Contents

Introduction

Paul Jackson, Birger Rapp ................................................................. 1

ORGANISATION: DESIGN AND STRATEGY .................................. 3

Factors Mediating the Use of ICTs ................................................. 5

1 Corporate Culture and the Introduction of Information Technology

Akio Kunii ....................................................................................... 7

2 Five Roles of IT: Implications for Regional Development

Alf Westelius and Linda Askenäs ...................................................... 25

3 Psychosocial Issues of Telework: Challenges for Research and Development

Pekka Huuhtanen ........................................................................... 37

4 Teleworking: Redesign Strategies for Organisations

Shiri Ahuja ...................................................................................... 49

5 Telework and Japanese Human Resources Management System

Chiyoko Shimozaki ........................................................................ 59
Design Issues in Virtual Organising

We Have Always Been Virtual

Ali Yakhlef

Different Conceptual Approaches to Virtual Organization

Reima Suomi

Virtual Organizations: Exchange and Context

Andrew J. Gaudes

Learning to Telework:

Self-reflection and Learning in the Process of Introducing Telework in an Organisation

Diana O. Limburg

Conceptualising a Telework Environment

Pedro Almeida, Óscar Mealha

WORK: PROCESSES AND CASES

Work, Flexibility and Life-style Choices

Reflections

Patricia L. Mokhtarian

Telework: Family Friendly or Employer Friendly?

Beverly Leeds, Owen Leeds

Home-based vs. Mobile Telework:

The Interrelationship between Different Types of Telework

Karsten Gareis
14 The Impacts of Telework on Quality of Life: A Revised Model for Research

Sigmund Akselsen, Tomas Bjarnason, Debra Diduca et al. ......................................... 187

Communication Dynamics and Consequences .......................................................... 207

15 What Researchers Want to Know About 'the Teleworking Person'

Gunnula Westlander .................................................................................................. 209

16 Increasing the Bandwidth in Telework Control

Carl-Johan Petri, Nils-Göran Olve ............................................................................... 219

17 Telecommunicating and Spontaneous Interaction

Jon Rognes .................................................................................................................. 233

18 Keeping Connected: An Analysis of Teleworking Careers

Andrea Whittle .......................................................................................................... 251

19 Balancing Flexibility and Stability:
The Case of an ICT-department in a Knowledge-based Consultant Company

Ewa Gunnarsson ........................................................................................................ 265

International Perspectives ....................................................................................... 281

20 Reflections

Wendy A. Spinks ....................................................................................................... 285

21 Telework in Europe

Werner B. Korte, Norbert Kordey ............................................................................... 287
<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Author(s)</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>22</td>
<td>The Role of Telework: In Rhetoric and Practice</td>
<td>Lennart Sturesson</td>
<td>301</td>
</tr>
<tr>
<td>23</td>
<td>Telework in Australia: Findings from a National Survey</td>
<td>George Lafferty, Gillian Whitehouse, Chris Diamond</td>
<td>315</td>
</tr>
<tr>
<td>24</td>
<td>Telecommuting in Singapore</td>
<td>Geoffrey N. Dick, Lai Lai Tung</td>
<td>333</td>
</tr>
<tr>
<td>25</td>
<td>Telework Trends in the United States</td>
<td>Joanne H. Pratt</td>
<td>345</td>
</tr>
<tr>
<td>26</td>
<td>Telework Trends in Brazil: Preliminary Research Results</td>
<td>Álvaro A.A. Mello, Luiz O. Sakuda</td>
<td>357</td>
</tr>
<tr>
<td>27</td>
<td>Teleworking: Opportunities for the Indian Woman</td>
<td>Shiri Ahuja</td>
<td>373</td>
</tr>
</tbody>
</table>