

# Information and Communication Technologies and Public employees' attitudes on telework

## Motivation:

- ICTs have become essential organizational elements and have provided a more dynamic and interconnected workplace.
- Public organizations are adapting to facilitate telework
  - Telework: flexible work arrangement to work in a different location.

Do ICTs affect public employees' attitudes when teleworking?

What attitudes?

- Work-life balance: Time devoted to job obligations in contrast to the time to perform personal-related activities
- Job satisfaction: How public employees positively perceive their jobs

## Data

- 2023 Colombian Employee Viewpoint Survey
  - Conducted by the Colombian Department of National Statistics
  - Random stratified sample of 200+ organizations

## Building the Dependent Variables (5-point Likert):

- Work-Life Balance [Cronbach 0.839]
  - *I have not had any difficulties in meeting my family responsibilities due to the time I dedicate to work*
  - *I have had enough time to share with my family or loved ones*
  - *I have devoted enough time to my hobbies, interests, and self-care*
- Job Satisfaction [Cronbach 0.839]
  - *I am satisfied with my job*
  - *I am proud of the job I do*
  - *I am happy to work at this agency*

## Concluding remarks:

- Perceiving that ICTs are adequate contributes to teleworkers' positive work attitudes.
- There are no distinguished differences in gender or supervisory status on work attitudes.
- Agencies should care for employees' mental health.
- Incentivizing digital skills is relevant when considering employees' attitudes.
- Future studies: explore types of ICTs and usage

Table 3. Regression results (DV=Work-life Balance)

Dependent Variable: Work-life Balance	Model 1	Model 2	Model 3
ICTs are adequate to do my job	0.58*** (0.05)	0.49*** (0.05)	0.25** (0.10)
Gender (Male)		-0.07 (0.09)	-0.06 (0.12)
Supervisor (Yes)		-0.23** (0.09)	-0.47** (0.16)
ICTs are adequate and...			
Male		0.20** (0.08)	0.20 (0.12)
Supervisor		0.01 (0.12)	0.27* (0.15)
Male and a supervisor		0.07 (0.09)	0.15 (0.93)
telework			-0.04 (0.16)
More anxious due to telework			-0.16 (0.13)
More productive teleworking			-0.06 (0.04)
Feel lonely and disconnected teleworking			-0.01 (0.05)
Agency supports mental health when teleworking			0.43*** (0.08)
Physical health has deteriorated due to telework			-0.40*** (0.12)
Agency incentivizes digital skills			0.20** (0.73)
Constant	-0.41*** (0.06)	-0.38*** (0.05)	-0.50*** (0.08)
F-test	117.34***	99.29***	6197.19***
R squared	0.0473	0.06	0.12
Root MSE	0.82533	0.8205	0.77294
N	3,254	3,254	1,823

p-value: \*\*\*<0.01; \*\*<0.05; \*<0.1  
Robust standard errors in parenthesis - Clustered (15)

Table 4. Regression results (DV=Job Satisfaction)

Dependent Variable: Job Satisfaction	Model 1	Model 2	Model 3
ICTs are adequate to do my job	0.56*** (0.07)	0.55*** (0.87)	0.30*** (0.09)
Gender (Male)		-0.16 (0.10)	-0.08 (0.20)
Supervisor (Yes)		0.27** (0.11)	0.13 (0.12)
ICTs are adequate and...			
Male		0.23** (0.10)	0.12 (0.24)
Supervisor		-0.10 (0.10)	-0.01 (0.12)
Male and a supervisor		-0.10 (0.06)	-0.03 (0.07)
telework			-0.24 (0.25)
More anxious due to telework			-0.08 (0.16)
More productive teleworking			0.01 (0.02)
Feel lonely and disconnected teleworking			0.01 (0.10)
Agency supports mental health when teleworking			0.27*** (0.07)
Physical health has deteriorated due to telework			0.15 (0.08)
Agency incentivizes digital skills			0.44*** (0.08)
Constant	-0.45*** (0.09)	-0.44*** (0.10)	-0.78*** (0.14)
F-test	70.5***	25.44***	2553.18***
R squared	0.0542	0.0607	0.1066
Root MSE	0.79055	0.78844	0.76394
N	3,268	3,268	1,826

p-value: \*\*\*<0.01; \*\*<0.05; \*<0.1  
Robust standard errors in parenthesis - Clustered (15)

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