

<b>Short name</b>	<b>Telework (3cx)</b>
<b>Name</b>	Percentage of employees who work outside the employers' premises and who use modern technology and telecommunications to do so.
<b>Dimension and sub-dimension</b>	<b>3. Working time and work-life balance</b> <ol style="list-style-type: none"> <li>a. Working hours</li> <li>b. Working time arrangements</li> <li>c. <b>Work-life balance</b></li> </ol>
<b>Measurement objectives</b>	<p>Together with the digitalisation of the labour market (new information and communication technologies), new forms of work have emerged such as the possibility to work remotely at other locations than the default place of work. The objective of this indicator is to measure the flexibility and the autonomy of the location of work and of the work schedules. Telework is linked to further aspects of quality of employment like the work-life balance and commuting time.</p> <p>Telework can be measured for all employed persons, whether employees or self-employed. Nevertheless, due to different characteristics and opportunities, it is recommended to distinguish the two groups and to focus on the situation of the employees. For example, employees need an arrangement approved by their employer for telework, whereas self-employed have more liberty to choose about this form of work; and there can be overlapping boundaries regarding the premises where the work is carried out (office at home for example).</p>
<b>Formula</b>	$\frac{\text{Number of employees working remotely, outside employer offices or business, using information technology and telecommunications to remain in touch with their employer (at least several times a month)}}{\text{Total number of employees}} \times 100$
<b>Concepts and definitions</b>	<p>"Teleworking refers to a form of organising and/or performing work, using information technology, in the context of an employment contract/relationship, where work, which could also be performed at the employer's premises, is carried out away from those premises, on a regular basis. The characteristic feature of telework is the use of computers and telecommunications to change the usual location of work." (Eurofound, 2020)</p> <p>It can be distinguished between different variations of telework: home-based telework (telework accomplished at home), telework at other locations than at home (for example in a means of transport, in public spaces), or mobile telework which can take place in a range of locations and is thereby less location-bound. Telework is based on an agreement between employer and employee.</p> <p><i>Employees (age 15+):</i> Employees are defined according to the resolution of the 19<sup>th</sup> ICLS in 2013 (see glossary).</p> <p><i>Information technology and telecommunications:</i> any way of communication by the use of computers, laptops, tablets, smartphones.</p>

<b>Recommended data source(s)</b>	<p>A household-based survey (e.g. Labour Force Survey (LFS), European Working Conditions Survey (EWCS)) is the recommended data source, as it permits to estimate the number of employees and it allows disaggregation by economic activity and demographic variables such as sex, age group, etc.</p> <p>At European level, the European Working Conditions Survey (EWCS) provides information on home-based telework and mobile telework.</p> <p>The EU-LFS provides information on persons in employment actually working at home, without information on the use of ICT devices (HOMEWK).</p> <p>In addition, the ad hoc module on ‘Reconciliation of work and family life’ will be implemented in the EU-LFS in 2025 (to be repeated every 8 years). The module will include a variable that focusses on the effect of care responsibilities on employment with ‘telework’ being part of the items.</p> <p>The EU ICT survey 2018 contains questions on work from home / at an external site / on the move and on the use of internet or laptops / smartphones / tablets / portable devices for the job as well.</p>
<b>Recommended metadata</b>	<p>For this indicator, it is recommended that, as a minimum, metadata on the source (periodicity, breaks in series, etc.), reference period, population coverage, geographic coverage and definition of telework including operational definition are made available.</p>
<b>Recommended disaggregation</b>	<ul style="list-style-type: none"> <li>• Sex</li> <li>• Age group</li> <li>• Citizenship (national/non-national)</li> <li>• Educational attainment (ISCED)</li> <li>• Employees with permanent/fixed-term contracts</li> <li>• Full-time vs. part time</li> <li>• Occupation (ISCO-08 major group 1)</li> <li>• Economic activity (ISIC/NACE)</li> <li>• Family situation (with/without children; age of youngest child, marital status)</li> <li>• Location of the employer the person is teleworking for (same country/abroad)</li> <li>• Variations of telework (at home/other locations than home/different locations)</li> <li>• Frequency or intensity (hours of telework in proportion of total working hours)</li> <li>• Mobility: high-mobility teleworker (at least twice a week in at least two different locations) vs. low-mobility teleworker (at least one other location than the default place of work)</li> </ul>
<b>Interpretation guidelines</b>	<p>Home-based telework is a possibility to better reconcile work and family or private life. This form of work offers the opportunity of more flexibility (working hours and working time organisation), and to have work schedules which are better compatible with other commitments. Telework and the working hours can be influenced by the non-work activities. Furthermore, telework is linked to commuting time (that is accordingly reduced), and there is more time left for family or private issues.</p>

