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## **VIRTUAL OFFICE ADMINISTRATION - A TREND IN MODERN OFFICE DEVELOPMENT**

**Abstract:** The percentage of workers in Vietnam and other countries worldwide applying the virtual office model is increasing due to the forceful impact of the Covid-19 pandemic. Working from home, working remotely, and working in virtual offices are concepts that have become popular with officers and administrators. In this article, analyze some benefits and management methods in bringing the virtual office model into the field of modern office administration. In addition, the author also proposes some measures to improve the quality of office administration training in the modern context.

**Key words:** virtual office, working from home, modern office administration,

### **1. Stating a problem**

Nowadays, everything has become uncomplicated, and life is also much more comfortable thanks to scientific and technological advancements. Technology and the Internet have turned all inventions into the truth. The popularity and utility of the World Wide Web have made the seemingly impossible possible. Working from home, working remotely, and working in virtual offices are concepts that have become popular with officers and administrators. It can be said that a traditional office is a workplace from Monday to Friday for more than 40 hours per week. In contrast, the virtual

office, a new definition, is a type of service that allows individuals to work remotely, creating comfort and flexibility. A virtual office address enables employers and employees to take advantage of working remotely, as well as the services available in a physical office.

The percentage of workers in Vietnam and other countries worldwide applying the virtual office model is increasing due to the forceful impact of the Covid-19 pandemic. Specifically, Savills' survey shows that by July 2020, the number of people working in virtual offices accounts for 40%. The demand for virtual offices has nearly doubled since April 2020 (when the Covid-19 pandemic isn't too complicated). The demand for shared offices also increased sharply. About 41% of office operators say that they are pretty optimistic about the outlook for the office market in the next 12 months. These numbers set requirements for training institutions in Office Administration to build training programs and modules that are suitable with the trend and meet the practical demands of society.

## **2. Some benefits and management methods in applying the virtual office model to the modern office administration.**

The rise of mobile technology, remote working, and virtual offices makes businesses of all sizes realize the fixed office space isn't necessary. Thanks to mobile devices, collaborative technology, and secure networks, most of the workforce can work actively and remotely, which is beneficial as it not only pays significantly lower costs for office spaces but also boosts employee morale and productivity. Many teams have the potential for virtual growth and do it well, but some are held back by outdated management styles and rigid company cultures. The question is, how can managers and team members break the mold and adapt to a more flexible management style?

From managers' perspective, the virtual office model brings a great source of advantages in finance, economy, human resources, etc. According to officers, it helps them to save travel time and creates versatility. The authors

give the following gains and management methods in applying this model to modern office administration with the most general view.

Firstly, we will not have to pay costs for office spaces and other high-cost items. One of the most significant benefits that a virtual office offers is that all workers and the organization's or business's leader may work from home. The firm is not responsible for paying the actual rent if using a virtual office address. These funds can hence be driven to other essential business activities. As we can see, there are several costs associated with maintaining a physical office, including maintenance costs, costs for reception, housekeeping, security, electricity, food, and beverages. However, for a virtual office, all of them are eliminated.

Secondly, it's travel time. Another notable advantage that virtual offices bring is that workers do not have to spend their time traveling. For example, an individual spends an hour to three hours commuting, sometimes more. If this time is better utilized, employee productivity can be increased. Besides, it is unnecessary for workers to meet at a fixed location to implement tasks because they can work from home. As a result, they save much valuable time as well as moving-related expenses. It is clear that although they go to work by private vehicle or public transport, they have to spend a relatively large amount of money. Thus, the virtual office helps them save time, effort, and money.

Thirdly, there are the services supplied. A virtual office provides genuine office services such as reception, office address for postal inquiries, meeting rooms, envelope service, mail service, telephone answering service, and scanning service. Indeed, working in a virtual office offers endless advantages.

Fourthly, instant services are accessible, which further encourages the widespread usage of virtual workplaces. Even though technology has revolutionized every business area, many people still prefer to work in a physical office. In fact, this kind of office must contain a vast number of

employees, so it must meet all conditions. Nevertheless, you can satisfy all business requirements with one click if using a virtual office.

Fifthly, it creates a work-life balance for everyone, which is a crucial reason which promotes the use of a virtual office. Your firm will thrive if you, as an entrepreneur, can provide a work-life balance for your workers. Remote working allows people to be productive in their safe spaces, limit tension, and have enough time for their loved ones.

Sixthly, a virtual office consumes less time. The recent trend indicates that most employees prefer to work from home even if the pay is lower since it reduces commuting time, saves commuting expenses, and, most importantly, provides freedom. As a result, the perks that virtual offices provide to both employees and employers are incredibly beneficial in every aspect.

Seventhly, it is about increasing worker productivity by reducing interruptions and allowing them to focus on their job. Even if you work a limited number of hours, your productivity will improve. Therefore, your company, as well as you, benefit financially.

Eighthly, it's about increasing the group size. You can quickly scale up your team with the advantages of a virtual office because there are no fixed workspace barriers and legal procedures. It also positively impacts your business growth, employees, as well as customers.

Finally, using a virtual working space will protect the environment. Thanks to virtual offices, you have great chances to run a business without damaging the environment. In reality, by reducing commuting routes, managers have established a fresh atmosphere for their employees and avoided them from being exposed to various types of pollution.

**3. Some suggestions for enhancing the training quality for Office Administration to match the trend in modern office development at Hanoi University of Home Affairs.**

To begin with, training objectives need to be linked to social demands. The benefits of virtual offices stated above show that it is critical to incorporate knowledge about virtual office administration in the actual training program. Furthermore, it is critical to provide office administrators with the necessary science and skills, helping them overcome the existing limits and flaws in modern office administration. They need to learn the following things:

- Knowledge of information technology and network administration;
- Information processing skills for leaders and management activities;
- Knowledge of the integration capacity like International Law, Intercultural Management, International Human Resource Management, Multicultural Capacity Development, and foreign language.

Next, it is principal to extend the participation of enterprises in the training process. In addition to sending third-year and final-year students to practice at organizations, agencies, and enterprises, the Faculty shall organize seminars, topic discussions, and field surveys. In particular, the Faculty, University, and its partners (agencies, businesses, or organizations) should regularly coordinate with leading enterprises in new models such as modern office, virtual office, and green office in terms of programs, content, training methods, surveys, internships, etc. Moreover, some corporations or businesses can become school shareholders and train some modules, as well as fundamental skills.

Finally, it's vital for the school to renew teaching and learning methods. The teaching staff's strategy in training Office Administration at the higher education institutions must be changed positively, helping learners actively seek sources of knowledge. Besides, lecturers shall add new teaching approaches, especially in specialized professions such as group discussions and presentations.

#### **4. Conclusion**

Currently, innovation and growth of training programs in Office Administration are on the rise, helping the Faculty and the University develop. However, such reforms must be compatible with the market economy and international economic integration. At the same time, the implementation needs to be based on long-term stability, inheritance, and promotion of achievements and experiences gained in the past. The demand for offices has shifted drastically throughout the world since the outbreak of the Covid-19 pandemic. Its consequences have remarkably influenced the office market, which may even last for many years. The serviced office and virtual office industries, in particular, are continuously testing new ideas to meet the growing demand for new flexible ways of working.

To summarize, the authors would like to emphasize that, in the new era, office and office work possess new prospects associated with information technology, the diversity of the market economy, and international integration in many aspects. This requirement forces domestic and foreign training institutes to provide practical and trend-relevant training programs. Therefore, virtual office administration has become a compulsory subject in training programs at educational institutions.

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