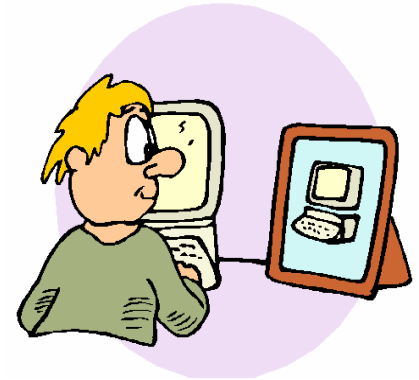


Outline Indicators

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STILE - WP5



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Working on indicators

- Brainstorming about dimension and indicators telework and collect all suggestion
- Two main objectives:
 - measuring and classify telework
 - giving supplementary qualitative information on telework

What we have to do now?

- Select the most relevant indicator. For each we can ask:
 - can this indicator measures telework?
 - if no, the qualitative information it will give us is relevant?
- Subsequently, transform indicator into survey question: problems on validity and reliability

Pilot survey

- Decision about characteristic of sample and sample strategy (cascade methods)
- If we will have two group, as suggested Ursula Huws, it would be possible try some comparison within teleworkers and not teleworkers

Dimension of telework

<ol style="list-style-type: none">1. Place of work2. Importance of technologies3. Time spent on distance work	Measuring and classify telework
<ol style="list-style-type: none">4. Work environment	Describing Telework
<ol style="list-style-type: none">5. Basic data about worker6. Basic data about kind of job7. Basic data about condition of work	Comparing teleworker and not - like LFS survey

Measuring and classify telework: Place of work

N.	Indicators	Answers/ Items	KP
1.1	Work done in place different from conventional office for <u>main</u> and <u>second</u> activity (Do you ever do any of your work at away from the conventional office? Where?)	<ul style="list-style-type: none">● At home● At a telecenter● At your employer's satellite office or call center● At client's or customer's● out-of-town (e.g. at a conference)● On the move (while in a car, bus, train, plane or other transportation) <i>(more answers possible)</i>	AP

Importance of technologies

N.	Indicators	Answers/ Items	It's relevant nature of link?	KP
2.1	Kind of ICT used	<ul style="list-style-type: none"> ● Telephone ● internet ● e-mail ● connection with company network ● groupware ● use of employers' database ● other <p><i>(more answers possible)</i></p>		STW
2.1.1	Who provides ICT	Employer, worker, both, third party		STW
2.2	Intensity of use	<ul style="list-style-type: none"> ● How many times a day do you collect your email? ● What proportion of the working day do you use a PC? 		STW

Time spent on distance work

N.	Indicators	Answers/ Items	KP
3.1	Total Like LFS (IRL): How many hours did you actually work at this job in the week ending xx including regularly overtime but excluding meal breaks?	<ul style="list-style-type: none"> ● 0-20 hours ● 20-35 hours ● 35-40 hours ● 40-50 hours ● more than 50 hours 	AP
3.2	Number of hours a day/ days a week working at a distance OR: Frequency of working at a distance (on average)	<ul style="list-style-type: none"> ● Any occasion in reference month ● Any occasion in reference week ● At least one day per week ● 2-3 days per week ● more than 3 days per week 	STW

Other indicators

- Nature of ICT link
- Function link
- With whom he works in connection
- Autonomy in choice of time spent on distance work

Work environment (1)

N.	Indicators	Answers/ Items	KP
4.1	Kind of activity done from a distance (open question. Interviewer could have a check list)	<ul style="list-style-type: none">● administration● Control and co-ordination● Reading, planning, analysing● customer service● software development● data collection● Maintenance activity● Computer work (writing, graphics, e-mail)● data entry● Translation● Research● Design● Financial● Other (specify)	STW

Work environment (2)

N.	Indicators	Answers/ Items	KP
4.1.2	Motivation telework	<ul style="list-style-type: none"> • to increase productivity • to avoid interruption • to improve worklife balance • to reduce commuting time • required by job/employer 	STW
4.1.3	Who initiated the arrangement	<ul style="list-style-type: none"> • Employer • Worker • both 	STW
4.1.4	Whether formal or informal arrangement		STW
4.1.5	Whether the worker wants to continue teleworking OR Intention to change job in the near future also when the next job is not teleworking	Yes, no, perhaps	STW
4.1.6	Reversibility: to have the opportunity to interrupt the telework experience	Are you free to return to conventional working if you wish? Yes / no	TW
4.1.7	Whether the methods of measurement and appraisal are different when teleworking		TW

