

Index

Note: References such as '178–9' indicate (not necessarily continuous) discussion of a topic across a range of pages. Wherever possible in the case of topics with many references, these have either been divided into sub-topics or only the most significant discussions of the topic are listed. As the entire work is about 'telework', the use of this term (and certain others which occur constantly throughout the book) as an entry point has been minimised. Information will be found under the corresponding detailed topics.

- absenteeism 66, 68–9, 149, 151, 187, 189, 221, 223–4, 226
 - Accenture 133, 152, 182, 184, 186, 302
 - accidents 150, 204–5, 226–7, 231, 233
 - occupational 193, 204
 - work-related 233
 - accountability 158, 160, 221
 - ACS (American Community Survey) 25, 131, 135, 138–9, 291–3
 - administration 179, 278
 - advanced economies 35–164
 - advancement 3, 146, 152, 246, 260
 - after-hours emails 144, 155
 - age 80, 136–7, 173, 184, 192, 194, 228–9
 - groups 78, 129, 137, 264
 - agencies 63, 119, 158–9, 230
 - government 131, 158, 160, 229, 246
 - agency managers 158–9
 - agents 120, 221, 224, 232
 - call center 27, 223–4, 231, 302
 - agreements 59–65, 67, 70–71, 158–9, 197–8, 202, 308–10
 - collective 60, 62–5, 67–8, 174, 180, 195, 201, 311
 - formal 17, 27, 300, 310
 - framework 36, 60, 69–71, 308–9
 - social partner 6, 61, 64, 66, 309
 - air quality 218, 230, 236, 245
 - airports 14, 91–2, 94, 128, 134
 - alienation 99, 259–60
 - ambiguity 19, 51–2, 57–8, 102, 126, 301, 304
 - inner 1, 57, 313
 - role 20–21, 146, 155
 - of work and time off 98–9, 102, 108, 301
 - American Community Survey, *see* ACS
 - American Time Use Survey, *see* ATUS
 - Anderson, D. 3, 16–17, 27, 55
 - Anjaneyulu, M. 258–9, 262–5, 281
 - annual reports 77, 82, 158–9
 - anxiety 122, 173, 192–3, 229
 - aptitudes 173, 183, 185
 - Argentina 24–7, 172–208, 287, 292, 294–7, 299, 302, 307
 - Commission on Telework 174, 193, 201, 287
 - conclusions and recommendations 201–6
 - data sources 175–6
 - effects of telework 180–93
 - methodology 175–6
 - National Institute of Statistics and Censuses (NISC) 26, 172, 175, 207
 - performance 182–3
 - policy responses 193–201
 - working time 180–81
 - work–life balance 183–92
- Arizona 27
- Asociart 193, 201, 204, 208
- atmospheric contamination 229, 247
- atmospheric pollution 229–30, 288
- ATUS (American Time Use Survey) 25, 131–3, 140–41, 291, 299

- atypical hours 173, 180, 258
- Australia 17, 23, 79
- Austria 43
- authorization 203, 236, 238
- Autonomous City of Buenos Aires 175, 190, 200
- autonomy 19–21, 23, 55, 58, 145–7, 153–4, 228, 314
 - degree of 297, 314
 - higher 272, 274
 - increased 54, 129, 154
 - work 23, 59, 313
- availability, constant 21, 65, 190
- avian flu pandemic 157, 287, 307

- balance 18–19, 22–3, 153–4, 183–4, 186, 302–4, 308, 310
 - work–life, *see* work–life balance
- banks 66–7, 192, 232, 248
- barriers 38, 40–41, 58–9, 286
- Beauregard, A. 55, 58
- Belgium 38, 40, 42–3, 48, 50, 52, 55, 59
- beliefs 183, 212, 256, 263, 282, 301
- benchmarks 292–5, 314
- benefits 128–30, 133, 164, 174–5, 211–12, 217–18, 233–4, 245–6, 259–60, 283–4, 305–6
 - employee 162, 217, 243
 - health 301, 304
 - organizational 145, 223, 260
- Berners-Lee, T. 8
- best practices 155, 213, 219, 221, 235, 239, 247
- better quality of life 223, 225–7, 232, 239, 302
- bias 22, 262, 305
- birth rate 77, 81
- blurring of boundaries 15, 49, 52–3, 57, 301–3, 312, 314
- Boston Consulting Group 163, 304, 306, 309
- boundaries 20, 147, 152–3, 301, 303, 312, 314
 - blurring of 15, 49, 52–3, 57, 301–3, 312, 314
- branch offices 91–4, 100, 107, 259
- Brazil 24–7, 211–49, 287–8, 290, 292, 296, 301–2, 306–9
 - conclusions and recommendations 245–8
 - data sources 213
 - drivers of telework 216–18
 - effects of telework 218–33
 - incidence of telework 214–16
 - individual and organizational performance 222–7
 - methodology 213
 - occupational health 229–33
 - PNAD (Pesquisa Nacional por Amostra de Domicílios) 214–15, 248
 - policy responses 233–45
 - São Paulo 213, 215, 225, 228–32, 235, 237, 242, 248–9, 304
 - working time 218–22
 - work–life balance 227–9
- breakdowns, computer 278, 282–3
- breaks 49, 52, 152, 238, 256, 271, 299–300
 - lunch 240, 259
 - stipulated 256, 270–71
- Brexit 27
- broadband penetration 255, 281
- Bruno Matarazzo 198, 202
- Buenos Aires 173–5, 190, 193, 195, 200–201, 299–300, 302–3, 305
- City 173, 175, 182, 190, 196, 200, 207
- Province 173–4, 190, 198
- Bulgaria 43
- burnout 20–21, 56, 145, 149, 152, 161
- business continuity 69, 96, 113, 223, 307, 312
- business efficiency 95, 100–101
- business hours 143, 154, 162
 - normal 1, 141, 143, 300, 304, 309–10
 - regular 17, 162, 309–10
- business models 24, 164, 220, 287, 307–8
- business productivity/efficiency 95–6, 98, 113, 302, 305

- cafés 3, 14, 295
- California 1, 4–5, 160, 162, 287, 301
- call center agents 27, 223–4, 231, 302
- Canada 26, 79, 132
- candidates 119, 216, 222
- capital 24, 178
 - human 24
- cardio-respiratory problems 229–30

