DIFFERENCES OF TELEWORKERS' ATTITUDES TOWARDS THE BENEFITS AND DRAWBACKS OF TELEWORKING IN NATIONAL LIBRARY AND ARCHIVES OF I.R. OF IRAN

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Abstract:
Information and communication technology has had some effects on the different aspects of living, like working ways. One of these effects is to work anywhere, far away office and without geographical limitation. This working method has benefits and drawbacks that can affect on its performance and its continuity in organizations and offices. This article has surveyed the viewpoints of teleworkers in Department of Information Processing in National Library and Archives of I.R. of Iran. It has also explored the difference of points of view of teleworkers base on their demographic information as working group, marital status and the kind of Internet access.
Keywords: teleworking, telecommuting, teleworking in libraries, teleworkers, telecommuters, advantages and disadvantages, National Library and Archives of I.R. of Iran, Department of Information Processing

Key Words: Teleworkers, Teleworking, National archive and library

Introduction

The development of Information and communication technology (ICT) has affected on and changed life style and the ways of working. One of these changes is working without geographical limitation; it is called teleworking (telecommuting). Teleworking is a choice about working way that permits employees to work from home, a telecentre or a place with technological facilities near home. It is characterised by moving the work to workers, instead of workers to work (Blake, 1999, p. 1).

The practice of teleworking has some benefits and advantages for both employees as teleworkers and employers. In addition, it can provide some disadvantages and drawbacks for two groups that may affect on the execution of teleworking or cause defeat. As numerous researches listed benefits and drawbacks of teleworking according to teleworking employees' and employers' viewpoints, this research investigates the differences of teleworkers' attitudes towards the benefits and drawbacks of teleworking in Department of Information Processing in National Library and Archives of I.R. of Iran.

Literature review (Research literature and surveys)

Analyzing the published studies and literature of teleworking demonstrates there are 2 groups of studies. Some studies have done before the performance of teleworking and mentioned theoretically basis of teleworking (like as Atkyns et al. 2002; Morgan 2004; Miller 2011). Other studies are in form of surveys of teleworkers and their managers about teleworking before and after teleworking to know their viewpoints about it (such as Johanson 2007; Rasmussen and Corbett 2008; Lavalee 1993 in Mills et al. 2001; Major, Verive, and Joice 2008; Kitsap Regional… 2009; Cheuk Fan Ng 2010; Demas 2011).

Teleworking in Iran

June 2010, Iranian teleworking regulation for government teleworking employees in 17 articles was ratified and sent to Iranian state organizations. Scince, the government organizations were charged to perform teleworking for works that are appropriate for this kind of working. According to regulation text, the goals of teleworking were increasing in productivity, work flexibility, and reduction of commuting. There was a committee in any organization to choose suitable works for teleworking. So, teleworking started experimentally in some organizations and administrations.

Eventually, the Government ordered in 2011, about 20% of activities in state organizations was done by teleworking.

Having said taht a part of libraries and information centers in Iranian government organizations and administrations have performed teleworking. As a result of teleworking performance, some librarians have been chosen and sent to work at home. There is no report to show the quality and quantity of teleworking in these centers, except National Library and Archives of I.R. of Iran (NLAI).

Teleworking in National Library and Archives of I.R. of Iran

The kind of teleworking in NLAI is home-based telework and part time so that teleworkers telework at home 2 days or more. NLAI has a workgroup to settle teleworking. According some forms, jobs which can be performed without physical presence are recognized and present for teleworking. A virtual private network (VPN) for information security and also necessary programs and software has been set on teleworkers' computers and been gave to teleworkers with a modem. NLAI suggested teleworkers to have an Internet access with one of the common ones in Iran: WiMAX[134] or ADSL[135] with 512 GB. The Internet costs were monthly withdrawn to teleworkers. They were not given desk and chair. Teleworkers have to work in office hours and teleworking in NLAI is not flexitime.

