Opportunities and Challenges of Remote Workers in COVID-19 Era: Experiences from Ghana

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This study examined the opportunities and challenges of remote workers in Ghana. The descriptive research design with a survey strategy was utilized. The population was comprised of 35 organizations consisting of 20 public and 15 private organizations that made a formal remote working arrangement during the COVID-19 lockdown period in Ghana. Five hundred and seventy (570) employees were conveniently sampled for the study. Data was collected through an online survey with the use of Google forms. Data were analyzed descriptively and were presented in frequencies, percentages, means and standard deviations. Findings revealed that remote work offered opportunities in terms of flexibility, work-life balance, and better organization of work, avoidance of vehicular traffic in commuting to workplace, as well as avoidance of formal dress codes. The study also found significant challenges to remote work in areas of work-home interference, inadequate communication, procrastination, loneliness, security threats, lack of technological know-how, and lack of supervision. The implication for the study is that management of organizations are to develop formal remote work arrangements by implementing remote work with desired tools, technical training and innovative measures to deal with the challenges of working remotely, in order to enhance the benefits that come along with remote work.

Keywords: Remote work, Opportunities, Challenges, Tools for remote work, COVID-19 pandemic, Ghana.

Introduction

Working remotely has received considerable interest as a result of the outbreak of the COVID-19 pandemic. As a measure to curb the spread of COVID-19, the World Health Organization recommended that people keep physical distance. This measure affected the world of work as individuals had to maintain a set physical distance.

This saw many organizations putting strategies in place to assist employees to 'work from home' in order to achieve their production targets even amidst the pandemic. Many organizations now consider remote work not as an option, but a strategic business tool that could boost productivity in the midst of the pandemic. Researchers as such, Riom and Varelo (2020) noted that over 60% of organizations across the globe have made significant investments in new technology and digital capacity. Consequently, organizations need support to find suitable remote work plans as remote work is associated with complications from home dynamics, COVID stress, overworking and challenges of collaborations.

In Ghana, the effect of COVID-19 on employee's work activities has changed enormously. Although there were denials about the disease initially, Ghanaians began to take it more seriously after the World Health Organization declared COVID-19 a pandemic (World Health Organization, 2020). The government of Ghana then began to put in place preventive measures and interventions to deal with its spread. Once the president of the Republic of Ghana issued measures to curb the spread of COVID-19 the social fabric of Ghana became disrupted (Khoo & Lantos, 2020). Funerals, weddings, outdooring and other religious activities could no longer be performed the way they were. Human activities, movement and interactions were associated with the spread of COVID-19 and so a call to keep physically distant was necessary to curb its spread. This invariably affected work activities in most organization, as employees were restricted from working in teams and groups which culminated into the idea of working remotely. For instance, Agyepong et al.(2021) observed that teaching and learning have been positioned and conducted online, a complete deviation from the traditional resident campus arrangement.

This study examines remote work in Ghana during the COVID-19 Lockdown period by looking at the tools used for remote work and the opportunities and challenges of remote work. The uniqueness of this study is that, it will assist firms and managers to have a different perspective to work re-design and to accommodate remote work practices. Moreover, this study is expected to provide relevant implication for policy and practice, and for future research on the subject.

Literature Review
Overview of Remote Work

Remote working has been defined by Collins et al.(2016) as work that is completed outside the employee's organizational office and using various technologies to communicate with colleagues and customers. Remote working is also known as telework, telecommuting, anywhere work, distributed work, and virtual work. Allen et al. (2015) argued that review of scientific findings on telecommuting has become problematic due to differences in what the definition really is and the conceptualization employed by various researchers on the subject. The definition debate is important because it influences the design adopted for a study in telecommuting or remote work. Based on their analysis of literature, Allen et al. (2015) defined telecommuting as "work practice that involves members of an organization substituting a portion of their typical work hours (ranging from a few hours per week to nearly full-time) to work away from a central workplace, principally from home, using technology to interact with others as needed to conduct work tasks". Instead of the term telecommuting and teleworking, organizations now prefer to use the term working from home or working remotely because it resonates with modernity.