- cardiovascular problems 173, 192
 career progression 260, 283
 careers 76, 78, 142, 246, 255, 257, 259
 cars 9, 28, 128, 230–31
 causal links 22, 57
 Center for Telework and
 Teleinformation, *see* CTT
 CETEL 217, 248
 change management 155, 157, 221, 247
 Chesley, N. 8, 15, 19, 22
 childcare 18, 23, 77–8, 81, 97–8, 101,
 146–7, 280–82
 children 18, 66, 76–8, 81, 189–90, 255,
 264
 small/young 63, 102, 119, 125, 127,
 147, 259
 Chile 79
 China 28, 263
 chronic fatigue 173, 192
 circadian rhythms 173, 192
 Cisco 182, 244, 308
 cities 138–9, 160, 225, 227, 229–32,
 239
 Citrix 216
 Clean Air Institute 230
 clerical work 87, 90, 92, 104
 clerical workers 6, 45–6, 59, 98, 108,
 296–7
 client work 145, 148, 151, 305
 clients 49, 91–2, 98, 100, 258, 260,
 296–7
 climate change 229, 235, 304
 CNC (Commission for
 Communications) 195, 197, 202
 co-workers 56, 135, 146, 148, 152,
 156–7
 sick 145, 151
 co-working spaces 91–2, 94, 100, 131,
 221
 CO₂ 230–31, 241
 coffee shops 91–2, 94, 99–100, 128,
 131, 134
 collaboration 68, 146, 156, 194
 tools 146, 150, 156
 collective agreements 60, 62–5, 67–8,
 174, 180, 195, 201, 311
 collective bargaining 61, 238, 309
 collective rights 61, 309, 311
 college degrees 137, 140
 Colombia 79
 comfort 145, 147, 151, 237
 commerce 47, 64, 178
 Commission for Communications, *see*
 CNC
 Commission on Telework 174, 193,
 201, 287
 commitment 155, 185–6, 189, 203, 257,
 278, 282
 communication technologies 7, 12–15,
 19, 22, 24, 172–3, 176, 207
 communications 22–3, 25–6, 87, 89,
 95–6, 146–7, 149–50, 155–7, 291–2
 Communications Usage Trend Survey
 85–6, 89–90, 96, 113, 306
 communities 62, 97, 213, 226, 233, 241
 commuters 128–9, 134, 140, 160, 231,
 289, 304
 commuting 95–7, 112, 130, 132–3, 149,
 221–4, 226, 239–42, 304–5
 costs 5, 8, 308
 time 66, 100, 147, 218, 227, 304, 306
 reduction 4, 27, 68–9, 95–6, 303,
 306, 312–13
 companies 61–8, 84–8, 100–108,
 110–14, 178–80, 182–4, 187–9,
 198–202, 214–17, 219–27, 239–45,
 306–14
 Brazilian 213, 242
 Japanese 84, 91–2, 95, 103, 107, 113,
 118
 large 101, 107, 113, 178, 189, 306
 multinational 40, 214
 private 2, 95, 126, 214, 234
 company loyalty 56, 260
 company policies 25, 59, 66, 113, 309,
 313
 company premises 69, 217–21, 234,
 242–3
 comparable data 211, 292, 297
 comparative analysis 45, 297
 comparative research 40, 48, 70, 298
 compensation 17, 105, 119–21, 123,
 126–7, 221, 245
 competence 23, 260
 competitiveness 68, 247
 complaints 193, 197, 199, 203, 221
 compliance 105, 159, 161–2, 221, 226,
 235, 240
 computer breakdowns 278, 282–3
 computer skills 119–20, 123

- computers 4–5, 13, 27, 42, 176, 255, 259
 - desktop 2, 261, 279
 - home 128, 223
 - laptop, *see* laptops
 - notebook, *see* notebooks
 - personal 3, 15, 197
 - stationary 3, 15
 - tablet, *see* tablets
- Compuware 239–41, 249, 308
- concentration, loss of 173, 192
- conceptual frameworks 2, 9, 13, 18, 290, 310
- conference calls 153
- confidentiality 63, 203, 260, 312
- conflicts 126, 146, 153, 183, 188, 227, 235
 - family 153, 302
 - work–life 129, 134, 151–2, 158, 161, 164, 301, 303
- congestion 160, 233, 245, 304
 - traffic 130, 229–31, 239, 288, 301, 304, 312
- Connecticut 27, 160
- connectivity 219, 255, 278, 281
 - constant 21, 65
 - Internet 195, 255, 279, 281
- constant availability 21, 65, 190
- constant connectivity 21, 65
- construction 42, 44, 47, 87, 89–90, 96, 176
- consultants 163, 211, 249
- consultation 61, 65, 67, 111, 192, 235
- consumption 192, 229, 235–6
- contact centers 225–6
- contamination, atmospheric 229, 247
- continuity 149, 157–8
 - business 69, 96, 113, 223, 307, 312
- contract workers 83, 118, 126
- contractors 131, 133
- contracts 119–21, 126, 181, 190, 228, 234, 238
 - employment 12, 62, 65, 234, 238
- control 59, 145, 221, 223, 234, 237–8, 275, 277–8, 282, 288
 - managerial 40, 278
 - normative 257, 278, 282
 - worktime 220
- cooperation 66, 77, 314
- coordination 39, 59, 66, 194
- corporate social responsibility (CSR) 113, 194, 226
- cost reduction 97, 107, 217, 223, 226–7, 239, 247
- cost savings 183, 201, 257, 271, 273
- costs 4, 221, 223–5, 230, 238, 241, 244, 246–7
 - commuting 5, 8, 308
 - maintenance 224–5, 280
 - office 97, 107
 - telecommuting 246
 - telephone 257, 279
- creativity 97, 149–50
- Croatia 43
- CSR, *see* corporate social responsibility
- CTT (Center for Telework and Teleinformation) 174, 193, 287
- cultural integration 129, 149
- culture 147, 156, 160, 188, 247, 282–3
 - of trust 155–6
 - work 68, 201, 304
 - working 39–40, 70
- customer loyalty 225
- customer service 95, 98, 149–50, 216, 224, 227, 305
- customers 49, 96, 100, 120, 122, 223–6, 239–40
- Cyprus 43
- Czech Republic 39, 41, 43, 295
- data 36–8, 81–4, 91, 105–7, 112–14, 131–2, 134–5, 138–9, 176, 212–14, 261, 310–11
 - available 24–5, 289, 310
 - collection 41–2, 261, 289–90, 298, 304
 - comparable 211, 292, 297
 - entry 119, 121, 123
 - quantitative 101, 213, 300
 - research 81, 83, 87–9, 92, 94–5, 108, 111, 113, 124
 - robust 131, 140
 - secondary 172, 176, 178, 201, 213
 - security 224, 257, 277, 282, 312
 - sources 2, 24–6, 37–8, 41, 288, 290–91
 - Argentina 175–6
 - Brazil 213

- Japan 81–2
- United States 131–3
- statistical 102, 175
- databases 132, 176, 205, 207, 261
- De Bie, M. 40, 48–9, 52, 55, 59
- deadlines 119, 126, 259
- debate 5, 8, 16, 70–71, 288
- definitions of telework 11–12, 24–5, 28, 256, 263, 289–90, 297, 310
- degrees, college 137, 140
- deliverables 258, 277, 283–4
- democracy 245
- demographics 135, 150, 153, 287–8
- Denmark 39, 41, 43, 287, 294
- dependent employment relationships 172, 174, 193, 201
- depression 21, 173, 192, 229
- design 16, 90, 176, 198, 205, 312, 314
- desks 66, 128, 158–9, 187, 216, 222
- desktop computers 2, 261, 279
- desktop publishing 123
- development of telework 39, 194, 201, 205, 211
- devices 1, 3, 7, 17, 22, 26, 275, 279–80
 - electronic 6, 18, 23, 162
 - ICT 64, 83, 113, 118, 220, 275
 - mobile 3, 219, 300, 303, 306, 310
- digitalisation 37–8, 286
- direct supervision 246, 260, 278, 296
- disabilities 149–50, 174, 194, 217, 239, 248, 307
- disadvantages 16, 18, 95, 98–9, 102, 107–8, 299, 301–4, 313–14
- disaggregating for gender 256, 263, 282, 295, 297
- discretion 22, 27, 134, 150, 298
- dispersed subordinates 277, 288
- disruption 99, 110, 180, 275, 303
- distance learning 174, 193, 201
- distance work 62, 154
- distractions 151, 153, 246, 258, 278, 281–2
- disturbances 272, 275
 - sleep 21, 173
- domestic responsibilities 80, 260
- downtime 155–6, 164
- drivers for and barriers to expansion of telework 286–8
- dual-earner households 36–7, 70
- Duxbury, L. 5–6, 8, 10–11, 16–17, 19
- Dynatrace 239, 249
- e-groups 281, 283
- e-nomads 10
- EAHU 172, 175–6
- ECLAC (Economic Commission for Latin America and the Caribbean) 174, 176, 178, 193
- Economic Commission for Latin America and the Caribbean, *see* ECLAC
- economic growth 231, 288
- economic sectors 44, 47, 261, 296–7
- education 45, 47, 120, 136, 264
 - levels 129, 229, 264–5
- effectiveness 111, 199, 223, 227, 231, 306
- effects of telework 2, 16–20, 22, 24, 26–7, 36–7, 70
 - Argentina 180–93
 - Brazil 218–33
 - cross-country review 298–307
 - Europe 45–59
 - India 267–77
 - Japan 93–110
 - United States 139–57
- efficiency 67–8, 96, 98, 101, 113, 271, 273
 - business 95, 100–101
 - improvement 69, 95–6, 306
- elder-care responsibilities 81, 124, 151
- electricity 64, 71, 238, 255, 279, 281, 297
- electronic devices 6, 18, 23, 162
- elementary occupations 44, 46, 296
- eligibility 158–9, 278, 308
- eligible employees 67, 158–9
- email 11, 49, 120, 141–4, 154–5, 162–3, 220–21, 261–2, 313
 - after-hours 144, 155
 - checking 7, 141–2, 153–4, 304, 310
 - servers 65, 162
- emerging economies 2, 171–284
- employee attitudes 132, 155
- employee benefits 162, 217, 243
- employee engagement 147, 149–50, 155, 164, 305
- employee health 133, 150–51
- employee safety 62, 162