Some computer experts answer teleworkers' technical questions and problems through phone. For communication with managers and colleagues, teleworkers use Office Communicator System from Microsoft or telephone and they are informed about announcements from NLAI intranet. They had a short time education to connect and use NLAI virtual network. Teleworkers are periodically assessed by their managers and annual assessment reports are sent to the Directorate of Management Development of the President of Iran (Tahavori, 2013).

Since April 2012, 106 employees in NLAI from 3 directorates have been teleworkers: National Library Directorate (79 employees), National Archives Directorate (25 employees), and Support Department (2 employees). After 6 months, some teleworkers, whose work did not matched with teleworking, came back to organization and their teleworking was stopped (Tahavori, forthcoming).

Teleworking in Department of Information Processing of NLAI

From the beginning, most of the teleworkers in NLAI were from National Library Directorate (79 employees) and among them, 60 employees were from the Department of Information Processing, one of the departments of National Library Directorate, as according to researches, their sort of work was adapted to teleworking, they continued to telework. This department includes four groups: book cataloging, non-book cataloging, authority, and journal indexing group and teleworkers are from 3 first groups. Until June 2012, 40 employees from book cataloging, 10 employees from non-book cataloging, and 10 employees from authority group went to telework.

The essential work tool in these groups is "RASA library software" and the most of work volume in book cataloging and authority group is focused on electronic CIP which base on publishers send electronic files of books to receive CIP. Teleworkers in this department edit and correct bibliographic records and authority banks, the same as activities mentioned in researches throughout the world as teleworking in libraries. Some necessary sources for teleworkers have been scanned and put in shared NLAI network. The days when teleworkers come to organization, they can check the information that needs printed sources.

Research objectives and questions

This research aims to determine if teleworkers have different attitudes about the benefits and drawbacks of teleworking on the basis of their demographic information as working group, marital status and the kind of Internet access.

1) Is there any attitude difference among teleworkers in 3 work groups (book cataloging, non-book cataloging, and authority group) about benefits of teleworking?

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[134] Worldwide Interoperability for Microwave Access (WiMAX)
[135] Asymmetric Digital Subscriber Line (ADSL)

2) Is there any attitude difference among teleworkers in 3 work groups (book cataloging, non-book cataloging, and authority group) about drawbacks of teleworking?

3) Is there any attitude difference between married and unmarried teleworkers about benefits of teleworking?

4) Is there any attitude difference between married and unmarried teleworkers about drawbacks of teleworking?

5) Is there any attitude difference between teleworkers who use WiMAX or ADSL about benefits of teleworking?

6) Is there any attitude difference between teleworkers who use WiMAX or ADSL about drawbacks of teleworking?

7) Is there any difference between teleworkers' satisfaction and marital status of teleworkers?

8) Is there any difference between teleworkers' satisfaction and the kind of Internet they use (WiMAX or ADSL)?

Methodology

Teleworkers in the Department of Information Processing of NLAI were asked to answer a series of 31 benefits and 31 drawbacks of teleworking collected from published studies and online surveys. They were also asked to show their satisfaction from teleworking. Each item's importance was recorded on a six point <u>Likert</u> scale, where a six indicated very much and a one indicated never. Demographic data of respondents were also collected to identify working group, marital status, and the kind of Internet access (WiMAX and ADSL). The questionnaires have been distributed and gathered June 2012. Then, the data have been analyzed by using inferential statistical: t-test, Analysis of Variance (ANOVA) and Mann-Whitney U test in SPSS 18.

Findings

As the data of table 1 show the population is 60 teleworkers includes 40 teleworkers from book cataloging, 10 teleworkers from non-book cataloging and 10 teleworkers from authority group. The marital status shows that 13 teleworkers (21.7%) are unmarried and 47 teleworkers (78.3%) are married. The kind of Internet access the teleworkers use is WiMAX (28.3%) and ADSL (71.7%).

Table 1. Demographic information of teleworkers in Department of Information Processing of NLAI

		N	**percent**
work group	book cataloging	40	66.7
	non-book cataloging	10	16.7
	Authority	10	16.7
marital status	unmarried	13	21.7
	Married	47	78.3
Kind of Internet	WiMAX	17	28.3
	ADSL	4	71.7

According to the first part of this research (as mentioned in Tahavori, forthcoming), the results revealed that all of the benefits items received mean number of more than arithmetic mean (3.5). On the opposite side, all of the disadvantages items received mean number of less than arithmetic mean, except 2 items.