Although working remotely is not a new phenomenon according to extant literature, Como et al.(2021) postulate that people who integrate their work with their personal lives have challenges setting priorities, they have a highly integrated lifestyle and usually have higher emotional exhaustion. Working remotely may also face complications from home dynamics, overworking and challenges of collaboration. Desilver (2020) noted that most employees have little remote work experience and their organizations are not ready to support remote working; many employees have not had the needed training and resources to cope with remote work. Many jobs which are performed remotely were triggered by COVID-19, which inadvertently led to a de-facto global experiment of remote work. Other researchers have also argued that there are organization wide challenges with remote work especially with respect to cost in the form of installation of information and telecommunication devices, inadequate training on the part of employees, inadequate support from management and inadequate technical expertise to manage organizations' ICT infrastructure.

A pre-crisis industry-level survey by Bartik et al. (2020) found that remote work during the crisis is more common in highly educated industries. Monteiro et al.(2019) however, opined that remote work is being practiced in many occupations across a number of industries and not only by the highly educated. Most organizations adopt remote work because of lack of physical space to operate, have wide spread and diverse employees, as well as limited space to employ more people or operate in a technology sector (Avornyo, 2020). Eurostat (2018) found that those who work from home in the European Union constituted 5 percent of the employed workers. In America, around 56% of employees have a job which could be done from home at least on a part time basis due to the fact that one does not need to be physically present to get the job done (Global Workplace Analytics, 2020). Dingel and Neiman (2020) further asserted that 37% of jobs in the United States could be done solely at home. Remote work is now no longer an option but a compulsory and a mandatory order (Wang et al., 2021).

A survey by the Society for Human Resource Management in the United States found that 70% of firms allowed remote work from an ad-hoc to a full-time basis (SHRM, 2018). Other firms in Europe allow a good balance between work and family life thereby promoting flexibility at work. OECD (2016) found that 70% of Europeans have access to some work flexibility. Available research indicates that the work-life wellness of remote workers could be influenced by two factors, the first being the lack of organizational support during the transition and the second being COVID-19 related stress (Como et al., 2021). According to Wepfer et al.(2018), highly integrated lifestyles are often related to higher exhaustion. There is however a disagreement on this notion. Gadeyne et al.(2018) believe that working remotely will rather promote work compatibility although they

acknowledged that remote work can have both positive and negative impacts.

Wang et al. (2021) categorized remote work into three different approaches. In the first approach they explained that work characteristic is a moderating factor to remote work outcomes. The implication therefore is that remote work was optional prior to the COVID-19 era and therefore managers ought to design remote work policies for suitable jobs. In their second approach, they argued that remote work results in less social support with its negative effect on employee wellness. In short, remote work was optional under approach one and two. The third approach, which they espoused strongly, was that remote working is no longer an option and therefore it has become necessary to redesign remote work for optimum output. Their research focused on work experience of remote workers in a COVID-19 triggered circumstance. Although researching into the experiences of remote workers is necessary, as far as Ghana is concerned it is more important to create awareness.

What Work can be Done Remotely?

The key question regarding remote work is whether every work could be done remotely. Golden and Veiga (2005) posit that remote work should be allowed for appropriate jobs and workers. Dingel and Neiman (2020) found that 37% of jobs in the United States could be performed entirely at home with significant variations across cities and industries. They also found that those jobs that could be performed at home typically paid better than jobs that cannot be done at home. Jobs that could be done at home accounted for 46 percent of all United States wages. This is consistent with the argument by Kniffin et al. (2021) that prior to the COVID-19 pandemic over 75% of employees who worked from home were those with annual salary above $65,000. DeSilver (2020) was also right when he postulated that remote work was a luxury for a few. Dingel and Neiman (2020) further found that lower income economies have a smaller share of jobs that could be done remotely.

