

The acceptance and effectiveness of telecommuting (work from home) in Malaysia

Abstract

Telecommuting/Telework or “Work from Home” is slogan that we hear over the times almost everywhere in the world especially in developed nation. According to WorldatWork, an international association for human resource professionals and business leaders based in USA, the key finding of Telecommuting are as follows: Workers Increasingly Working from Anywhere, Employers Are Expanding Teleworking opportunities, Number of "At Least Once Per Year" Teleworkers Remains Steady, Frequency of Teleworking is Growing, Broadband Use Rises Sharply for Home Based Teleworkers, Teleworkers Are Far More Prevalent Users of Wireless. Home-based employees are in a situation where they are able to address both work and family demands. In contrast to non-home-based workers, home-based workers are more likely to respond to family demands (Sakamoto and Spinks, 2008). However, it has limitation especially in the form of implementation, such as a need for face-to-face interaction with colleagues and customers in the corporate world. In addition, according to Daft and Lengel (1986) with remote working, the effectiveness and the role of supervision are in doubt. Svein Bergum (2007) also noted that not all jobs and not all people are suitable for telework.

Keyword: Telecommuting; Work from home; Telework; Malaysia