POSSIBILITIES FOR IMPLEMENTING TELEWORK IN THE CARAS-SEVERIN COUNTY

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Abstract: The answer of the work market to the new challenges induced by the globalization process, by the technological developments, by the current communication and IT possibilities are comprised in the concept of telework. Through this concept the European Union supports the organizing and the implementing of telelabour and the European parliament considers telework as an alternative and a major direction of research and action. The research aims to identify the possibilities of implementing, planning and developing programs of telework with the involvement of the local public authorities and/ or those of the private sector supported more and more by a financial contribution of the structural funds.
Key words: telework, telecommuting, tele-nomadism, security, flexibility

1. INTRODUCTION

Telework in Romania represents a relative new concept that has appeared as a product of good practices in some countries of the European Union and of North America. In the same time, the debates have had as a source conceptual approaches of some specialists from the academic field. Thus, globalization, the underlined tendency of informational and techno-scientific development have brought into awareness this modern and flexible way of work by means of the telephone. As George M. Piskurich states, the interest for this concept appeared during the process of knowing tele-nomadism, at the beginning of the 1970s in the American CTC firm from California. Some organizations use the concept of flexible work to describe programs and processes that are not traditional and that are related to the concept of tele-nomadism. The flexible work place, in which people go about their activity may include the living space and is a part of tele-nomadism. The people who work in offices or far away centres, each day, yet are present only on a virtual level, without being nomads, in the proper sense of the term, may be considered as employed in telework centres. As (Clegg, B., 1999) stated, telework is a socio-economic creation because: "innovation is applied to the idea of generation, (probably due to its new roots) especially when it comes to products, while creativity incorporates innovation as well as the task of solving problem…"

2. CONCEPTUAL APPROACHES REGARDING TELEWORK

The general interest regarding the concept of telework appeared in the conditions generated by the oil crisis at the beginning of the 1970s. Jack Nilles from Southern California University has stated that the information technology (IT) was able to replace the physical movement through electronic communications, thus work being carried out at a distance (Jackson, P.J., 1998*).* With the engagement of the general interest this flexible form of work has enjoyed much attention. It has also received an increasing number of definitions, firstly through theoretic founding and secondly through regulation.

Besides the term telework or Teleworking, introduced by the European Union authorities, several definitions have appeared. The two terms: telecommuting and telework can be fond in Europe and the USA as well, with identical meanings. However, Jack Nilles, named the father of Teleworking offers an alternative definition by which a distinction is made between the two terms: "telecommuting means periodical work outside the office, one or several days a week, either at home, or at the customers home, or at his or her business residence. The work is done usually in a centre fitted with hardware specific to tele information, thus reducing or cancelling the transport to and from the workplace, regardless of the type of work contract". "Teleworking is the process that takes place the actual act of labour implies any form of substitution of the transport to and from the work place by using information technologies under the form of tele-communications and/ or computers. Thus labour is transferred towards the worker".

The authors is of the opinion that telecommuting is a form of Teleworking in the sense that it solves only the distance to the work place, but it is not a specific form of organization of labour such as Teleworking. Both definitions include the working from a distance assisted by information and communication technologies. The difference in the two terms is the management of transport and the derived purpose of the activities. If by telecommuting we approach the result of the labour to the client, by Teleworking or by telework the labour is transferred towards the actual performer of the task.

Taking into account the conceptual developing of telework and of good practices in some European countries, this concept was regulated in a Frame Agreement on telework S/2002/206.01.02, signed in Brussels in 2002, between social partners, without being inserted in the communitarian law by some directive. It has as a purpose to modernize the organization of labour, including flexible engagements and realizing the balance between flexibility and labour security (Tinca O., 2003).

According to art. 2, par. 1 of the above mentioned document , the individual work contract with the object of telework represents a form of organizing and realizing of labour by using informational technologies within the contract. The labour may take place equally, at the locations of the employer, but also at some other locations. From the analysis of the text one may note that the forms of distant labour may be classified in telework at home and outside the home.

