"The role of IOT in Employee engagement during the Covid-19 pandemic"

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Abstract: - The Covid -19 is the large set back to the entire economy of the world. The societies at large suffer from these pandemic dieses. Every organisation has great task how to manage their workforce. The government has imposed article 144 in the entire country wherein people can't gather in more than 5 individuals in a group. The government has ordered to stop the production in the industries and services. Because of that the employee engagement is the challenge for every organisation. Employee engagement is an important element of HR and the wider business at any time. Communication and engagement with employees are essential for both the employer and employee and doing so is a key pillar of the future of work. The major organisation has started online work through different agencies platform like Zoom, Google Meet, Microsoft Team and Cisco WebEx,

Key words: - Role of IOT, Employee engagement, Covid-19 pandemic, Online platform.

Introduction

Employee engagement is an important element of HR and the wider business at any time. Communication and engagement with employees are essential for both the employer and employee and doing so is a key pillar of the future of work.

An engaged workforce is a happier, more motivated workforce. Employee retention and loyalty are greater and the benefits of this can be felt across the organization. The workforce is slowly but surely changing. There is much more focus now on collaboration, structures are flatter, and businesses are looking to be innovative, agile, and dynamic as they find their place in the modern world.

None of this has changed during the current coronavirus lockdown, but what has changed is the nature of employee engagement. People all over the world are working from home, which poses several interesting questions about employee engagement and collaboration during this period as well as the future of work and the vital role that idea management can play.

In today's time Technology is overriding everything in the areas of organization's functions. Technology via one-to-one, instant connect from anywhere have a big impact of creating better experience in least time – all with the help of our IoT devices. According to the World Economic Forum, the future of an Internet of

Things (IoT) enabled workplace could increase operational efficiency, optimize human-machine collaboration, and maximize productivity.

As demands on our time increase, engagement in the business environment is crucial and employers are always looking to improve productivity, reduce employee churn, keep costs down and, if there's any time left in the working week, innovate more. Technology can be an enabler for HR transformation and is a potential driver of greater efficiency and effectiveness.

IoT enables higher levels of user enjoyment, creating an engaging work experience. IoT in the workplace is powerful innovation, resulting in happier work, more efficient employees and which creates the better Workplace to work. If we can create and provide the better Employee Experience, we will be able to not only engage our employees, but also retain them.

IoT has been changing the way people work for a while now, but with the influx of remote workers caused by COVID-19, this technology has had a chance to shine, Sarah Franklin co-founder of Canada-based Blue Tree AI, told . IoT can create a customized workspace for all types of companies. It can create and offer personalized solutions to specific problems that popup. There are so many options and variables that play out in the workspace each day and humans simply cannot catch them all. "When we enable IoT through smart devices, they can catch unique or obscure variables and turn, which we can then turn to our advantage," she said. Remote work was on the rise even before COVID-19 arrived and is likely to continue to grow. With the application of IoT, many remote workers can work smarter and safer from their desired location.

The researcher has pointed out that there are three key areas that come under remote-x. Remote work, remote education, telehealth.

1. Remote Work

Most of the remote work requires internet connected devices such as laptops, mobile phones, webcams, microphones. Companies such as Zoom are capitalizing on the trend of moving away from physical work by allowing an ecosystem of above devices to connect with their cloud service. Their stock performance since the pandemic began shows the markets' confidence in their ability to capitalize on this opportunity.

2. Remote Education

Very similar IoT devices as in the remote work. Same set of companies e.g. Logitech for Mics and webcams, Zoom for cloud service. New intelligent service to identify the speaker, live transcription, better virtual whiteboards etc. Background noise and visual distractions need to be addressed for work and education from home. New algorithms to improve these capabilities will be important

3. Telehealth

Regulations around security and privacy have been the key barriers to adoption before Covid-19. Given the emergency, FDA and other regulators around the world have relaxed the compliance requirements. Consultation with doctors can now be done all online with a few clicks, thanks to services provided by companies like Teladoc. Remote vital signs monitoring is becoming more important and FDA has again relaxed them requirements.Given the current health crisis, its impact on healthcare infrastructure is going to be significant, he added. In countries like South Korea, governments have already implemented IoT based pandemic response systems.

