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PRELIMINARY FRAMEWORKS AND MODELS FOR TELEWORK MATURITY WITHIN ORGANISATIONS

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ABSTRACT

This paper is a preliminary step to assess the feasibility of telework for any given organisation. We posit two qualitative frames of telework to define the additional, digital referential platforms that exist with regard to work today: abstraction and conceptualisation. To communicate research within this field we utilise a language taxonomy derived out of a review of the relevant literature. Furthermore, we propose a transformer model to serve as a means to i) interpret quantitative aspects of telework such as metrics and KPIs and ii) inform stakeholder decisions with regard to appropriate telework configurations for their respective company.

Keywords telework, qualitative frameworks of telework, themes and taxonomy of telework, transformer model