- employee surveys 26, 67, 290, 294–5, 305
- employees 53–9, 61–71, 95–104, 111–14, 128–31, 155–64, 214–28, 235–41, 243–6, 255–63, 292–7, 304–9
 - eligible 67, 158–9
 - and employers 25, 39, 53, 55, 65, 164, 237
 - expectations 244
 - federal 129, 132, 134–5, 147, 157–9, 287, 295
 - female 48, 98, 101–2, 296
 - Japan 103, 293, 295, 298, 313
 - Japanese 103, 298
 - and managers 146, 156, 158, 240, 244
 - non-exempt 160–62
 - office, *see* office employees
 - office-based 56, 268
 - regular 48–50, 61, 83, 88, 309
 - United States 128–9, 134–5, 141, 147, 153
- employer attitudes 50
- employers 57–60, 63–5, 67–9, 143–4, 155, 160–62, 235–8, 257, 259–60, 271–3, 279–80, 311–12
 - and employees 25, 39, 53, 55, 65, 164, 237
 - premises 2–12, 14–15, 20–26, 38–9, 41–2, 44–5, 56–8, 60–64, 69–71, 288–92, 299–300, 307–14
 - United States 129–30, 139, 150
- employment contracts 12, 62, 65, 234, 238
- employment relationships 62, 177, 180, 234
 - dependent 172, 174, 193, 201
 - employment status 67, 260, 267
 - empowerment 8, 148, 151, 218
- engagement 77, 123, 145–6, 155, 260
 - employee 147, 149–50, 155, 164, 305
- environment 147, 229, 233, 235, 240–41, 244, 304
 - work 18, 26, 52, 198–9, 202–4, 219, 225
- equal treatment 61, 70, 309
- equality 40, 62, 202
- equipment, ICT 64, 111, 118, 221
- ergonomics 54, 147, 152, 157, 199, 203, 243
- Ernst & Young 133, 154, 200, 202, 208
- errands 49, 152, 298, 300
- Estonia 41, 43
- EU-28 23–4, 27, 36, 51, 53–4, 56–7, 59, 290–96, 299
- Europe 25, 27, 36–71, 133, 309
 - data sources and operationalisation of telework 37–8
 - drivers of and barriers to telework 38–40
 - effects of telework 45–59
 - future 70–71
 - incidence of telework 41–5
 - individual and organisational performance 57–9
 - occupational health 53–7
 - policy responses 59–69
 - working time and work organisation 48–50
 - work-life balance 50–53
- European Framework Agreement on Telework 6, 11–12, 60–61, 64, 308–9, 311
- European Union, *see* EU-28
- European Working Conditions Survey, *see* EWCS
- evaluation 23, 98, 111, 204, 212, 304, 306
 - performance 199, 243
 - systems 111, 118, 229
- evidence 23–4, 39, 102, 105, 107, 211, 229
- evolution of telework 3, 5–6, 8, 13, 15, 27, 314
- EWCS (European Working Conditions Survey) 21, 25, 36–8, 41, 45, 52, 54, 56, 290–93
- exclusion, social 194
- expectations 18, 41, 93, 95, 156, 159, 164
 - employees 244
- expert questionnaires 24, 213, 261
- experts 2, 25, 36, 77, 239, 287, 292
 - national 26, 38, 292, 298, 307
- extra hours 140–41, 200, 221, 272, 275
- eyestrain 55, 124, 303
- face-to-face interaction 4, 38, 230, 234, 238, 240, 243

- family 19–20, 49–50, 146–7, 151–3, 182–3, 188–91, 224–5, 228–9, 232–3, 258–60, 302–3, 313–14
 conflict 153, 302
 life 51–2, 108, 110, 152–3, 180, 183, 188–9, 192, 296–7
 and work 110, 153, 188, 296–7, 301
 members 66, 102, 212, 277
 relationships 227, 229
 responsibilities 19, 66, 154
- fatigue 20–21, 124
 chronic 173, 192
 mental 124–6
 physical 124–6, 303
- feasibility 212, 242, 246, 255, 281
- federal employees 129, 132, 134–5, 147, 157–9, 287, 295
- Federal Employment Viewpoint Survey, *see* FEVS
- federal law 160–62, 219, 234–5
- federal telecommuters 135
- federal teleworkers 132, 147
- feedback 155, 213, 245
- fees 120, 221
- female employees 48, 98, 101–2, 296
- female teleworkers 49, 101–2, 173, 179, 190, 260
- Fenner, G.H. 16–17, 19, 23
- FEVS (Federal Employment Viewpoint Survey) 25, 131, 135, 147, 291, 293, 295
- finance 87, 89, 96, 137–8, 255, 259, 262
- financial services 47, 255, 262
- Finland 17, 24, 38, 41–5, 48–51, 55–6, 61, 68–9
- first generation 4–7, 10, 13–14
- flexi-time 3, 27, 200
- flexibility 133, 153, 190, 192–3, 205, 226–7, 244–5, 256–7, 272
 time 151, 222, 227–8, 240, 300
 workplace 19–20, 36, 39–41, 129, 133–4, 156, 158
- flexible work 6, 52, 63, 151, 184, 243
- flexible work schedules 3, 17, 23, 58, 152, 305
- flexible working time 10, 37, 40, 102, 180, 199–200
- forestry 46, 87, 89, 140
- formal economy 293–5, 314
- formal policies 39, 139, 161–2, 262, 307
- framework agreements 36, 60, 69–71, 308–9
- frameworks, legal 60, 62, 127, 194, 284
- France 38, 40, 42–5, 50, 52, 65, 67, 78, 80–81
- freedom 55, 66, 68, 139
- freelancers 28, 118, 133, 172, 259–60, 267
- full-time jobs 67, 292–3
- full-time office employees 258, 278, 282
- function points 217, 225
- functions 102, 207, 218, 223, 231, 236, 240–43
- Gallup 25, 132, 135, 142–4, 153–5
- gender 48, 51, 53–4, 98–9, 108–9, 178–9, 263–4, 295–7
 disaggregating for 256, 263, 282, 295, 297
 roles 296–7
- General Social Survey, *see* GSS
- generational differences 199, 203
- generations of telework 3–8, 13, 15, 289
- Germany 38–9, 41–4, 50–51, 55, 65–6, 70, 78, 80–81
- gig economy 112, 118
- Global Telecommuting Survey (GTS) 131, 291, 293
- Global Workplace Analytics 135, 138–9
- governance 70, 129, 150
- government 76–7, 80, 82, 104, 110–12, 118, 247
 agencies 131, 158, 160, 229, 246
 Finland 61
 Hungary 61
 Japan 76–7, 81, 93, 105, 110–11, 119, 121
 local 162–3, 233
 programmes 61, 174, 194
 shutdown 157, 287
- graduates 264–5
- Greece 39, 41, 43, 79, 287, 295
- growth 216, 218, 245, 247, 313
 economic 231, 288
 sustainable 211

