Abstract

The purpose of this thesis is to acknowledge the rapid change in the nature of work and how it affects workplace organizations. The SARS-Cov-2 pandemic has forced organizations to adapt to government mandated regulations in order to maintain a safe work environment for both employees and customers. A new form of work practice such as the hybrid model has introduced and adopted. A hybrid model refers to a work environment characterized by both a traditional office and remote work. The thesis aims to answer five research questions; what are the needs of workers in respect to their work environment, how important is it to satisfy workplace needs, what are the perceived attitudes that workers have towards workspace environment, how important are the concepts of productivity, flexibility and interactions when it comes to carrying out work, how do collaborative working-spaces impact the satisfaction of workers? The thesis investigates the future workplace by evaluating current workplace practices and workplace satisfaction and analyzing workplace trends from interview responses in order to recommend a workplace practice that should be implemented in order to maintain a level of workplace satisfaction. The thesis employs a qualitative research design and collects information by conducting semi-structured interviews with participants working in a variety of industries. The analysis shows a clear indication of what form of work employees would like to have implemented as well as what satisfaction means in the work environment. The research argues that while workers are happy to return to the office, they also expect to be given the flexibility and opportunity to implement a hybrid model whereby they are allowed to work remotely during the week while also being welcomed into the office. Additionally forms of remote work such coworking spaces and activity-based workspaces are alternatives that workers can use in order to stay productive and collaborative. Moreover, future research can be conducted following a quantitative framework in addition to perhaps focusing on one industry and collecting data from a larger population.

Key words: The future of work, hybrid model, workplace satisfaction, change in the nature of work, workplace trends