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HOW IMPORTANT IS COLLABORATION TOWARD THE EFFECTIVENESS OF A VIRTUAL TEAM?

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Abstract
The formation of a virtual team during the COVID-19 pandemic was forced and forced by circumstances. It turns out that many problems occur, digital stress, employee performance being less productive, employees leaving because of excessive workloads, and so on. On top of this basis phenomena, the question arises: how virtual teams work with the help of technology. To address this, a hypothesis is developed based on the role of collaboration as a knowledge sharing mediator in virtual team effectiveness. A sample of 60 employees who work online or a mix of online and offline and in their offices are required to share information. The data processing technique uses the bootstrap method with the PROCESS program. The results obtained, knowledge sharing and collaboration together affect the effectiveness of the virtual team, the value of $r = 0.262$, significant (p -value < 0.05) and contributes 52.2%. The confidence interval value of LLCI and UPCI between 0.040 – 0.484 indicates a reliable 95% correct result. The study's conclusion is that collaboration works as a mediator in the relationship between knowledge sharing and virtual team effectiveness.

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