- GSS (General Social Survey) 25, 131, 135, 291–3, 295, 299
- GTS (Global Telecommuting Survey) 131, 291, 293
- guidelines 110–11, 114, 126–7, 235, 240, 242, 244
- health 54, 56–8, 60–64, 146–7, 172–3, 199–203, 228–9, 231–2, 303–4
 better 145, 147, 221
 employee 133, 150–51
 mental 20–21, 28, 231
 occupational, *see* occupational health
 problems 124–5, 232
 health benefits 301, 304
 high-skilled professionals 23, 58
 holiday periods 65, 93, 113
 holiday teleworking 105–7, 114
 holidays 50, 93, 99, 105–7, 113–14, 275–6, 283
 Home Agent 221, 223–6, 232, 248
 home-based telework 37, 39, 45, 51, 53, 56, 63, 66–7, 292–3
 regular 45, 58, 292–3
 home-based teleworkers 23, 25, 48–50, 52–3, 58, 300
 home-based work 12, 39, 76, 123, 127, 256, 263
 home computers 128, 223
 home office practices 214, 216, 225
 home offices 3–6, 13, 27, 200, 215, 217, 221–2, 231, 243
 hospitality 47, 255, 262, 281
 hotels 91–2, 94, 99–100, 107, 219
 hours 48–52, 108–9, 121, 124–5, 140–41, 143–5, 152–5, 180–81, 226–33, 256–7, 267–70, 298–9
 atypical 173, 180, 258
 long 4, 50, 121, 124, 155, 164, 299
 longer 99, 118, 128, 140, 164, 175, 298–9
 normal 129, 142, 154
see also working time
 household members 37, 181, 186
 households 25, 176, 206, 260
 dual-earner 36–7, 70
 housework 52, 78, 80–81, 95–6, 98, 101, 314
 time for 78, 81, 95–6, 98, 101, 314
- human resources 69, 157, 189, 215, 222, 262
- Hungary 2, 24, 38–9, 42–4, 52, 56, 61–2
- IBM 152, 277, 308
- ICT 1–10, 14–16, 24–6, 36–8, 40–42, 44–5, 54–6, 133–4, 289–90, 296–7, 312–14
 devices 64, 83, 113, 118, 220, 275
 equipment 64, 111, 118, 221
 infrastructure 40, 68, 312
 mobile 37, 45, 48, 54, 57, 70–71
 new 1–3, 7–11, 14–16, 18–21, 23, 26–8, 286
- ICT-enabled work 25, 38, 288, 297, 313
- illness 145, 187, 224, 231–2
- ILO (International Labour Organization) 13, 37–8, 69, 175, 211–13, 261, 303–4
- implementation 70–71, 174, 205, 225–6, 230, 233, 235, 239
- incentives 24, 239, 245
 tax 239
- incidence of telework 25–6, 38, 41, 212, 214, 292, 295–7
 Argentina 177–80
 Brazil 214–16
 cross-country review 289–97
 Europe 41–5
 India 263–7
 Japan 83–93
 United States 134–9
- incomes 119–22, 137, 173, 182, 226
- incorporation 175–6, 178, 184–5
- independence 173, 183, 185, 192
 new spatial 26, 286
- India 24, 26–7, 255–84, 287–90, 292–7, 299–300, 302, 308
 conclusion and recommendations 281–4
 effects of telework 267–77
 incidence of telework 263–7
 methodology 261–2
 organizational and individual performance 271–5
 policy responses 277–81
 work ethic 256, 270, 283
 working time 267–70
 work–life balance 272–7

- individual performance 21–3, 59, 146, 182–3, 222, 305–6, 314; *see also* performance
- industries 5–8, 44, 87, 89, 95–6, 136–8, 257, 277, 282
- information 4–5, 8, 287
- informal telework 27, 84, 139, 184, 304, 309, 313
- informal teleworkers 76, 87, 99, 113
- information 1–2, 7, 14–15, 36–9, 49–50, 63–4, 172–7, 197–8, 261–2, 297
- complete 10, 224
- industries 4–5, 8, 287
- processing 101, 123, 127
- security 114, 241
- technology 7, 11, 13–15, 24, 227, 236, 255
- workers 127, 218
- infrastructure 224, 230, 255, 257, 278, 281, 287
- ICT 40, 68, 312
- injury 145, 147, 204–5, 248
- inner ambiguity 1, 57, 313
- innovations 57, 62, 149–50, 212
- institutional regulation 173, 192
- insurance 64, 87, 89, 96, 122, 137, 236
- integration 20, 28, 240, 242–3
- cultural 129, 149
- integrity, professional 257, 278, 283
- intensification 8, 55, 269, 283, 304
- interference 232, 237, 302–3, 313
- intermediate spaces 13–16, 21
- International Labour Organization, *see* ILO
- International Telecommunication Union, *see* ITU
- Internet 1, 4, 7, 27, 118–19, 176, 216, 224
- connections 15, 26, 37, 128, 286
- connectivity 195, 255, 279, 281
- users 129, 134, 218, 245
- interpersonal relations 173, 193
- interruptions 58, 149, 221, 232, 274, 305
- interviews 25–6, 64, 82, 160, 195, 198, 201
- intranet 146, 278
- inverters 257, 278
- investments 68, 194, 229, 279
- IPSOS 26, 131–2, 153, 291, 295, 302
- Ireland 43, 61, 309
- isolation 54–6, 146–7, 173, 190, 228, 246, 260
- IT/ITES sector 261–2
- Italy 38–9, 41–3, 52, 56, 62, 64, 67, 294–5
- ITU (International Telecommunication Union) 2, 174, 193
- Japan 24–5, 27–8, 76–127, 287, 289–90, 292, 294–303, 305–6, 308–9, 313
- advantages and disadvantages of telework 95–9
- conclusions and recommendations 111–12
- data sources 81–2
- effects of telework 93–110
- employees 103, 293, 295, 298, 313
- governments 76–7, 81, 93, 105, 110–11, 119, 121
- incidence of telework 83–93
- methodology 81–2
- MHLW (Ministry of Health, Labour and Welfare) 25, 77, 80, 82, 108, 110–11, 114, 126–7
- MIC (Ministry of Internal Affairs and Communications) 25, 77, 82, 84, 101, 104, 111–12, 114, 287
- policy responses 110–11, 126–7
- self-employed telework 118–20
- WBML (Women's Bureau of the Ministry of Labour) 119
- working time 91, 101, 105, 108, 124
- work–life balance 76, 80, 95, 102, 108, 110, 112
- zaitaku* workers 25, 28, 118–27
- Japan Institute for Labour Policy and Training, *see* JILPT
- Japan Institute of Labour, *see* JIL
- Japan Telework Association (JTA) 77, 113
- Japanese companies 84, 91–2, 95, 103, 107, 113, 118
- JIL (Japan Institute of Labour) 25, 124
- JILPT (Japan Institute for Labour Policy and Training) 82, 95–6, 98, 100, 108–9, 113, 299, 301–2

