

# Telework & Telecommuting

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Spring 2009

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# What is Telework or Telecommuting?

- **Telecommuting** or **telework** is a work arrangement in which the daily commute to a central place of work is replaced by telecommunication links
- Telecommuting is moving the work to the workers instead of the workers moving to work
- Term was coined by Jack Nilles in 1973
- Other names used:
  - e-commuting**
  - e-work**
  - working at home (WAH)**
  - working from home (WFH)**

# Classification (1/2)

- There are three major types:
  - Work at home
  - Satellite office
  - Neighborhood work centers or remote office centers
- Sometimes Teleworkers are classified as:
  - Day extenders: Workers who do telework occasionally and usually not on a regular basis
  - Part-time teleworker
  - Full-time teleworker

## Classification (2/2)

Since it has always been advancing and getting more popular from its beginning the definition of Telework and Telecommuting has changed several times during its evolution period. Nowadays it is classified as:

- Telecommuter: Commutes at least once per month
- Frequent telecommuter: Commutes at least once per week

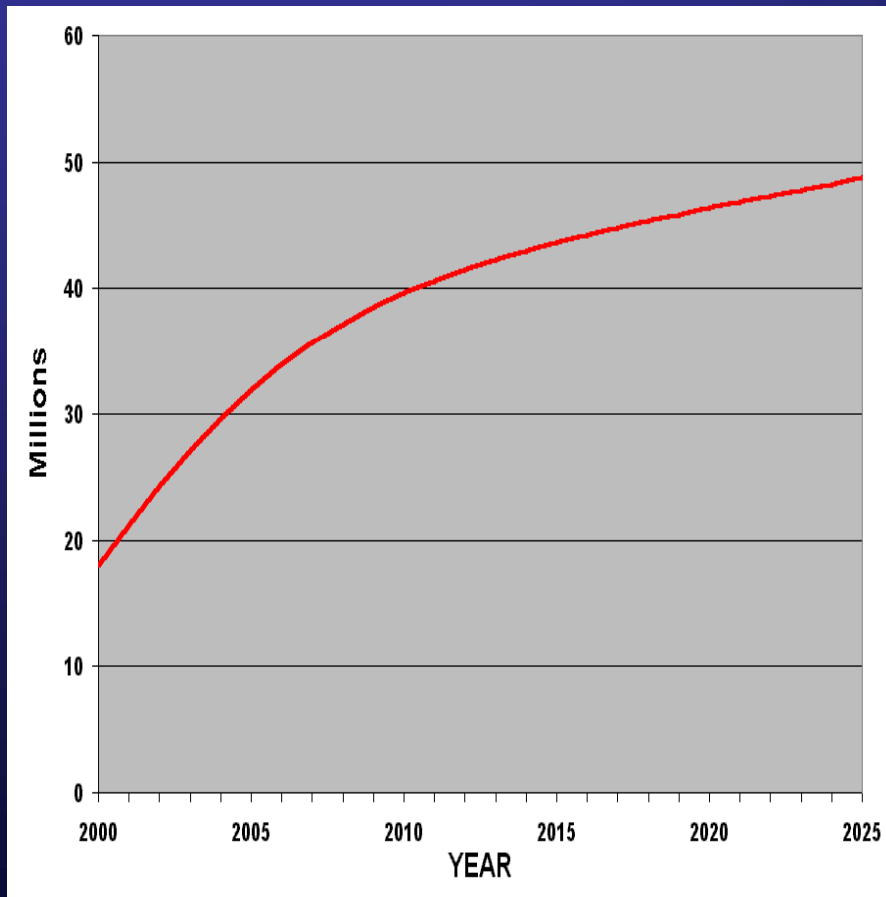
Distribution of frequent telecommuters according to some surveys:

- 37% 1 day per week
- 39% 2 days per week
- 13% 3 days per week
- 8% 4 days per week
- 3% 5 days per week

