The benefits of and challenges faced by worldwide federal governments in implementing the telework program


Abstract

Problem statement: In recent decades, the telework program implemented in advanced and developed countries, has started to draw the interests of many parties towards understanding their experiences. The efforts to understand telework benefits and challenges would serve as an important basis prior to considering the adoption any telework program by the federal government agencies. Books, websites and journals were the primary sources that allowed the conduct of intensive literature reviews to obtain a full understanding of the telework issue. In terms of benefits, employers gain the competitive edge; less disruption of operations and better services to remote communities. Employees could enjoy the flexible time schedule; better family dependent care; less commuting costs and time; and higher productivity. Society could enjoy new job creation; less environmental pollution and work redistribution. In contrast, the challenges experienced are insufficient central federal government funding; top management resistance; and the difficulty to measure employee productivity. No program offers 100 percent unlimited benefits. Telework, in this case, is no different. Nevertheless, no one size fits all. Further tailoring of telework policy to suit different government agencies’ specific needs is an important approach to ensure its success.

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This may catalyse wider adoption of teleworking practices also after the crisis, with a wide range of impacts and uncertain net effects on productivity and other indicators. Public policies and cooperation among social partners are crucial to ensure that new, efficient and welfare-improving working methods emerging during the crisis are maintained and developed once physical distancing is over. Figure 7. Telework and productivity: what are the main channels? Figure 8. Telework and worker efficiency: an inverted U-shaped relationship. What are the policy challenges? Key policies to help maximise the productivity benefits. Support complementary investments. Sustain social and cultural legal hurdles. Mitigate potential side effects. There are many key benefits that social media in government can achieve— including social’s role in awareness building and during times of crisis. We’ll also look at some of the challenges governments face on social media and offer solutions on how to mitigate risk. Bonus: Download Hootsuite’s annual report on government social media trends. Find out how leading government agencies are using social media, our top five recommended areas of opportunity, and more.

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