

Running Head: MICROSOFT TEAMS

Report: Research Report

[Student Name]

[Date]

Table of Contents

Introduction..... 3

Research Question 3

Research Methods 4

 Participants..... 4

 Data Collection 4

 Data Analysis 5

Ethical Consideration..... 5

Results..... 6

Discussion 7

Conclusion 9

References..... 11

Report: Research Report

Introduction

The COVID-19 pandemic has essentially changed the way individuals work, with remote collaboration becoming more prevalent than ever before. As a result, organizations have had to adapt quickly to support their employees in this new work environment, with many turning to digital collaboration tools to maintain productivity and efficiency (Adisa et al., 2021). One such tool is Microsoft Teams, a platform that offers a range of features including instant messaging, video conferencing, and file sharing (Alameri et al., 2020). Microsoft Teams has become increasingly popular among universities worldwide, including the “University of Wales Trinity Saint David (UWTSD)”, as a means of improving communication and collaboration among students and teachers. This research aims to evaluate the appropriate use of Microsoft Teams in improving workplace efficiency and employability, with a focus on the University of Wales Trinity Saint David. The study will examine the experiences of students and teachers in using Microsoft Teams and explore the impact of the platform on their communication, collaboration, and productivity.

Research Question

How can the appropriate use of Microsoft Teams enhance workplace efficiency and employability among students and teachers at the “University of Wales Trinity Saint David”?

Research Methods

The research methodology for this study on the appropriate use of Microsoft Teams in improving workplace efficiency and employability involves a mixed-methods approach. This approach allows for the collection of both quantitative and qualitative data to gain a comprehensive understanding of the research question.

Participants

The study population consisted of students and teachers at the “University of Wales Trinity Saint David.” Convenience sampling was used to choose the participants, and they were chosen based on their availability and desire to take part in the study. A person has to be a current student or teacher at the institution to be eligible to take part in the study.

Data Collection

The data collection process involved the use of surveys and interviews. The surveys were designed to collect quantitative data on participants' experiences and perceptions of using Microsoft Teams. The survey questions were structured and close-ended, with options for participants to select their responses. The interviews, on the other hand, were designed to collect qualitative data on participants' experiences and perceptions of using Microsoft Teams. The interviews were conducted with a small sample of participants who were selected based on their responses to the surveys. The interviews were “semi-structured”, allowing for “open-ended questions and follow-up questions” to gain more in-depth insights into participants' experiences.

Data Analysis

The “quantitative data collected from the surveys” were analysed using “descriptive statistics”, such as means and frequencies, to identify patterns and trends in the data. “The qualitative data collected” from the “interviews” were analysed using “thematic analysis”, where themes and patterns were identified and categorized

Ethical Consideration

During the research study conducted at the “University of Wales Trinity Saint David”, ethical considerations were taken into account to ensure the protection of participants’ rights and welfare. “Informed consent was obtained from all participants prior” to the commencement of the study. They were provided with a detailed explanation of the study and what their participation entailed, including information about the nature of the study, what they would be asked to do, how their data would be used, and any potential risks or benefits of participation. The freedom to withdraw from the study at any moment and the fact that participation was completely voluntary were both made clear to participants. Confidentiality and anonymity were also prioritized during the study. Participants were assured that their data would be kept confidential and anonymous to protect their privacy. They were informed that any data collected would only be used for research purposes and that their identities would not be revealed in any publications or presentations resulting from the study.

Moreover, the selection of participants was done through convenience sampling, with eligibility dependent on whether they were current students or staff members at the institution. The data was collected through an online survey, and participants’ responses were kept confidential and anonymous. The study was also carried out in accordance with all applicable laws and moral

standards, including those outlined in the Declaration of Helsinki, which establishes the moral parameters for medical research involving human beings (Farooq and Sultana, 2022). To guarantee that the research was carried out ethically, the study was also examined and authorised by the institutional review board of the “University of Wales Trinity Saint David.” Throughout the research study on the proper use of Microsoft Teams to increase workplace productivity and employability at the University of Wales Trinity Saint David, ethical considerations were given serious consideration. By informed permission, confidentiality, anonymity, and adherence to applicable laws and ethical standards, participants' rights and welfare were respected.

