For more than two decades, various forms of telework have been studied and implemented around the world. However, the overwhelming majority of previous telework projects have been technology-driven and/or in small-scale implementation. People have expected that advanced information technologies would make telework feasible and teleworkers more efficient than traditional office workers. They have also assumed that the benefits of telework would be realized even if it were implemented on a small scale (i.e., a few individuals in an office).

However, existing research results clearly indicate that these assumptions are incorrect. Also there have been conflicting suggestions made by researchers in this field. For instance, some researchers suggest using telecommuting on a part-time basis, whereas other researchers argue that part-time telecommuting puts an unnecessary burden on both telecommuters and managers.

Some of the existing recommendations appear to be designed for the future generation's work force, whereas the others are based on the current work environment. Although it is important to study this topic for the sake of future generations, which is what most of the previous telework research has done, we also must study it to satisfy the current need for telework. Therefore, more research attention need be given to telework projects that have already been successfully implemented.

We have accepted the following five papers for this minitrack:

The paper, "Beyond Telecommuting: Organizational Suitability of Different Modes of Telework," by T. Bui, K. Higa, V. Shivakumar, and J. Yen describes four different telework modes: telecommuting, satellite offices, neighborhood work centers, and mobile workers. It proposes a model to suggest the most suitable type of telework according to various organizational factors such as objectives, culture, tasks, and workers.

R. Kalakota, J. Stallaert, and A.D. Whinston offers a new perspective on teleworking in their paper, "Mobile Agents and Mobile Workers". They suggest the use of software agents as part of a new technology to support mobile workers. The issue here is to match new functionalities offered by software agents with the business needs of the teleworkers.

"Telework Arrangements Demand in Finland" by R. Suomi, J. Pekkola, and A. Luukinen reports some key findings from a survey of telework applications in Finland. This paper shows that factors such as the national labor market system, company policy, and employee motivation have a significant effect on the demand and advances in telework.

In "Analysis of a telecommuting Experience: A Case Study," E. Tamrat, T. Vilkinas, and J. Warren discuss the use of telecommuting by a large, Australian-based, organization. The authors argue that the strongest predictors of employee productivity are the quality of supervision for telecommuters and the number of days per week telecommuted.

A model for examining the costs and benefits of telecommuting is described in C.S. Yap's paper, "Does Telecommuting Make Economic Sense for Companies?" The model uses four categories of costs and benefits and considers three categories of workers. The paper presents the findings of a cost-benefit analysis of various companies in Singapore.