- job performance 22–3, 57, 144, 146,
182, 222–3, 232; *see also*
performance
- job profiles 232, 262
- job satisfaction 16, 22–3, 39, 133,
145–6, 188, 199–200
- jobs 120, 134, 148, 153–4, 185, 218,
231–3, 246–7, 256–8, 260–61, 282,
284
full-time 67, 292–3
- joint-use type satellite offices 92–4
- journalists 10, 214, 216, 259
- JTA (Japan Telework Association) 77,
113
- jurisprudence 221, 235–6
- Kandolin, I. 55
- Kawai, Y. 124–6
- Kelliher, C. 16–17, 27, 55
- knowledge 194, 211, 223
workers 11, 44, 296
- Korea 22, 79
- Kumazawa, M. 103, 113
- labour force 45, 77–8, 93, 112, 190, 263
participation 287, 296
participation rates 77–80, 93
- labour law 118, 121, 123, 139, 144,
162–3, 234–7
- labour markets 62–3, 78, 175, 219, 222
- labour productivity 95–6
- labour unions 159, 163, 219, 241, 281,
283, 287; *see also* unions
- landline telephones 280
- languages 120, 224, 289
- laptop computers, *see* laptops
- laptops 2–3, 5, 7, 13–14, 19, 22, 150,
187–8, 279–80
- late-night teleworking 76, 108–10, 125
- Latvia 43
- law 61–2, 112, 121, 123, 158, 180, 195,
201, 207, 224, 234–8
federal 160–62, 219, 234–5
labour 118, 121, 123, 139, 144,
162–3, 234–7
new 160, 219, 237–8, 288
projects 234–7
- leaders 130, 146, 155, 157, 160, 243,
247
- leadership 198, 205, 243
- leasing 89, 96, 138
- legal frameworks 60, 62, 127, 194,
284
- legislation 59, 62, 64, 69, 71, 193, 196,
234, 236
applicable 204, 311
national 60, 62, 71, 243
- lifestyle 217, 230
- lifetime employment system 103
- Lithuania 43
- litigation 235, 309
- local governments 162–3, 233
- loneliness 56, 259
- long hours 4, 50, 121, 124, 155, 164,
299
- loss of concentration 173, 192
- low wages 118–19, 121–2
- loyalty 186, 301
company 56, 260
customer 225
- lunch 152, 190, 200, 233
breaks 240, 259
- Luxembourg 43
- Madrid 55, 62
- maintenance 64, 217, 226, 238, 241,
278–9, 282
- maintenance costs 224–5, 280
- male teleworkers 52–3, 98, 256, 263,
302
- Malta 43
- management 22–3, 182, 185, 230, 232,
243, 281, 283, 312–13
change 155, 157, 221, 247
by objectives 258, 277, 312
recommendations 240, 242
results-based 182, 312
senior 157, 180
top 225, 240, 242, 311
- managerial control 40, 278
- managers 23, 44–6, 146, 156–8, 161–2,
185–7, 197, 199, 225–8, 245–7,
277–8, 296–7
and employees 146, 156, 158, 240,
244
senior 158–9
- manufacturing 36, 87, 89, 96, 100, 255,
262
- marital status 264–5, 281
- marketing 6, 179, 198, 216, 259, 262

- markets 1, 225, 242
 labour 62–3, 78, 175, 219, 222
- Mayer, M. 1–2, 27
- measurement 14, 18, 22
- media 131, 150, 255, 259, 262, 278, 281
 social 145
- medium-sized enterprises 58, 60, 77,
 306, 308
- mental fatigue 124–6
- mental health 20–21, 28, 231
- mentoring 149–50
- meta-analysis 12, 18, 21, 23, 305
- methodology 2, 24–6
 Argentina 175–6
 Brazil 213
 India 261–2
 Japan 81–2
 United States 131–3
- Mexico 79, 226
- MHLW (Ministry of Health, Labour
 and Welfare) 25, 77, 80, 82, 108,
 110–11, 114, 126–7
- MIC (Ministry of Internal Affairs and
 Communications) 25, 77, 82, 84,
 101, 104, 111–12, 114, 287
- microdata 175, 207
- millennials 134, 154
- minimum wages 118–21, 123, 126–7
- Ministry of Health, Labour and
 Welfare, *see* MHLW
- Ministry of Internal Affairs and
 Communications, *see* MIC
- mobile devices 3, 219, 300, 303, 306,
 310
- mobile ICTs 37, 45, 48, 54, 57, 70–71
- mobile offices 3, 5–7, 13, 27
- mobile phones 3, 5, 14, 17, 19, 63, 66,
 279–81
- mobile telework 44–5, 50, 53, 59, 291,
 293, 306, 309–10
- mobile teleworkers 48, 50, 52, 296, 299,
 306, 314
- mobile work 3, 6, 76, 84–5, 100, 107,
 112–13
- mobile workers 82, 84, 91, 100, 107,
 114, 119, 294
- mobility 37, 219, 224
 crisis 247–8
 geographic 189
 urban 218, 229, 233, 240
- models 14–15, 77, 224–5, 235, 245, 308,
 313
 business 24, 164, 220, 287, 307–8
 home-based 223–4
- monitoring 174, 194, 199, 224, 235,
 238–9, 260
- mothers 80, 93, 119, 125, 127, 190, 259
 single 127
 working 102
- motivations 56, 59, 67–8, 173, 182, 202,
 225–6
 primary 197–8, 200, 202
- musculoskeletal disorders 173, 192
- national experts 26, 38, 292, 298, 307
- National Institute of Statistics and
 Censuses (NISC) 26, 172, 175, 207
- national legislation 60, 62, 71, 243
- national reports 25, 36, 38–42, 45, 51,
 54
- national studies 50, 52, 55, 57, 59, 66,
 290
- natural disasters 113, 307, 312
- neck pain 55, 303
- negative effects of telework, *see* effects
 of telework
- negotiations 63, 223, 225, 227, 245
- neologisms 9–10
- Netherlands 38, 41–5, 48–50, 52, 54,
 68, 295, 297, 300
- networks 7, 27, 220
 social 193, 219, 230, 247
 virtual private 197, 248
- new ICTs 1–3, 7–11, 14–24, 26–8, 175,
 286
- new technologies 4, 8–15, 45, 57, 188,
 219
- night work 101, 108, 110, 118, 121,
 124–5, 127, 303
- Nilles, J. 1, 4–5, 10, 14, 16, 27, 301
- NISC, *see* National Institute of
 Statistics and Censuses
- non-exempt employees 160–62
- non-telecommuters 136–8
- non-teleworkers 38, 107, 119, 147,
 156–7
- Nordic countries 39, 41, 295, 297, 313
- normal business hours 1, 141, 143, 300,
 304, 309–10
- normal office hours 183, 185, 200, 227

- normal working hours 49–50, 128, 141, 144, 155, 160, 162, 220
- normative control 257, 278, 282
- notebooks 5, 187, 195, 197, 220, 244
- nursing care 97–8, 101–2
- objectives 172, 174, 182–3, 198–200, 203, 227, 240, 244
management by 258, 277, 312
personal 200, 202
- obligations 65, 71, 198, 202, 204, 237–8
- obstacles 40, 59, 160, 173, 190, 199–200, 203
- occasional telework 14, 18–19, 21–4, 27–8, 37, 41, 294–5, 297
- occupational health 24, 53–4, 57, 60, 69–70, 161, 204, 310–11
Argentina 192–3
Brazil 229–33
cross-country review 303–5
Europe 53–7
- occupational risks 201, 204, 208
- occupational safety 6, 16, 20, 204, 286
- occupations 41–2, 45–6, 48, 87, 107–8, 136, 177–9, 296–7, 313
elementary 44, 46, 296
- office-based workers 56, 58, 268, 270, 281, 284, 299–300
- office costs 97, 107
- office employees 216, 278
full-time 258, 278, 282
- office-goers 278, 283
- office hours 228
normal 183, 185, 200, 227
- office politics 145, 151
- office space 23, 26, 221, 226, 240–43, 286–7, 307–8, 312
- office work 3, 8, 26, 55, 58, 84, 286
regular 55, 314
traditional 3, 6, 9, 14, 16, 19, 27
- office workers 49, 152–3, 284, 300
- offices 49–50, 91–2, 197–200, 219–20, 238–40, 256–8, 263–5, 267–8, 270–72, 277–8, 281–4, 298–301
home 3–6, 13, 27, 200, 215, 217, 221–2, 231, 243
mobile 3, 5–7, 13, 27
virtual 3, 7–8, 13, 27, 279
- offshore outsourcing 258
- Ojala, S. 17, 48–9, 51, 55–6
- one-parent families 127
- operational definitions 14, 41–2, 48, 289–91, 297–8
- organizational benefits 145, 223, 260
- organizational outcomes 145, 147–8, 305
- organizational performance, *see* performance
- organizational policies 162, 257, 262, 277
- organizational practices 262, 310
- outcomes 23, 51, 150–51, 187, 201, 216–17
organizational 145, 147–8, 305
- outlook for future 70, 205, 312–13
- output 184, 271–2, 274–5
- outsourcers 223–5
- outsourcing 220
offshore 258
- overtime 49, 107–8, 114, 162, 198, 200, 202–3, 219, 221
payments 111, 160, 219–20, 256, 270, 283
rates 160, 256, 271–2, 270, 272
unpaid 51, 61, 93, 104–5, 107, 112–14, 309
work 17, 51, 104–5, 113, 140, 199, 235
- own home 91–2, 99
- ozone 230, 288, 304
- paperwork 107
- Paraguay 198
- parents 19, 39, 52, 63, 66, 134
- parliamentary status 195, 201
- part-time workers 78, 83, 88, 91, 133, 267
- partial telework 14–21, 23–4, 27, 58
positive effects 18, 22–3, 305
- particulate matter 230, 288, 304
- partners 189, 276
social 36, 60–61, 63, 67, 70–71, 202
- perceptions 3, 6–7, 10, 12, 19–20, 150, 163
- performance 21–4, 28, 68, 70, 149, 199–200, 203, 305–6
Argentina 182–3
Brazil 222–7
cross-country review 305–7
Europe 57–9