Results

The results of the research showed that the use of Microsoft Teams in University of Wales Trinity Saint David has a positive impact on workplace efficiency and employability. The majority of the participants (both students and teachers) reported that the tool has improved their productivity, communication and collaboration within the university. In terms of workplace efficiency, the participants reported that the use of Microsoft Teams has made it easier to organize and attend meetings, share documents and collaborate on projects with colleagues (Khomik et al., 2021). This has led to a reduction in the amount of time spent on administrative tasks and an increase in productivity. The tool has also been particularly helpful in facilitating remote work, allowing users to work from anywhere at any time. Regarding employability, the results showed that the use of Microsoft Teams has provided students with skills that are highly valued in the job market. These include digital communication, project management, and teamwork skills. Students reported that the use of Microsoft Teams has helped them to develop these skills and become more confident in their ability to work in a professional setting.

Furthermore, the results indicated that the availability of technical support and resources, as well as effective training, have been crucial factors in the successful implementation and use of Microsoft Teams in the university. Participants reported that the technical support team was responsive and helpful, and that the training provided was comprehensive and easy to follow. Overall, the findings suggest that the appropriate use of contemporary technologies, such as Microsoft Teams, can have a significant positive impact on workplace efficiency and employability. The study highlights the importance of providing adequate resources and training to ensure the successful implementation of such technologies in the workplace. It is important to note that while the results of this study are specific to University of Wales Trinity Saint David, the findings are likely to be applicable to other universities and organizations that are considering the use of similar digital tools to improve workplace efficiency and employability (Manokha, 2020). The limitations of the study include the use of convenience sampling, which may limit the generalizability of the findings, as well as the possibility of response bias. Additionally, the study did not consider the potential negative effects of overreliance on digital tools, such as decreased face-to-face communication and potential issues with data privacy and security.

Discussion

“The University of Wales Trinity Saint David's” study, which was performed with an emphasis on Microsoft Teams, examined how modern technologies should be used in the workplace to increase productivity and employability. A mixed-methods approach was used for the study's methodology, which includes techniques for gathering both quantitative and qualitative data. Students and instructors from the “University of Wales Trinity Saint David” made up the study's population, which was chosen by convenience sampling. Descriptive statistics and thematic

analysis were used to evaluate the data, which was gathered through an online survey. The study's findings showed that Microsoft Teams was widely used at the “University of Wales Trinity Saint David”, where both students and instructors expressed great satisfaction with the platform. Participants reported that the use of Microsoft Teams had a positive impact on workplace efficiency and employability, with benefits such as increased collaboration, communication, and productivity. The study also found that the availability of technical support, resources, and effective training were important factors in facilitating the use and practical application of Microsoft Teams at the University.

The findings of the study align with the learning outcomes of the research project, which included demonstrating an understanding of contemporary technologies and their potential to improve workplace efficiency and employability, as well as showing competence in workplace data handling (Wise et al., 2022). Through the use of a mixed-methods approach, the study was able to effectively evaluate the appropriate use of Microsoft Teams at the University of Wales Trinity Saint David and its impact on workplace efficiency and employability. However, there were some limitations to the study that should be acknowledged. The convenience sampling method used may have resulted in a biased sample, as participants who were more tech-savvy or had more positive attitudes towards Microsoft Teams may have been more likely to participate (Ra et al., 2019). Additionally, the study only focused on the use of Microsoft Teams at one institution, which limits the generalizability of the findings to other workplaces. In terms of ethical considerations, the study was conducted in compliance with relevant laws and ethical guidelines, including obtaining informed consent from participants and ensuring confidentiality and anonymity. These ethical considerations were important in protecting the rights and welfare of the participants.

The study provides evidence that the appropriate use of Microsoft Teams can improve workplace efficiency and employability, as reported by both students and teachers at the University of Wales Trinity Saint David (Ssekamatte et al., 2022). The study also highlights the importance of technical support, resources, and effective training in facilitating the use and practical application of technology in the workplace. However, future research should aim to address the limitations of this study and explore the potential benefits and challenges of using Microsoft Teams in a broader range of workplaces. The use of Microsoft Teams has provided students with skills in digital communication, project management, and teamwork, which can enhance their employability and prepare them for the demands of the modern workplace. It is important to note that the findings of this study are specific to University of Wales Trinity Saint David and the use of Microsoft Teams (Valero et al., 2020). However, the study's results may be applicable to other universities and organizations that are considering the use of similar digital tools to improve workplace efficiency and employability. The limitations of the study, including the use of convenience sampling and the possibility of response bias, must be acknowledged (Shtaltovna and Muzzu, 2021). Future research could address these limitations and further investigate the potential negative effects of overreliance on digital tools, such as decreased face-to-face communication and data privacy and security issues.

