

Report On

Crafting Flexible Work Arrangements and Remote Work Policies for the
Modern Workplace

By

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An internship report submitted to the BRAC Business School in partial fulfillment of the
requirements for the degree of
Master of Business Administration

BRAC Business School

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Declaration

It is hereby declared that

1. The internship report submitted is my/our own original work while completing degree at Brac University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

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Letter of Transmittal

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Subject: Submission of Internship Report

Dear Sir,

It gives me great pleasure to announce that I, Mahabuba Sharmin Muna, am working on a study titled "Crafting Flexible Work Arrangements and Remote Work Policies for the Modern Workplace"

I work at Expo Freight Limited as an Analyst, HR & Admin at the moment. I have done my best to make this report thorough and succinct, including all pertinent data, wise suggestions, and a thorough rundown of the company, its departments, and its working methods.

My goal was to ensure that the report's key information and suggested tactics were conveyed in an organized, accurate, and significant way.

I genuinely hope this report satisfies the requirements and offers insightful information.

Sincerely yours,

Mahabuba Sharmin Muna

Student ID: 22364103

BRAC Business School

BRAC University

Date: 10, February, 2025

Non-Disclosure Agreement

[This page is for Non-Disclosure Agreement between the Company and The Student]

This agreement is made and entered into by and between Expo Freight Limited and the undersigned student at Brac University.

Executive Summary

As workplaces change, Expo Freight Limited understands how flexible scheduling and remote work rules may boost output, draw in top talent, and encourage work-life balance. Our employees are able to manage their personal obligations while maximizing their performance by having more flexibility over their work schedules and locations thanks to the implementation of options like job sharing, telecommuting, and flextime. Notwithstanding these benefits, working remotely has drawbacks, such as decreased teamwork, communication obstacles, and employee loneliness. Expo Freight Limited addresses these problems by focusing on setting clear standards, offering the appropriate tools for collaboration, and encouraging candid communication in order to preserve positive team chemistry. This study explores the benefits and drawbacks of flexible work schedules, providing guidance on how to effectively lead remote teams. It attempts to assist company in developing policies that optimize output while preserving worker happiness and engagement. Organizations can create sustainable remote work models that are advantageous to both employers and employees by addressing potential disadvantages.

Keywords: Productivity, flextime, engagement, team collaboration, work-life balance, optimize.

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List of Acronyms

FWA – Flexible Work Arrangements

RWP – Remote Work Policies

WLB – Work-Life Balance

ICT – Information and Communication Technology

HRM – Human Resource Management

WFH – Work From Home

WFO – Work From Office

HWM – Hybrid Work Model

EES – Employee Engagement and Satisfaction

KPI – Key Performance Indicator

Glossary

Flexible Work Arrangements (FWA)	Flexible work arrangements (FWA) include job sharing, telecommuting, reduced workweeks, and flextime, which give employees the freedom to decide how, when, and where they work.
Remote Work	Employees that work remotely carry out their jobs from places other than the traditional office, such as their homes or co-working facilities.
Hybrid Work Model	Employees can divide their time between working from home and the office with a hybrid work model, which blends in-office and remote work.
Work-Life Balance (WLB)	The balance between work and personal obligations that allows individuals to efficiently manage both without experiencing stress or burnout is known as work-life balance, or WLB.
Descriptive Research	Descriptive research is a methodical way to document phenomena, evaluating current circumstances, and interpreting data without changing any of the factors.
Job Satisfaction	The degree to which workers are satisfied with their positions, as determined by elements like flexibility, pay, and work environment.

Chapter 1

Introduction

1.1 Background of the study

As the modern workplace evolves quickly, Expo Freight Ltd. is realizing the enormous advantages of creating an environment that supports flexibility and remote work possibilities. These tactics are now essential for luring and keeping top talent, increasing productivity, and helping their staff maintain a healthy work-life balance. Employees can take charge of their work schedules, locations, and methods when flexible work arrangements including telecommuting, job sharing, flextime, shortened workweeks, and part-time positions are implemented. With their increased freedom, people can now successfully balance their personal obligations with their job obligations and work at their most productive hours, which improves engagement and performance. Conversely, rules that allow for remote work give workers the chance to work from places other than the typical workplace, such as their homes or communal areas. People are given the freedom to select a workspace that suits their comfort and productivity levels thanks to this method. Workers can design their own office to suit their demands, which will improve their entire work experience and do away with the necessity for long commutes.

