A Study on The Implementation Requirements for Telecommuting Service in An Organization

by

Nornazlin Hezli bt Jalaluddin
(2001632402)

In partial fulfillment of the requirements for the degree of
Master of Science in Information Management

Faculty of Information Studies
Universiti Teknologi MARA (UiTM)

SMM850 Independent Study

October 2003

☙ACKNOWLEDGMENT ❧

Alhamdulillah. First and foremost, my highest recognition goes to Almighty Allah SWT, forgiving me life, strengths and health to be where I am now. My deepest appreciation to my lecturer Ass. Prof Puan Indahsah bt Haji SIdek, for her invaluable ideas, guidance and constructive comments in finishing this research. My special thanks to my parents, Encik Jalaluddin and Hjh Raminah for their love, prayers and constant source of strength. Not forgetting to all my family member and friends for their support and encouragement. To my staff and colleague in Merchandising Department, Guardian Pharmacy (M) Sdn Bhd, thank you for the understanding.

❧ABSTRACT☙

Studies have shown that telecommuting benefits the employers, business and employees as well. Telecommuting or working from home or remote station has shown increase attention and growing acceptance worldwide. The advent of personal computers (PCs) has enabled people to take home their office work and produce results that were just as good. Organization must recognize, evaluate and address the problems and opportunities before they are ready for telecommuting. With two research questions i.e. "What are the circumstances that could lead to telecommuting to be applied in the organization?" and "What are the factors to be considered in formulating telecommuting policies?" as a guide in doing this research, this study examines comprehensive assessment on why the organization needs to implement telecommuting activity as it provides positive impacts for employees and organizations and identifies some of the key factors to be considered in telecommuting implementation. It provides management in any organization with tips for establishing successful telecommuting programs and managing telecommuters. This research has done telecommuting policies how to prepare the organization for a telecommuting program, with jobs that are suitable for telecommuting and the technology requirements and finally, this research has presented a framework for the convergence of implementation requirements between employees and the management in the organization.

☙TABLE OF CONTENTS☙

CHAPTER 1

THE PROBLEM

1.1   Introduction

Telecommuting, as described by Jack Nilles in the mid 70's during the first international oil crisis, is a substitution of telecommunication and company for the commuting activity to a central office (Ford, Robert C and Butts, Michael A 1991). Home can be an effective base for telecommuting, allowing significant cost reductions for both employer and employee, providing significant productivity gains and a host of indirect benefits to society (energy conversation, pollution reduction etc.). It is also allowing employees to access to jobs and employers to access to people.

Recent years have seen an increase in the number of organizations exploring or implementing telecommuting programs. Although telecommuting is an attractive alternative work arrangement and widely accepted in United States and Canada and some of the European countries, it is still relatively new and unpopular in Malaysia. A prevalence study was conducted by United Nations University / Institute for New Technologies (UNU/INTECH) in close collaboration with MIMOS