b>100.00</b>

The researchers have made and formulated a test entitled Virtual Workplace Effectivity Assessment Test that would measure the compliance

of business needs, connectivity, social interaction, and productivity of the respondents.

Table 2: Cronbach's Alpha for the test instrument

Facet	Cronbach's Alpha
Business Needs	0.875
Communication	0.862
Social Interaction	0.864
Productivity	0.829
<b>Overall</b>	<b>0.952</b>

Generally, in reliability, a score of 0.80 or higher is desirable for instructor-made tests. Internal consistency reliability is a measure of the extent to which the ordering of students' scores on this test would correspond to the ordering obtained if an equivalent form of the test were given to these same students. This therefore shows that the test entitled Virtual Workplace Effectivity Assessment Test is highly reliable and may be considered as a good measure to test the effectivity of virtual workplace.

The researchers constructed the test has been sent to the participants through online google test forms and all results are automatically sent to the researchers' account. All information that the participants disclosed in the test will be purely confidential to provide assurance of their personal data and information. An informed consent was filled up by all the participants approving to participate in the test knowing where the data will be used and agreeing to the terms of privacy.

## 3. RESULTS AND DISCUSSION

Table 3: Reference Scale for results

Arbitrary Scale	Rating Scale	Verbal Description	Verbal Interpretation
3.50-4.00	4.00	Strongly Agree	Very High Productive
2.50-3.49	3.00	Agree	Highly Productive
1.50-2.49	2.00	Disagree	Low Productive
1.00-1.49	1.00	Strongly	Very Low



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Disagree      Productive

Below is the arbitrary scale for the test results of each factor and the interpretation on each values represented.

Table 4: Assessment on Business Needs Facet per Demographic Profile

Profile	Mean	Verbal Description
Gender	Male 3.05	Agree
	Female 2.90	Agree
	<b>Average</b> 2.97	Agree
Age	Above 40 3.27	Agree
	31 to 40 3.20	Agree
	21 to 30 2.92	Agree
	20 and below 3.08	Agree
	<b>Average</b> 3.11	Agree
Highest Educational Attainment	Doctorate 3.75	Strongly Agree
	Masters 3.17	Agree
	College Graduate 2.92	Agree
	College Level 2.98	Agree
	High School 3.35	Agree
	<b>Average</b> 3.23	Agree

According to Eve Ash (2016), women are burdened with less confidence in their decision-making prowess, and unfairly so. Her research shows that women take more factors into account when arriving at a decision. Women are more cautious and self-critical when the pressure's on to make a judgment call, while men tend to take bigger risks, particularly when they are stressed. This research supports that males are more efficient in

responding to the needs of the business compared to females.

Table 5: Assessment on the Communication Factor per Demographic Profile

Profile	Mean	Verbal Description
Gender	Male 2.96	Agree
	Female 2.78	Agree
	<b>Average</b> 2.87	Agree
Age	Above 40 3.00	Agree
	31 to 40 3.15	Agree
	21 to 30 2.83	Agree
	20 and below 2.94	Agree
	<b>Average</b> 2.98	Agree
Highest Educational Attainment	Doctorate 3.65	Agree
	Masters 3.03	Agree
	College Graduate 2.83	Agree
	College Level 3.03	Agree
	High School 3.15	Strongly Agree
	<b>Average</b> 3.11	Agree

This table shows that males are more effective in communicating, in the article by Imperial College London (2011) they have said that Boys are more confident expressing themselves than girls, a new survey says. 67% of boys were happy talking to new people, as opposed to 62% of girls. However, although more boys felt it easier to say what they feel to their friends than girls, 93% of girls said they



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listened to other people's opinions, compared to 89% of boys.

Table 6: Assessment on the Social Interaction Facet per Demographic Profile

Profile	Mean	Verbal Description	
Gender	Male	3.07	Agree
	Female	2.89	Agree
	<b>Average</b>	2.98	Agree
Age	Above 40	3.03	Agree
	31 to 40	3.18	Agree
	21 to 30	2.95	Agree
	20 and below	3.12	Agree
	<b>Average</b>	3.07	Agree
Highest Educational Attainment	Doctorate	3.20	Agree
	Masters	3.13	Agree
	College Graduate	2.99	Agree
	College Level	2.84	Agree
	High School	3.20	Agree
	<b>Average</b>	3.07	Agree

Aronson and Steele's (2005) work on stereotype threat demonstrates that intellectual performance, rather than being a fixed and constant quality, is quite fragile and can vary greatly depending on the social and interpersonal context of learning.