Conclusion

In conclusion, the research has shown that the appropriate use of contemporary technologies, specifically Microsoft Teams, can have a positive impact on workplace efficiency and employability. The findings of this study demonstrate that the use of Microsoft Teams in University of Wales Trinity Saint David has improved productivity, communication, and

collaboration among both students and teachers. The study has also revealed that the availability of technical support and resources, as well as effective training, is crucial in ensuring the successful implementation and use of digital tools in the workplace. These findings have important implications for universities and other organizations that are considering the use of digital tools to improve workplace efficiency and employability. The study has highlighted the importance of providing students with skills that are highly valued in the job market. Overall, the research suggests that the appropriate use of contemporary technologies, with adequate technical support, resources, and training, can have a positive impact on workplace efficiency and employability.

References

- Adisa, T.A., Ogbonnaya, C. and Adekoya, O.D., 2021. Remote working and employee engagement: a qualitative study of British workers during the pandemic. *Information Technology & People*, (ahead-of-print).
- Alameri, J., Masadeh, R., Hamadallah, E., Ismail, H.B. and Fakhouri, H.N., 2020. Students' Perceptions of E-learning platforms (Moodle, Microsoft Teams and Zoom platforms) in The University of Jordan Education and its Relation to self-study and Academic Achievement During COVID-19 pandemic. *Journal ISSN*, 2692, p.2800.
- Farooq, R. and Sultana, A., 2022. The potential impact of the COVID-19 pandemic on work from home and employee productivity. *Measuring Business Excellence*, 26(3), pp.308-325.
- Khomik, O., Bielikova, N., Indyka, S., Kovalchuk, O., Tomaschuk, O. and Halan-Vlashchuk, V., 2021. Accessibility of microsoft teams and moodle services for the implementation of e-learning for students with disabilities in institutions of higher education in ukraine. *Physical education, sport and health culture in modern society*, (1 (53)).
- Manokha, I., 2020. The implications of digital employee monitoring and people analytics for power relations in the workplace. *Surveillance and Society*, 18(4).
- Ra, S., Shrestha, U., Khatiwada, S., Yoon, S.W. and Kwon, K., 2019. The rise of technology and impact on skills. *International Journal of Training Research*, 17(sup1), pp.26-40.
- Shtaltovna, Y. and Muzzu, C., 2021. Teaching Digitally-Ready Soft Skills for Employability: A review of the COVID-semester online-teaching strategies. *GiLE Journal of Skills Development*, 1(2), pp.58-67.

- Ssekamatte, T., Isunju, J.B., Nalugya, A., Mugambe, R.K., Kalibala, P., Musewa, A., Bikaako, W., Nattimba, M., Tigaiza, A., Nakalembe, D. and Osuret, J., 2022. Using the Kolb's experiential learning cycle to explore the extent of application of one health competencies to solving global health challenges; a tracer study among AFROHUN-Uganda alumni. *Globalization and Health*, 18(1), pp.1-13.
- Valero, M.D.R., Reid, T., Dell, G., Stacey, D., Hatt, J., Moore, Y. and Clift, S., 2020. Embedding employability and transferable skills in the curriculum: a practical, multidisciplinary approach. *Higher Education Pedagogies*, 5(1), pp.247-266.
- Wise, M., Ossenberg, C. and Henderson, A., 2022. The contribution of paid employment for students during their pre-registration nursing studies: An integrative review. *Nurse Education Today*, p.105296.
- Gunn, V., Håkansta, C., Vignola, E., Matilla-Santander, N., Kreshpaj, B., Wegman, D.H., Hogstedt, C., Ahonen, E.Q., Muntaner, C., Baron, S. and Bodin, T., 2021. Initiatives addressing precarious employment and its effects on workers' health and well-being: A protocol for a systematic review. *Systematic Reviews*, 10(1), p.195.

