Abstract

Systems thinking approach for solving business, social and engineering problems always view individuals and organizations within the context of their environments. Soft Systems
Systems Thinking and Practice for Telecommuting Issues

Methodology (SSM) developed by Peter Checkland takes this approach in solving complex ill-defined problems. This research paper applies Systems Thinking and practice to telecommuting issues identified, and attempts to discover the possible strategies / practicable approaches to encourage telecommuting in Small and Medium Enterprises (SME). The reasons for the lack of telecommuting in SMEs of Malaysian ICT sector were identified from our past research and this research starts with a hypothesis that the telecommuting problems can be addressed using Systems Thinking approach.

Reference

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Index Terms

- Computer Science
- Information Technology

Key words

- Systems Thinking
- Telecommuting
- Soft
- Systems Methodology
- Systems Approach
- Change Control Board