The most important benefits of teleworking reported by respondents were "having informal clothes" (5.78), "reducing commute time" (5.7), "satisfaction of having more time with family" (5.37), "safe work environment at home" (5.25), "more control on work" (5.18), "better organization of work" (5.13), "increase in energy to work" (5.12), "reduction of off for sickness" (5.08), " reduction of commuting costs" (5.08), and "less interruptions from co-workers" (5.07). On the contrary, according to respondents, the less important benefits of teleworking were "increase in computer skills" (3.95) and "increase in time of study" (3.85). Also, the item "improvement in income" with mean number

3.48 was less than arithmetic mean and showed that teleworking did not help employees to have better income (table 1 in appendix).

As mentioned, the most important drawbacks of teleworking to respondents were "low speed of RASA software" (4.87) and "low speed of Internet" (4.03) (table 2 in appendix). These items are the most essential problems that have been pointed in many researches as "lack of convenient facilities and necessary technical infrastructures in teleworking places" (Abdal-Wahab 2007; Heijstra and Rafnsdottir 2010; Lavalee 1993 in Mills et al. 2001), and it can affect on the performance and continuity of teleworking in organizations.

Another problem which most of the respondents indicated in open questions of questionnaire was that teleworking in NLAI was not flexitime. One of the best advantages of teleworking pointed in researches is to have flexitime and documents show that teleworking, in a kind of way, is flexible in the most of countries throughout the world. 93.3% respondents wanted to have flexitime and thought it helped to the speed of RASA software and Internet, because there would be fewer users in usual work time (Tahavori, forthcoming). As most of the teleworkers in Department of Information Processing were from two groups of book cataloging and authority group and their major work was doing electronic CIP, they had less time to do their work (doing CIP in two days) and also need lower speed of Internet.

Despite drawbacks mentioned by respondents, the rate of their satisfaction was great (5.53) (table 3 in appendix). This satisfaction showed that advantages and benefits of teleworking in this department of NLAI outshined its disadvantages and drawbacks.

In the present paper, the purpose is to describe the differences of teleworkers' attitudes towards the benefits and drawbacks of teleworking base on their demographic information as working group, marital status, and the kind of Internet access. So, there are 8 research questions to reach this purpose.

Question 1: Is there any attitude difference among teleworkers in 3 work groups (book cataloging, non-book cataloging, and authority group) about benefits of teleworking?

To answering this question, ANOVA is used. The results show that there is a difference among viewpoints of respondents in the perceived importance of the benefits of teleworking based on 3 work groups (f= 3.28 and Sig = 0.04) (table 2).

Table 2. The results of ANOVA test for comparing of difference of attitudes of 3 work groups about teleworking benefits

variable		Sum of Squares	df	Mean Square	F	Sig.
teleworking benefits	**Between Groups**	5294.475	2	2647.237 805.726	3.286	0.045
	Within Groups	45926.375	57			
	Total	51220.850	59			

Also, the result of Scheffe test for comparing the means show significant difference among 3 groups. Book cataloging group respondents have the most mean number (152.2250) and non-book cataloging ones have the least mean number (126/5000). The authority group teleworkers are in the middle (146/9000) (table 3).

Table 3. Findings of Scheffe test for comparing of difference of attitudes of 3 work groups about teleworking benefits

work group	Mean
book cataloging	126.5000
non-book cataloging	146.9000
Authority	152.2250

Question 2: Is there any attitude difference among teleworkers in 3 work groups (book cataloging, non-book cataloging, and authority group) about drawbacks of teleworking?

To handling this question, ANOVA is also used. The findings illustrate that there is no difference among viewpoints of respondents in the perceived importance of the drawbacks of teleworking based on 3 work groups (f= 0.374 and Sig = 0.68) (table 4). So, teleworkers' assessments about disadvantages of teleworking in NLAI are the same and there is no difference.

