Nexus between Collaboration Platforms and Service Delivery in Remote Workforce Management of Mobile Telecommunication Network (MTN) and Global Communication Limited (GLOBACOM) in South-south and Nigeria

Otuokere, Ifeanyi Charles[1]., Emerole, Okwudili B[2]., & Osuala, Alex E[3]

[1, 2 &3]Department of Industrial Relations and Personnel Management, Michael Okpara University of Agriculture, Umudike

Corresponding Author: ic.otuokere@mouau.edu.ng

Abstract

This study examined the relationship between collaboration platforms and service delivery in remote workforce management of Mobile Telecommunication Network (MTN) and Global Communication Limited (GLOBACOM) in South-South, Nigeria. The study adopted descriptive survey research design through the use of a well-structured electronic questionnaire using Google forms, primary and secondary sources of data were employed and a total population of 8,479 workforce of the two (2) selected telecommunication firms. Taro Yamen's formula was employed to select a sample size of 800 of the two (2) selected telecommunication firms. However, 773 copies of the questionnaire were properly filled and returned; hence, 773 respondents became the valid sample size (respondents) of the study. Data were measured using a 5-point Likert Scale Descriptive Index while data were analyzed with descriptive statistics such as frequency and percentage distribution. The hypothesis was tested using simple linear regression. The result of the findings showed that collaboration platforms have significant effect on service delivery of the two selected mobile telecommunication firms. The study therefore concludes collaboration platforms are fundamental organization tools for promoting effective service delivery in the studied telecommunication firms; proper establishment of effective collaboration platforms wields an identifiable positive impact on service delivery. The study further recommended that to promote an exceptional and unified direction of purpose, both physical and online collaboration platforms should be made available and active in order to boost knowledge sharing and prompt service delivery in the telecommunication industry in South-South, Nigeria.

Keywords: Remote Workforce Management, Collaboration Platforms, Service Delivery, Telecommunications

Introduction

It is inarguable fact that the telecommunication sector is popularly known to offer flexible job specifications, telecommuting opportunities and web-based tools for effective work experience which are actualizable when there is proper understanding and collaboration between the employees as well as other organizational stakeholders. Hence the relevance of collaboration as a source of socialization and veritable tool for interaction cannot be over-emphasized due to its relevance in building strong bond and social relationship. In view of the above statement, Lu *et al.* (2019), cited that collaboration support influences work efficiency such as social support, professional autonomy,

monitoring of workload. No wonder, has various organizations including telecommunication firms have realized the relevance of collaboration and its associated platforms; its adoption and implementation in building effective and reliable collaboration, curtailing related running cost, greater independence to the employees, co-existence between various organizational stakeholders as well as improved motivation for work efficiency (Beckmann et al., 2017; Alton, 2021).

However, In line with Rapport (2021), a number of businesses, including telecommunications companies, can provide a range of collaboration support for individuals working remotely or in-person. These services may include financial assistance, new software, additional office equipment, free services, and training, consulting, or other non-wage benefits.

Collaboration platforms are reliable digital tools that facilitate collaborative work and communication between various organizational actors. These technologies are specifically made to help employees collaborate more successfully. It also create favourable and flexible atmosphere for sharing information synchronously or asynchronously and managing multi-stakeholder projects irrespective of time and location constraints poised by some unforeseen circumstances (Abensur, 2024, Comidor, 2021).

Potent features of collaboration platforms that offer realistic benefits to remote workers are; instant messaging, videoconferencing and audio conferencing, virtual meeting rooms, work groups, project management, task scheduling, document storage, sharing, real-time co-authouring, newsfeed, chatbot, knowledge base/wiki, directories. Furthermore, the adoption and implementation of collaboration platforms offer greater opportunities of accelerating digital communication, make information accessible, improve productivity, optimize project management, boosting of knowledge management, better communication, facilitate remote working efficiency and communication, secure exchange of information and data security (Abensur, 2024, Comidor, 2021).

