MANUAL FOR THE IMPLEMENTATION OF SISTEMS OF TELEWORK

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ABSTRACT

The world is entering a new phase of technological revolution since the advanced countries to less developed countries are concerned to implement solutions based on New Information Technologies (ICTs) in response to this situation, the multiple generators of job stress and unemployment for some groups have implemented procedures for telework systems business, which is why it is necessary to create a guide or manual implementation of teleworking systems, generated as applied research, combining documentary and field research, developed as an experimental design using questionnaires to different influential groups in the processes and implementing a solution with mathematical elements, applicable to any company without discrimination, making the end result of teleworking implementation strategies fit the profile of each company and worker achieving continuous improvement tools and showing a trend for teleworking job.

PALABRAS CLAVE: Teleworking, strategies, Implementation.

1. INTRODUCTION

The Systems Implementation Guide Telework, identified as essential to their development patterns generating implementation strategies taking into account the intrinsic theme treated in the development of tasks, duties and rights of both the company and worker, respectively; subjecting leading the company to an analysis process to identify the level of use and need for technological tools and workers displayed on a holistic approach, with the objective of implementing the increase Telecommuting systems as a solution to unemployment, discrimination, productivity and lower costs, using questionnaires used as a tool to implement strategies supported by mathematical and statistical methods.

2. OBJECTIVES

2.1 General Objetive

To create a guidance document in which companies can identify their level of potential for Telework implementation of systems in Latin America, and how to implement it strategically.

2.2 Specific Objectives

- Identify that teleworking emerged as a system of work.
- Know and identify the characteristics of Telework.
- Recognize the necessary conditions for the implementation of telework.
- Recognize the capabilities and skills that should be a teleworker.
- Show the benefits of telework brings to workers, businesses and community.
- Raise awareness about the benefits of teleworking with respect to environmental responsibility.
- Recognize the tools used for the development of Teleworking.
- Identify the existing legislation on telework.
- Find simple strategies and appropriate for the incursion of the companies in the teleworking system.
- Study the main patterns with respect to occupational health to consider the welfare of the teleworker.
- Identify the degree of potential for companies regarding the implementation of telework systems.
- Analyze the ability of each employee of the company to become teleworkers.

- Collect information to assess the need for attendance of each employee in the company.
- Build strategies for implementing telework in companies taking into account the group profiles of employees.
- Analyze the trend Telework as work.
- Identify the legal solutions for businesses to migrate to telework.

3 METHODOLOGIC DESIGN

3.1 Type Of Investigation

The research is a quantitative approach, seeking to find the factors that influence the career development of people for the analysis of the variables and the generation of appropriate strategies for each profile giving the proper applicability of teleworking. To achieve the creation of this manual was carried out research methodology based on several scientific methods, according to the stage of the study. In the exploratory stage or production of information is made use of the analytical method is able to determine the causes, nature and main effects of Telecommuting on the various groups that may interfere, such as labor, business, community and environment. This was achieved researching, reading and analyzing all of the literature and research on and related to the topic. Through a deep analysis, it was possible to enter a stage of synthesis, within which all the separate elements merge, creating the knowledge base necessary for the generation of strategies for implementing teleworking systems, which are checked by inductive method, ie by applying the implementation strategies to specific cases to verify their effectiveness and performance, thus obtaining conclusions of a likely increase as you increase the number of particular facts under consideration. To expand the collection of information on specific cases and verify the effectiveness of strategies, using the survey method, obtaining in this way analyze the case to implement the strategy, and after implementation to verify and confirm your acceptance and performance.

The investigation is carried out applied, generating solutions to specific problems that provide solutions to companies and their development combines documentary and field research, making a merger that gives strength to the strategies and solutions raised in this manual.

3.2 Teachniqued And Instruments For Data Collection.

Depending on the achievement of the objectives of this research, we used different techniques and tools to obtain information necessary for their development, among which are:

3.2.1 *Comment:* There were observing practices in companies within these practices were observed reactions to the following situations:

- Level of stress for workers when they reach their workplace.
- Concern at the time of departure.
- Productive time in the company.
- Reaction of workers before natural phenomena.
- Reaction from traffic during the journey.

3.2.2 *Documentary Review:* We carried out the literature review of the literature on the specific topic and research issues arising in several countries on the applicability of telecommuting, benefits, legal framework and methods used in different sections of the population.

3.2.3 *Surveys*: were conducted four surveys, each geared toward a different group.

