Index

A
ability to set objectives 201
active networks 73
all fiber/optical networks 63
all-optical networks 64
analog data transmission 137
ANTS (Active Network Transport System) 73
assessing performance 199
assessment tools 221
asymmetric digital subscriber line 67, 138
asynchronous transfer mode 64
at-home office 214
autonomy 233

B
bandwidth 137
barriers 29
bit error rate 69
boundary spanning 235
boundaryless organizations 133
build trust 141

C
career support 235
chain of command 134
civil liability 13
coaching 194
cognates 82
common language 80
communications 193
community of choice 155
compatibility 100
corporate culture 188
costs 159, 167, 213
cross-functional teams 133
cultural appreciation 86
cultural expectations 80
Culturgrams 93
cumulative trauma disorders 230

data and equipment protection policies 158
data traffic 59
delocalization of work 164
deliberation process 134
Delta Channel 66
developmental values 104
different cultures 80

e
employee abilities 198
employee characteristics 119
employee effectiveness 197
employee evaluation 172
employee loyalty 165
employee perceptions 154
employee satisfaction 170
employment contract 1, 158
employment relationships 1
employment status 5, 121
ergonomic issues 158
ergonomic tools 214
Ethernet 60
European Union 7

F
family and home situation 121
family balance 195
fax machines 135
fiber to the curb 71
flexibility 231
flexible work schedules 164
formality 88
frame relay service 68
free-riders 143

G
group norms 141
group values 103
groupware 135, 140
groupware tools 145

H
hardware technology 136
health and safety 1
health and safety (display screen equipment) regulations 19
hierarchical values 105
hierarchy 89
high speed modems 135
home-based telework 51
homeworking 2, 119
hot-desking 35
hybrid fiber coax 72

I
idiomatic expressions 82
IEEE 60
improved productivity 167, 213
Industrial Development Authority 31
information technology 156, 188, 193, 199
inspection 214
integrated services digital network 138
integration of the disabled 29
inter-exchange carrier 65
International Telecommunications Union 71
international time differences 86
Internet 59
Internet protocol 60
Ipsec 73
Ireland 28
ISDN (Integrated Services Digital Network) 65, 138
ISO 60
isolation 193, 231
ISP 139
IT and communications support 29

J
job characteristics 122
job satisfaction 231, 233

K
knowledge management system 205
knowledge workers 31

L
leadership 195
legal perspective 1
liability 218
liability insurance 12
limited career advancement opportunities 231
local access telephone area 62
local exchange carrier 65
location-dependent 122

M
management 1, 111, 141, 164, 244
management commitment 29
management of health and safety regulations 19
manager activities 198
managerial styles 32
managers 95
managing remotely 186
measurement 84
medical management 221
mentoring programs 206
microcomputers 135
microprocessor chip 136
mobile telework 51
mobile work 165
mobile workers 119
modular organizations 132
monitoring telework 34

N
neighborhood work centers 165
network designs 137
networks 131
notebook computers 135
numeric magnitude 83
numeric representation 83

O
Occupational Safety and Health Administration 230
offshore work 30
office furniture 214
office space 163
operating systems 136
organizational benefit 35
organizational commitment 235
organizational culture 124
organizational flexibility 167
organizational goals 130
organizational support 123, 171
outcomes 231

P
packet error rate 69
Part-Time Workers Directive (97/81/EC) 7
payment issues 11
performance appraisal 11, 124
performance management 194
person-job fit 122
personality traits 120
physical arrangements 214
policies and procedures 29
power distance 89
privacy 121
productivity paradox 135
psychological contracts 143, 145
public key infrastructure 72
Public Switched Telephone Network 59

Q
quality of service 69

R
rational values 104
reengineering 136
recruitment and retention 213
reference resources 96
references 95
relational roles 142
remote employees 137, 186, 204
remote work 2, 188
repetitive stress injuries 214
resources 93
restructuring 131
result-oriented assessments 189
results-based control 189
risk control 150
risk exposure 158
role ambiguity 141

S
safety and health issues 213
The St. Paul Companies 148
skill shortages 35
social interaction 32
social isolation 36
social support 171
span of control 134
stress 231
supervision expectations 188
supervisor characteristics 122
swift trust 145
synchronous electronic media 142
Synchronous Optical Network 64
systems perspective 118

T

task definition 143
task roles 142
TCP/IP 60
team formation 143
team roles 141
team-based structures 133
team-telework 36
teambuilding 195
teams 131
technology 136
telecommunication 143
telecommuter selection process 118
telecommuters 136
telecommuting 1, 50, 99, 118, 130, 163, 186, 213, 231
telecommuting programs 159
telecommuting teams 131
TelewerkForum 50
telework 1, 28, 50, 119, 164, 213
time 83
tools 143
training 96, 123, 143, 157, 178, 194, 204, 214
Transmission Control Protocol 61
trust 143, 188
turnaround time 85

U

unity of command 134
User Datagram Protocol 61
utilization of information technology 164

V

vacation periods 86
value orientations 103
values 102

virtual office 80, 148, 186, 213
virtual office environments 214
virtual organization 132
virtual private networks 72, 135, 139
virtual team 130, 144
virtual work 2

work practices 214
work-family conflict 234
work-related musculoskeletal disorders 214
worker’s compensation claims 215
working-at-a-distance 2
working hours 11
Working Time Directive (93/104/EEC) 8
Working Time Regulations 1998 8
workstation design 214
written telecommuting policy 244