# Evolution

Future

Past



Telecommuters population in the US

## Dialing In

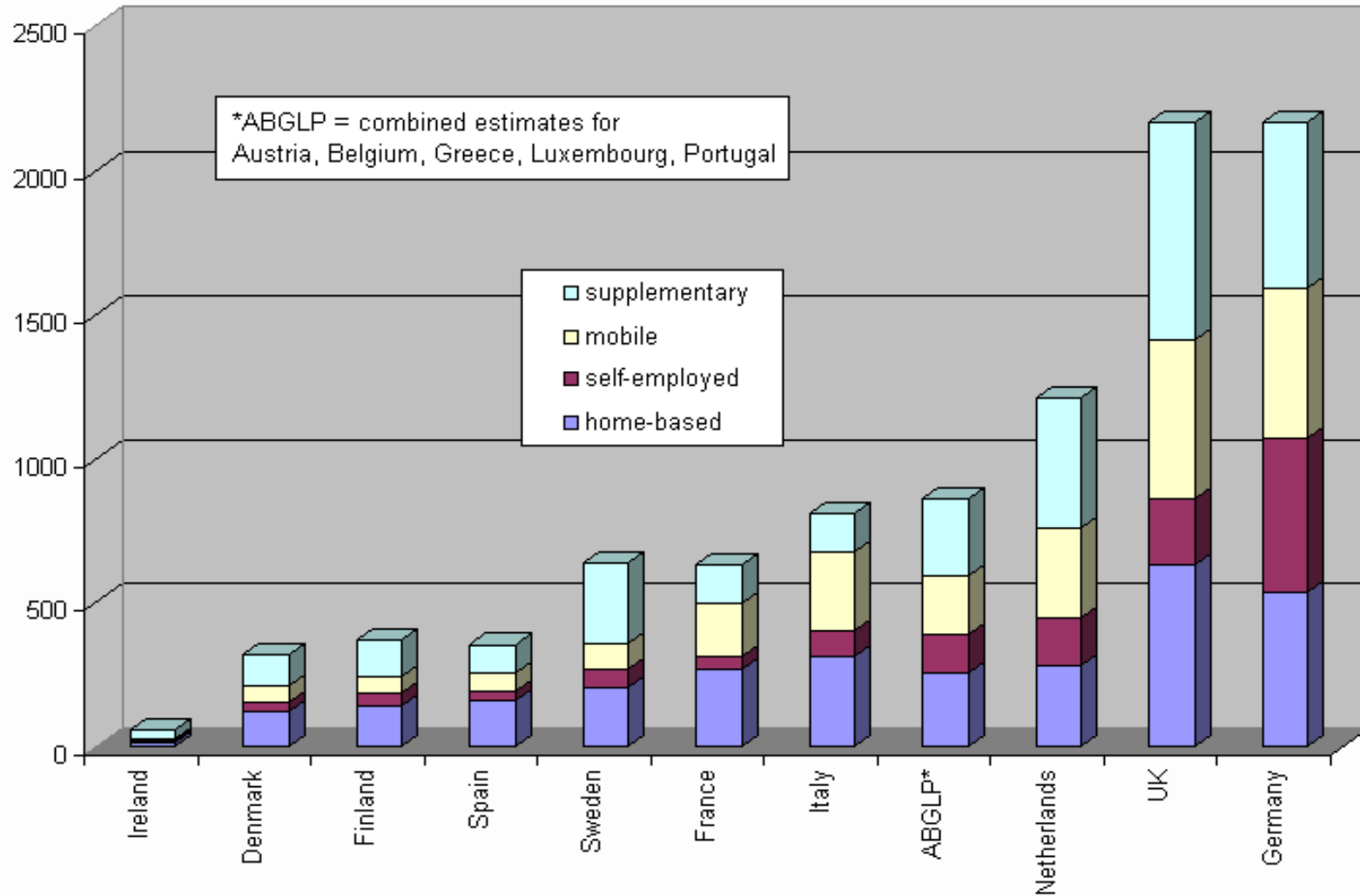
Employees telecommuting more than eight hours per month.



