

How a DBA solved workplace problems caused by Covid-19

The Covid-19 pandemic has resulted in big changes to working habits and employee stress and performance caused by the need to work from home. As a result, Dr George Wong Yui-lam's DBA thesis on "cyber-life-interruption" and "cyberloafing" is both topical and relevant.

Describing the former as "the interruption of the family or personal lives of employees by working during non-working hours using information and communications technology (ICT)", and cyberloafing as "the voluntary use of ICT by

employees for non-work related activities during working hours", Wong's aim was to see how both behaviours affected employees' self-esteem, job performance and emotional exhaustion. "Cyber-life-interruption and cyberloafing represent a new work environment and work style," he said. "The intricacies of their individual effects and their interactions may have implications for the mental health of employees.

"However, they have never been studied simultaneously in current literature. My research aims to explore an innovative, effective, and sustainable solution that can help improve employee job performance without compromising employee well-being or quality of life."

Wong describes his professors at CityU as experienced and innovative in both academic and practical aspects of the course. "They can provide sophisticated input and recommendations that helped me through the whole process from identification to application, and from ideology to methodology," he said.

Wong even enjoyed the times

CityU professors challenged his work. Sessions that he once viewed as "torture" taught him how to overcome his weaknesses and how to make his arguments stronger and more solid. "I now have better problem-solving and decision-making skills," Wong said. "I know what to identify in a problem and how to select the best solution for the problem."

He was also impressed by the facilities on offer at CityU's College of Business, in particular, the library collection and e-learning resources that allowed him to work on his studies "at any time and from anywhere".

Given the changes to work that the Covid-19 pandemic enforced, Wong's research has many real-world applications. As chairman and CEO of Bauhaus International (Holdings) Ltd, he said he has already shared his findings with his senior management team.

"They are also excited about what the results have suggested. We have started revisiting our IT policy regarding the use of personal mobile phones during and after working hours. I hope a relevant consultation and trial can be rolled out soon."



Dr George Wong, chairman and CEO of Bauhaus International (Holdings) Ltd. Photo: CityU