1.2 Problem statement

Policies that allow for remote work and flexible scheduling have several advantages for both employers and employees. They can help with work-life balance, commuting time reduction, employee satisfaction, and even productivity gains. Nevertheless, businesses may encounter certain difficulties when putting these rules into practice. The absence of in-person office presence is one of the primary disadvantages of working remotely. Because of this, workers may find it challenging to communicate clearly, which could lead to issues with cooperation and teamwork. At Expo Freight Limited, where freight forwarding is our main business, effective staff communication is crucial to the smooth operation of the company. The post-COVID era has changed how we work, even though some operational duties can be difficult without direct touch. Workers have successfully adapted to a hybrid model, effectively managing their tasks from home and in the workplace by maintaining communication with their coworkers. Their ability to adapt

has allowed them to continue being productive while guaranteeing successful teamwork. Remote workers may also experience emotions of loneliness or disengagement as a result of feeling cut off from the rest of the team. Establishing clear norms and expectations for remote workers is necessary for businesses to lessen these difficulties. Regularly communicating with remote workers via phone calls, video conferences, or instant messaging is crucial. Establishing frequent check-ins or team meetings can assist maintain unity and make sure that everyone is on the same page. Giving remote workers the resources and tools which we need to interact and work together with our coworkers is also essential. Additionally, both in-person and remote workers should be encouraged to provide candid criticism and open communication. This can assist resolve any problems or worries that could come up and guarantee that everyone feels appreciated and included.

1.3 Objectives of the study

In today's business world, remote work and flexible work arrangements have grown in popularity since they give employees the flexibility to work whenever and wherever they choose. Flexible work arrangements and remote work policies are often used interchangeably, but they have distinct meanings when applied in the HR linguistics (Javed, 2024). This study will examine the advantages and difficulties of putting such policies into place in companies. Businesses can guarantee efficiency, teamwork, and employee happiness by looking at best practices for managing remote teams. When developing future work practices, it is essential to comprehend how remote work affects productivity, staff retention, and overall corporate success. The possible negative effects of working remotely, including loneliness, communication problems, and trouble juggling professional and personal obligations, will also be examined in this study. By tackling these issues, companies can establish a workplace that optimizes remote work's advantages while minimizing its disadvantages. Ultimately, this study aims to offer useful information to businesses considering flexible work schedules and remote work options. An employee who arranges to work away from the normally allocated place of work by using digital technology can be construed as working remotely (Sheshadri Chatterjee, 2022). Businesses may help their workers work remotely in a productive and successful way by knowing the best practices and obstacles of remote work.

1.4 Limitations of the study

The implementation of remote work and flexible scheduling has grown in significance at Expo Freight Limited due to its advantages, which include increased productivity, cost savings, and employee happiness. There are still issues to be resolved, though, such as preventing communication breakdowns, preserving work-life balance, and guaranteeing smooth collaboration in a fast-paced logistical setting. The purpose of this study is to examine the benefits and drawbacks of flexible scheduling and remote work for Expo Freight Limited, with an emphasis on how these practices affect worker productivity, wellbeing, and general business operations. Due to the intricacy of remote work, this study might not address all relevant topics. Furthermore, it will skip over the specific technological resources and tools needed for the successful implementation of remote work. Rather, it will offer valuable perspectives on how our company may maximize flexible work arrangements while preserving operational effectiveness and teamwork.

Chapter 2:

Literature Review

2.1. Contextual literature review

The background and actual circumstances underlying remote work rules and flexible work schedules are examined in this section. We identify challenges associated with working remotely, as well as important resources for wellbeing and productivity (Esme Franken, 2021). This will explore:

Work Practice Evolution: Analyzing how work has changed over time, with an emphasis on advancements in technology-enabled communication, remote work, and flexibility.

Effect of Technological Developments: Talking about how developments such as cloud computing, teamwork tools, and fast internet have made remote and flexible work more feasible.