Although a lot of these researches were done with pre-pandemic data, Dingel and Neiman (2020) found a correlation with the estimate of work which could be done remotely in the COVID-19 era. They also found that most jobs in finance, corporate management; professional and scientific services could be done remotely whereas fewer jobs in agriculture, hotels and restaurants or retail could not be done remotely. They established that 14 percent of jobs could be done remotely in Ghana. While commending the remote work feasibility by Dingel and Neiman (2020), an observation was made by Bartik et al. (2020) about the feasibility constraint in practice and whether the variation in remote work was well predicted. Applying this classification, the authors observed that 27 to 31 percent of employees in small businesses could feasibly work remotely. Nonetheless, they agreed that the remote work classification by Dingel and Neiman (2020) is a strong predictor of industry level variation in remote work during the pandemic. These findings were achieved through their Alignable Network Survey.

Applying the Skills Towards Employability and Productivity (STEP) approach, Saltiel (2020) identified jobs that could be done remotely in 10 different developing countries. The author found that only 13 percent of workers among the ten selected countries could work remotely ranging from 5.5 percent in Ghana to 23 percent in China. There is however a clear variation in the percentage of work that could be done remotely by these two different researchers. While Dingel and Neiman (2020) found 14 percent for Ghana, Saltiel (2020) found approximately 6% for Ghana. The author agreed with previous researchers that there are differences in the feasibility of working from home across countries in high paying occupations and further added that workers providing clerical services may also work remotely. Bartik et.al (2020) discovered that 40 percent of workers who have switched to work remotely as a result of the COVID-19 pandemic will continue to do so even when the pandemic ends. They further predicted that there will be less demand for office space if the projection proves true.

Tools Used to Implement Remote Work

Social distancing has made it possible for some applications to gain a new level of usage (Roulet & Laker, 2020). Videoconferencing software such as Zoom and Houseparty has made it possible for individuals to reconnect with neighbours, friends and colleagues. The authors noted that tools such as Microsoft Teams, Zoom, Cisco WebEx and Slack have improved collaboration among workers while they observe social distancing. Roulet

and Laker (2020) argue that with the current condition of our social life, communication via digital platforms have made it possible to reactivate a shared history and bonding. With the right morale support and a platform that enables employees to share ideas in an uncertain time like the COVID-19 pandemic, the authors believe that individuals will develop resilience in both the current and future situations.

Ilag (2021) believes that effective collaboration is possible through proper communication, cooperation, coordination and teamwork. He explained that some elements must be present for a proper mix between communication and collaboration and listed interpersonal skills, communication skills and problem-solving skills as critical in building trust among employees. Scott and Queens (2017) agree that a good balance between collaborative software and tools with the right working system is vital. Kazilbash (2020) affirms that it is possible to work from home and achieve the same or better level of productivity but with the application of the right technology. With the aid of technology, workers are able to connect their laptops with Virtual Private Networks (VPNs) to have access to their company's cloud services. Even with highly technical jobs like architecture and engineering, technology such as Bluebeam and Autodesk are available to facilitate their work remotely.

With monitoring tools like ActivTrak, Tamarind, Hubstaff and Time Doctor, supervisors are able to know employees' screen time, computer mouse activities, shots of employee screens, and even their GPS locations at any given time. Avornyo (2020) listed some internet enabled devices that make monitoring of remote workers possible. Tools such as Google Docs, Google Sheets, Google Drive, Drop Box and Trello make it possible for progress of work to be tracked. He added that assignment of task and changes made to tasks is made possible by tools like Freed Camp and Click Up. Furthermore, it is possible to hold meetings with tools such as Skype, Zoom, Slack and Facebook Workplace. Other tools such as AlwaysOn, Isolation identification and Throughput are helpful in promoting the experiences of engineers working remotely. AlwaysOn helps bosses assess if employees are having trouble disconnecting from work, while Isolation Identification shows employee attendance at virtual meetings to determine their level of collaboration and connec-

tion with the team. Throughput evaluates changes in productivity through metrics such as median review time and Jira cycle time (Kazilbash, 2020).

