Preliminary frameworks and models for telework maturity within organisations

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Telework: 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, transformation and transition of working practices.

Qualitative frame

Telework is a binary model of non-ICT work. Telework 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; iii) with resources that is, paper, writing, audio and video applications of a digital form. Telework thus, is a transformative work practice and one that is, a level of significance, equal to an enhancement of, or an improvement to, the pre-telework state of the work. Telework would be left behind and its complementary to job function(s). Examples of process and output transformations include: writing to typing, paper reports to digital documents, information to databases and human interaction with the physical framework to online interactions within digital frameworks such as emails, forums, bulletin boards, webcasts, emails, forums, bulletin boards, etc.

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), organization 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 of language for interpretation of research conducted at all levels of the organisation. We find impacts of telework (as reported in any) 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; ii) security and governance; iii) and teams and communities, respectively. Within each of these themes exist taxonomies at high and low levels. There are six high level taxonomies (figure 1) namely: individual; employment, culture, continuity, commuting and regulation. For each of these taxonomies there are at least six low level forms. In this paper, we posit one low level example for each high level respectively in terms of Telework (Baruch et al., 2003; Greenhill et al., 2009; Kadirov and Musavar, 2011). This is a transformative work practice and one that is, a level of significance, equal to an enhancement of, or an improvement to, the pre-telework state of the work. Telework would be left behind and its complementary to job function(s). Examples of process and output transformations include: writing to typing, paper reports to digital documents, information to databases and human interaction with the physical framework to online interactions within digital frameworks such as emails, forums, bulletin boards, webcasts, emails, forums, bulletin boards, etc.

References


