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Preliminary frameworks and models for telework maturity within organisations

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

Stage 1

Telemark

Telemark is a binary model of non-ICT work. Telemark is a three-part framework: i) work that is process, product and/or output of a digital form, ii) created out of digital environments of space, place and time; and iii) with resources that is, writing, audio and video applications of a digital form. Telemark thus, is a transformative work practice and one that is, at a level of significance, equal to an enhancement of, or an improvement to, the pre-transformative state of that work. Telemark would be left behind and/or complementary to job function(s). Examples of process and output transformations include: writing to typing, paper reports to digital documents, video calls to video calls and human interaction within the physical framework to online interactions within digital frameworks such as emails, forums, bulletin boards, VoIP (Voice over Internet Protocol) and streaming video. Compared to non-ICT related work forms, telework as a technological infrastructure is unique in terms of three concurrent aspects: i) the capability to work at relatively high data rates of communication, ii) the capability to work at any place most notably, at a distance from the designated or traditional, office place and space, and iii) at a minimum, akin to or consistent with organisational standards of non-ICT process, product and output.

Stage 2

Metrics and KPIs within qualitative frame

Qualitative units of telework as per above represent identifiable units of work and cultural interactions with others. This research framework such that we have parameters within which to target our investigation. Councils would be representative of potential case studies for research owing to large part, to metrics and KPIs that are established within this sector as per government protocol. Metrics and KPIs would provide a measure of outcomes within the parameters of the terms of the impact of telework for an organisation. We would further posit data in a meaningful form in terms of themes and taxonomies.

Stage 3

Themes and taxonomy

Taxonomy of telework would add to existing literature as there is no common framework of terms other than three broad categories namely, individual (human resource), organisation and environment (see Daniels et al., 2001). Taxonomies (figure 1) are derived from a review of literature and reflect the existing state of telework. Taxonomies would provide a standardised and applicable framework in terms of language for interpretation of research conducted at all organisational levels. We find impacts of telework (as reported by Lewin, 231-243(2001)) consistent with the three themes or categories aforementioned. However, we draw an alignment of these themes to the meta-model (figure 2 above) and substitute each of the three themes with the first three micro and macro level layers (figure 1 opposite) namely: i) foundation and infrastructure: second layer and security, and teams and communities, respectively. Within each of these themes exist taxonomies at high and low levels. There are seven high level taxonomies (figure 1) namely: individual, employment, culture, continuity, communication and regulation. For each of these taxonomies there are at least six low level forms. In this post, we posit one level example for each high level respectively in terms of Telework benefits. We find impacts of telework (as reported by Lewin, 231-243(2001)) consistent with the three themes or categories aforementioned. For each of these taxonomies there are at least six low level forms. In this post, we posit one level example for each high level respectively in terms of Telework benefits. We find impacts of telework (as reported by Lewin, 231-243(2001)) consistent with the three themes or categories aforementioned.