Table 4. The results of ANOVA test for comparing of difference of attitudes of 3 work groups about teleworking drawbacks

variable		Sum of Squares	df	Mean Square	F	Sig.
teleworking drawbacks	**Between Groups**	437.208	2	218.604	0.689	0.374
	Within Groups	33295.775	57	584.136		
	Total	33732.983	59			

Question 3: Is there any attitude difference between married and unmarried teleworkers about benefits of teleworking?

To answering this question, independent samples t-test is used. The results depict that there is no difference between attitudes of married and unmarried teleworkers about benefits of teleworking (t = 0.02 and Sig = 0/97). The comparison of means in two groups, unmarried (146.8462) and married (147.1064) respondents points that there statistically is no meaningful difference (table 5).

Table 5. The findings of t-test for comparing of difference of attitudes of unmarried and married teleworkers about teleworking benefits

variable	marital status	N	Mean	Standard Deviation	t-test	Sig.
teleworking benefits	unmarried	13	146.8462	23.53666	0.02	0.97
	married	47	147.1064	31.12823		

Question 4: Is there any attitude difference between married and unmarried teleworkers about drawbacks of teleworking?

The results of independent samples t-test present that there is also no difference between attitudes of married and unmarried teleworkers about drawbacks of teleworking. (t = 0.13 and Sig = 0/89). The comparison of means in two groups, unmarried (71.3848) and married (72.4043) respondents indicate that there statistically is no significant difference (table 6).

Table 6. The findings of t-test for comparing of difference of attitudes of unmarried and married teleworkers about teleworking drawbacks

variable	marital status	N	Mean	Standard Deviation	t-test	Sig.
teleworking drawbacks	unmarried	13	71.3846	25.92148	0.13	0.89
	married	47	72.4043	23.61803		

Question 5: Is there any attitude difference between teleworkers who use WiMAX or ADSL Internet access about benefits of teleworking?

To answering this question, independent samples t-test is also used. The results reflect that there is no difference between attitudes of teleworkers in the perceived importance of the benefits of teleworking based on their kind of Internet access (t = 0.79 and Sig = 0.42). The comparison of means in two groups, teleworkers who use WiMAX (151.8824) and the ones who use ADSL (145.1395) illustrate that there statistically is no meaningful difference (table 7).

Table 7. The findings of t-test for comparing of difference of attitudes of teleworkers based on Internet access about teleworking benefits

variable	Internet access	N	Mean	Standard Deviation	t-test	Sig.
teleworking benefits	WiMAX	17	151.8824	24.61169	0.79	0.42
	ADSL	43	145.1395	31.23458		

Question 6: Is there any attitude difference between teleworkers who use WiMAX or ADSL Internet access about drawbacks of teleworking?

The results of independent samples t-test show that there is no difference between attitudes of teleworkers in the perceived importance of the drawbacks of teleworking based on their kind of Internet access (t = 0.80 and Sig = 0.42). The comparison of means in two groups, teleworkers who use WiMAX (68.2353) and the ones who use ADSL (73.7442) points that there statistically is no significant difference (table 8).

Table 8. The findings of t-test for comparing of difference of attitudes of teleworkers based on Internet access about teleworking drawbacks

variable	Internet access	N	Mean	Standard Deviation	t-test	Sig.
teleworking drawbacks	WiMAX	17	68.2353	23.78164	0.80	0.42
	ADSL	43	73.7442	24.06053		

Question 7: Is there any attitude difference between teleworkers' satisfaction of teleworking and the marital status?

To answering this question, Mann-Whitney U test is used. The findings specify that there is no significant difference between attitudes of married and unmarried teleworkers (Z = 0.577 and Sig = 0.564). The comparison of means in two groups, unmarried (27.92) and married (30.59) respondents is confirmatory to this claim (table 9).

Table 9. Results of Mann-Whitney U test for comparing of difference of attitudes of unmarried and married teleworkers about teleworking satisfaction

variable	marital status	N	Mean	test	Sig.
satisfaction of teleworking	unmarried	13	27.92	0.577	0.564
	married	47	30.59		

Question 8: Is there any attitude difference between teleworkers' satisfaction of teleworking and the kind of Internet access they use (WiMAX or ADSL)?