Nevertheless, in the absence of efficient platforms for collaboration, remote workers operating from home cannot realize any productivity gains. Only if they work outside the office 20% of the time or fewer do remote workers exhibit higher levels of engagement, enthusiasm, and commitment to their work, according to Osuji (2016) and Gallup (2017). Therefore, if businesses want to be successful and competitive in a society that is becoming more and more technologically savvy, a deeper understanding of the consequences of remote work is crucial for the future of the workplace. Therefore, working remotely involves the act of doing so

both geographically (in a different location) and temporally (in a different time frame). It is also a work arrangement or design in which the employees of a company work from their homes using technological tools to stay accountable to their colleagues, managers, clients, and others, rather than commute to their workplace (Bellmann and Hübler, 2021). According to Parham and Rauf (2020), remote work is a work methodology that permits employees to perform their organizational duties outside of a conventional brick and-mortar office.

Employees that work primarily off-site from a location other than a regular office are referred to as remote workers within a business. When multiple workers work remotely, it is typically an indication of a remote workforce. Considering the aforementioned, Nwaiwu (2023), demonstrated how teams using efficient remote workforce management may become more flexible and dynamic, increasing job satisfaction, productivity, and employee retention by not being dependent on a single physical location to carry out their activities.

However, a group of workers inside a company that predominantly conduct their business remotely from a location other than a regular office is known as a remote workforce. Typically, it signifies that a number of workers are operating remotely (Choudhury, Foroughi, & Larson, 2019). The benefits it provides, like as flexibility, lower time and cost spent on commuting, better work-life balance, and increased productivity, are what motivate people to use it (Pokojski, Kister & Lipowski, 2022).

The practice of successfully directing, organizing, and overseeing remote workers is known as remote workforce management. Remote workforce management comprise of a mix of digital tools, communication, process and technology specifically designed for leading a productive remote workforce (Kark, Kilpatrick, Philips, Ciaramella & Lillie, 2020).

Thus, there is a direct correlation between service delivery and the management of distant workers. Service delivery is a crucial component of managing a business, and remote workforce management is a strong and relevant instrument for assessing and evaluating a company's potential with actualization of its aims and goals. It presents an opportunity to dazzle clients and demonstrate the worth of what you have to offer (Onyisi, 2016). Secure retention and positive client relationships can result from it. It is also a business plan and structure, with the primary objective being to offer services to a client on behalf of a vendor. This covers the ongoing communications that take place between the client and the business during the whole process of the latter providing the service and the former providing it.

According to Thompson (2023), service delivery encompasses the first contact, onboarding, setup, and any subsequent interactions. It is crucial because it fills the gap between a company or an individual lacking the resources to complete a task and a service provider trying to market their product. Businesses can customize their service delivery to each customer's specifications in terms of both cost and function.

There are scanty literatures on the relationship or association between collaboration platforms and service delivery in remote workforce management of telecommunication firms like MTN and GLO, both nationally and internationally. Hence the implementation and management of the remote workforce could pave way for environmentally friendly and perceived good beneficial results for the organizations if there is flexible organizational cultures and policy (Pattnaik & Jena, 2020, Carnevale & Hatak, 2020). It is on the basis of this that this research paper is carried out.

Recent researches by various author's such as Chertkovskaya and Paulsson (2021), Amis and Janz (2020), Vyas and Butahieo (2021) have reviewed that the Nigerian business environment of most organizations including the telecommunication firms are faced with serious and unbearable economic and political instability, organizational competitiveness, irregular strategic business decisions which have prompted telecommunication firms to subscribe to flexible and cost-cutting organizational strategy such as remote workforce management.