Work environment (3)

N.	Indicators	Answers/ Items	KP
4.1.7	Whether the workspace used has been assessed for health and safety		TW
4.1.9	Whether the interviewee feels they have sufficient workspace available to them for teleworking (<i>subjective way</i>) OR Place in home where work is done	Separate office or shared room (bedroom, living room, kitchen, etc.)	TW
4.3	Does some control on work exist? Who does it?		TW-DEP
4.4	Job supervision OR: How are you remunerated? <ul style="list-style-type: none"> ● piece work/project work ● hourly/weekly/monthly ● salary <i>(it would be useful ask it to all people)</i>	<ul style="list-style-type: none"> ● Direct supervision by the management ● Direct supervision by automatic registration of performances ● No direct supervision 	TW-DEP

Work environment (4)

N.	Indicators	Answers/ Items	KP
8.3	Information about informal initiatives (problem: how would they know if they don't?)	Do you still receive information about informal event in your organisation? <ul style="list-style-type: none"> • Always • Often • Sometimes • Hardly ever • Never • Don't Know 	TW-DEP
9.1	How extra time gained from lack of movement is used (<i>in prevalent way one or two answers possible</i>) OR Has teleworking improved your quality of life?	<ul style="list-style-type: none"> • Family • Self-care • Freetime-sport • Social relations • Reading, studying • Second work activity • Expansion of working time • Always teleworking 	TW

Other indicators

- Control and co-ordination: number of contacts about work per day with supervisor or colleagues
- training on telework
- Regular information about organisation
- trade-union information
- Means of transportation for mobile teleworkers
- Has telework reduced journeys?
- Assessment of effect of telework on productivity
- Quality of work (security and career opportunity)

Basic data about worker

N.	Indicators	Answers/ Items	KP
11.1	Gender	Like LFS	AP
11.2	Age		AP
11.3	Education		AP
11.4	Home situation	<ul style="list-style-type: none">● Number of rooms in the house● Number of household members (partner, number of children, age of children)● Senior citizens /disabled people in the house, degree of dependency	AP

Basic data about job

N.	Indicators	Answers/ Items	KP
12.1	Juridical Status	Dependent/autonomous/self employed	AP
12.2	Kind of profession (main activity?)	Eurostat classification (CP91)	AP
12.4	Sector	NACE	AP
12.5	Seniority (The length of time that the person has been in their present employment)	How long have you worked in your organisation?	AP
12.6	Seniority of telework	How long have you teleworked (ask for <u>main</u> and <u>second</u> activity)	TW
13.2	Habit to finish off work at home after working hours, in the evening or at the weekend	<ul style="list-style-type: none"> • Always • Often • Sometimes • Hardly ever • Never 	AP
13.3	Is this kind of work at home paid?	Yes/No	AP

Basic data about condition of work: flexitime

N.	Indicators	Answers/ Items	KP
13.4	Flexitime	<p>Thinking about your current job, do you normally</p> <ol style="list-style-type: none"> 1. Determine and plan your own work and working times? 2. Have your work and working times determined and/or planned by your employer.? <p>VARTIME – You said earlier that you have variable working hours. Which of the following best describes your situation?</p> <ol style="list-style-type: none"> 1. Fixed start and finish to the working day ie no variable working hours 2. Annualised hours contract 3. Flexitime arrangement 4. Rigid working hours <p>OR</p> <p>Working in atypical hours, days?</p>	AP- DEP

Basic data about condition of work

N.	Indicators	Answers/ Items	KP
14.1	Time spent to reach office	<ul style="list-style-type: none">● 0-15 minutes● 16-30 minutes● 31-45 minutes● 46-60 minutes● more than 60 minutes	AP
14.2	Means of transportation (specify one used for the major distance in KM)	<ul style="list-style-type: none">● car● motorcycle or scooter● bicycle● on foot● train – coach● plane● lorry or van● bus-underground● other	AP

Next steps: it's possible to reach an agreement on principal indicators?

- Double task:
 - testing a very few group (4-6) of question that we can insert in a GPS like LFS
 - testing in our pilot some questions and indicator useful to describe and classify telework
- Which are our priorities?
- Doing pilot, which indicators have to be the same for each country?