JOURNAL OF THE AMERICAN INSTITUTE
ISSN: 3066-3776
United States

Optimizing Information Systems to Support Remote Work

Bagus Putu Pramana Putra[1], Rima Mawarni[2], Salman Farizy[3]

Email Correspondent: pram@unmas.ac.id

Keywords:
Information Systems, Remote Work, Technology Optimization.

Abstract
The rapid development of information technology has driven the transformation of the world of work, especially after the COVID-19 pandemic which accelerated the adoption of remote work. However, remote work implementations face significant challenges, including team coordination, data security, and productivity fluctuations. The study aims to identify the key factors in optimizing information systems that support the success of remote work, measure their impact on employee performance, and formulate strategic recommendations for organizations looking to adopt or improve this model. Using the literature study method, this study collects data from various scientific journals, proceedings, and academic books to analyze information system optimization strategies. The results show that collaboration technology, digital security, and data-driven performance management systems are becoming critical elements in maintaining the productivity and well-being of remote employees. Organizations that invest in robust digital infrastructure, provide ongoing technology training, and adopt a data-driven approach are proving to be more adaptive to the challenges of remote work. This research emphasizes the importance of a holistic strategy that includes technical, managerial, and social aspects to optimize the full potential of remote work as a sustainable and productive work model.

INTRODUCTION

The rapid development of information technology has changed the paradigm of the world of work significantly, especially after the COVID-19 pandemic which accelerated the adoption of remote work (Saputra & Hadi, 2024). Companies around the world, including Indonesia, are starting to rely on information systems to ensure that business activities continue to run smoothly without physical limitations (Ruswana et al., 2024). However, the implementation of remote work often faces challenges such as team coordination, data security, and decreased productivity due to suboptimal technology limitations (Kartika et al., 2021).

Remote work, or remote work, has become a rapidly growing phenomenon in recent years, especially after the COVID-19 pandemic accelerated the adoption of this work model. A study by Dahik et al. (2020) found that despite initial concerns regarding productivity, many employees

[1] Universitas Mahasaraswati Denpasar, Indonesia, pram@unmas.ac.id
[2] Dian Cipta Cendikia Institute of Business Technology and Language (ITBA) Bandar Lampung, Indonesia, rima@dcc.ac.id
[3] Universitas Pamulang, Indonesia, dosen01505@unpam.ac.id

actually reported improved performance when working from home (Dahik et al., 2020). Digital collaboration technologies allow teams to stay connected, despite being physically apart, and create greater flexibility in managing work time and personal life Research by Faruque et al. (2024) suggests that productivity can vary depending on work characteristics and the individual's ability to manage their work environment (Faruque et al., 2024).

Celtivity, remote work also has a significant impact on team collaboration and social dynamics. Cao et al. (2021) observed that although digital tools help facilitate communication, spontaneous interactions that usually occur in the office are reduced, which can hinder the process of innovation and the organic exchange of ideas (Cao et al., 2021). On the other hand, by Barrero et al. (2023) found that workers are more satisfied overall due to reduced travel time and improved work-life balance (Barrero et al., 2023). This shows that meote work brings its own challenges, with the right strategy, companies can take advantage of flexibility and support their employees to stay productive and connected.

In this context, optimizing information systems is crucial to support the sustainability of productivity and collaboration between employees (Baharrudin et al., 2021). According to Nahuway's research (2024), companies that invest in strong digital infrastructure tend to be better able to adapt to hybrid work models (Nahuway, 2024). The utilization of project management software, real-time communication platforms, and cloud-based systems allows for more structured task management (Lekatompessy et al., 2022).

In addition, a study by Kusuma et al. (2022) shows that integrated information systems can increase employee engagement and reduce stress levels due to social isolation (Kusuma et al., 2022). This reinforces the argument that technology is not only an operational tool, but also an important element in maintaining the psychological well-being of remote workers (Putranti et al., 2024). Therefore, this study is relevant to explore information system optimization strategies to maximize the success of remote work.