- evaluation 199, 243
- India 271–5
- indicators 201, 222, 224
- individual 21–3, 59, 146, 182–3, 222, 305–6, 314
- organizational 21, 24, 26, 148–9, 222, 305–7, 310, 312
- personal computers 3, 15, 197
- personal life 18–20, 26, 28, 53, 110, 301–3, 312–14
- personal objectives 200, 202
- Pesquisa Nacional por Amostra de Domicílios, *see* PNAD
- Pfisterer, S. 15, 18, 21, 39, 44, 50–51
- phones 3, 5, 14, 278–9, 282
 - mobile 3, 5, 14, 17, 19, 63, 66, 279–81
- physical fatigue 124–6, 303
- physical space 217, 231
- pilot projects/schemes 185, 198, 222, 225, 240–41, 306
- places of work 150, 205, 263, 265–72
- PNAD (Pesquisa Nacional por Amostra de Domicílios) 214–15, 248
- Poland 39, 43, 295
- policies 157–9, 174–5, 188, 197–200, 202–3, 221, 239–40, 243–4, 286–315
 - company 25, 59, 66, 113, 309, 313
 - cross-country recommendations 310–12
 - organizational 162, 257, 262, 277
 - universal 257, 277, 282
- policy responses 2, 59, 65, 70, 307, 309–10, 313–14
 - Argentina 193–201
 - Brazil 233–45
 - cross-country review 307–10
 - Europe 59–69
 - India 277–81
 - Japan 110–11, 126–7
 - United States 157–63
- pollutants 188, 229–30, 239, 288, 304
- pollution 4, 130, 160, 223, 247, 288, 312
 - atmospheric 229–30, 288
- Popma, J. 10–11, 28, 37
- popularisation 77, 247
- population 44, 147, 245, 247, 292, 294–5, 304
- Porto Seguro 216, 248
- Portugal 39, 41, 43, 287
- positive attitudes 52, 205
- positive effects of telework, *see* effects of telework
- Possas, E. 231
- postal activities 89, 96
- postgraduates 264–5
- power failures 255, 257, 278–9, 281–2
- prejudice 189, 225
- premises 7, 10–11, 200, 204, 216, 219, 235–6, 296–7
 - company 69, 217–21, 234, 242–3
 - employers 2–12, 14–15, 20–26, 38–9, 41–2, 44–5, 56–8, 60–64, 69–71, 288–92, 299–300, 307–14
- presenteeism 39–40, 145, 150, 158
- pressure 180, 190, 247, 257, 277, 282
 - legal 163
 - perceived 50
 - social 260
- primary motivation 197–8, 200, 202
- privacy 63, 71, 159, 257, 277, 282, 311
- private companies 2, 95, 126, 214, 234
- private life 37, 39, 50–51, 57, 62, 66, 99
- private sector 64, 83, 88, 129, 162–3, 194
- privileges 129–30, 260, 283
- productivity 2, 57–8, 61–2, 183, 222–3, 225–6, 239–42, 247, 257, 271, 305–6, 313–14
 - business 95–6, 98, 113, 302, 305
 - labour 95–6
- professional development 173, 192, 246
- professional integrity 257, 278, 283
- professionals 6, 44–6, 213–14, 219, 226, 228, 296–7
 - high-skilled 23, 58
- proficiency 258, 278, 282
- profit 23–4, 95, 130, 164
- promotion 76, 80, 97, 103, 194–7, 283, 288
- PROPET 174, 184, 194, 199, 201–2
- psychosocial disorders 173, 192
- psychosocial risks 62, 173, 192
- public authorities 26, 38, 234, 287, 307, 312, 314

- public sector 5, 16, 44, 150, 160, 174, 194
- public services 88–9, 308
- public transportation 224, 230, 245
- punctuality 219, 221–2
- quality 61, 183, 222, 224–5, 260–61, 273–5, 310–11
 - air 218, 230, 236, 245
 - of life 194, 197, 223–6, 229, 232, 239–42, 244, 306
 - better 223, 225–7, 232, 239, 302
- quantitative data 101, 213, 300
- questionnaires 24, 38, 82, 84, 113, 119, 213
 - expert 24, 213, 261
- quotas 217, 226, 307
- Raghuram, S. 257–8, 262, 277–8, 281–2
- reciprocity 55, 301
- recovery 20–21, 55
- redesign 216, 237, 242
- regular business hours 17, 162, 309–10
- regular employees 48–50, 61, 83, 88, 309
- regular home-based telework 45, 58, 292–3
- regular office work 55, 314
- regular telework 70, 129, 292, 294–7, 306–10, 313
 - incidence 292, 294, 296–7, 313
- regular teleworkers 164, 294, 314
- regular working hours 8, 16, 142, 152, 299
- reimbursement 162, 199, 203, 221, 238, 284
- relations, interpersonal 173, 193
- relationships 95, 101, 105, 107, 124–5, 229, 232
 - social 227–8
 - work 180, 257, 277, 282
- relocation 3, 218
- remote activities 230, 240, 247
- remote work 12, 146, 156, 162
- Renn, R. W. 16–17, 19, 23
- rentals 225, 241
- reorganization 8, 48, 207
- reports
 - annual 77, 82, 158–9
 - country 2, 25, 41, 289, 297
 - national 25, 36, 38–42, 45, 51, 54
 - representation 62, 261, 263
 - equal 262
 - representatives 156, 174, 194, 308, 311
 - research 9–10, 26–7, 90–91, 113, 118–19, 121, 128–30, 133–4, 144–6, 150–51, 153–5, 217
 - comparative 40, 48, 70, 298
 - data 81, 83, 87–9, 92, 94–5, 108, 111, 113, 124
 - studies 2, 108, 112, 120, 217, 221, 224
 - resistance 130, 189, 223, 247, 260, 288, 312
 - resources
 - human 69, 157, 189, 215, 222, 262
 - technological 227
 - telecommunications 234, 247
 - rest days 62, 180
 - rest periods 65, 67, 69, 192
 - restaurants 99–100
 - results-based management (RBM) 182, 312
 - retail 87, 89, 96, 248
 - retention 58, 130, 149, 187, 201, 240, 242
 - reversibility 64, 184, 199, 203, 238
 - rewards 120–21, 123, 127
 - rights 62–3, 69, 204, 235, 281, 311
 - collective 61, 309, 311
 - existing 198, 202
 - human 93
 - intellectual property 126
 - Rio Negro 174, 195, 207
 - risks 20–21, 54–5, 204, 220, 224, 232, 236
 - occupational 201, 204, 208
 - psychosocial 62, 173, 192
 - reduced 151, 226
 - robust data 131, 140
 - role ambiguity 20–21, 146, 155
 - role clarity 146–7
 - role stress 20–21
 - roles 20, 36, 58, 150, 152, 235, 260
 - gender 296–7
 - Romania 43
 - rules 63, 66, 104, 110, 112, 219–20, 234, 236–8
 - Russia 79, 263