Evidently, it is observed that despite the relevant benefits accruing from remote workforce management as one of the technological advancement tool adopted by various organizations including telecommunication firms in a post-covid era such as offering of apparent freedom, flexible business objectives/ethics for fostering of productive work ethics (Jensen, Rubino & Hunter, 2018; Fogarty, Frantz & Hirschfeld, 2020), there has not been a corresponding balance between remote workforce management and service delivery due to related the dispersion of the workforce and the rise in socially-based employment disparities are potential dangers to companies (Lodovici, 2021). It is therefore on these premises that this research is carried out to ascertain the nexus between collaboration platforms and service deliver in remote workforce management of MTN and GLOBACOM.

Review of Literature

Providing services is an essential aspect of managing a company. It invites the chance to wow your clients and demonstrate the value you provide. The reason service delivery is so crucial is that it fills the gap between a company

or a person who lacks the resources to complete a task and a service provider who wants to close a deal. It can support secure retention and foster positive client relationships. It is also a framework and business concept, with the primary objective being to offer services from a vendor to a client. This covers the ongoing communications between the two parties while the company provides the service and the customer makes the purchase.

According to Thompson (2023), this covers all interactions, including the first one, onboarding, setup, and any subsequent ones. As a result, businesses can modify their service offerings to suit the requirements of every client by adjusting for either function or pricing (Thompson, 2023; Onyisi, 2016). Additionally, companies may provide their remote workers with a range of collaboration support services, including financial support, additional office supplies, new software, free services, training, consulting, additional non-wage benefits, and other expert service delivery (Raport, 2021). There can also be other types of collaboration support that can influence work efficiency, such as social support, professional autonomy, monitoring of the workload, and an individual factor namely, self-discipline (Lu *et al.,* 2019). Research highlights that the employer support should offer more autonomy and greater independence to the employees, which will increase their motivation to improve their work efficiency

(Beckmann *et al.,* 2017). Furthermore, there is a greater incentive to behave more independently when one is less dependent on the support of colleagues (Alton, 2021). Additionally, studies demonstrate that this kind of cooperation boosts productivity; however individual workers' experiences and the roles they hold may differ (Lee & Lee, 2021).

A remote worker ought to be more productive when working from home, but this rule does not apply to all employees due to lack of effective collaborative platforms. Employers create additional goals and utilize specific methods to promote positive work ethics even when they appear to be giving employees flexibility. According to Nurse et al. (2021), these incentives encourage staff members to assess and take care of themselves using digital tools and gamification. According to Lodovici (2021), companies may face dangers in the form of workforce dispersion and the emergence of socially driven employment disparities.

Empirically, Yang and Arthur (2019), studied how the shift to remote work affected the collaboration among employees in Microsoft. The findings demonstrated an increase among the employees to be more stagnant and isolated. Collaboration in teams showed to significantly deteriorate the more people in the team working remotely (Gibbs *et al.,* 2021). Furthermore, Jakob and Moa (2023), in a study titled "how

remote work affect employee productivity" with the aim of gaining knowledge about the perceived collaborative productivity of employees and managers, identifying what variables have an impact on perceived productivity, as well as the perceived positive and negative aspects of remote work. A web-based survey was used to gather data, with managers and employees in Sweden answering inquiries about the efficiency of remote work. Microsoft Forms software was utilized to distribute and administer the questionnaires on the respondents. The collected data were analyzed using descriptive statistics, multiple linear regression analysis based on Ordinary Least Squares (OLS), Shapiro-Wilk test and Kolmogorov-Smirnov test to measure the normality, Breusch–Pagan test for testing the heteroscedastic. The aim of the study is to identify the elements that affect employee productivity as the dependent variable. The independent variables include the desire to work remotely, age, family status, gender, educational background, collaboration, and management support.

The results indicated that both employees and managers recognize an average increase in employee productivity, where the factors desire to work remote, age and family situation are found to have a significant impact on productivity. In addition, the survey discovered that most employees want a hybrid work arrangement in which 40–60% of work is done remotely in order to take advantage of both advantages.

