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Preliminary frameworks and models for telework maturity within organisations

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Telemarketing: a feasible, productive and complementary solution in the competitive market? An exploratory study within local councils of the impact of teleworking in terms of maturity, transition and transformation of working practices.

Themes and taxonomy

Taxonomy of telework would add to existing literature as there is no common framework of terms other than those in broad categories namely, individual (human resource), organisation and environment (see Daniels et al., 2001). Taxonomies (figure 1) are derived from a review of literature.

Figure 2: Transformer model
Source: adapted from Lewin (1951a); a) Lewin (1951b); and - Maslow (1943)

References


