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FRIEND OR FOE? A CONCEPTUALISATION OF THE EFFECTS OF TELEWORK ON THE WORK ENVIRONMENT

Abstract:

This paper discusses the conceptual effects of telework usage on the work environment. Discussions focus on three perspectives: those of teleworkers, their colleagues, and their employers. Telework, in this paper, is defined as work that is carried out using some type of information technology (IT) at a distance from the traditional workplace. This paper argues that telework can alter understandings of work because it reshapes conventional perceptions of work location, time, and perceived values in organisational settings. From the viewpoint of non-teleworking colleagues of teleworkers, telework modifies understandings of equity and perceptions of work carried out in teams, due to decreased face-to-face interaction. From an employer viewpoint, telework alters understandings of hierarchy and organisational cultural norms. This paper is limited to discussions based on the available literature and does not support generalisation, but rather suggests areas for further empirical investigation.

Keywords:

Telework, Work environment

JEL Classification: J29