

## ABSTRACT

With the effect of the global COVID-19 pandemic affecting all worldwide businesses traveling, and individuals' lives generally, remote working has just become very popular to keep businesses running and ensure employment of workers. At the arrival of the pandemic, most organizations were not prepared to support remote working but had to adapt that mode quickly. With the start of COVID-19, many employees were forcefully shifted to remote settings from professional settings. Just because of the above-mentioned challenges, employees can have stress of these adaptations in daily life during the pandemic but how does this influence their job satisfaction and performance? The main research question addresses the mediation of job satisfaction to remote work and job performance while ICT is moderating remote work and job satisfaction during COVID-19. This quantitative study is purposefully conducted to understand how job satisfaction impacts job performance in remote working with the use of ICT. This study is mainly applicable to all those workers who were shifted to remote working. Four scales were used in this research study, Teleworkers' Experience Questionnaire, Satisfaction with Work Scale, Satisfaction and Performance and use of ICT during remote working, along with demographics in the survey to know their experience of remote working. Five hypotheses were tested and a sample of 385 respondents was used. The variable of job satisfaction mediates job performance and remote working while the use of ICT moderates remote working and job satisfaction. The theoretical and practical implications were discussed alongside the limitations of the study and future research opportunities.