- Survey of business viability analysis: aimed at managers or business owners, used to analyze the viability of each company to implement telecommuting systems.

- Survey to study the potential of workers: workers face directed to analyze the potential of each to become teleworkers.

- Survey analysis and verification of strategies: aimed at persons working through some form of teleworking is taken into account for analysis on the implementation being carried out, their advantages, disadvantages and opinion on issues.

- Opinion poll: was conducted for the general public to know the inclination on the geographical location when carrying out its work.

The processing of the survey was conducted by publishing them in the portal authoring www.tlworking.com own to carry out this research.

4 DEVELOPMENT OF THE MODEL

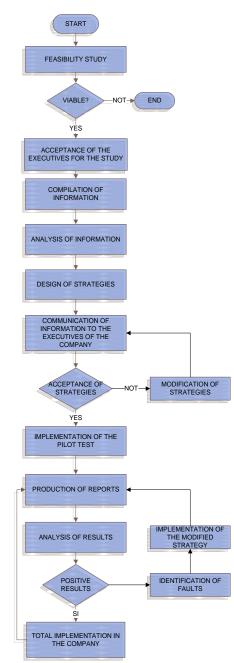The procedure for implementing telework schemes in Figure 1. Implementation of teleworking in the company.

Figura 1. Implementation of teleworking in the company

Once analyzed and measured surveys and business feasibility analysis of potential workers, the general steps to follow are:

- Managers must specify the duration of the pilot.
- Selection of recommended technology tools according to purpose (collaborative systems: groupware, workflow, security software and hardware).
- Identification of the strategy to be implemented with each worker selected according to the weighting given by the analysis of potential workers.
- Inform employees about the decision to implement a pilot with this system work, sensitizing and shows all information concerning the matter to clear their doubts, that to build trust and acceptance by employees.
- Make sure that everything is understood, and seek ways to approach the employees identified by the directors of the company as negative and positive leaders, talk to them, and explain all the advantages that this new system brings. This step is important because a negative leader could hinder the process and generate disagreements among employees, reaching up to promote events within the company.
- Designate the person or persons responsible for maintaining contact with him or teleworkers and check their work. This person must be clear about their duties according to established tools for reporting and results and achievements he or teleworkers allocated to it.
- Inform potential employees who are the pilot and talk to them, and told the new features of their work, clear doubts about their schedules, delivery of reports, method of recruitment, technological tools and duration of the pilot.
- When each of them recognizes this new modality, the new contract should attach an addendum or clause which stated that the employee voluntarily agree to join the team of the pilot test and noting the new working conditions arising from the this manual.
- Plan a day of test used to check software compatibility between versions and perform upgrade if necessary.
- Report on occupational health recommendations suggested in the manual.
- Initiate pilot.
- At the end of time planned for the pilot, annotate and analyze the variables of the survey analysis and verification of strategies.
- Implement remedial if necessary.
- Proceed to implement the system of employees who telework with the study found unfit to work in that system work.

5 CONCLUSIONS

5.1. Theoretical conclusions.

- Teleworking is Emerging as a practical solution to many social and Economic Conflicts generated by the working practices of 100% Attendance.
- According To The Geographical location of the teleworker, working time and the type of recruitment, There Are Various forms of teleworking.
- Geographical boundaries and breaks Teleworking support the Process of Economic Globalization and Providing support to the Fight against Unemployment.
- The teleworker must meet specific skills certain that will provide security at the time of developing a different from the work location to the enterprise infrastructure.
- Generates multiple Telework benefits not only to business and workers, But also to the community and become an irreplaceable tool for the renovation and reconstruction of the environment.
- It is indispensable as a Telework policy to respect the principles and gender equality.
- It is important to Develop Strategies That Promote job creation and retention of qualified workforce.
- Need to create a standard model legislation, at least in Latin America for the correct applicability of cross-border teleworking.

- It is vitally important to know and manage collaborative systems of both the company and the teleworker, for the implementation of telework systems.
- The implementation of teleworking systems market generates greater choice in rural or difficult to access for businesses.