	<p>On the other side, there can be negative impacts on the personal and family well-being due to blurring boundaries between working time and free time, for example by checking emails several times at home, outside the defined working hours, or being contacted outside regular working times at home. Depending on the intensity of telework, there is also a risk of social isolation due to less personal contacts and exchanges with colleagues.</p> <p>These elements are also valid for an important part of persons doing mobile telework. Besides, the increased mobility can reduce the employer's control on employees, which can lead to wage systems based on results or monitoring systems to control the working hours and the time needed for the tasks. The stress level can also be affected (Eurofound, 2015). Moreover, mobile telework can have impacts on insurance issues and the quality of the working environment; furthermore there can be costs moved from the employer to the employee.</p> <p>For different reasons, telework can be restricted or even not possible for certain employees: some occupations or tasks can't be executed as telework (for example where the presence of the person is needed for the execution of the task); access to information technology and broadband connectivity can be limited; or in the case that living and space conditions and the needed equipment don't allow this form of work.</p>
<b>Relation to other indicators</b>	The indicator should be analysed together with the possibility to work at home, commuting time, work intrusion into leisure time and self-perceived work-life balance.
<b>International comparisons</b>	Caution is asked when making international comparisons if the countries use different national questions and operational definitions. International comparisons can be made using the results of EWCS.
<b>Recommended calculation in the EU-LFS</b>	<p>Information on telework is not collected in the EU-LFS. The following surveys can be used as alternative sources:</p> <p>European Working Conditions Survey (EWCS):</p> <ul style="list-style-type: none"> <li>- The main paid job involves working with computers, laptops, smartphones, etc. always or almost all of the time (Q30=1,2)</li> <li>- The person works at least several times a month in a car or another vehicle, in an outside site, at the own home, or in public spaces (Q35C=1,2,3 or Q35D=1,2,3 or Q35E=1,2,3 or Q35F=1,2,3)</li> </ul> <p>ICT usage in households and by individuals, 2018:</p> <ul style="list-style-type: none"> <li>- Q9: How often did you work from home in the last 12 months?</li> <li>- Q9.1: When working from home, did you use the Internet for your job?</li> <li>- Q10: How often did you work at an external site (e.g. construction site, agricultural field, other public/private spaces) or on the move (e.g. in a vehicle) in the last 12 months?</li> <li>- Q10.1: When working at an external site or on the move did you use laptops, smartphones, tablets or other portable devices for your job?</li> </ul>
<b>Further readings</b>	European Trade Union Confederation (ETUC) (2002), <i>Framework Agreement on Telework</i> , Brussels. Link:

<http://ec.europa.eu/social/BlobServlet?mode=dsw&docId=10418&langId=en>

Eurofound and the International Labour Organization (ILO) (2017), *Working anytime, anywhere: The effects on the world of work*, Publications Office of the European Union, Luxembourg, and the International Labour Office, Geneva.

Link: [http://www.ilo.org/wcmsp5/groups/public/---dgreports/---dcomm/--publ/documents/publication/wcms\\_544138.pdf](http://www.ilo.org/wcmsp5/groups/public/---dgreports/---dcomm/--publ/documents/publication/wcms_544138.pdf)

Eurofound (2020), *Teleworking* (electronic version of definition). Link: <https://www.eurofound.europa.eu/de/topic/teleworking>

Eurofound (2015), *New forms of employment*, Publications Office of the European Union, Luxembourg. Link:

[https://www.eurofound.europa.eu/sites/default/files/ef\\_publication/field\\_ef\\_document/ef1461en.pdf](https://www.eurofound.europa.eu/sites/default/files/ef_publication/field_ef_document/ef1461en.pdf)

International Labour Organization (ILO) (2020), *COVID-19: Guidance for labour statistics data collection*. Link:

[https://www.ilo.org/global/statistics-and-databases/publications/WCMS\\_747075/lang--en/index.htm](https://www.ilo.org/global/statistics-and-databases/publications/WCMS_747075/lang--en/index.htm)

Schaffers, H, T. Brodt, M. Pallot, W. Prinz (2006), *The Future Workspace. Perspectives on Mobile and Collaborative Working*, Telematica Instituut, The Netherlands. Link:

<https://www.alexandria.unisg.ch/21196/1/The%20Future%20Workspace%20Book.pdf>