World / US

# Telecommuting in Europe

Number of teleworkers by country, 1999



Source: ECaTT Survey, 1999

# Telecommuting & Sustainability

Telecommuting can make a considerable contribution to make a city, region, country, etc. more sustainable; because it can:

- Reduce gasoline consumption
- Car maintenance costs
- Reduce highway construction and maintenance costs
- Reduce air pollution
- Reduce need for non-renewable energy sources
- Reduce traffic congestion
- Contribute to ground transportation efficiency
- Reduce number and costs of accidents

# Magnitude and Importance

- Savings of **1.2 million** gallons of fuel per week for every **10%** of workers telecommuting (**11%** of energy in Japan is wasted through delays)
- Yearly Telecommuting Cost Savings in the US is estimated at **\$23 billion**
- By using Telework, the savings in distance traveled for Singapore is estimated to be in the range of **512,000** to **1,309,000** vehicle-km
- nearly **50 percent** of all commuters travel more than 20 miles round-trip to and from work;
  - **22 percent** travel more than 40 miles
  - **10 percent** travel more than 60 miles.

# Benefits for Employees

- Increase time/space flexibility
- Increase personal freedom
- Reduce travel time, & stress
- Reduce occupational stress
- Reduced costs (i.e., clothing, transportation, lunches, dry-cleaning, etc.)
- More quality time with family (30 minutes - 2 hours per day)
- Care for people at home (kids, elderly)
- Improve morale
- Increase number of possible employers (not confined to small geographic area)

# Benefits for Employers

- Could utilize abilities of the disabled (**52%** of the **54 million** disabled Americans suffer from mobility disabilities)
- Reduction of capital expenditures
- Harder working employees
- Increase productivity by **20-25%**
- Better for “Office Hoteling”
- Cost Savings (AT&T saved **\$10,000** per year from each telecommuter)
- Less costs for parking
- Access to a wider labor market

# Impacts on International Business

- Lower cost: face-to-face meetings are **7 times** more expensive than conference calls
- Less time traveling (average time for international flying is **10 hours**)
- More efficiency and less fatigue



# Telecommuting and Safety

## Contributions of telecommuting to safety:

- Reducing risks of traffic related injuries
- Better care of children
- Suitable in cases of contagious diseases (e.g. swine flu at present)
- Suitable in cases of natural disasters: flood, typhoon, ice storm, etc.
  
- Usually the employer is responsible for telecommuter's safety
- Home safety inspections (fire, electrical, equipment, home office space, air quality, etc.)