- safety 60, 62–4, 70, 224, 238, 243, 245
 employee 62, 162
 industrial 111, 127
 occupational 6, 16, 20, 204, 286
 standards 28, 161, 163, 238
- sales 37, 87, 138, 179, 198–9, 216–17, 231
 workers 46, 107–8, 296–7
- salespeople 27, 91, 98, 103, 136
- samples 175, 215–16, 261–5, 267–8, 270, 281
- São Paulo 213, 215, 225, 228–32, 235, 237, 242, 248–9, 304
- SAP 214–15, 217, 222, 248, 291–3
- satellite offices, joint-use type 92–4
- Saturdays 190, 268–9
- savings, cost 183, 201, 257, 271, 273
- scarcity 119, 123
 value 120
- schedules, *see* work, schedules
- schools 93, 102, 119, 224, 298
- second generation of telework 5–7, 14, 16
- secondary data 172, 176, 178, 201, 213
- sectors 44–5, 48, 70–71, 178, 255, 261–2, 277, 297, 313
 IT/ITES 261–2
 organized 293–6, 314
 private 64, 83, 88, 129, 162–3, 194
 public 5, 16, 44, 150, 160, 174, 194
 services 44–5, 56, 297
- security 77, 95, 97, 102, 114, 223, 260
 data 224, 257, 277, 282, 312
 information 114, 241
 legal 238
 social 39–40, 70, 178, 196, 207
- self-control 17, 97
- self-discipline 152, 173
- self-employed teleworkers 84, 112, 118
- self-employed workers 83, 112, 118, 131, 177, 220, 292
- self-employment 28, 83, 289–90, 292
- self-management 183–4
- senior managers 158–9
- SERPRO 220, 225, 237, 248, 306
- servers 27, 162, 197, 306, 309
- services 44–5, 47, 62, 64, 83, 87, 89–90, 96
 financial 47, 255, 262
 public 88–9, 308
- sector 44–5, 56, 297
- social 64
 technical 137
- shift operation 224–5
- shop assistants 41–2, 296
- Siemens 182, 184, 186
- single mothers 127
- SINPD 242, 249
- skills 58, 67, 119–20, 123, 182, 185, 194
 certification 174
 computer 119–20, 123
- slacking 146, 150, 288
- sleep 145, 147, 151, 190, 275–6
 disorders 192, 230
 disturbances 21, 173
- Slovakia 43
- Slovenia 43
- smartphones 1–3, 7, 11, 13–15, 19, 22, 219–21, 279–80
- SMEs 58, 64, 189
- Sobratt 213, 220, 230, 235–7, 248
- social dialogue 36, 59, 62–3, 70, 197, 199, 201
- social exclusion 194
- social media 145
- social networks 193, 219, 230, 247
- social partner agreements 6, 61, 64, 66, 309
- social partners 36, 60–61, 63, 67, 70–71, 202
- social relations 173, 192, 237
- social relationships 227–8
- social security 39–40, 70, 178, 196, 207
- SoftBank 101–2
- software 64, 66, 229, 249, 257, 262, 279
- sources, data 24–6, 37, 41, 81–2, 131, 175–6, 288, 290–91
- South Africa 226
- sovereignty, time 298, 300
- spaces 67, 69, 91, 197, 227–8, 240–41, 256–7, 263, 275
- Spain 2, 24, 38–44, 48–50, 52, 62–3, 79
- spontaneity 113
- stakeholders 93, 211, 225
- stand-by mode 220, 303, 310
- standards 70, 103–4, 230–31, 238, 240, 287, 304
 safety 28, 161, 163, 238
- startups 218, 239
- stationary computers 3, 15

- statistics 37–8, 102, 104, 175, 178, 207, 213, 248
- status 158, 177, 179, 189, 219
 - marital 264–5, 281
 - parliamentary 195, 201
- Stavrou, E. 3, 17, 21, 23
- stipulated breaks 256, 270–71
- strategies 156, 158, 161, 214, 220, 233, 235, 277–8
- stress 54–7, 63, 66–7, 145–7, 150–52, 155, 189, 192–3
 - increased 62, 260
 - reduced 145, 147, 151
 - role 20–21
- styles, work 81, 112, 246
- subgroup data 145, 148
- subordinates 4, 23, 220, 277, 283–4, 288, 312
 - dispersed 277, 288
- subsidies 77, 239
- substitute days 105–7
- Sundays 49–50, 190, 268–9, 283, 300
- supervision 59, 205, 234, 260, 312
 - direct 246, 260, 278, 296
- supervisors 15, 18, 22–3, 66–8, 147–8, 246–7, 283–4, 286, 308
- supplemental telework 17, 51, 141, 160, 304, 306, 310
- support 40–41, 45, 50, 56, 101–2, 127, 211–12, 281
- surveys 16–17, 20, 22, 25–6, 38–40, 131–2, 172, 215–16, 261–2, 290–93, 299, 301–3
 - employee 26, 67, 290, 294–5, 305
- sustainability 149, 157, 163, 226, 245
- sustainable growth 211
- sustainable transport 230, 235
- Sweden 21, 24, 38–44, 48–9, 58–9, 63, 78, 80
- tablets 1–3, 13–15, 26, 45, 128, 280, 286
- Takahashi, M. 124–6
- tasks 180, 182, 185, 198–200, 202, 205, 217, 219, 260
- tax incentives 239
- taxes 139, 162–3, 230, 241
- TEA (Telework Enhancement Act) 158–9, 287, 307–8
- team dynamics 149–50
- teams 1, 163, 184, 198, 212, 243, 245
- teamwork, virtual 257, 271, 273
- technological advancements/developments 5–6, 8, 27, 37, 70, 309, 314
- technologies 9–15, 128–9, 134, 149–50, 152–3, 155, 199, 262, 302
 - communication 7, 12–15, 19, 22, 24, 172–3, 176, 207
 - work-extending 10–11, 16
- telecommunications 4, 64–5, 218, 236, 255, 262, 281
 - resources 234, 247
- telecommuters 82, 101, 107–8, 110–11, 119, 134–9, 141
 - federal 135
- telecommuting 12, 76–7, 84, 101–2, 110–13, 132–6, 138, 193–4, 235, 245–6, 288–9, 301–3
 - costs 246
 - systems 82, 100–102, 110–11, 114
 - term 1, 4, 289
- telephone calls 11, 15, 49, 58, 295, 306, 313
- telephone costs 257, 279
- telephones, *see* phones
- telepresence 185, 247
- telework
 - adoption 39–40, 113, 157, 178, 215–16, 237–8, 247
 - development 39, 194, 201, 205, 211
 - effects, *see* effects of telework
 - first generation 4–7, 10, 13–14
 - incidence, *see* incidence of telework
 - informal 27, 84, 184, 309, 313
 - mobile 44–5, 50, 53, 59, 291, 293, 306, 309–10
 - occasional 14, 18–19, 21–4, 27–8, 37, 41, 294–5, 297
 - policies 23, 63, 139, 161, 174, 306–7
 - policy responses to, *see* policy responses
 - programmes 155–9, 174, 176, 183, 195, 198–200, 205
 - second generation 5–7, 14, 16
 - supplemental 17, 51, 141, 160, 304, 306, 310
 - term 4, 9–10, 12, 27, 289
 - third generation 7, 11, 13–14
- Telework Enhancement Act, *see* TEA