Theoretical Framework

This work is pinned on organizational adaptation theory. One theory tied to remote working is the organizational adaptation theory due to its strong tendency to explain independent and dependent variables in this study. According to the theory of organizational adaptation, organizations modify their tactics and ways of doing things to adapt to their changing surroundings. According to organizational adaptation theory, organizations will change their structures or processes entirely or in part to deal with a changing environment, such as a changing economic landscape, new laws affecting their industry, or the arrival of a new parent organization (Purna, 2017). This theory combines fundamental aspects of the organizational performance examined in this study in a creative setting. However, the organizational adaptation theory maintained that in order for businesses to succeed and improve employee wellbeing, they must adjust to changing environmental elements, market conditions, and technological/innovative advancements.

This theory is based on an organization's need to adapt to its environment in order to survive. Ideally, an organization can adapt or change before the perceived need for change becomes evident. This theory can be

tied to remote working and the millennial generation. Organizational adaptation theory is also necessary as the economic crunch, hardship, high cost of running organizations began. This theory is relevant to this study because the ability of the organization to adapt to environmental requirement by encouraging remote workforce and its related management strategies will help enhance the satisfaction of the employees.

Methodology

The study adopted survey research design, descriptive survey and use of primary data which involves the use of first hand or raw data and information sourced through administration of questionnaire electronically to the employees of MTN and GLO regional offices in Port-Harcourt, Rivers State (South-South) Nigeria. The population of the study comprised of the employees of MTN and GLO, Nigeria. Specifically, the workforce population of MTN were 5,100 workforce and GLO has 3,379 (Personnel Unit of Studied Firms, 2023). The study adopted Boyley's proportional procedure and Taro Yamen method for setting the sample size into each stratum equal to be proportional to the number of sampling units in that stratum. However, a sample size of 400 was realized for each of the two (2)

telecommunication firms used for this study. A 7-item researcher developed titled "the nexus between collaboration platforms and service delivery in remote workforce management of mobile telecommunication network (MTN) and global communication limited (GLOBACOM) in south-south, Nigeria."

The variables of the study were measured using a 5-Point Likert Scale Descriptive Index of SA (Strongly Agree, 5); A (Agree, 4); D (Disagree, 3); SD (Strongly Disagree, 2) and U (Undecided, 1). Section A contained demographic information of the subjects while section B contained 7 self-report items in relation to the effect of collaboration platforms on service delivery. A criterion means of 3.0 was established to determine acceptance or rejection of the items. Any mean above 3.0 showed acceptance while that below 3.0 indicated rejection. The instrument was subjected to face-to-face validity by three (3) experts from the Department of Industrial Relations and Personnel Management, College of Management Sciences while the reliability was tested using Cronbach Alpha analysis and the reliability was 0.70%. Descriptive statistics such as mean and percentages were used to answer the research questions while the hypotheses were tested using simple linear regression analysis model.

Results and Discussion

Questionnaire Administration

Table 1: Questionnaire Administration

Respondents	No. of Distributed Questionnaire	%	No. of Returned Questionnaire	%
MTN				
Management Staff	41	5.1	38	4.8
Permanent Staff	195	24.4	191	23.8
Contract Staff	164	20.5	162	20.3
GLOBACOM				
Management Staff	51	6.4	46	5.7
Permanent Staff	230	28.8	223	27.9
Contract Staff	119	14.8	113	14.1
Grand Total	**800**	**100**	**773**	**96.6**

Source: Field Survey, 2024

Table 1 above explained questionnaire administration among the staff of MTN and GLO located in Port-Harcourt, Rivers State (South-South) Nigeria, to examine the how remote workforce management affect organizational performance. As reflected in Table 1, a total of 800 (400 MTN staff and 400 GLOBACOM Staff) copies of questionnaire were administered to the target respondents however, from the administered copies, 773 copies of the questionnaire were properly filled and returned. This implies that, 8 copies of the questionnaire were lost in the process. Hence, 773 respondents became the valid sample size (respondents) of the study, since it is unethical and highly prohibited for researchers to manipulate data for a particular study in order to avoid uncertainty and unreliable results. Thus, 96.6% copies of the administered questionnaire were retrieved and confirmed.