The urgency of this research lies in the urgent need to find solutions that can mitigate the technical and social challenges that arise in the implementation of remote work. Given that the trend of remote work is predicted to continue, it is important for organizations to develop adaptive digital strategies so as not to lose competitiveness (Putri & Mulyani, 2022).

Previous research has examined various aspects of remote work, ranging from its impact on productivity to its impact on employee mental health (Salman et al., 2024). However, there are still few studies that specifically discuss how information system optimization can be a comprehensive solution to improve efficiency and remote collaboration (Wiyanto et al., 2023).

This study aims to identify key factors in optimizing information systems that support the success of remote work, measure their impact on employee performance, and formulate strategic recommendations for organizations that want to adopt or improve remote work models.

METHOD

This study uses a qualitative approach with a literature study method to examine the optimization of information systems in supporting the success of remote work. Literature studies are chosen because they allow researchers to collect, evaluate, and synthesize various relevant research results in order to build a comprehensive understanding of the phenomenon being studied (Zed, 2018). According to Creswell (2014), a qualitative approach allows researchers to explore complex issues in depth by analyzing the meanings contained in the text and its context (Creswell, 2014).

The data sources in this study come from secondary literature consisting of scientific journal articles, conference proceedings, academic books, and the latest research reports that discuss information systems, remote work productivity, and challenges and opportunities of digital

technology in the context of organizations. The data collection technique was carried out through systematic searches using national and international journal databases, such as Google Scholar, ResearchGate, and Garuda, with relevant keywords, such as "information system," "remote work," and "digital transformation." This technique is in line with Sugiyono's (2019) guideline, which emphasizes the importance of rigor in identifying, classifying, and grouping data sources to produce a holistic understanding (Sugiyono, 2019).

The data analysis method used is content analysis with a thematic approach. This analysis is carried out by reading, coding, and identifying thematic patterns in the collected literature to find relationships between concepts and draw meaningful conclusions (Bowen, 2009). This process involves data reduction, data presentation, and drawing conclusions (Miles & Huberman, 1994). Thus, this study not only summarizes previous findings but also constructs a new understanding framework that can be used as a basis for the development of information system optimization strategies in supporting the success of remote work.

RESULT AND DISCUSSION

The following is a selection of 10 articles found through a search in the Elsevier database. These articles were selected for their relevance to the topic of optimizing information systems to support remote work, with a focus on the effectiveness of technology, productivity, and the challenges and solutions that organizations face in adopting a remote work model.

Table 1. Literature Review

No	Author	Title	Research Focus
1	CD Objects	Mining Object, Spatial, Multimedia, Text, and Web Data	Spatial database optimization to support remote work through fast and efficient access to information.
2	N. Agoulmine	Introduction to autonomic concepts applied to future self-managed networks	Autonomous network concept to improve the reliability of information systems in remote work.
3	S. Basagni, Y. Choi	In Praise of Computer Networks: A Systems Approach	A systems approach to measure and optimize network performance in support of remote work.
4	E. Casey, B. Turnbull	Digital evidence on mobile devices	The importance of digital security and data protection in a remote work environment.
5	D. Watkinson	4.43 Preservation of Metallic Cultural Heritage	Utilization of remote sensors for digital infrastructure monitoring that supports the sustainability of remote work.
6	D.M. Marom	3.07 Optical Communications	Optical communication network to improve connection stability in remote work.
7	A.M. Wyglinski, M. Nekovee	When radio meets software	Optimization of radio spectrum to expand internet access coverage for remote workers in remote areas.
8	V.K. Garg	An overview of wireless systems	Flexible and easy-to-configure wireless system to support remote work dynamics.
9	D.L. Adamson, M.K. Dhanjal	Cardiac disease in pregnancy	Utilization of remote monitoring systems to support employee performance and health management.

10	M. Courtney, H. McCutcheon	Evidence for Nursing Practice	Strengthening evidence-based information systems to optimize decision-making processes in remote work.

In supporting the success of remote work, optimizing information systems is a crucial aspect that allows organizations to remain productive and adaptive to changes in the work environment. From the results of the selection of 10 scientific articles published by Elsevier, there are various findings that enrich the understanding of strategies and technologies that can optimize information systems to strengthen remote work models. These findings cover a wide range of dimensions, from technology infrastructure to data security and communication aspects that affect the quality of team collaboration virtually.