Demands and Expectations in the Workplace: Examining how employees' evolving demands for flexibility and work-life balance are pushing businesses to use remote and hybrid models.

Post-Pandemic Shift: This section examines how the COVID-19 pandemic significantly altered work habits, hastening the development of flexible scheduling and remote work.

2.2 Theoretical literature review

This section will concentrate on the models and theoretical frameworks that guide the creation of policies pertaining to remote work and flexible work schedules. Covered will be -

The Work-Life Balance Theory: The Job Demands-Resources Model, and the Boundary Theory are some of the major theories pertaining to flexible work that are discussed here, along with how they relate to flexible work settings.

Motivation and Employee Performance: Using theories such as Herzberg's Motivation-Hygiene Theory and Self-Determination Theory, this review examines the literature on the effects of flexible work practices on overall organizational performance, job satisfaction, employee motivation, and productivity.

Organizational Modification and Adjustment: Analyzing organizational change models, such as Kotter's 8-Step Process and Lewin's Change Model (Roumel Bryan D. Laig, 2021), in relation to introducing flexible work schedules is known as organizational change and adaptation.

Chapter 3

Research Methodology

3.1 Research Type

This study at Expo Freight Limited uses a quantitative research methodology to examine numerical data that was gathered via a structured survey. Finding out what our employees think about our company's flexible work hours and remote work rules is the main goal. In order to collect objective data and conduct statistical analysis to find trends and patterns that can enhance our work models while preserving productivity and employee satisfaction, this study uses a survey-based methodology.

3.2 Research approach

A descriptive research approach is used in this study to evaluate and understand the expectations, difficulties, and preferences of employees with relation to flexible work arrangements. With this method, one can have a thorough grasp of how policies pertaining to remote work affect output, work-life balance, and general job satisfaction.

3.2.1 Data collection method

Employees from a variety of industries were given access to an online survey that was used to gather data. Ten structured questions, comprising multiple-choice, Likert scale, and open-ended questions, made up the survey. These inquiries centered on important elements like:

- Preferred work schedules (in-office, remote, or mix)
- Levels of productivity in various work environments
- Obstacles encountered when working remotely
- The efficiency of technologies for collaboration and communication
- Assistance is required to improve the experience of working remotely.
- Flexible work arrangements are essential for employee retention and job satisfaction.

A larger and more varied dataset was made possible by the online survey's guarantee of accessibility and ease of participation for participants.

3.3 Data analysis method

Descriptive statistical techniques, such as frequency distribution, percentage analysis, and mean scores, were used to examine the survey data that was gathered. A thorough grasp of prevalent patterns and employee preferences was made possible by the categorization of the replies according to important themes. In order to find recurrent themes and insights, open-ended responses were also analyzed using qualitative content analysis.

The results of this investigation offer important guidance for creating flexible work schedules and remote work regulations that are both efficient and employee-focused.

Chapter 4: Analysis and findings

4.1 Analysis

4.1.1 Favorite Work Arrangements

Only 20% choose completely remote work, with 40% preferring hybrid work and 40% preferring in-office employment.

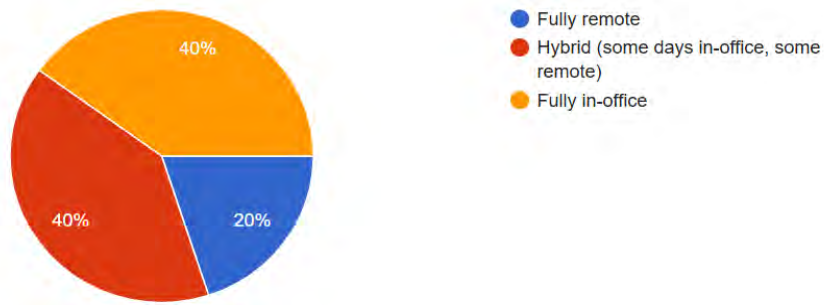


Figure 1: preferred work arrangement

The most popular option for remote work days is two days per week (40%) while some people choose one, three, or four days.

