

REFERENCES

Archibald, M. M., Ambagtsheer, R. C., Casey, M. G., & Lawless, M. (2019). Using Zoom videoconferencing for qualitative data collection: Perceptions and experiences of researchers and participants. *International Journal of Qualitative Methods*, *18*, 1-8.

<https://doi.org/10.1177/1609406919874596>

Arner, D. W., Barberis, J., & Buckley, R. P. (2016). The Evolution of Fintech: A New Post-Crisis Paradigm. *Georgetown Journal of International Law*, *47*(4), 1271-1320.

Astorquiza-Bustos, B. A., & Quintero-Peña, J. W. (2023). Who can work from home? A remote working index for an emerging economy. *Telecommunications Policy*, *47*(10), 102669.

Barrero, J. M., Bloom, N., & Davis, S. J. (2021). Why working from home will stick. *National Bureau of Economic Research Working Paper (No. 28731)*. www.wfhresearch.com

Barrero, J. M., Bloom, N., Davis, S., Meyer, B., & Mihaylov, E. (2023, August 28). Survey: Remote work isn't going away — and executives know it. *Harvard Business Review*. Retrieved from <https://hbr.org/2023/08/survey-remote-work-isnt-going-away-and-executives-know-it>

Battisti, E., Alfiero, S., & Leonidou, E. (2022). Remote working and digital transformation during the COVID-19 pandemic: Economic–financial impacts and psychological drivers for employees. *Journal of Business Research*, *150*, 38-50.

<https://doi.org/10.1016/j.jbusres.2022.06.010>

Bamieh, O., & Ziegler, L. (2022). Are remote work options the new standard? Evidence from vacancy postings during the COVID-19 crisis. *Labour Economics*, 76, Article 102179.

<https://doi.org/10.1016/j.labeco.2022.102179>

Bloom, N. (2015). To raise productivity, let more employees work from home. *Harvard Business Review*, 93(1/2), 28-29.

Braun, V., & Clarke, V. (2006). Using thematic analysis in psychology. *Qualitative Research in Psychology*, 3(2), 77-101. <https://doi.org/10.1191/1478088706qp063oa>

Bojovic, D., Benavides, J., & Soret, A. (2020). What we can learn from birdsong: Mainstreaming teleworking in a post-pandemic world. *Earth System Governance*, 5, Article 100074.

Brynjolfsson, E., & McAfee, A. (2014). *The Second Machine Age: Work, Progress, and Prosperity in a Time of Brilliant Technologies*. W. W. Norton & Company.

Brynjolfsson, Erik, John J. Horton, Adam Ozimek, Daniel Rock, Garima Sharma, and Hong-Yi TuYe. 2020. COVID-19 and remote work: An early look at US data. *National Bureau of Economic Research Working Paper 27344*. <https://www.nber.org/papers/w27344.pdf>. Accessed 2 [Sept 2022](#)

Cairncross, F. (2001). *The Death of Distance: How the Communications Revolution Is Changing our Lives*. Harvard Business School Press.

Castells, M. (2001). *The Internet Galaxy: Reflections on the Internet, Business, and Society*. Oxford University Press.

Choudhury, P., Foroughi, C., & Larson, B. Z. (2021). Work-from-anywhere: The productivity effects of geographic flexibility. *Strategic Management Journal*, 42(4), 655-683.

Christensen, C. M., Raynor, M. E., & McDonald, R. (2015). What is Disruptive Innovation? *Harvard Business Review*, 93(12), 44-53.

Chui, M., Manyika, J., & Miremadi, M. (2016). *Where machines could replace humans—and where they can't (yet)*. McKinsey Quarterly. <https://www.mckinsey.com/business-functions/mckinsey-digital/our-insights/where-machines-could-replace-humans-and-where-they-cant-yet>

Cortada, J. W. (2004). *The Digital Hand: How Computers Changed the Work of American Manufacturing, Transportation, and Retail Industries*. Oxford University Press.

Creswell, J. W. (2014). *Research design: Qualitative, quantitative, and mixed methods approaches* (4th ed.). Sage Publications

Creswell, J. W., & Poth, C. N. (2018). *Qualitative inquiry and research design: Choosing among five approaches* (4th ed.). Sage Publications.