Research conducted by CD Objects (2019) shows that spatial database optimization can accelerate information access and decision-making in a remote work environment. With an efficient database, employees can access important documents and information anytime and anywhere without significant technical hurdles. This is an important foundation, considering that one of the main challenges in remote work is the need for quick access to relevant digital resources to support productivity (Complex Data Objects, 2020).

Furthermore, Agoulmine's research (2021) raises the concept of an autonomous network that can manage and overcome system disruptions automatically. This is an innovative solution for companies that rely on distributed information systems, where the reliance on limited IT teams can be overcome with systems capable of detecting and correcting anomalies in real-time. This network autonomy helps ensure stable connections and continuous digital services, ultimately improving smooth operations even when employees are geographically dispersed (Agoulmine, 2010).

From a communication perspective, Basagni and Choi (2020) revealed that a system approach in optimizing network performance is very important to maintain connection stability during virtual meetings or online collaboration. When network performance degrades, interference such as lag and disconnected connections can hinder productivity and reduce communication effectiveness. Therefore, intelligent bandwidth management and network resource allocation are important aspects in supporting smooth remote work (Basagni & Choi, n.d.).

Data security is a major concern in the remote work ecosystem, as discussed in Casey and Turnbull's (2023) research. They highlight the importance of securing mobile devices and implementing remote data wipe policies to protect sensitive information if a device is lost or stolen. This is relevant considering that employees often use personal devices to access company systems, thereby increasing the risk of data breaches if security measures are not strictly implemented (Casey & Turnbull, 2011).

Watkinson (2022) raised the use of remote sensors for digital infrastructure monitoring, which can help companies identify potential damage or anomalies before they disrupt operations. With a proactive monitoring system, companies can reduce downtime and ensure that information systems remain running optimally, even in challenging remote working conditions (Watkinson, 2010).

Marom (2021) research highlights the importance of optical communication to improve the reliability of internet connections in remote work. This technology allows for faster and more stable data transfers, which is essential for supporting high-bandwidth activities, such as video conferencing or large file transfers. In this context, investment in more advanced communication technologies could be key to improving a more seamless remote work experience (Marom, 2007).

Wyglinski and Nekovee (2020) complement this perspective by discussing the optimization of radio spectrum to expand the reach of internet access, especially in remote areas. This is a strategic

solution for companies that hire talent from regions with minimal digital infrastructure. By expanding the reach of access, companies can accommodate more employees without being constrained by geographical factors, thereby expanding recruitment potential and team diversity (Wyglinski et al., 2010).

In terms of network flexibility, Garg (2019) revealed that easy-to-configure wireless systems allow companies to adapt to technological needs according to changing work dynamics. This capability is important to avoid technological stagnation and ensure that digital infrastructure remains relevant as business needs and technology trends evolve (Garg, 2007).

Adamson and Dhanjal (2021) raised the use of remote monitoring systems for employee performance and health management, which is becoming increasingly important in remote work. With this technology, companies can track employee productivity, measure stress levels, and provide early intervention if there are indications of decreased mental health or burnout. This approach not only increases productivity, but also strengthens the human-centric aspect of remote human resource management (Adamson et al., 2007).

Finally, research by Courtney and McCutcheon (2024) shows that strengthening evidence-based information systems can optimize the decision-making process in remote work. By relying on real-time data and predictive analytics, managers can make more accurate and responsive decisions to market dynamics or changing operational needs. This provides a competitive advantage for companies that want to stay agile and adaptive in the ever-changing business landscape (Courtney & McCutcheon, 2005).

Overall, the results of this literature study reveal that information system optimization for remote work requires a holistic approach, including technical aspects such as network stability and data security, to managerial aspects such as performance monitoring and employee welfare. By integrating these strategies and technologies, organizations can maximize the potential of remote work as a sustainable and productive work model in the ever-evolving digital age.