The results of Mann-Whitney U show that there is no difference between attitudes of teleworkers who use WiMAX and the ones who use ADSL (Z = 0.437 and Sig = 0.66). The comparison of means respondents who use WiMAX (29.51) and who use ADSL (31.03) depict that there statistically is no significant difference (table 10).

Table 10. Results of Mann-Whitney U test for comparing of difference of attitudes of teleworkers based on Internet access about teleworking satisfaction

variable	Internet access	N	Mean	test	Sig.
satisfaction of teleworking	WiMAX	17	28.15	0.616	0.538
	ADSL	43	30.75		

Conclusion

As the finding of teleworkers' conceptions about advantages and disadvantages of teleworking in Department of Information Processing in National Library and Archives of I.R. of Iran revealed, they had positive conception about teleworking in this department. Although they had some problems to perform teleworking at homes, just 2 teleworking disadvantages were important for them, low speed of RASA software and low speed of Internet.

As previous studies have indicated that cataloging is the most common activity in libraries that was done in the form of teleworking (Klepfer 1997 cited in Prati 2002, 25), book cataloging teleworkers demonstrated more mean number than others for benefits of teleworking (152.2250). In comparison, the assessment of teleworkers' conceptions about drawbacks of teleworking was similar in 3 groups (book cataloging, non-book cataloging and authority).

Based on the assumption that teleworking is a way to help married people to have more balanced life style, teleworkers' conceptions were compared. The findings revealed that benefits and drawbacks of teleworking were nearly identical for 2 groups, married and unmarried teleworkers. Even though the number of married teleworkers is more than unmarried ones and it seems that teleworking should be more important for them, their attitudes were the same as unmarried teleworkers. Maybe it is because that teleworking had affected on 2 teleworker groups in the same portion. As shown in table 9, there is no difference of opinion between married and unmarried teleworkers towards their satisfaction of teleworking. So, teleworking in NLAI has nearly attracted both, married and unmarried teleworkers, in the same rate.

The comparison of the effect of the kind of Internet access that teleworkers used on their attitudes towards benefits and drawbacks of teleworking revealed no significant difference. Therefore, it seems these 2 accesses, WiMAX and ADSL, had no effect on teleworkers' viewpoints. As a consequence, the teleworkers who used WiMAX had equal viewpoints with teleworkers who benefited from ADSL. In addition, these access have not affected on the most important drawbacks of teleworking in this study, means "low speed of RASA software" and "low speed of Internet". So, we can say that two kinds of Internet access had the same services and facilities.

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Appendix

Table 1. Frequencies and percents of benefits of teleworking reported by respondents
(Numbers in parentheses are percentages)

Benefits	**very much**	**much**	**middle**	**low**	**very low**	**never**	**Mean**
having informal clothes	50 (83.3)	8 (13.3)	1 (1.7)	1 (1.7)	0	0	5.78
reducing commute time	45 (75)	13 (21.7)	1 (1.7)	1 (1.7)	0	0	5.7
satisfaction of having more time with family	33 (55)	20 (33.3)	5 (8.3)	1 (1.7)	0	1 (1.7)	5.37
safe work environment	35 (58.3)	14 (23.3)	5 (8.3)	4 (6.7)	1 (1.7)	1 (1.7)	5.25
more control on work	30 (50)	17 (28.3)	11 (18.3)	0	0	2 (3.3)	5.18
better organizing of work	31 (51.7)	15 (25)	11 (18.3)	0	0	3 (5)	5.13
increase in energy to work	28	17	13	0	0	2	5.12