Deloitte. (2023). Global remote survey 2023. Retrieved from

https://www2.deloitte.com/content/dam/Deloitte/fi/Documents/tax/dttl_global_tax_remote_work_survey_FI.pdf

Felstead, A., Jewson, N., Phizacklea, A., & Walters, S. (2003). Opportunities to work at home in the context of work-life balance. *Human Resource Management Journal*, 13(2), 31-54.

Felstead, A., & Henseke, G. (2017). Assessing the growth of remote working and its consequences for effort, well-being and work-life balance. *New Technology, Work and Employment*, 32(3), 195-212.

Flick, U. (2018). *An introduction to qualitative research* (5th ed.). Sage Publications

Florida, R. (2017). *The New Urban Crisis: How Our Cities Are Increasing Inequality, Deepening Segregation, and Failing the Middle Class—and What We Can Do About It*. Basic Books.

Florida, R., & King, K. (2020). *The rise of remote work: Understanding the gig economy, urban development, and the changes in work-life balance*. New York: Penguin.

Funke, A., Wilden, R., & Gudergan, S. (2023). Only senior managers lead business model innovation, or do they? Levels of management and dynamic capability deployment. *Industrial Marketing Management*, 114, 181-195.



Gajendran, R. S., & Harrison, D. A. (2007). The good, the bad, and the unknown about telecommuting: Meta-analysis of psychological mediators and individual consequences. *Journal of Applied Psychology, 92*(6), 1524-1541.

Gawer, A., & Cusumano, M. A. (2014). Industry platforms and ecosystem innovation. *Journal of Product Innovation Management, 31*(3), 417-433.

Golden, T. D., & Gajendran, R. S. (2019). Unpacking the role of a telecommuter's job in their performance: Examining job complexity, problem solving, interdependence, and social support. *Journal of Business and Psychology, 34*(1), 55-69. <https://doi.org/10.1007/s10869-018-9544-2>

Golden, T. D., & Veiga, J. F. (2005). The impact of extent of telecommuting on job satisfaction: Resolving inconsistent findings. *Journal of Management, 31*(2), 301-318.

González-Torres, T., Rodríguez-Sánchez, J. L., & Pelechano-Barahona, E. (2021). Managing relationships in the tourism supply chain to overcome epidemic outbreaks: The case of COVID-19 and the hospitality industry in Spain. *International Journal of Hospitality Management, 92*, Article 102733.

Grant, C. A., Wallace, L. M., & Spurgeon, P. C. (2013). An exploration of the psychological factors affecting remote e-worker's job effectiveness, well-being and work-life balance. *Employee Relations, 35*(5), 527-546. DOI: 10.1108/ER-08-2012-0059



Greenstein, S., & McDevitt, R. C. (2011). The broadband bonus: Estimating broadband Internet's economic value. *Telecommunications Policy*, 35(7), 617-632.

Guest, G., Bunce, A., & Johnson, L. (2006). How many interviews are enough? An experiment with data saturation and variability. *Field Methods*, 18(1), 59-82.

<https://doi.org/10.1177/1525822X05279903>

Guillemin, M., & Gillam, L. (2004). Ethics, reflexivity, and “ethically important moments” in research. *Qualitative Inquiry*, 10(2), 261-280. <https://doi.org/10.1177/1077800403262360>

Gupta, V., Santosh, K. C., Arora, R., Ciano, T., Kalid, K. S., & Mohan, S. (2022).

Socioeconomic impact due to COVID-19: An empirical assessment. *Information Processing & Management*, 59(2), Article 102810.

Hensher, D. A., Beck, M. J., & Wei, E. (2021). Working from home and its implications for strategic transport modelling based on the early days of the COVID-19 pandemic. *Transportation Research Part A: Policy and Practice*, 148, 64-78. <https://doi.org/10.1016/j.tra.2021.03.027>

Hofstede, G. (1980). *Culture's consequences: International differences in work-related values*. Beverly Hills, CA: Sage.

