

## **“Virtualization of processes: an investigation”**

Disruption at physical work place triggers revisiting old assumptions and exploring opportunities for new ways of remote working to stay ahead. This research has offered a setting for advancing understanding of virtualization of work-from-anywhere (WFA) process using Process Virtualization Theory (PVT). The study conducted on 154 managers of leading service sector organisations across India found that sensory requirements, relationship requirements and synchronous requirements have negative influence on intended virtualization of processes in employee’s WFA process whereas identification requirements and control requirements are found as enablers of intended ICT-enabled virtualization of WFA process. These enablers and inhibitors may be motivations to anticipate business organisations and their workforces to experiment with this form of work process, predominantly improved flexibility for organisations and employees, improved productivity, quicker responsiveness to the needs and unexpected man-made and natural disasters, lower absenteeism, improved employee retention, greater cost control, along with more general social benefits.