Demographic Characteristics of the Respondents

Table 2: **Demographic Characteristics of the Respondents**

Variables		Frequency	Percentage
Gender			
	Females	472	61.1
	Males	301	38.9
	Total	**773**	**100**
Marital status Single		247	32.0
	Married	454	58.7
	Divorced	27	3.5
	Widow	26	3.4
	Separated	19	2.4
	Total	**773**	**100**
Educational qual.			
	WASSCE/NECO	88	11.4
	OND/NCE	217	28.1
	B.Sc./HND	316	40.8
	PGD/PGDE	102	13.2
	M.Sc./MBA	44	5.7
	PhD	6	0.8
	Total	**773**	**100**
Age bracket			
	Below 25	55	7.1

26 – 30	201	26.0
31 – 35	294	38.1
36 – 40	115	14.9
41 – 45	86	11.1
46 and above	22	2.8
Total	**773**	**100**
Name of institution		
MTN	391	50.6
GLO	382	49.4
Total	**773**	**100**
Rank		
Customer Support/Service Rep	125	16.2
Telemarketer	104	13.4
Contact Centre Engineer/Information System Manager	65	8.5
Network/Support Engineer	91	11.8
Senior/Technical Support Engineer	**13**	**1.7**
Network Operation Engineer	**42**	**5.4**
Data Centre Technician/Disaster Recovery Manager	**55**	**7.1**
Field/Service Engineer	**68**	**8.8**
Team Leader/Consultant/Supervisor Officer	**59**	**7.6**
Project Manager/Control officer	**51**	**6.6**
Software Developer	**53**	**6.8**
Others (Pls specify)	**47**	**6.1**
Total	**773**	**100**
Years of Experience		
Below 5	132	17.1
6-10	361	46.7
11-15	174	46.7
16-20	103	13.3
21-25	3	0.4
26-30	-	-
31 and above	-	-
Total	773	100
6-10		

Source: Field Survey, 2024

Gender: From the Table, majority of the respondents 61.1% were females as against 38.9% who were males. From the result, the telecommunication sector in Nigeria has more women employees that their males counterpart. The result is consistent with information on women's employment, type of work, earnings, and length of employment, all of which have been gathered from numerous household surveys carried out in developing nations, such as the Demographic and Health Surveys (DHS). These surveys' reports are frequently given regionally, and they consistently demonstrate that women predominate over men in the majority of public sectors, particularly in the fields of health, telecommunications, and civil service. The results in Table 2 showed that greater respondents (58.7%) are married, followed by 32.0% who are married. From the result, 3.5 and 3.4% of the respondents were divorced and widow respectively. In addition, 2.4% of the respondents were separated. However, high percentage for the married respondents conforms to

the age range and gender of the respondents.

Educational **level**: Table 2 revealed that most of the respondents constituting 40.8% of the samples are certified B.Sc./HND certificate holders. Followed by OND/NCE certificate holders constituting 28.1% of the respondents. More so, 13.2% and 11.4% of the respondents were M.Sc./MBA and WASSCE/NECO certificate holders respectively. More 5.7% of the respondents are M.Sc./MBA certificate holders. In addition, 0.8% of the employees have PhD. This implies that none of the respondent had no formal education. All of the respondents had formal schooling, which gave the respondents' educational background an impressive appearance.

