IBES research and telework
Travel replacement and the environment

Air Travel

Melbourne

500 kg CO$_2$eq/person return

Sydney

Video Conferencing (Telepresence)

6-hour meeting

1 kg CO$_2$eq/person
Telework, productivity & wellbeing

• Research question:
  – How does telework impact on an individual’s productivity and wellbeing?

• Research team:
  – Rachelle Bousa, Marianne Gloet, Sherah Kurnia, Antonette Mendoza and Jongsay Yong
## Participating case study organisations

<table>
<thead>
<tr>
<th>Case Organisation</th>
<th>Industry</th>
<th>Number of participants</th>
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</thead>
<tbody>
<tr>
<td>EduCo</td>
<td>Tertiary: Research Institute</td>
<td>1 manager</td>
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<tr>
<td>EduCoIT</td>
<td>Tertiary: TAFE</td>
<td>1 manager, 2 workers</td>
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<tr>
<td>NetworkCo</td>
<td>Network and collaborative solutions</td>
<td>5 managers, 5 workers</td>
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<tr>
<td>GovernCo</td>
<td>Council</td>
<td>3 managers, 1 worker</td>
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<tr>
<td>InfrastructureCo</td>
<td>Network infrastructure solutions</td>
<td>2 managers, 1 senior role</td>
</tr>
<tr>
<td>TestCo</td>
<td>Banking: Investment &amp; Superannuation</td>
<td>1 manager, 6 workers</td>
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Key Findings

- IT support is essential to support telework
- Clear guidelines need to be established for workers and management
- Telework enables better work-home balance, supporting wellbeing
IT support for telework

• IT an important enabler of productive telework
• Medium to high-level IT support increases individual productivity
• Workers can be more productive provided they have appropriate IT tools

“With current IT you can do the job OK. But we need something more... Video conferencing would be fantastic.”
Tester, TestCo
Management guidelines

- Managers need to set clear tasks and articulate outcomes
- Trust is important to foster a productive working environment
- Frequent meetings required
- Managers need to carefully select employees
- Not all roles and tasks are conducive to telework

“When you start the job you are given the trust, and it’s yours to lose if you don’t do the right thing. And then you are judged by results…”

Project Manager, NetworkCo
Worker guidelines

- Teleworkers more productive when working on complex tasks
- Teleworkers often work longer hours at home
- Teleworkers make productive use of commuting time
- Hybrid telework arrangements contribute to productivity
- Adequate training and support for IT tools

“There’s less distraction [at home], you can focus more, I just feel like it gets me ready for the next week…”

Education Officer, GovernCo
Telework and wellbeing

- Ability to work away from the office can enable a better “work-life balance”

“I get flexibility from telework. I can see more of my kids, take my daughter to school and also pick her up”
Future of Telework

• All participants positive about the future of telework

• Management concerns about individual and team productivity ameliorated by
  – adequate IT support
  – clear arrangements and guidelines
  – measurement and reporting of outcomes

• Future is bright, success ultimately rests with teleworkers
“Telework success depends on workers being self-motivated, self-disciplined and self-driven”

*Project Manager, NetworkCo*