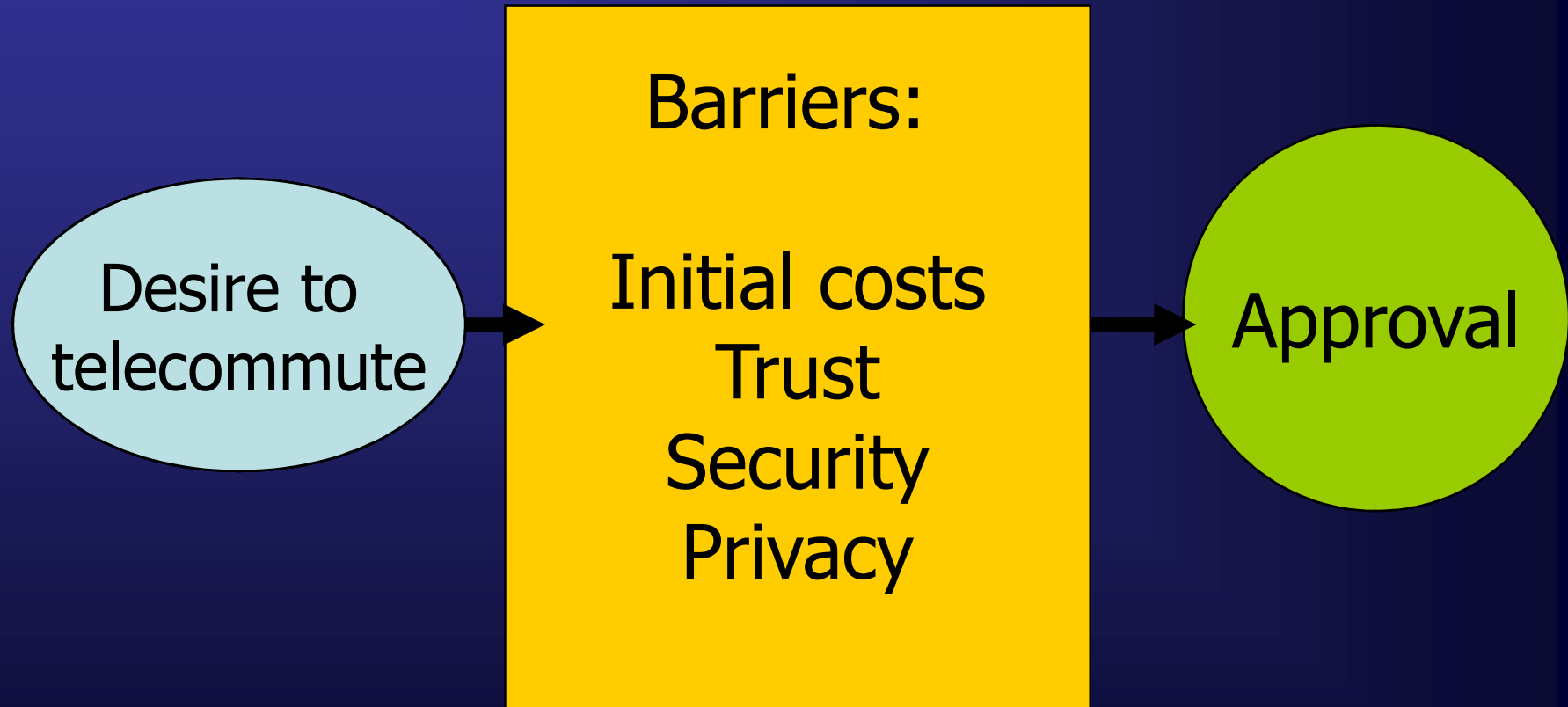
# Disadvantages for Employees

- Lack of social contacts
- Lack of occupational contacts
- Do not participate in group projects
- Work hours become longer
- Difficulties balancing work and personal life
- Difficulties in making separating between work and life
- Distractions
- Lack of assistance

# Disadvantages for Employers

- Greater challenge to manage telecommuters
- 'Out of sight, out of mind'
- Detrimental to team dynamics
- Potential for Distractions
- Data Security
- Start-up costs for equipment, etc.
- Concerns about successfulness of Telecommuting
- Reduce availability of employees for meetings

# Main Barriers



# Required Equipments

The initial cost to launch a telecommuting program is usually for preparation of equipments and required bases; Those are generally:

- Computer
- Software: Specific to the job
- Telephone lines
- Modems
- Videoconferencing equipments
- Remote access
- Fax, printer, copier: (some or all of them)
- Desk, chair, bookcase, filing cabinet, etc.
- Whiteboard, bulletin board
- Other essentials

# Telework and Occupations

Telecommuters are concentrated in service industries like:

- Health care (13%)
- Education (9%)
- Architecture/engineering (8.8%)
- Communications (8.8%)

Jobs who telecommute most:

- Programmer
- Customer-service person
- Salesperson
- Accountant/auditor
- Manager
- Writer/editor
- Web worker
- Artist/designer
- Help-desk jockey

# Cities for Telecommuting

Here are some US cities that are claimed to be suitable for telecommuting (either they have already been or would be suitable for future projects):

San Francisco, California

Austin, Texas

Raleigh-Durham, North Carolina

Seattle, Washington

Phoenix, Arizona

Syracuse, New York

Anchorage, Alaska

Atlanta, Georgia

Santa Fe, New Mexico

Salt Lake City, Utah