

COMMUNICATION TAXONOMY IN TELEWORK

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ABSTRACT

The dominance of face-to-face communication is changing as organizations adopt more distributed work arrangements such as telework. Communication patterns are different in the telework environment as teleworkers have fewer opportunities for face-to-face interactions and therefore rely on other communication media. Hence, in the teleworking environment, communication media are very important, as teleworkers and managers depend heavily on the communication systems in coordination, supervision, and reporting of work. Therefore, understanding communication media usage and selection in telework is important in numerous ways to improve organizational effectiveness and productivity. However, the identification and study of factors behind communication in telework has not been adequately addressed in research done to date. In this study we propose a taxonomy of communication in telework and provide some empirical evidence to support it. Using this taxonomy, some important issues are listed for future research.

Keywords: Telework, Organizational Communication, Communication taxonomy, and Media choice