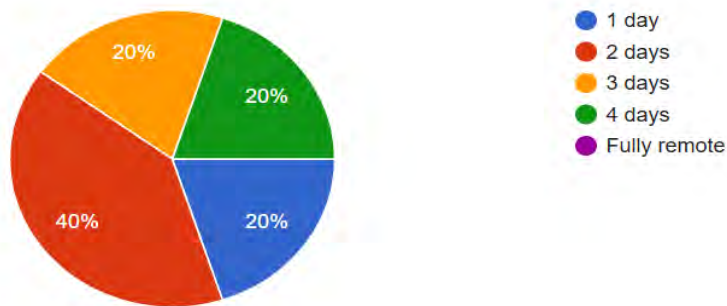


Figure 2: preferable Remote work days Per week

Productivity levels (20%) and travel time (20%) are the next two factors that influence work preferences, after work-life balance (60%).

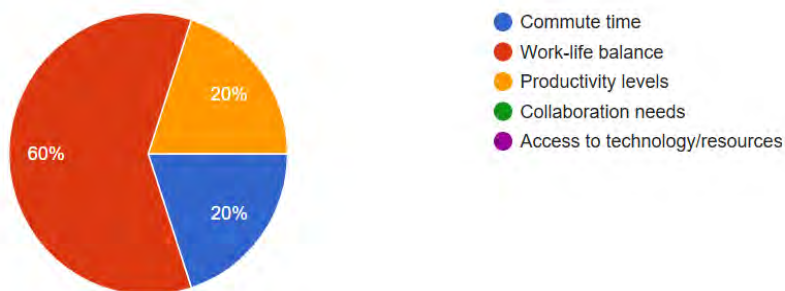


Figure 3: work preferences

4.1.2 Collaboration and Productivity

Compared to 20% who feel more productive working remotely, 60% of respondents feel more productive working in an office.

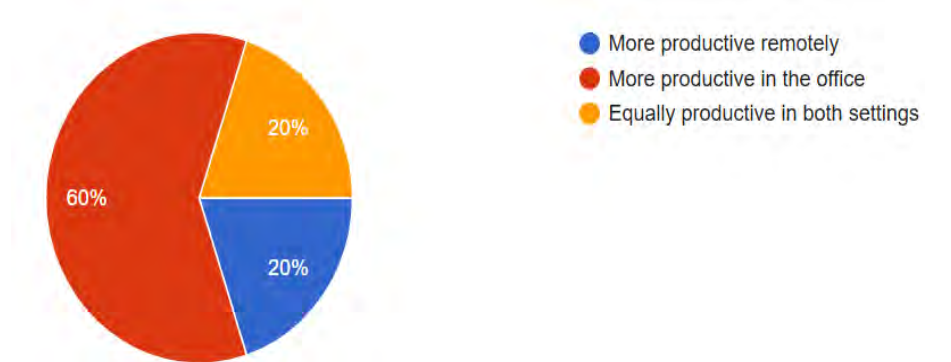


Figure 4: productive working in remote

Others experience collaboration issues (20%) and home distractions (20%), while 40% find it tough to unplug after work.

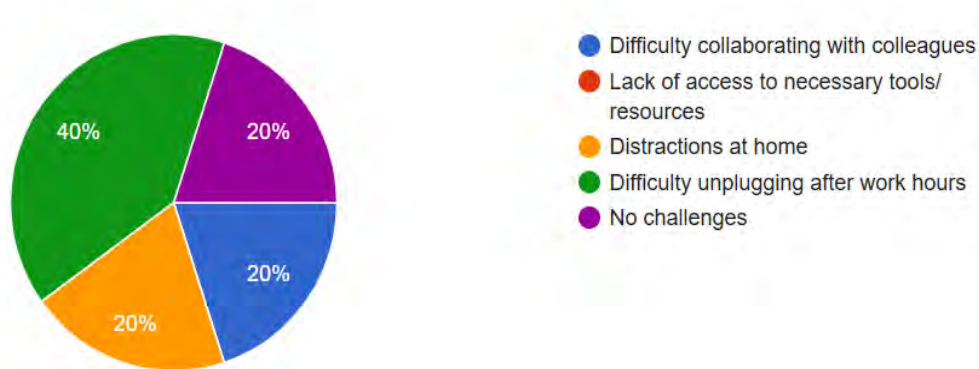


Figure 5: Difficulties and Challenges

Tools for communication are assessed as neutral (40%) or somewhat effective (40%)—both of which suggest space for improvement.