In repeated studies, these researchers found that three factors have a major effect on students' motivation and performance: their feelings of belonging, their trust in the people around them, and their belief that teachers value their intellectual competence. This research suggests that the capacity

of adults in the school to form trusting relationships with and supportive learning environments for their students can greatly influence achievement outcomes.

Table 7: Assessment on the Productivity Facet per Demographic Profile

Profile	Mean	Verbal Description	
Gender	Male	2.99	Agree
	Female	2.89	Agree
	<b>Average</b>	2.94	Agree
Age	Above 40	3.30	Agree
	31 to 40	2.93	Agree
	21 to 30	2.88	Agree
	20 and below	3.11	Agree
	<b>Average</b>	3.05	Agree
Highest Educational Attainment	Doctorate	3.60	Agree
	Masters	2.90	Agree
	College Graduate	2.91	Agree
	College Level	3.00	Agree
	High School	3.15	Strongly Agree
	<b>Average</b>	3.11	Agree

Ensuring the fair distribution of the rewards of productivity growth is primarily a federal responsibility. Education is the key to that, as are other things that make learning possible, such as making sure children have decent health care and sufficient nutrition. Reducing poverty itself has also been shown to improve the ability of children to thrive (Marr, Charite, and Huang 2013).

The data shows that the people who are undergoing the virtual workplace setting is very efficient in



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harnessing business needs, this is caused duly by the fact that being in a state of individuality a person works more effectively per what is needed from them as it requires them to be more efficient the minimize the cause of mistakes to avoid punishment. This claim has been made by Garcia and Traulsen (2015). The communication section of this study shows that the participants who have undergone the test are all capable of providing good communication skills as per they are language instructors in the first place. Communicating in virtual teams are creating a challenge and trust misalignment from colleagues but this is not a problem to the respondents of the study as they are well in communication skill and can participate in a good way such they are beneficial to the organization. Per Jarvenpaa and Leidner (2008) global virtual teams may experience a form of 'swift' trust but such trust appears to be very fragile and temporal as they are only exposed with their colleagues in such ways that they are in front of a technical device to provide them services. In the aspect of social interaction, virtual teams are only tied with an interaction from a personal computer. The results the researchers have come gathered shows that the participants of the study are highly social interactive among their company and colleagues due to the fact that they are instructors which makes them good in interacting among other people. In the article written by Chudoba and Maznevski (2010) they have mentioned that Global virtual teams are internationally distributed groups of people with an organizational mandate to make or implement decisions with international components and implications. They are typically assigned tasks that are strategically important and highly complex. They rarely meet in person, conducting almost all of their interaction and decision making using communications technology. Although they play an increasingly important role in multinational organizations, little systematic is known about their dynamics or effectiveness. Challenges arise in the presence of virtual workplace and with this the employees is faced into a situation wherein they need to work and produce quality services for the client.

According to Kirkman, Gibson and McPherson (2012) Advances in communications and information technology create new opportunities for organizations to build and manage virtual teams. Such teams are composed of employees with unique skills, located at a distance from each other, who must collaborate to accomplish important organizational tasks.

#### 4. CONCLUSIONS

The main goal of this research is to provide an assessment on virtual workplace if it proves to be effective and efficient moreover that the employees who are into this type of work environment be more satisfied than the traditional based on its rewards and functionality. All of which are being measured through the test instrument. The samples that has been gathered have come from across different companies that are using virtual workplace and is currently teaching the English language for different clients across the continent.

The results have been already tabulated. The study has shown that the virtual workplace organization setting works as a helping aid to the companies that are experiencing unavoidable human related issues such as technical difficulties, national calamities and any other form of conflict that may cause the employee to cancel their appointment inside the organization. The virtual workplace organizational setting has been an innovation through the technology of the internet and with this the business trends has adapted the new change not only in the business setting but also in the society of today.

The future researchers may develop this research into having a different factor in order to assess the virtual workplace setting. Also, the future researchers can have different participants that are engaged into the virtual workplace type of organizational setting. Aside from having online tutors as respondents they can have call-center employees as respondents or any in that matter.

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