Based on the analysis above, remote working tools could be classified into four main categories. The first category is communication and collaboration tools which includes tools such as Microsoft teams, Zoom, Cisco Webex, Houseparty, Skype and Facebook Workplace, Email, Google Docs, Google Sheets, Google Drive, Drop Box and Trello. The second category is employee monitoring tools which include tools provided by companies such as ActivTrak, Tamarind, Hubstaff and Time Doctor. The third category of tools is project management which includes Feed Camp and Click Up. Finally, there are tools that improve the experience of remote workers and that include tools such as AlwaysOn, Isolation identification and Throughput.

Remote Work Opportunities

Remote work benefits both organizations and individuals. According to Wang et al. (2021), one of the benefits of remote work is job autonomy. Hunkeler (2018) pointed that working remotely gives workers an opportunity to align with their work preferences. He noted that remote work gives employees some form of autonomy, where employees are able to decide when and how to accomplish work assignments. At home, employees might have different styles of delivering on their assignment. They can decide to work from a home office, on their beds, while having some leisure or at night. All that matters are how the job will be delivered. Lazarova (2019) believes that management must set rules and guidelines for remote workers even as they enjoy autonomy. With job autonomy, employees can benefit in relation to their well-being and productivity since they can balance work and other personal and family related issues.

According to Lazarova (2019), remote work is helpful in acquiring talent and retaining them. This is because Generation Z is more in tune to flexible work arrangements. This generation desires flexibility because they want to work and enjoy their hobbies, talents and families at the same time (Ilag, 2021). Bloom (2018) found that office workers lagged behind remote workers in terms of productivity by 13 percent. They also found that remote workers worked 9.5 percent longer than office workers. Work flexibility therefore helps or-

ganisations to minimize cost (Felstead & Henseke, 2017; Thompson, 2018). Working remotely has been found to boost the well-being of employees (Lazarova, 2019). It helps to improve the morale and happiness of employees. It has been argued by Dimitropoulou (2019) that it is not enough to limit employee morale and happiness to pay and promotions but a flexible work arrangement that allows the worker to manage family and work issues is worth considering. A study conducted by a leading provider of software services PGi, found that 80 percent of remote workers had high morale and 82 percent saw a decline in their stress levels (Loubier, 2017).

Remote work has been found to improve health and also resulted in less pollution of the environment (Lazarova, 2019). With the enactment of the Clean Air Act in 1970, organizations were tasked to develop ways of reducing air pollution. As a measure to achieve this, remote work programs were designed (Allen et al., 2015). Studies have found that fossil fuel consumption has been significantly impacted by work from home programs (Ripton, 2016). Furthermore, it was found that consumption of gas was reduced by more than twenty million dollars per year globally as a result of remote work. There was also a reduction of greenhouse emissions by 54 million tons annually and 640 million barrels of oil were saved in a year according to a report by Global Workplace Analytics (2015).

Challenges with Remote Work

Wang et al. (2021) identified work-home interferences, ineffective communication, procrastination and loneliness as challenges of remote workers. They found that the shutdown in schools during the COVID-19 pandemic meant that remote workers will have their families around them to take care of and this makes remote working very challenging. The integration between work and family makes it difficult for remote workers to concentrate on their tasks as well as responding to their family demands. Ineffective communication was found to be a challenge to remote workers (Wang et al., 2021). The researchers noted that the inability of remote workers to be efficient was as a result of poor communication. Remote work relies heavily on ICT and this sometimes can pose a challenge to effective communication. Avornyo (2020) observed that working close to your television set can be distracting and tempting. Re-

mote workers also suffer from a psychological challenge because ICT enabled communication was more task focused. Workers therefore craved a sense of belongingness. He argued that remote workers need to be self-disciplined, keep daily schedules, manage burnout and avoid distractions in order to be productive.