Hodgkinson, I., & Ghosh, S. (2021). Digital transformation of industrial businesses: A dynamic capability approach. *Technovation*, 113. <https://doi.org/10.1016/j.technovation.2021.102414>



International Labour Organization. (2021). Remote work and teleworking in emerging economies. Geneva: ILO

International Telecommunication Union. (2019). Measuring digital development: Facts and figures 2019. Geneva: ITU.

Israel, M., & Hay, I. (2006). *Research ethics for social scientists*. Sage.

Kalleberg, A. L., & Vallas, S. P. (2021). Work and labor in the digital age: How the COVID-19 pandemic transforms employment and work practices. *Research in the Sociology of Work*, 35, 35-64.

Kvale, S., & Brinkmann, S. (2009). *Interviews: Learning the craft of qualitative research interviewing (2nd ed.)*. Sage Publications.

Iansiti, M., & Levien, R. (2004). The keystone advantage: What the new dynamics of business ecosystems mean for strategy, innovation, and sustainability. *Harvard Business Press*.

Levinthal, D., & Rerup, C. (2006). Crossing an apparent chasm: Bridging mindful and less-mindful perspectives on organizational learning. *Organization Science*, 17(4), 502-513.

McKinsey & Company. (2020). *COVID-19 and the future of work: Changes, challenges, and the path ahead*. McKinsey Global Institute.



McKinsey & Company. (2021). *What 800 executives envision for the postpandemic workforce*.

McKinsey Global Survey 2021. <https://www.mckinsey.com/business-functions/people-and-organizational-performance/our-insights/what-800-executives-envision-for-the-postpandemic-workforce>

Merriam, S. B., & Tisdell, E. J. (2015). *Qualitative research: A guide to design and implementation* (4th ed.). Jossey-Bass.

Mokhtarian, P. L., & Salomon, I. (2001). How derived is the demand for travel? Some conceptual and measurement considerations. *Transportation Research Part A: Policy and Practice*, 35(8), 695-719.

Morse, J. M. (1994). Designing funded qualitative research. In N. K. Denzin & Y. S. Lincoln (Eds.), *Handbook of qualitative research* (pp. 220-235). Thousand Oaks, CA: Sage.

Nilles, J. M. (1976). *Telecommunications-transportation tradeoff: Options for tomorrow*. Wiley-Interscience.

Nilles, J. M. (1994). *Making Telecommuting Happen: A Guide for Telemanagers and Telecommuters*. Van Nostrand Reinhold.

Nowell, L. S., Norris, J. M., White, D. E., & Moules, N. J. (2017). Thematic analysis: Striving to meet the trustworthiness criteria. *International Journal of Qualitative Methods*, 16(1), 1-13.

<https://doi.org/10.1177/1609406917733847>

Orb, A., Eisenhauer, L., & Wynaden, D. (2001). Ethics in qualitative research. *Journal of Nursing Scholarship*, 33(1), 93-96. <https://doi.org/10.1111/j.1547-5069.2001.00093.x>

Parker, G., Van Alstyne, M., & Choudary, S. P. (2016). *Platform Revolution: How Networked Markets Are Transforming the Economy and How to Make Them Work for You*. New York: W.W. Norton & Company.

Andreev, P., Salomon, I., & Pliskin, N. (2010). Review: State of teleactivities. *Transportation Research Part C: Emerging Technologies*, 18, 3-20. <https://doi.org/10.1016/j.trc.2009.04.017>

Patton, M. Q. (2015). *Qualitative research & evaluation methods: Integrating theory and practice* (4th ed.). Sage Publications.

Paulus, T., Lester, J., & Dempster, P. (2014). *Digital tools for qualitative research*. Sage.

Prabawani, B., & Erlany, H. D. (2023). The role of dynamic digipreneur capabilities in mediating the relationship between digital transformation and competitive advantage in improving business performance. *International Journal of Social Service and Research*, 3. <https://doi.org/10.46799/ijssr.v3i9.545>

Prahalad, C. K., & Hammond, A. (2002). Serving the world's poor, profitably. *Harvard Business Review*, 80(9), 48-57.



Porter, M. E., & Heppelmann, J. E. (2014). How smart, connected products are transforming competition. *Harvard Business Review*, *92(11)*, 64-88.