Employee Engagement through various online platforms in Covid-19 pandemic

1. Zoom

Zoom is an excellent communications platform and one that has seen huge spikes in usage over the past two months. But it doesn't facilitate collaboration and the discussion of ideas in the same way that idea management tools do. In short, it won't save your business.

These tools have proved highly effective for employee engagement during this pandemic. Many of Wazoku's customers have been using idea management to drive truly tangible employee engagement, including many focused on the human needs throughout the pandemic and mental health challenges. But is also used as a platform for discussions on new products and services.

Co-creation and the future

The current lockdown period is challenging us all in ways in which we have rarely encountered before. About 80% of the research respondents believe the coronavirus crisis is the biggest challenge they have known in their working lives and that the long-term impact on health, well-being, and the economy is yet to be revealed. But co-creation and innovation will continue to be important as we emerge from the pandemic. The research revealed that the areas of business most affected by people working from home were internal collaboration around ideas (28%) and external collaboration around ideas (23%). Finding ways of ensuring these do not become bigger problems will be a priority.

Idea management software has emerged as a powerful tool for employee engagement and is also a proven solution for the gathering, discussion, and development of ideas and innovation. As businesses have needed ideas and co-creation to ensure their future, so idea management has delivered as the most effective way of managing that process.

2. Google Meet

Google meet is a good platform used during pandemic across the globe. Whenever people want engage with other people for meetings, for teaching and all kinds of communication, The link will be sent to the people or in group through emails and whatsapp and people will have to join as per the schedule time. The host will

have to admit the people. The meeting can be recorded. Also presentation could be possible in better manner in Google Meet. The various organisations used to conduct the meeting through Google Meet.

3. Microsoft Team

This is also professional platform to communicate for engagement with other people. With many organizations already using Microsoft 365 and choosing Microsoft Teams as a platform for collaboration, file-sharing and communication, it only makes sense that there's a market expectation for Microsoft Teams to offer an employee engagement and recognition platform that enables managers and employees alike to share in company wins and recognize individuals for great work, as well as communicate with their teams and get feedback from them. Microsoft Teams recently integrated with Hi5, a simple, easy mobile and cloud solution that unlocks the potential of every team member through on-going recognition and feedback. Customers of Microsoft Teams can download and use Hi5 app to trigger recognitions to one or more co-workers to celebrate and show appreciation when they've excelled in their work or represented the company well through key behaviours. This ultimately frees up management and HR teams to focus on qualitative employee engagement to improve company culture.[3]

4. Cisco WebEx

To make it even more user friendly, WebEx personal tab, which can quickly get to from the left rail in the Microsoft Teams app? From there, people can schedule meetings with anyone, whether they are in a channel or not. The remote working trend is shifting companies' digital work hub from email to team collaboration applications. Increasingly employees rely on them as their primary means of engaging with their co-workers to manage tasks and workflows.

Team collaboration is rapidly extending beyond enterprise boundaries as companies look to embrace team apps to improve engagement with partners, suppliers, and customers.

Features of Different Plat form for Employee Engagement

Platform	Free version available	Meeting participants (default)	Screen-sharing	Whiteboard	Meeting recording	E2E encryption	Plans from (p/m)	Mobile app
Zoom	Yes	100	Yes	Yes	Yes	No	$14.99	Yes
Microsoft Teams	Yes (Limited time only)	250	Yes	Yes	Yes	No	$5.00	Yes
Google Meet	Yes	100	Yes	No	Yes	No	$6.00	Yes
Skype	Yes	50	Yes	No	Yes	Yes (optional)	$2.99*	Yes
Cisco Webex	Yes	200	Yes	Yes	Yes	Yes (optional)	$13.50	Yes
BlueJeans	No	100	Yes	Yes	Yes	No	$9.99	Yes

Source:-   https://www.techrepublic.com/article/zoom-vs-microsoft-teams-google-meet-cisco-webex-and-skype-choosing-the-right-video-conferencing-apps-for-you/

Conclusion

During the Covid -19 pandemic the IOT play the vital role in employee engagement through different platform like Zoom, WebEx, Microsoft Team Skype and Google Meet.

People used the online platform for their personal use as their convenience and available of internet and scope of applications.

The various organisations, education institution used these online platforms for employee engagement.

The education institution used these apps for conducting the classes.Over all IOT play a vital role in Covid -19 pandemic to connect with people.

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