Benefits	very much	much	middle	low	very low	never	Mean
	(46.7)	(28.3)	(21.7)			(3.3)	
reduction of off for sickness	39 (65)	7 (11.7)	6 (10)	2 (3.3)	0	6 (10)	5.08
saving commuting costs	27 (45)	17 (28.3)	10 (16.7)	6 (10)	0	0	5.08
less interruptions from co-workers	29 (48.3)	20 (33.3)	9 (15)	0	2 (3.3)	2 (3.3)	5.07
increase in productivity	29 (48.3)	16 (26.7)	9 (15)	1 (1.7)	1 (1.7)	4 (6.7)	4.98
reduction of mental presses of work	28 (46.7)	18 (30)	7 (11.7)	1 (1.7)	3 (5)	3 (5)	4.97
better time management	25 (41.7)	15 (25)	13 (21.7)	2 (3.3)	1 (1.7)	2 (3.3)	4.95
improvement of performance	28 (46.7)	16 (26.7)	10 (16.7)	0	0	6 (10)	4.9
reduction of off days	30 (50)	10 (16.7)	13 (21.7)	1 (1.7)	2 (3.3)	4 (6.7)	4.88
increase in working independence	24 (40)	17 (28.3)	12 (20)	2 (3.3)	1 (1.7)	4 (6.7)	4.82
keeping out of playing politics in organization	25 (41.7)	17 (28.3)	10 (16.7)	1 (1.7)	3 (5)	4 (6.7)	4.8
flexibility in work time	26 (43.3)	13 (21.7)	12 (20)	3 (5)	2 (3.3)	4 (6.7)	4.77
increase in self confidence	23 (38.3)	18 (30)	12 (20)	1 (1.7)	0	6 (10)	4.75
increase in sense of responsibility towards work	26 (43.3)	12 (20)	13 (21.7)	1 (1.7)	2 (3.3)	6 (10)	4.68
more attractive workplace	20 (33.3)	17 (28.3)	14 (23.3)	4 (6.7)	1 (1.7)	4 (6.7)	4.65
increase in job motivation	26 (43.3)	13 (21.7)	10 (16.7)	2 (3.3)	2 (3.3)	7 (11.7)	4.63
reduction of distraction in organization	22 (36.7)	19 (31.7)	6 (10)	6 (10)	2 (3.3)	5 (8.3)	4.63
improving in morale	25 (41.7)	11 (18.3)	12 (20)	5 (8.3)	0	7 (11.7)	4.58
increase in search skills	19 (31.7)	11 (18/3)	17 (2.3)	2 (3.3)	1 (1.7)	10 (16.7)	4.25
more balance between work and family	18 (30)	13 (21.7)	12 (20)	7 (11.7)	2 (3.3)	8 (13.3)	4.23
workplace stress	17 (2.3)	13 (21.7)	10 (16.7)	9 (15)	4 (6.7)	7 (11.7)	4.15
increase in computer skills	13 (21.7)	12 (20)	17 (2.3)	5 (8.3)	3 (5)	10 (16.7)	3.95
increase in time of study	14 (23.3)	11 (18.3)	15 (25)	4 (6.7)	4 (6.7)	12 (20)	3.85
salary increment	10 (16.7)	16 (26.7)	11 (18.3)	9 (15)	5 (8.3)	9 (15)	3.83
improvement in income	5 (8.3)	10 (16.7)	21 (35)	8 (13.3)	5 (8.3)	11 (18.3)	3.48

Table 2. Frequencies and percents of drawbacks of teleworking reported by respondents
(Numbers in parentheses are percentages)

