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Preliminary frameworks and models for telework maturity within organisations

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Qualitative frame

Telemwork is a binary model of non-ICT work. Telemwork is a three-step framework: i) work that is, process, product, and/or output of a digital form; ii) created out of digital environments of space and time; iii) with resources that is, writing, audio and video applications of a digital form. Telemwork thus, is a transformative work practice and one that is, to a level of significance, equal to an enhancement of, or an improvement to, the pre-telework state of that work. Telemwork would also be left behind and/or complexly job to function(s). Examples of process and output transformations include: writing, typing, papers reports to digital documents, virtual cabinets to data spaces and human interaction within a physical framework to online interactions within digital frameworks such as emails, forum boards, and streaming video. Compared to non-ICT related work forms, telemwork as a technological infrastructure is unique in terms of three concurrent aspects: i) the capability to work at relatively higher standards of continuity that is, at any time and as asynchronous communication, to provide years of work and thus feed our research in terms of the impact of telemwork for an organisation. We would further posit in a meaningful form in terms of themes and taxonomies.

Metrics and KPIs within qualitative frame

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

Telemwork maturity within organisations.

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

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