Age **bracket**: From the result, 38.1% of the respondents were within 31 – 35 years of age. This was followed by 26.0% of the respondents who were within 26 - 30 years of age. More so, 14.9% of the respondents were within 36 – 40 years of age. In addition, 11.1% and 7.1% of the respondents were within 41 – 45 years of age and below 25 years of age respectively. From the result, more than 90 percent of the respondents were above 25 years of age. This signifies that majority of staff in the MTN and GLO are matured and have the capacity to ascertain the implications of remote workforce management on performance. The result of agrees with the findings of Oni

(2016), who specified that the youthful dynamic age group, which is made up of those within ages 20 to 30 years, the active productive working class which consists of those within ages 31 to 45 years, the declining productivity age class which is made up of those within ages 46 to 60 years and the old age class which is made up of those above 60 years.

From the results in Table 2, majority of the respondents 50.6% are employees of MTN while, 49.4% of the respondents are employees of GLOBACOM. Although equal opportunity was given to both telecom firms, but the rate of return of questionnaire for each of the firms bring forth the minimal variances.

The respondents' rank and different department of operation was examined in Table 2. and the result showed that, most of the respondents 16.2%, 13.4% and 11.8% render their services in customer support / service representative, telemarketer / canvasser/ digital marketer and network/support engineer respectively. This was followed by 8.8%, 8.5% and 7.6% who rendered their services in Field/Service Engineer department, Contact Centre Engineer/Information System Manager and Team Leader/Consultant/Supervisor/ Manager /Operations-Technology Officer respectively. More so, 7.1%, 6.8% and 6.6% of the respondents renders their services in the Data Centre Technician/Disaster Recovery Manager, software developers and Project Manager/Control Officer/Project Co-

ordinator units of the studied telecommunication firms (MTN and GLO). The least were 1.7% of the respondents who work as Senior/Technical Support Engineer in the studied organizations in South-South, Nigeria.

Working experience: Table 2 further revealed that 46.7% of the respondents have 6 -10 years working experience with the studied telecom firms. This was followed by 22.5% of the respondents who have 11 – 15 years working experience with the telecommunication firms in Nigeria. More so, 17.1% and 13.3% of the respondents have below 5 years and 16 – 20 years working experience. However, 0.4% of the respondents have 21 – 25 years working experience in the studied telecom firms. From the result, more than 80% of the respondents have above 5 years working experience. In effect, they understanding the implications of remote workforce management and its implications on organization performance is highly possible.

Data Presentation

Table 3:   Effect of Collaboration Platforms on Service Delivery of the MTN and GLO in South-South, Nigeria

	Statements	SA	A	U	D	SD	Total	$\bar{x}$
1.	Collaboration platforms are vital tools for building continuous relationship between telecommunication stakeholders and employees' relationship which enhances organizational performance.	319 41.3%	174 22.5%	96 12.4%	104 13.5%	80 10.3%	773 100	3.70
2.	Collaboration platforms increases trust, loyalty as well as employees' commitment to tele firms.	378 48.9%	139 18.0%	87 11.2%	81 10.5%	88 11.4%	773 100	3.82
3.	Collaboration platforms are effective channels for effective service delivery and management of employees' feelings and attitudes towards organizational policies and rules.	292 37.8%	205 26.5%	109 14.1%	95 12.3%	72 9.3%	773 100	3.71
4.	Collaboration platforms promote employees' sense of belonging as well as patronage.	352 45.5%	191 24.7%	53 6.9%	91 11.8%	86 11.1%	773 100	3.81
5.	Collaboration platforms help in shaping and facilitating service delivery decision making.	271 35.1%	174 22.5%	101 13.1%	111 14.3%	116 15.0%	773 100	3.48
6.	Collaboration platforms allow and create avenue for interactive flow of ideas and suggestions in telecommunication firms.	284 36.7%	196 25.4%	71 9.2%	83 10.7%	139 18.0%	773 100	3.52
7.	Collaboration platforms foster productive telecommunication work ethics.	223 28.8%	108 14.0%	119 15.4%	171 22.1%	152 19.7%	773 100	3.10

Source: Field Survey, 2024. Decision rule: mean > 3.0 accepted, mean < 3.0 not accepted.