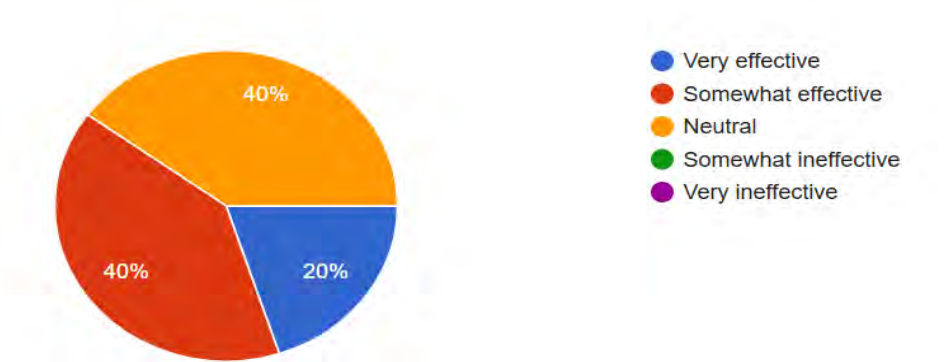


Figure 6: communication and collaboration tools

4.1.3 Organizational Guidelines and Assistance

According to 80% of workers, their present flexible work schedule satisfies their demands, but 20% think it has to be improved.

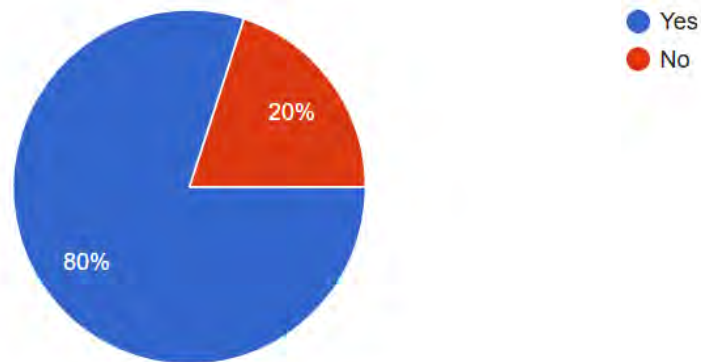


Figure 7: Flexible Work Time

Key locations in which assistance is needed:

More precise guidelines for remote work (40%)

Managerial structured check-ins (20%)

Resources for wellness and mental health (20%)

20% for home office stipends

4.1.4 New Work Regulations

40% of respondents said that flexible work arrangements are "not very important" or "not important at all" when choosing a job, whilst 40% think that they are extremely important.

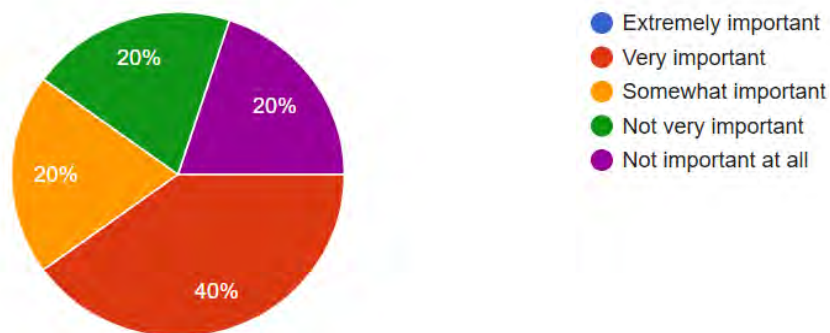


Figure 8: Flexible work arrangements

The following are preferred future policies:

hybrid with adjustable workdays (40%)

Establish reduced workweeks, flexible start and end hours, and hybrid schedules (20% each).

Not a single respondent favored a completely remote model.