In Romania, telework is at an early stage of institutionalization, implementing, planning or researching of different programs. In a significant effort of implementing telework, we have undertaken a fundamental sociological research in the Caras-Severin county, based on the theoretical markers of the concept, taking as a target the unemployed people of the rural environment with the following objectives: identifying the level of education, formation and professional experience of the persons who make up the target group, identifying the needs, problems and grievances of the persons who make up the target group, issuing recommendations in

regard to the structure of the program package of professional formation, issuing recommendations in regard to the best location for placing Tele-centres

3. METHODOLOGY OF RESEARCH

The research method an enquiry based of a questionnaire. The research instrument used is the questionnaire made up of 22 questions. The questionnaire has been structured in 2 sections (identifying data and general data regarding the professional level and the options of the group). Filling out the questionnaire was done individually by each and every person. Whenever the need arose the subjects were aided by an operator during the period of collecting the data, namely February 2010. The area of research comprised 239 persons looking for a workplace, living in the rural environment, mainly aged between 17 and 35 (Lin, C. A., & Atkin, D.J., 2007).

The obtained results on this segment of the population reflect aspects worth knowing by a firm's management, without being generalized. The final reports contain geographical and demographical data as well as the centralising of answers for each question. Also, the final reports have been exported in a program of table calculations in order to generate some useful graphics for the analysis.

4. THE RESULTS OF THE RESEARCH

This is an initial research study to determine the needs of people without a job, unemployment agencies existing evidence in order to implement Teleworking strategy in Caras-Severin.

The distribution of the answers reveals that the levels of training were correlated with the distribution on habitats, on age and gender of the underemployed. They formed the basic parameters that generated the potential for professional training suitable for telework. The responding persons were mostly employed as "computer operator", "human resources inspector", and "secretary", jobs which suit telework.

A 74% percent of the responding persons did not take part in professional forming courses, fact that justifies the necessity of organizing such events. A 26% percentage did take part in courses, but did not foster correlated competencies with the needs of the labour market and no form of work that may respond to the needs of the human resources from the rural areas was identified. This situation reveals the possibility of an educational offer that forms specific and transversal competencies for telework (informatics, foreign languages, communication/ negotiation, administrating businesses and accounting).

A significant percentage of the responding persons, 98% consider as necessary the services of professional training but also the information services. Because 25% of the responding persons have no usage of computers at all, and 30% minimum and 13% medium knowledge on this topic, it is absolutely necessary to form computer abilities, reported to the specific of telework.

Of the corresponding persons, 137, 57% are not familiar with the concept of telework, 22% know vaguely this concept and only 6 of the responding persons, 3% have sound knowledge on the concept because they were interested. This implies that actions of exploration and awareness for the concept of telework are necessary. Also, the responding persons accept telework in a considerable percentage and they assume the responsibility of using the informational technology in the field.

A higher frequency for responses may be found in the field of electronic commerce, telephonic sales, and public relations, but also other fields of higher interest. Furthermore, research will be realized to determine the degree of satisfaction of

people and economic agents practice this new form of ice and work on which to base expansion strategies of telework Caras-Severin county level, by attracting financial resources from EU grants (Piskurich, G.M., 2007).

5. CONCLUSIONS

The conclusions of the report are formulated, taking into account two pillars that form the objectives of the research as well. One is the level of education, forming and professional experience that form the target group. The results of a research regarding the necessity of implementing telework in the Caras-Severin county- Romania are shown. It is considered that telework is a new form of labour that facilitates the occupation of the work market and reduces unemployment.

The level of education of the questioned unemployed is correspondent to the acquisition of knowledge through professional forming courses specific to telework, as 86% have graduated medium and upper professional studies and a significant percentage has worked as permanent employees or as part time employees. One may notice that some of the unemployed have worked as computer operator, as human resources inspector, as secretary etc., jobs specific to telework.

Thus, one may denote that there is human potential with a level of education, forming and experience specific with the forming courses suitable to telework. The other is the needs, problems, and grievances of the persons who form the target group. One may notice that an important share of those questioned wish to take part in courses of professional forming and realize the need for competencies in order to become present on the labour market as a worker or as the owner of a business. In the same time, the responding persons consider the professional forming courses important as they are an advantage in a job interview and the information is useful for building up competences.

One may conclude that an important part of the responding persons manifest awareness in the search of a work place, but they realise that they do not have the aptitudes and the knowledge the employers are looking for. The questioned persons have to the better part, at least minimum computer knowledge and are willing to learn more in this professional field. However, they do not posses sufficient information on the concept of telework but are willing to work in the service department of a tele-centre.

They accept the telework especially in the field of electronic commerce, telephonic sales, and public relations but also in other specific parts of telework. At the same time, the responding persons show preferences towards starting a business and even being part of a support network for the location of jobs.

6. REFERENCES

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