EXPLORING THE POSSIBILITY OF IMPLEMENTING TELECOMMUTING AT UNIVERSITY UTARA MALAYSIA

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EXPLORING THE POSSIBILITY OF THE IMPLEMENTATION OF TELEWORKING AT UNIVERSITY UTARA MALAYSIA

A thesis submitted to the Information Technology Faculty in partial fulfillment of requirement for the degree
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By

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ABSTRACT

Global technology has quickly progressed to provide more accessible business modes of Communication. The image of the traditional workplace as a particular place to go to work is being replaced with employees working wherever they can be most efficient and productive, whether at home, on a plane, on the road, or a telework center. The availability of affordable technology has been one of the major contributors to the "any time, any place" telecommuting trend. The purpose of this study is investigate the possibility of the implementation of the teleworking at University Utara Malaysia (UUM), the suitable selection job criteria, the suitable technology needed to support this new mode of business, the employee perception of willingness to telecommute, and top management support, to investigate the possibility of a lecture job to be a telecommuter, we adopt Jack Nilles Job task analysis, for the technology factor, data will be collected through content analysis, structured interview will be done with top management to determine their willingness to implement this program, and questionnaire will be used to identify the UUM lecturers willingness to telecommute .This study found that technology factor is available, people are willing to telecommute, lecturer job is suitable, and Management is agreeable, so people can enjoy telecommuting benefits if there is an established policy and regulations that allow them to telecommute.

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Glossary

CCSU	Clayton College & State University
CSCW	Computer-Supported Cooperative Work
DU	Dial up
DIT	Department of Information Technologies
HR	Human Resource
ICT	Information and communication Technology
IM	Instant Messaging
ISP	Internet Service Provider
ITAC	International Telework Association & Council
GIS	Geographical Information Systems
LAN	Local Area Network
Mb	Megabits
PAN	Personal Area Network
PC	Personal Computer
PDA	Personal Digital Assistant
SIG	Special Interest Group
SPSS	A statistical Software Package developed for use in Social Sciences.
SSL	Secure Socket Layer
TC	Telecommuting
UMBC	University of Maryland Baltimore County
UUM	University Utara Malaysia
UIS	University of Illinois at Springfield
VPN	Virtual Private Network

WAN	Wide Area Network
WES	Working Environment Scanning
WiFi	Wireless Fidelity
SMS	Short Messaging System
SMEs	Small and Medium-sized Enterprises

CHAPTER ONE

1.0 Introduction

Until the 1980s, most office arrangements required employees to be physically presented to perform their jobs. However, with the ability to exchange documents over phone lines via modems, many jobs can be performed from remote sites.

The rapid advance and spread of information technology (computer and telecommunications) with the sharp declines in costs coupled with the deteriorating conditions of many urban regions in terms of air pollution; traffic congestion; security; and lifestyle flexibility have motivated organizations to have a different mode of working and working environment. Many organizations are recognizing telecommuting as a promising strategy suggesting significant and considerable economic, environmental, and social benefits through partial or complete altering of the work environment from the central office to the home or satellite center.

Tasks suitable for telecommuting are activities wherein a person works alone, handling information such as reports, proposals, data or research. Writers, salespersons, accountants, programmers, researchers, engineers, architects, and many other professions are prime candidates for either part-time or full time telecommuting (Vora & Mahmassani, 2002). According to Green *et al.*, (2003) the most convincing reason for the move toward telecommuting is the change in the nature of works itself. More Americans are moving from manufacturing jobs to information-oriented jobs, which lend themselves to working away from a central office.

The term telework is generally interchangeable with telecommuting. However, Teleworking is probably a more accurate description of what actually occurs, but Telecommuting continues to be the more commonly used term.

The contents of the thesis is for internal user only

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