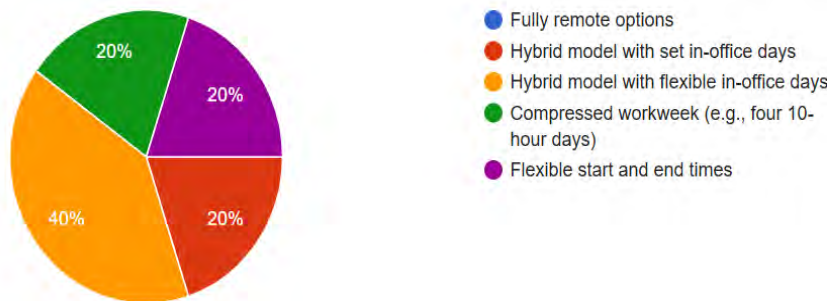


Figure 9: Type of flexible work arrangements

4.2 Findings

- Although hybrid work is the most popular solution, many people still prefer working in an office setting.
- While productivity concerns keep some employees confined to the office, work-life balance is the primary factor driving flexible work preferences.
- Remote work may not necessarily increase productivity, as most people feel more productive in the office.
- Distractions, hurdles to collaboration, and trouble unplugging are some of the challenges associated with remote work, underscoring the need for improved virtual interaction tactics.
- While some employees prioritize flexible work arrangements when selecting a company, others do not.
- Clearer policies, better communication technologies, and organized administrative support could all improve the experience of working remotely.

Chapter 5: Conclusion

At Expo Freight Limited, we understand how important flexible work schedules and remote work policies are becoming for increasing productivity, luring top talent, and promoting a positive work-life balance. Giving workers more autonomy over their work hours and locations enables them to effectively balance personal obligations while maximizing productivity. But even with these advantages, problems like decreased collaboration, communication obstacles, and employee

loneliness still exist. Expo Freight Limited places a strong emphasis on creating a culture of open communication, giving teams efficient tools for collaboration, and establishing clear goals in order to solve these problems.

This study offers methods for efficiently leading remote teams while examining the benefits and drawbacks of flexible work schedules. In order to create a sustainable work paradigm that satisfies the demands of both the company and its employees, Expo Freight Limited plans to implement well-structured policies that strike a balance between efficiency and flexibility.

Appendix

1. What is your preferred work arrangement?
 - a) Fully remote
 - b) Hybrid (some days in-office, some remote)
 - c) Fully in-office
 - d) Other
2. How many days per week would you prefer to work remotely?
 - a) 1 day
 - b) 2 days
 - c) 3 days
 - d) 4 days
 - e) Fully remote
3. What factors influence your preference for remote or in-office work?
 - a) Commute time
 - b) Work-life balance
 - c) Productivity levels
 - d) Collaboration needs
 - e) Access to technology/resources
4. Do you feel as productive working remotely as you do in the office?
 - a) More productive remotely
 - b) More productive in the office
 - c) Equally productive in both settings
 - d) Other
5. What challenges do you face when working remotely?
 - a) Difficulty collaborating with colleagues
 - b) Lack of access to necessary tools/resources
 - c) Distractions at home
 - d) Difficulty unplugging after work hours
 - e) No challenges
6. How effective are the current communication and collaboration tools (e.g., Slack, Zoom, Teams) for remote work?
 - a) Very effective
 - b) Somewhat effective
 - c) Neutral
 - d) Somewhat ineffective
 - e) Very ineffective
7. Does your current flexible work arrangement meet your needs?
 - a) Yes
 - b) No
8. What additional support would help improve your remote work experience?
 - a) Home office stipend (for internet, furniture, etc.)
 - b) More structured check-ins with managers

- c) Access to mental health and wellness resources
- d) Clearer guidelines on remote work expectations
- e) No additional support needed

9. How important is having a flexible work arrangement when considering staying at or joining a company?

- a) Extremely important
- b) Very important
- c) Somewhat important
- d) Not very important
- e) Not important at all

10. What type of flexible work arrangements should the company consider?

- a) Fully remote options
- b) Hybrid model with set in-office days
- c) Hybrid model with flexible in-office days
- d) Compressed workweek (e.g., four 10-hour days)
- e) Flexible start and end times