The effect of collaboration platforms on service delivery of the MTN and GLO in South-South, Nigeria was examined in Table 3. From the result, 48.9% of the respondents strongly agreed that, collaboration platforms increase trust, loyalty as well as employees' commitment to tele firms. Followed by 45.5% and 41.3% of the respondents strongly agreed that, collaboration platforms promote employees' sense of belonging as well as patronage; and collaboration platforms are vital tools for building continuous relationship between telecommunication stakeholders and employees' relationship which enhances organizational performance. In addition, 37.8% of the respondents strongly agreed that collaboration platforms are effective channels for effective service delivery and management of employees' feelings and attitudes towards organizational policies and rules.

More so, 36.7% of the respondents strongly agreed that, collaboration platforms allow and create avenue for interactive flow of ideas and suggestions in telecommunication firms. In the same premise, 35.1% of the respondents agreed that, collaboration platforms help in shaping and facilitating service delivery decision making. And 28.8% of the respondents agreed that, collaboration platforms foster productive telecommunication work ethics. Invariably, 17.5% of the respondents disagreed that, collaboration platforms foster productive telecommunication work ethics. The precision through the mean value decision rule that, a mean value > 3.0 was accepted while a mean < 3.0 was rejected. Since all the research statements on collaboration platforms of telecommunication firms are above 3.0 decision rule, the researcher affirmed that, collaboration platforms utilized by telecom firms in South-South, Nigeria foster service delivery.

Test of Hypotheses

Ho_2: Collaboration platforms have no significant effect on service delivery of MTN and GLO in South-South, Nigeria

Table 4:Simple Linear Regression Result of the Effect of Collaboration Platforms on Service Delivery of MTN & GLO

Variable	Parameters	Coefficient	Std error	Tcal – value
Constant	β_0	3.789	0.060	63.259[***]
Collaboration platforms (X)	β_1	0.108	0.017	6.412[***]
R-Square (R^2)		0.391		
Adjusted R – Square (R^{-2})		0.389		
F – Statistics		41.115		
F – Probability		0.000		
Durbin-Watson stat		1.962		

Decision Rule: If Fcal>Ftab accept the alternate and reject Null hypothesis. Otherwise accept the null hypothesis. (*** = 1%), (** = 5%), and (* =10%) denotes significance of coefficient at level

respectively, t-tab value = 1.965   df = 771   Dependent Variable: service delivery (Y) Predictors: (Constant), collaboration platforms (X) **Source: Field Survey, 2024 (SPSS Version 23)**

The estimated value of collaboration platforms (X) was statistically significant and positively related to service delivery of MTN and GLO in South-South, Nigeria at 1% level. The coefficient of collaboration platforms is 0.108, indicating that a unit increase in collaborative ideas shared on platforms will lead to 0.108 unit increase in service delivery of MTN and GLO in South-South. Statistically, the calculated value of collaboration platforms is 6.412 and tabulated value of 1.965, since the calculated value is greater than the tabular value in absolute terms, the null hypothesis was rejected in favour of alternative hypothesis thus, collaboration platforms have significant effect on service delivery of MTN and GLO in South-South, Nigeria.

The result of coefficient of multiple determination (R^2) value was 0.391 which indicates that, 39.1% variation in the dependent variable was explained by changes in the independent variable, while 60.9% was unexplained by the stochastic variables in the model. Thus, 39.1% increase change in service delivery of MTN and GLO in South-South, Nigeria, can be attributed to collaborative ideas shared on platforms holding other variables constant. The Durbin-Watson stat value was 1.962 which is close to 2.5, implying that there is no evidence of autocorrelation. F-stat value of 41.11 which is higher than

1.965; and F-prob value of 0.000 was observed from the analysis which is less than 0.05 (95% degree of freedom), indicating that, the estimated regression model adopted in this study was statistically significant at 5% significant level. With this, the researcher rejected the null hypothesis and accepted alternative hypothesis which states that, collaboration platforms have significant effect on service delivery of MTN and GLO in South-South, Nigeria.