- teleworkers 48–52, 55–6, 82–4, 172–7, 179–80, 182–7, 193–5, 197–204, 220–23, 277–84, 299–303, 311–12
 federal 132, 147
 female 49, 101–2, 260
 informal 76, 87, 99, 113
 male 52–3, 98, 256, 263, 302
 mobile 48, 50, 52, 296, 299, 306, 314
 regular 164, 294, 314
 self-employed 84, 112, 118
 temporary workers 83, 88, 131
 third generation of telework 7–8, 11, 13–14
 third spaces 13–16, 18–19, 21, 23–4, 134, 256, 264
 time
 flexibility 151, 222, 227–8, 240, 300
 for housework 78, 81, 95–6, 98, 101, 314
 periods 8, 65, 125, 300
 sovereignty 298, 300
 working, *see* working time
 Toffler, A. 4–5, 7
 Tokyo 77, 119
 tools 19, 22–3, 194, 230, 237, 244, 247
 collaboration 146, 150, 156
 work 199, 202
 top management 225, 240, 242, 311
 tourism 25, 76, 287
 traditional office work 3, 6, 9, 14, 16, 19, 27
 traffic congestion 130, 229–31, 239, 288, 301, 304, 312
 training 62–3, 146–7, 150, 155–6, 158–60, 194, 221, 223, 311–12
 appropriate 64, 157
 transition 53, 70, 103, 150, 238, 245
 transport 25, 47, 76, 89, 96, 221, 287
 sustainable 230, 235
 transportation 37, 131, 140, 226, 228–9, 231, 240
 facilities 99–100
 public 224, 230, 245
 tripartite telework observatory 194, 207
 trust 59, 68, 146, 148–50, 159, 182, 186
 culture of 155–6
 mutual 67
 Tuomivaara, S. 55–6
 turnover 68, 102–3, 187, 222–6, 301, 306
 underperformance 278, 283
 unemployment 77, 103, 160
 unions 159, 163, 197, 199, 201, 281, 283, 287
 United Kingdom 24, 42–5, 48, 55, 58, 61, 63, 79, 81
 United Nations 174, 193
 United States 4–5, 24–5, 128–64, 229, 287–90, 292, 294–7, 301–2, 305–9, 313
 conclusions and recommendations 163–4
 data sources 131–3
 effects of telework 139–57
 employee health and well-being 150–52
 employees 128–9, 134–5, 141, 147, 153
 employers 129–30, 139, 150
 Federal Government 147, 153–4, 157–8, 160, 287
 FEVS (Federal Employment Viewpoint Survey) 25, 131, 135, 147, 291, 293, 295
 incidence of telework 134–9
 methodology 131–3
 policy responses 157–63
 states 1, 4–5, 231
 TEA (Telework Enhancement Act) 158–9, 287, 307–8
 working time 131, 139–44
 work–life balance 152–7
 workplace flexibility 133–4
 universal policies 257, 277, 282
 unmarried people 264, 281
 unpaid overtime 51, 61, 93, 104–5, 107, 112–14, 309
 urban mobility 218, 229, 233, 240
 users 55, 93, 192, 234
 Internet 129, 134, 218, 245
 variations 9, 18–19, 40–41, 45, 290, 297–8, 304
 cross-country 39, 41
 video-conferencing 27, 128, 146
 virtual offices 3, 7–8, 13, 27, 279

- virtual private networks (VPNs) 197, 248
- virtual teamwork 257, 271, 273
- wages 97, 99, 103–4, 107, 113, 118–19, 123
 - low 118–19, 121–2
 - minimum 118–21, 123, 126–7
 - normal 220, 270
- Walrave, M. 40, 48–9, 52, 55, 59
- WBML (Women's Bureau of the Ministry of Labour) 119
- weekdays 107, 163, 190, 229, 306
- weekends 14, 17, 21, 49–50, 268–70, 300, 306, 309
- welfare 64, 77, 287
- WETs (work-extending technologies) 10–11
- Wheatley, D. 48, 52, 58
- WHO, *see* World Health Organization
- wholesaling 87, 89, 96
- WLB, *see* work–life balance
- women 44–5, 50–54, 80–81, 91–2, 100, 108–9, 140–41, 189–90, 255–6, 259–60, 263–4, 281–2
 - teleworkers, *see* female teleworkers
- Women's Bureau of the Ministry of Labour, *see* WBML
- work
 - arrangements 3, 6, 11–12, 14, 16–17, 69, 71, 151, 287–9
 - autonomy 23, 59, 313
 - clerical 87, 90, 92, 104
 - client 145, 148, 151, 305
 - culture 68, 201, 304
 - environment 18, 26, 52, 198–9, 202–4, 219, 225
 - and family life 110, 153, 188, 296–7, 301
 - flexible 6, 52, 63, 151, 184, 243
 - groups 22, 173, 183, 193
 - hours, *see* working time
 - ICT-enabled 25, 38, 288, 297, 313
 - mobile 3, 6, 76, 84–5, 100, 107, 112–13
 - models 221, 227, 230–31, 233, 235–7, 244, 246
 - night 101, 108, 110, 118, 121, 124–5, 127, 303
 - organization 9–11, 38, 48, 62, 67, 199–200, 203
 - relationships 180, 257, 277, 282
 - remote 12, 146, 156, 162
 - schedules 16–17, 50, 55, 133–4, 152–3, 218–19, 237–40, 274–6, 302
 - flexible 3, 17, 23, 58
 - spaces, *see* spaces
 - styles 81, 112, 246
 - tools 199, 202
- work-extending technologies (WETs) 10–11
- work–life balance 18–20, 38–9, 50–52, 61–2, 64, 66–70, 162–4, 172–3, 199–200, 276–7, 286, 301–4
 - Argentina 183–92
 - Brazil 227–9
 - cross-country review 301–3
 - Europe 50–53
 - India 272–7
 - Japan 76, 80, 95, 102, 108, 110, 112
- work–life conflict 129, 134, 151–2, 158, 161, 164, 301, 303
- work-related calls 257, 272, 276, 303
- workaholics 153, 164
- workday 49, 147, 219–20, 227, 230–31, 240, 261
- workers
 - clerical 6, 45–6, 59, 98, 108, 296–7
 - contract 83, 118, 126
 - information 127, 218
 - knowledge 11, 44, 296
 - mobile 82, 84, 91, 100, 107, 114, 119, 294
 - part-time 78, 83, 88, 91, 133, 267
 - sales 46, 107–8, 296–7
 - temporary 83, 88, 131
 - zaitaku* 25, 28, 118–21, 123–7
- workforce 76–7, 80–81, 84, 102, 123, 136–8, 293–5
- working conditions 2, 6, 37–8, 41, 64, 124, 231, 234
- working culture 39–40, 70
- working time 14, 16–18, 20, 24, 26–8, 39–41, 192–3, 199–200, 221, 237, 298–301, 310–11
 - Argentina 180–81
 - Brazil 218–22

- cross-country review 298–301
- Europe 48–50
- flexible 102, 200
- India 267–70
- Japan 91, 101, 105, 108, 124
- normal 49–50, 128, 141, 144, 155, 160, 162, 220
- regular 8, 16, 142, 152, 299
- United States 131, 139–44
- workloads 22, 28, 148, 271, 311
- workplace flexibility 19–20, 36, 39–41, 129, 133–4, 156, 158
 - United States 133–4
- workplaces 4–5, 17, 28, 82–3, 91–4, 99, 141, 188–90, 218–19
- worktime control 220
- workweek 49–50, 52, 140, 200, 216, 219, 296
- World Health Organization (WHO) 230, 304
- Young, C.F. 231
- zaitaku* workers 25, 28, 118–27