PwC. (2021). The future of work: From remote work to the future of work in a post-pandemic world. <https://www.pwc.com/us/en/library/covid-19/pwc-future-of-work.html>

Resnik, D. B. (2011). What is ethics in research & why is it important? National Institute of Environmental Health Sciences. Retrieved from <https://www.niehs.nih.gov/research/resources/bioethics/whatis/index.cfm>

Rubin, H. J., & Rubin, I. S. (2012). *Qualitative interviewing: The art of hearing data* (3rd ed.). Sage Publications.

Saunders, B., Kitzinger, J., & Kitzinger, C. (2015). Anonymising interview data: Challenges and compromise in practice. *Qualitative Research*, *15(5)*, 616-632.
<https://doi.org/10.1177/1468794114550439>

Seidman, I. (2013). *Interviewing as qualitative research: A guide for researchers in education and the social sciences* (4th ed.). Teachers College Press.

Schapiro, C., & Varian, H. R. (1999). *Information Rules: A Strategic Guide to the Network Economy*. Boston: Harvard Business School Press.



Sieber, J. E. (1992). Planning ethically responsible research: A guide for students and internal review boards. Sage.

Schwartz, B. (2004). *The Paradox of Choice: Why More Is Less*. New York: Ecco.

Schwab, K. (2016). *The Fourth Industrial Revolution*. World Economic Forum.

<https://www.weforum.org/agenda/2016/01/the-fourth-industrial-revolution-what-it-means-and-how-to-respond/>

Stoker, J. I., Garretsen, H., & Lammers, J. (2021). Leading and working from home in times of COVID-19: On the perceived changes in leadership behaviors. *Journal of Leadership & Organizational Studies*, 29(2), 208-218. <https://doi.org/10.1177/15480518211007452>

Teece, D. J., Pisano, G., & Shuen, A. (1997). Dynamic capabilities and strategic management. *Strategic Management Journal*, 18(7), 509-533.

Teece, D. J. (2012). Dynamic capabilities: Routines versus entrepreneurial action. *Journal of Management Studies*, 49(8), 1395-1401.

Tilley, L., & Gormley, L. (2007). Cultural sensitivity in public health: Defined and demystified. *Ethnicity & Health*, 12(3), 285-309. <https://doi.org/10.1080/13557850601002258>



https://www.un.org/en/development/desa/policy/wesp/wesp_current/2014wesp_country_classification.pdf

Wajcman, J., Bittman, M., & Brown, J. E. (2008). Families without borders: Mobile phones, connectedness and work-home divisions. *Sociology*, 42(4), 635-652.

Wang, B., Liu, Y., Qian, J., & Parker, S. K. (2021). Achieving effective remote working during the COVID-19 pandemic: A work design perspective. *Applied Psychology*, 70(1), 16-59.

Wigert, B., Harter, J., & Agrawal, S. (2023, October 9). The future of the office has arrived: It's hybrid. Workplace. Retrieved from <https://www.gallup.com/workplace/511994/future-office-arrived-hybrid.aspx>

Wiles, R., Charles, V., Crow, G., & Heath, S. (2008). Research ethics in qualitative research. In J. Ritchie & J. Lewis (Eds.), *Qualitative Research Practice: A Guide for Social Science Students and Researchers* (pp. 73-94). London: Sage Publications.

Wilden, R., Devinney, T. M., & Dowling, G. R. (2016). The architecture of dynamic capability research. *Academy of Management Annals*, 10(1), 997-1076.

<https://doi.org/10.1080/19416520.2016.1161966>



Winkelmann, J., Webb, E., Williams, G. A., Hernández-Quevedo, C., Maier, C. B., & Panteli, D.

(2022). European countries' responses in ensuring sufficient physical infrastructure and workforce capacity during the first COVID-19 wave. *Health Policy*, *126*(5), 362-372.

World Bank. (2020). World Development Report 2020: Trading for Development in the Age of Global Value Chains. *World Bank Publications*.

Xie, X., Siau, K., & Nah, F. F. H. (2020). COVID-19 pandemic—online education in the new normal and the next normal. *Journal of Information Technology Case and Application Research*, *22*(3), 175-187.

Yin, R. K. (2018). Case study research and applications: Design and methods (6th ed.). Sage Publications.