Lazarova (2019) opined that organizations that adopted remote working earlier such as IBM, Yahoo and Best Buy are now reversing their policies to return to office work due to lack of collaboration. There is a lack of face-to face interaction in remote working and even though an attempt has been made to improve this by video calls, the two cannot be the same. The author further claimed that, in a global situation, a face-to-face gathering at least twice annually can help to better know people. Lazarova's claim corroborated with the findings of Coffey and Wolf (2018), who discovered that social interaction is crucial for human existence. They further identified lack of affiliation as a challenge with remote work. These scholars argued that the opportunity to have a face-to-face interaction, in-person team meetings and random or unplanned meetings which exist in a traditional working environment is missing in a remote working setting which deprives the remote worker of the need for affiliation.

According to Lazarova (2019), remote work has effect on efficiency, synergy and collaboration. There is a lack of interaction when employees work from home. The elements of efficiency, synergy and collaboration are essential to employees' enthusiasm, loyalty, passion and sense of value to the organization and this is difficult to achieve when workers work remotely. It may take a longer time to build trust among remote workers than when work is done face-to-face. A lack of trust among team members could have consequences on the entire project. There is the temptation for workers to be self-centered and not focus on the bigger goal. Islam et al. (2021) further argued that remote workers may miss out on opportunities to advance their career because they may not be visible. Because of proximity and affiliation, on-site workers are more likely to catch the eye of their managers than remote workers. The lack of visibility could also create performance gaps as on-site and off-site workers might not know the problems being solved by each other. If this is not well managed, it could lead to work overload on the manager.

Research Design

This study utilized descriptive design with a survey strategy. The population included all individuals who worked from home during the COVID-19 pandemic. The population covered 35 Ghanaian organizations that made formal arrangements for their employees to work remotely. Based on the findings by Saltiel (2020), only jobs that were possible to be performed at home were considered. The population however did not include employees who were made to stay at home as part of measures to ensure social distancing and were not necessarily working while at home. In all, 570 employees from 20 public and 15 private organizations were identified to have worked from home and these were conveniently sampled for the study. The study used a structured questionnaire which was designed with a five-point Likert scale. Data collection was done using an online survey with Google forms. This tool was appropriate since it was easily accessible to the population which was geographically dispersed. The method was economical and was convenient for respondents. The questionnaire was emailed to target population who completed them through the Google platform. The 570 employees identified to have worked remotely, only 391 responded to the questionnaire, representing 69% response rate. Data was pulled from the Google platform and imported to SPSS for cleaning and analysis. Data was analyzed with descriptive statistics and was presented in tables and figures. Ethical considerations were upheld in this study as the study ensured anonymity and confidentiality of respondents. The purpose of the study was explained to respondents so they could decide whether to partake in the study or not.

Findings and Discussions
Tools Used to Promote Remote Work

Findings indicated that remote workers in Ghana mostly used tools like Slack, ZOOM, Google Docs, Google Sheets, WhatsApp, Google Hangouts, Google Drive, Dropbox, Email, Proof-Hub, and Box, for remote operations. It further revealed that email was the most used tool in promoting remote work (85%). This was followed by WhatsApp (78%), Google Drive (72%), Zoom (71%), Google Meet (66%), Dropbox (65%), Google Hangout (62%), Google Doc (56%), Google Sheet (52%), Proof Hub (42%), Box (36%), Stack (35%), and WebEx (33%). Moreover, the study revealed that among these tools, WebEx (66%) is the tool that most respondents did not use when working from home. This is then followed by Slack (64%), Box (63%), Proof Hub (57%), Google sheet (48%), Google Doc (44%), Google Hangout (38%), Dropbox (35%), Google Meet (34%), Google drive (28%), Zoom (29%), WhatsApp (22%), and Email (14%). This finding is in line with Roulet and Laker (2020) and Kazilbash (2020) who espoused that social distancing has made it possible for some applications to gain new level of usage. Videoconferencing software such as Zoom and Houseparty has made it possible for individuals to reconnect with neighbours, friends and colleagues. According to Kazilbash (2020), tools such as Zoom, Microsoft Teams, Slack and Cisco Webex have improved collaboration among workers while they observe social distancing.

