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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 co-operation 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. Surmount cultural and 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. Key benefits of social media in government. Social media isn't just a good way to share memes and keep up with what's trending. It can also be a very powerful way for government agencies to interact with the public. Below are six benefits of using social media in government. Crisi 4.1. Benefits, challenges and disadvantages of telework in ICTS and financial services. 14. Furthermore, telework could be performed "online" (with direct computer linkage) or "offline", be organized individually or collectively, constitute all or part of the worker's job, and be carried out by independent workers or employees. 11. Other definitions abound. This definition has been used to implement the agreement in a number of EU Member States through their respective national guidelines or national-level collective agreements, while other Member States have created more precise definitions of their own, expanding on or dropping some of the criteria in the Framework Agreement's definition. Across the federal government, telework is the principal method for allowing employees to work outside agency facilities. This report provides an overview of the literature on telework, examines telework practices from across seven government agencies, and explains how government agencies benefit when employees engage in telework. In national security agencies, the benefits of working outside government facilities must be balanced with the need to protect classified and sensitive information. Agencies should measure the performance of the telework program against the established goals. For employees and managers, performance measures may consider deliverable-based or results-oriented management approaches or quantifiable metrics for performance. The federal government became a leader in telework under the Obama administration with the Telework Enhancement Act of 2010, which required federal agencies to develop a telework plan and encourage employees to use it; however, many federal agencies have rolled back their remote work policies in the last few years. COVID-19 makes the benefits of telework obvious. Tracy Hadden Loh and Lara Fishbane. Tuesday, March 17, 2020. Using the staggered rollout of the U.S. Patent Office's telework program as a natural experiment, one study found a spike in procrastination among patent examiners who were assigned to telework, resulting in more rushed reviews that required greater revisions later on.