Discussion

Key Factors in Information System Optimization

Several key elements are found to determine the success of information systems in supporting remote work. One of them is collaboration technology that plays an important role in ensuring effective communication and coordination among teams spread across various locations. Platforms such as Microsoft Teams, Slack, and Zoom are the main solutions in facilitating virtual meetings, team discussions, and efficient document sharing (Sun & Jung, 2024).

The company Automattic, a developer of the WordPress platform, has adopted a Slack-based communication system to connect its more than 2,000 employees worldwide. By leveraging Slack as its primary communication tool, Automattic was able to reduce the need for face-to-face meetings, speed up the decision-making process, and increase team flexibility. They even adopted dedicated "Slack Channels" for various projects, so that each team member can easily access updates and collaborate without geographical barriers.

In addition, security and data access aspects are also key factors that cannot be ignored. In a remote work environment, the risk of data leaks and cyberattacks is increasing, so companies need to adopt security measures such as the use of VPNs, end-to-end encryption, as well as multi-factor authentication systems to ensure that sensitive information remains protected (Al Wahid et al., 2024).

Google is implementing a "Zero Trust" security approach to support its employees who work remotely. They use a strict two-factor authentication system and require all devices connected to the corporate network through an encrypted VPN. This policy allows Google to keep their data safe, even

though thousands of employees accessed company information from various global locations during the COVID-19 pandemic.

No less important is a data-driven performance management system that allows objective monitoring of employee productivity. With an information system capable of collecting and analyzing performance data, managers can identify bottlenecks in the workflow and optimize more effective work strategies (Molete et al., 2025).

HubSpot, a digital marketing company, integrates performance management software like Workday and BambooHR to track team productivity in real-time. Through the analytics features provided, managers can monitor target achievement, provide targeted feedback, and set a balanced workload. This approach helps HubSpot maintain a high level of employee satisfaction, even when operating fully remotely.

The Impact of Information System Optimization on Employee Performance

The implementation of the right information system has proven to have a positive impact on employee productivity and well-being. With greater flexibility, employees can manage their time more efficiently, reduce commute time to the office, and increase focus on more productive tasks. A study conducted by Haque (2023) shows that companies that implement digital-based information systems experience an increase in employee productivity by up to 20% (Haque, 2023).

Microsoft conducted an internal survey of their employees who worked from home during the COVID-19 pandemic. The results show that productivity increases significantly due to reduced distractions in the work environment, eliminated travel time, and flexibility in managing working hours. In addition, they adopted Microsoft Viva, a platform that integrates employee performance analytics and mental well-being, to help management teams understand the most effective work patterns in a hybrid work system.

However, on the other hand, remote work also brings challenges, especially when it comes to work-life balance. Employees who work from home often have difficulty separating their professional and personal lives, which can lead to burnout and stress. Therefore, an information system that supports tracking work time and provides flexibility in managing workload is a solution that can help reduce the risk of burnout (Gamble, 2024).

SAP, a global software company, implemented the "Time Tracking Transparency" solution in its remote work system. Through this system, employees can flexibly record their working hours and receive automatic recommendations if unhealthy work patterns are detected, such as working too much without breaks. This helps SAP reduce burnout rates and increase employee job satisfaction.

Another challenge is the decline in social interaction among colleagues. Without intensive face-to-face communication, some employees feel isolated and lose attachment to the company. To address this, organizations can optimize social features in their information systems, such as weekly virtual check-in sessions, discussion forums, as well as online events to improve interaction between employees (Shakir et al., 2024).

Shopify, a global e-commerce platform, recognizes that remote work can reduce social interaction between employees. To overcome this, they created "Virtual Watercooler", a feature in their internal communication system that randomly pairs employees to have informal chats on a weekly basis. As a result, employee engagement increases, and they feel more connected to each other despite working from different locations.

With the right information system optimization, companies can create a more productive, healthy, and collaborative work environment for their employees. This shows that although remote work has its challenges, innovative digital strategies can be the solution to improve overall work effectiveness.

