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Remote Work and Employee Performance at Telecommunication Companies in Kenya

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ABSTRACT

This research explores the relationship between remote work and employee performance in telecommunication companies in Kenya. With the increasing adoption of remote work models, especially after the COVID-19 pandemic, organizations are re-evaluating how flexible work arrangements affect productivity. The study examines key factors such as communication effectiveness, access to digital tools, employee motivation, and organizational support. Using data collected through surveys and interviews from employees in selected telecom firms, the research finds that remote work has both positive and negative effects on performance. While it enhances flexibility and focus, it also presents challenges like isolation and coordination difficulties. The study concludes that clear remote work policies, investment in technology, and consistent employee engagement are essential to sustaining high performance.



