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The Impact of Remote Work on Team Dynamics and Communication

Eric Davidson Kweku Agyei¹, Mohammed Yahaya Alimatu²

^{1,2}KED CONSULT, Ghana

ABSTRACT

This study probes the impact of remote work arrangements and provisions on team dynamics and communication within organizations in Ghana. The disruptive effect of COVID-19 on in-person workflows brought increased remote work, which has become increasingly prevalent. Understanding its characteristics in terms of collaboration, trust, and information flow is fundamental to management and organizational behavior. Using a mixed-methods approach, including surveys and interviews, the research examines how remote work powers team formation and cohesion, conflict resolution, and communication effectiveness. This inclusive approach allows for an in-depth understanding of the various angles remote work factors bring to the team's overall effectiveness. The findings reveal that, notwithstanding the flexibility and autonomy remote work offers, it equally presents challenges relating to contracted social interaction, increased reliance on technology-mediated communication, and potential misunderstandings of the institutional command chain. The study identifies key factors, such as communication strategies, leadership support, and technology infrastructure, that can moderate these challenges and foster positive team dynamics in remote work environments. Ultimately, this paper contributes to a better understanding of the convolutions of remote work and provides insights for organizations seeking to optimize team performance and communication in distributed settings.

Keywords: Disruptive effect, Effectiveness, Institutional command chain, Organizational behavior Technology infrastructure