Figure 1. *Tools Used to Promote Remote Work*
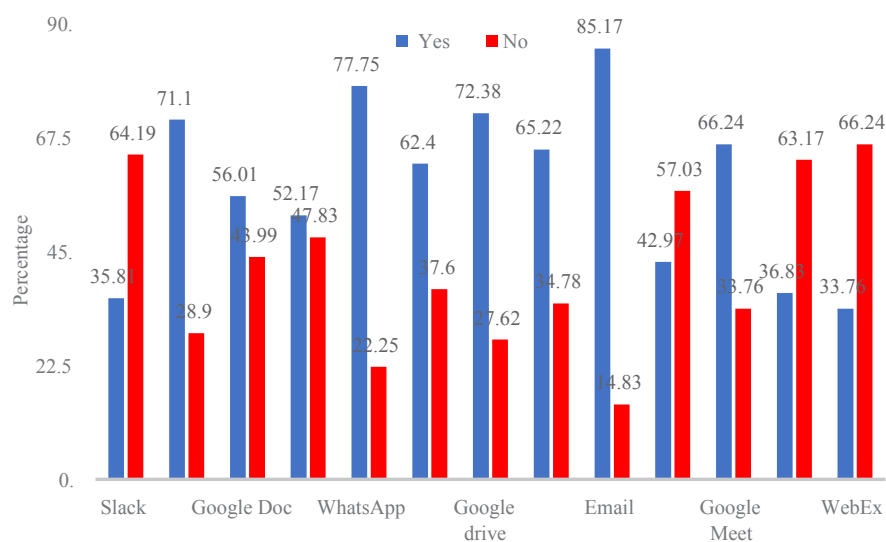
Source: Field survey (2021)

Opportunities in Remote Work

To explore the opportunities in remote work, respondents were made to indicate their levels of agreement or disagreement with some statements which were measured on a five-point Likert scale with 1 indicating strong disagreement and 5, indicating strong agreement. Table 1 presents descriptive statistics on remote work opportunities. The result is presented in means and standard deviations. With a mean value of 3.63 and a standard deviation of 1.05, the study found that working remotely helped employees to avoid vehicular traffic. Work flexibility produced a mean value of 3.57 and a standard deviation of 1.03, the results indicate that remote work offers flexibility for workers since they are able to make their own schedule and choose a time that suits them for a specific task. This finding is in line with the findings of Bloom (2018). It was also revealed that working remotely helped workers to learn new things and acquire a new hobby. This is consistent with the findings of Lazarova (2019) who claims that remote work is helpful in acquiring new talents, due to its flexible work arrangement. Similarly, llag (2021) added that remote work has helped in generating desired flexibility because they want to work while at the same time spend time with their hobbies, talents and families. Working remotely enabled respondents to avoid a formal dress code and appearance-related requirements, with a mean of 3.57 and a standard deviation of 0.93.

Table 1. *Opportunities in Remote Work*

Variable	Obs	Mean	Std. Dev.
Avoidance of vehicular traffic	391	3.63	1.05
Work Flexibility	391	3.63	1.03
Work Productivity	3.57	1.05	0.99
Opportunities to learn new things	1.03	3.46	0.93
Avoidance of formal dress code and appearance-related requirements.	391	3.23	0.99
Unnecessary interaction.	391	3.43	1.10
More time to work	391	3.29	1.00
Work-life balance	391	3.68	0.93
Effective organization of work	391	3.69	0.92
Work efficiency	391	3.57	1.03

Source: Field survey (2021)

The findings further suggested that working remotely assisted in limiting unnecessary interactions and helped workers to save time commuting, with mean values of 3.43 and 3.59, and standard deviations of 1.10 and 1.00. Moreover, results of the study indicated that working remotely enabled employees to balance work and personal life, with a mean value of 3.68 and a standard deviation of 0.93. This result is in agreement with the findings of Wang et al. (2021) who argued that through remote work employees are able to balance work and other personal and family related issues. The findings further suggest that working remotely enabled employees to effectively organize their work, with a mean value of 3.69 and a standard deviation of 0.92. Finally, the study suggests that workers are efficient when working from home, as they are able to plan and schedule their activities to suit them.
Challenges in Remote Work
Working remotely is not without challenges. Despite the opportunities and benefits that come along