Discussion of Findings

The study examined the nexus between collaboration platforms and service delivery in remote workforce management of Mobile Telecommunication Network and Global Communication Limited (GLOBACOM) in South-South, Nigeria. In order to actualize the objectives, the hypotheses were tested and the results are discussed as follows;

Collaboration platforms have significant effect on service delivery of MTN & GLO in South-South &Nigeria.

The estimated value of collaboration platforms (X) was statistically significant and positively related to service delivery of MTN and GLO in South-South, Nigeria at 1% level. The coefficient of collaboration platforms is 0.108, indicating that a unit increase in collaborative ideas shared on platforms will lead to 0.108 unit increase

in service delivery of MTN and GLO in South-South. Statistically, the calculated value of collaboration platforms is 6.412 and tabulated value of 1.965, since the calculated value is greater than the tabular value in absolute terms, the null hypothesis was rejected in favour of alternative hypothesis thus, collaboration platforms have significant effect on service delivery of MTN and GLO in South-South, Nigeria. The result agreed with the findings of Golden and Gajendran (2019) who suggested that jobs that have a high level of complexity and require more concentration would benefit from remote work due to the decrease in distraction compared to what an office could have. Complex and urgent tasks are according to Battiston, Blanes, Vidal & Kirchmaier (2021) more efficiency when collaboration is physical presence in the office since emergency calls requires direct and immediate responses. However, lower productivity was seen for routine and boring jobs that needed structure, oversight, and teamwork in a physical office.

The employees became distracted and unproductive according to the study. Another study by Yang and Arthur (2019) studied how the shift to remote work affected the collaboration among employees in Microsoft. The findings demonstrated an increase among the employees to be more stagnant and isolated. Collaboration in teams showed to significantly deteriorate the more people in the team

working remotely (Gibbs et al., 2021). Jakob and Moa (2023), in a study titled "how remote work affect employee productivity" with the aim of gaining knowledge about the perceived productivity of employees and managers, identifying what variables have an impact on perceived productivity, as well as the perceived positive and negative aspects of remote work. The aim of the study was to identify the elements that affect employee productivity as the dependent variable. The independent variables include the desire to work remotely, age, family status, gender, educational background, collaboration, and management support. The results indicate that both employees and managers recognize an average increase in employee productivity, where the factors desire to work remote, age and family situation are found to have a significant impact on productivity. In addition, the study discovered that the majority of employees favor a hybrid work arrangement in which 40–60% of work is done remotely in order to take advantage of both advantages.

Conclusion and Recommendations

Collaborative platforms are fundamental organizational tools for promoting effective service delivery in the studied telecommunication firms; proper establishment of effective collaboration platforms wields an identifiable positive impact on service delivery. Collaboration platforms can

greatly enhance service delivery in the telecommunications industry by streamlining communication, improving teamwork, and facilitating information sharing among employees. They enable real-time collaboration, which can lead to faster problem-solving, better coordination, and ultimately, more efficient service provision to customers. Additionally, these platforms often offer features such as task management, document sharing, and video conferencing, which can all contribute to smoother operations and improved customer satisfaction. Based on the findings of the study, the following recommendations are stated:

1. In order to promote an exceptional and unified direction of purpose,

both physical and online collaboration platforms should be made available and active. This will help to boost knowledge sharing and prompt service delivery in the telecommunication industry in South-South, Nigeria.

2. The studied telecommunication firms should investigate contextual factors such as organizational culture, leadership support, and technological infrastructure that may influence the effectiveness of collaboration platforms on service delivery.

3. The studied telecommunication firms should identify best practices for implementing and utilizing collaboration platforms in telecommunication firms to optimize service delivery outcomes.

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