

# **Telework '96**

**Working in a Wider Europe**

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## **Telemachos**

### **Tele-University for Telematics Management**

The business world is changing in the next few years. This change is taking place by shifting of incomes from older to younger generations on the one hand and by the introduction of telematic technologies on the other hand which brings about new forms of work like telework and "nomade work".

Only 10 % to 15 % of all employees will be confronted with telework. For the remaining 85 % to 90 % more mobility combined with less social security will be demanded. Mobility is to be regarded from the geographical point of view and in the internal hierarchy.

In conventional career systems the ranking of an employee increases with the duration of his employment. More years of employment result in a higher ranking. Recent findings say that higher ranking employees show decreasing engagement for the enterprise. Young employees are ready to work as pioneers, their engagement is far beyond average. Older, hierarchically stabilized staff members use most of their engagement for securing what they have gained. Thus, by promoting their employees, enterprises lose their best staff.

In future companies will therefore demand employees who are willing to change their functions frequently. A sense for pioneering until seniority in office, not perpetual but punctual and in intervals, will be a characteristic for the future employee. Some years of increased engagement followed by years embedded in the security of the enterprise before a new start for adventurous tasks.

This will also have an impact on the employees' hierarchy. A change from being a boss to a subordinate specialist, who possibly some years later will be a manager again, is to be faced.

The employee will become more and more independent in the enterprise. It is his obligation to remain attractive for interesting tasks. That is to say that his "market value" is his responsibility. The market value, however, is not only diligence and incentive but more so the level of education. So, the employee himself is responsible for his education to remain attractive for the enterprise. This trend can be recognized already now. Many enterprises do not have any training staff any more. A study of the Austrian institute of training, WIFI, gives similar proof.

The Danube University Krems dedicated its work to further training of academically graduated people. Five departments are in charge of "updating" some branches of jobs: Biomedicine, Timber Construction and Solar Techniques, European Integration with European Law and European Economic Issues, Culture Management, Management and Economic Sciences and Telematics Management.

In the field of Telematics not only the special knowledge of this branch is taught, but also its technique is applied in teaching. The 2-semester university study of "Telematics Management" is supported by the project "Telemachos" including telematics technologies.

### **What is Telemachos?**

Telemachos links universities in North America, Western Europe and Eastern Europe by video-conference. In the field of telecommunication we can monitor a world-wide west-east difference, in Europe a north-south difference. By means of Telemachos, Austrian institutions can take advantage of the experiences North American and Scandinavian colleagues have already made. In return Austria works as a mediator for Eastern Europe. The Danube University, too, is to be regarded as west-east mediator and lectures are transmitted via video-conference to East European colleagues.

On October 14, 1996 the Telematics Management course started exchanging lectures with 12 other universities. Each partner can obtain contributions from the others and can offer lectures himself.

### **How does Telemachos work?**

Each partner university has installed a video-conference lecture room. Via monitors the lecturer is shown to the students in the lecture room. 2 B channels of an ISDN wiring are used for transmission. By means of a camera the lecturer is introduced to the partner audience or the own audience to the external lecturer.

In addition informations are exchanged via internet. These include the coordination and management of the lectures itself, lecturing and other training material. For the preparation of lectures very often video films on the respective topics are exchanged.

### Which are the advantages of Telemachos?

- With Telemachos it is not necessary anymore to hold the same lecture in every university. It can be obtained virtually by the partner university.
- Training becomes more international. Various international views can be contributed to a single topic.
- With Telemachos the "monopoly of university professors" can be eliminated, since the students may choose whether they get a certain topic directly or virtually via video-conference.

Thus a free market of teaching is created which is quality-orientated. Only the better lecturers will be chosen by the students. Study allowances and examination fees will make the professors' payment and income more work-orientated. Qualified professors will have more students and thus a higher income.

- The above mentioned west-east and north-south difference may be overcome and less developed regions get the chance of improving.
- Also a small country like Austria can get access to big universities.

In addition to special topics on Telemarketing and European Regional Development, 500 lectures with Telemachos will be held in the course of the "Telematics Management Training". In spite of the above mentioned advantages and higher quality the training costs will be reduced by 50 %.

Telemachos might be also part of a solution for coping with the cost situation of our mass universities.