

Evaluation of Home Office Process During COVID-19 Period

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Abstract:

COVID-19 pandemic has changed the processes and routines of business life. It made home office working an unplanned requirement for many office and knowledge workers. Employees have started to apply home office as part of the precautions of the infection. In this study, the factors that affect the success and efficiency of home office are evaluated, and their importance weights are determined. Intuitionistic fuzzy cognitive map is a suitable tool due to the presence of interrelationships among evaluation criteria, fuzziness, vagueness, and hesitation in data. The application is illustrated through a case study, which is conducted in a consulting firm that performs in Turkey. In addition, a fuzzy cognitive map application is given in order to demonstrate the robustness of the employed methodology.

Keywords: COVID-19 pandemic, home office, intuitionistic fuzzy cognitive map, hesitation

JEL Codes: C6 Mathematical Methods • Programming Models • Mathematical and Simulation Modeling, M1 Business Administration, L2 Firm Objectives, Organization, and Behavior