

## Special Issue

# Forced Digitization due to the COVID-19 Pandemic: Shaping Working Conditions in the Post-Pandemic World?

### Message from the Guest Editor

The process of digitization began years ago in various industrial sectors; however, the outbreak of the COVID-19 pandemic accelerated this development significantly. To protect and improve the wellbeing of workers during this unexpected health crisis, many businesses around the world have been forced to reorganize their production system, redesign their operations, and move towards more digitalized business models. Due to the new wave of digitization, many time-consuming processes and work steps have been eliminated, making businesses more agile. In many service-based companies, digitization of working processes allowed for a higher level of flexibility in people's working conditions. In many cases, companies have been obliged to adopt online business models and digitization of customer interactions, greater investment in communication software platforms, telecommuting or remote working opportunities, embrace digital technologies, and prioritize digital investments for supply chains. On the other hand, forced digitization of workplaces decreased the level of physical interaction between coworkers, worsened the work-life balance.

### Guest Editor

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