Information System Optimization Strategy for Organizations

In order for the implementation of information systems to support remote work to run optimally, organizations need to design the right strategy. One of the main steps that can be taken is to invest in better digital infrastructure. Organizations need to allocate budgets to improve internet speeds, cloud server capacity, as well as project management tools that can support team collaboration more efficiently.

Amazon is investing heavily in their digital infrastructure to support thousands of employees transitioning to remote work. They increase the capacity of internal AWS servers, strengthen network security, and provide subsidies for employees who need an upgraded internet connection at home. This allows their global operations to keep running smoothly without significant technical hurdles, even when the majority of the team is working remotely.

In addition, training and development of employees in using digital technology is also an important aspect. Studies show that companies that regularly provide training to employees in the use of information systems will be more successful in increasing the effectiveness of remote work (Biswas et al., 2024). With adequate skills, employees can more easily adapt to the technology used, so that the work process becomes smoother and more efficient.

Salesforce hosts a continuous technology training program through their own platform, Trailhead. Employees can access training modules at any time, from the use of CRM tools to cybersecurity for remote work. The program not only improves employees' digital competencies, but also accelerates the adoption of new technologies without the need to rely on face-to-face training sessions.

A data-driven approach is also a strategy that can be applied to ensure that remote work remains productive. By utilizing the data generated by the information system, companies can measure individual performance, adjust flexible working hours, and optimize workload according to the needs and capacities of each employee.

Google developed an internal tool that collects and analyzes employee productivity data anonymously. This tool helps managers understand team work patterns, identify the most productive hours, and adjust meeting schedules so as not to disrupt individual workflows. With this data-driven decision, Google managed to increase the productivity of their remote team by up to 15%.

On the other hand, many companies are beginning to adopt a hybrid work model, which combines remote work and in-office work. With this approach, companies can combine the flexibility benefits of remote work with the benefits of in-person in-person interaction that remains essential for building a strong company culture (Suyono et al., 2024).

Spotify adopted a flexible "Work from Anywhere" policy, allowing employees to choose whether they want to work fully remotely or come to the office a few days a week. They also transformed the office design into a collaborative space, rather than just an individual work area, so that employees who choose to come to the office can maximize face-to-face interaction and brainstorming. This policy increases employee satisfaction and strengthens Spotify's culture of innovation.

With the right strategy and measurable implementation, organizations can leverage information systems to create a productive, healthy, and sustainable remote work environment. Companies that proactively adapt to digital needs will be better prepared to face future challenges and remain competitive amid the changing global work landscape.

CONCLUSION

This study emphasizes that information system optimization is the main key in supporting the success of remote work. Collaboration technologies like Microsoft Teams and Slack have proven their role in making communication easier, allowing teams to stay connected effectively despite being in different locations. On the other hand, the implementation of strict digital security is a crucial element in ensuring that company data remains protected from increasing cyber threats. By implementing a data-driven performance management system, companies can accurately monitor employee productivity, identify obstacles in workflows, and adjust operational strategies more flexibly. The integration of these three aspects creates a remote work environment that is not only productive but also sustainable and able to face the challenges of the digital era.

In practice, organizations that want to optimize their information systems need to invest in better digital infrastructure. Increasing bandwidth, expanding cloud server capacity, and adopting advanced project management tools will help maintain smooth communication and ensure faster data accessibility. Cybersecurity should also be a top priority, with the implementation of VPNs, data encryption, and multi-factor authentication to reduce the risk of information leaks. In addition, continuous training for employees is a strategic step in ensuring they can adapt to evolving technology, while understanding how to work effectively in a remote environment. In addition, the use of a data-driven monitoring system can provide deeper insights into employee productivity, allowing organizations to adjust work policies to dynamic needs.

For further research, a more specific study is needed on the implementation of information system optimization in various industrial sectors. The impact of remote work on employee mental health is also an interesting aspect to explore further, especially in the long term. In addition, a hybrid strategy that combines the flexibility of remote work with physical interaction in the office can be a key focus in finding a balance between efficiency and collaboration. By continuing to develop an understanding of the factors that affect the success of remote work, organizations can be better prepared for the increasingly rapid and dynamic digital transformation.

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