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A Study on Informal Communication Support for Telework Environment

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Due to the influence of the novel coronavirus, many companies are introducing telework. This may lead to a lack of informal communication, which may cause a variety of problems. Therefore, in order to solve the lack of informal communication caused by the introduction of telework, we devised and developed a media space called Commidor, which incorporates the concept of a corridor, and proposed a method of transitioning to Commidor when switching between tasks on a PC. A preliminary experiment was conducted with eight students in the authors' laboratory to verify whether informal communication actually occurs with this method. In addition, in order to obtain objective data, this experiment was conducted on five members of each of the two groups outside the laboratory. From the results obtained in the experiment, it was found that our method is useful enough in an environment where everyone works at a fixed time, such as working hours.