Drawbacks	very much	much	middle	low	very low	never	Mean
lack of computer facilities	0	0	1 (1.7)	3 (5)	11 (18.3)	45 (75)	1.33
hard situation	0	0	2 (3.3)	4 (6.7)	10 (16.7)	44 (73.3)	1.41
lack of on-time information about organization	0	0	2 (3.3)	6 (10)	12 (20)	40 (66.7)	1.5
lack of necessary education for teleworking	0	1 (1.7)	1 (1.7)	5 (8.3)	16 (26.7)	37 (61.7)	1.55
excessive overtime working because of increasing in work load	18 (30)	18 (30)	11 (18.3)	4 (6.7)	4 (6.7)	5 (8.3)	1.55
making problem and distribution for family	0	1 (1.7)	4 (6.7)	6 (10)	11 (18.3)	38 (63.3)	1.65
decrease in social motivations for improving at work	2 (3.3)	0	2 (3.3)	8 (13.3)	7 (11.7)	41 (68.3)	1.65
excessive tiredness because of overwork	13 (21.7)	15 (25)	12 (20)	6 (10)	7 (11.7)	7 (11.7)	1.66
increase in work stress at home	5 (8.3)	7 (11.7)	12 (20)	8 (13.3)	10 (16.7)	18 (30)	1.68
lack of answering to office questions	0	2 (3.3)	2 (3.3)	8 (13.3)	11 (18.3)	37 (61.7)	1.68
lack of family support	2 (3.3)	2 (3.3)	6 (10)	1 (1.7)	10 (16.7)	39 (65)	1.8
lack of manager support	2 (3.3)	2 (3.3)	3 (5)	6 (10)	11 (18.3)	36 (60)	1.83
family distribution for teleworker	1 (1.7)	1 (1.7)	4 (6.7)	9 (15)	12 (20)	33 (55)	1.85
social isolation caused by reducing social activities	0	2 (3.3)	5 (8.3)	12 (20)	7 (11.7)	34 (56.7)	1.9
lack of access to necessary computer facilities	1 (1.7)	3 (5)	6 (10)	7 (11.7)	9 (15)	34 (56.7)	1.97
social isolation because of less social communications	1 (1.7)	2 (3.3)	5 (8.3)	12 (20)	8 (13.3)	32 (53.3)	2
hated by non-teleworkers	3 (5)	3 (5)	5 (8.3)	6 (10)	8 (13.3)	35 (58.3)	2.03
Lacking of suitable and sufficient space at home for teleworking	0	3 (5)	9 (15)	8 (13.3)	11 (18.3)	29 (48.3)	2.1

Drawbacks	very much	much	middle	low	very low	never	Mean
				)		)	
Personal isolation caused by reducing personal communications	1 (1.7)	2 (3.3)	9 (15)	11 (18.3)	7 (11.7)	30 (11.7)	2.15
lack of access to necessary resources for work	1 (1.7)	2 (3.3)	8 (13.3)	11 (18.3)	12 (20)	26 (43.3)	2.18
Concern about career advancement	3 (5)	3 (5)	4 (6.7)	8 (13.3)	11 (18.3)	26 (43.3)	2.35
Concern about promotion	4 (6.7)	3 (5)	7 (11.7)	10 (16.7)	12 (20)	24 (40)	2.42
Concern about losing important office sessions	4 (6.7)	4 (6.7)	4 (6.7)	8 (13.3)	10 (16.7)	25 (41.7)	2.48
Not being sufficient Internet load ordered by organization	7 (11.7)	1 (1.7)	7 (11.7)	7 (11.7)	16 (26.7)	22 (36.7)	2.5
Lack of technical and help desk support	3 (5)	7 (11.7)	7 (11.7)	10 (16.7)	10 (16.7)	23 (38.3)	2.57
Missing coworkers	1 (1.7)	4 (6.7)	18 (30)	13 21.7	10 (16.7)	18 (30)	2.65
Losing on-the-job training	4 (6.7)	6 (10)	10 (16.7)	12 (20)	2 (3.3)	26 (43.3)	2.67
Concern about physical health because of less movement	6 (10)	4 (6.7)	12 (20)	8 (13.3)	7 (11.7)	23 (38.3)	2.75
Not being sufficient payments by organization	5 (8.3)	5 (8.3)	12 (20)	11 (18.3)	12 (20)	15 (25)	2.92
Low speed of Internet at home	7 (11.7)	11 (18.3)	21 (35)	19 (31.7)	2 (3.3)	0	4.03
Low speed of RASA at home	27 (45)	10 (16.7)	14 (23.3)	3 (5)	6 (10)	0	4.87

Table 3. Frequencies and percents of satisfaction of teleworking reported by respondents
(Numbers in parentheses are percentages)

Variable	very much	much	middle	low	very low	never	missing	Mean
satisfaction of teleworking	37 (61.7)	16 (26.7)	6 (10)	0	0	0	1 (1.7)	5.53