5.2. Practical Conclusions.

- Among the tools used in businesses, are shifting internal call centers and the use of LAN (local area network), due to constant use and practicality of the tools that work over IP.
- Teleworking systems are applicable to any business as long as this holds a number of operator personnel.
- The implementation of teleworking systems becomes an essential tool in reducing costs for companies with prospects for increased geographic coverage.
- By publishing clear of the features of telework, they succeeded in spreading the importance of the theme for the work performance of employees and the opening of job opportunities.
- After seeing the benefits of implementing telework, companies become more aware and become more amenable to analysis studies for implementation of this system.
- Many businesses and teleworkers teleworking systems operate under no knowledge of this due to the lack of information on the subject.
- As a result of the survey of workers 100% attendance is concluded that:
  - In the sample population was less visible than the unemployment rate for the work 100% attendance is among the workers between 17 and 25 years, followed by the range of 25-40 years of age.
  - The male is twice as likely to work than females.
  - The percentage of workers with disabilities is very low compared to those who do not.
  - It makes visible the increased employment opportunities for single people, childless and still living with their parents.
  - The percentage of single mothers who receive help from someone else to care for their children is less than one-fifth of those who receive no help.
  - The highest percentage of workers in conventional system is in professional education level.
  - As you increase the educational level of workers reduces the likelihood of employment.
  - Most of the workers 100% attendance is good level of management information and communication technologies, this facilitates the process of implementing telework systems.
  - The use of fixed telephony is displaced by more than 10% by the use of cellular telephony.
  - All workers have made use of e-mail at least once during the performance of their work activities.
  - You are using instant messaging programs of cell development work, as a result, the use of fixed telephone is also displaced by these programs.
  - The major cause of stress for workers generating the conventional system, is to be home for long period of time, the percentage of level of stress generated by this ratio is even greater need to spend more time at home.
  - The need for contact with others is not a limitation to conventional workers at the time of migrating to telecommuting systems.
  - Analysis of skills to be taken into account gives a very successful telecommuter, which apparently shows that this approach is not relevant when migrating from working system, in spite of these results is pertinent to do a psychological evaluation in selection time telecommuters, because this answer is given under their own perception.

- As a result of the survey of teleworkers is concluded that:

  - The highest percentage of teleworkers are in the age range of 25-40 years.
  - The possibility of female labor under the system of telecommuting is almost the same as for males, but the proportion of women single mothers who work under this system is very low.
  - The percentage of teleworkers who live in urban areas is almost six times that of telecommuters who work in rural areas.
  - Within teleworkers taken into account within the sample, the percentage of disabled people is almost negligible.

- The educational level in which the largest number of teleworkers is professional.
- The relationship between education level of workers and telecommuters face changes, showed a higher percentage of teleworking with increasing educational level of workers.
- Teleworking is applicable in different proportions to all economic sectors, with more acceptance in the areas of technology, education and information management.
- The type of teleworker analysis shows that the most widely used implementation strategy is that of the teleworker who works from different points.
- The overall effect has the implementation of telecommuting work at intellectual, personal and family very well, demonstrating the benefits set out in this research indicates the same reaction to the economic level, but with less intensity.
- The level of satisfaction and willingness of teleworkers is reflected in the performance and timeliness of delivery of the nominated works, proving the productivity gains as a side effect of implementing teleworking systems and can link to this conclusion that workers can develop their work more efficiently by providing on average two hours per day working in a conventional system should be used in the shift to the physical infrastructure of the company.
- It demonstrates the cost savings between 50 and 100 dollars a month, although higher percentage of the sample invest some of their salary in displacement as a teleworker phone.
- Having as aggravating the absence of legislation of telework in some Latin American countries, almost 90% of teleworkers say they are satisfied with their employment contract, stating that more than half the cases the company pays for health, pension and professional risks in the same proportion they cover the costs of Internet, telephony and services.

- The site is more widely accepted by the general community development work activities where housing is combined with sporadic visits and contact hours in the physical infrastructure of the company, why this was the main strategy to be considered in the analysis of systems implementation of teleworking.

5.3. Methodological conclusions.

- To carry out research on telework is not only necessary to study cases from different geographic locations, it is also important to analyze the different profiles that can be found in a society.
- During the generation of the forms and surveys to research on telework is of vital importance to study man as a holistic being.
- To give continuity to this investigation and for future research, it is important to take into account the variable by which to increase the average educational level of workers decreases the percentage of work.
- It is necessary to employ a methodology to identify similarities between different approaches of surveys to get more specific results.
- Results from the analysis of variables consistent with the investigation "Export Teleservices for Social Inclusion and Labour in Latin America and the Caribbean (1) maintain the percentage relationship.

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APÉNDICE

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