with remote work, empirical literature suggests some challenges. One of the challenges identified by this study was work-home interference. Respondents indicated that working from home comes along with family interferences, especially from spouses and children, with a mean of 3.01 and a standard deviation of 1.04. This finding corroborates the result of Batur and Nart (2018) who established that work-family conflict is one of the major challenges in remote work. In addition, respondents indicated that during the period of working from home, the time they spent on family responsibilities often interfered with their work responsibilities (Home-to-work Interference), with a mean of 3.36 and a standard deviation of 0.96. The findings of the study further indicated that online communication, when working from home is not as efficient as face-to-face communications in the office (Ineffective Communication), with an average response of 3.40 and a standard deviation of 0.96. This finding corroborates with Lazarova (2019), who espoused that poor communication was a problem in remote work, which resulted in inefficiencies on the part of employees. Remote work relies heavily on ICT and this sometimes can pose a challenge to effective communication. Coffey and Wolf (2018) argued that social interaction is crucial for human existence. They averred that the opportunity to have a face-to-face interaction, in personal team meetings and random or unplanned meetings which exist in a traditional working environment is missing in remote work settings which deprive the remote worker of affiliation.

Moreover, the findings indicated that during the period of working from home, employees delayed finishing jobs, even when they were important (Procrastination), with a mean of 3.18 and a standard deviation of 1.03. This finding is in line with Wang et al. (2021) who confirmed that procrastination is a challenge when working from home. They found that, although workers were committed to productivity, they suffered from self-regulation failure. The findings again suggested that employees feel lonely with remote work arrangements, with a mean of 3.26 and standard deviation of 1.09. This finding conforms to the work of Wang et al. (2021) who contended that loneliness is a challenge to remote work. They further indicated a psychological challenge as admitted by some of the participants because ICT enabled communication was more task focused. Workers therefore longed for a sense of belonging. Table 2 represents descriptive statistics on the challenges of remote work.

Table 2. *Challenges in Remote Work*

Variable	Obs	Mean	Std. Dev.
Work-Home Interference	391	3.01	1.04
Home-to-work Interference	391	3.36	0.96
Ineffective Communication	391	3.40	0.96
Procrastination	391	3.18	1.03
Loneliness	391	3.26	1.09
Security Risks	391	3.27	1.08
Lack of technical know-how	391	3.12	1.17
Lack of monitoring	391	3.33	1.04

Source: Field survey (2021)

Furthermore, respondents also indicated that remote work opens up the organization to many potential security risks such as security leaks, on-line hacking, external breaches as well as data exposure (Security Risks), with a mean of 3.27 and a standard deviation of 1.08. The study additionally discovered that remote work is associated with a lack of digital literacy which poses a challenge to work efficiency (Lack of technical know-how), with a mean of 3.12 and a standard deviation of 1.17.

Conclusions and Implications

This study has provided significant insight on triggers of remote work and remote work in Ghana. The study is important as it highlights the tools use to implement remote work and the opportunities and challenges of remote work in Ghana. Though some empirical studies have provided significant literature on remote work, studies in the Ghanaian setting remain limited, thus highlighting the importance of this study and the contribution it makes to empirical literature. The study found that remote workers in Ghana mainly used Emails, WhatsApp, Zoom and Google Meet as tools to facilitate tasks. Additionally, findings of the study indicated that remote work presents a lot of opportunities for employees who made use of it during the COVID-19 era. Some of these opportunities included avoidance of vehicular traffic to workplace, work-life balance, and work flexibility among others, which were consistent with extant literature. Challenges associated with remote work in Ghana were also identified, including work-home interference, loneliness, security threats and lack of monitoring. In view of the opportunities identified to be associated with remote work, this study recommends that the management of organizations should take advantage by implementing innovative and the state-of-the-art technology to enhance remote work in Ghana. Employees should be given the necessary assistance in areas of technical training and collaborations to become efficient and productive to work remotely in order to reap all the benefits that come with remote work.

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