TELECOMMUTING AND EMPLOYEE PRODUCTIVITY IN NIGERIA'S OIL AND GAS INDUSTRY: THE MODERATING ROLES OF SELF-CONTROL AND WORK ENVIRONMENT.

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Abstract

Globalization, changing demographics, digitization and continuous development in technology are changing the nature of work today. These have led to the growth, adoption and implementation of telecommuting work arrangement. Hence, the study examined telecommuting dimensions and employee productivity while also investigating the moderating roles of self-control and work environment on the relationship between telecommuting and employee productivity. The study made use of both survey and case study designs that allowed for the collection of both quantitative and qualitative data from respondents in the Nigeria oil and gas industry. A survey of 398 questionnaires administered resulted to a response rate of 99.24% (395) while 10 persons participated in the interview exercise. The qualitative data was analysed with the aid of thematic analysis while hierarchical multiple regression was employed for the confirmation of the reliability and validity of the study's constructs measures. As such, Cronbach Alpha and the convergent and discriminant validity were used. Findings from the study revealed that telecommuting frequency and choice have positive insignificant relationship with employee productivity. Telecommuting flexibility of schedule has insignificant negative relationship with employee productivity while telecommuting policy formalisation and implementation has positive significant relationship with employee productivity. Furthermore, it was revealed that self-control and work environment played significant and positive moderating roles on the relationship between telecommuting and employee productivity. The overriding implication of these findings is that telecommuting is a crucial work pattern that can enhance employee productivity and serve as contingency plans in the event of social instability and disruptions. Based on this, it was recommended that vigilant processes for the selection of telecommuting employees be instituted in organisations while professional and physical isolations of telecommuters be properly and effectively managed through regular visits to the office. Similarly, employees should continue to exhibit the virtue of self-discipline to avoid abuse of the practice of telecommuting and lastly, it was recommended that employees should be well equipped with proper furniture and telecommuting tools, while also subjecting them to proper trainings in line with global best practices.

Keywords: Productivity, Telecommuting, Flexibility of Schedule, Frequency, Policy Implementation, Work Environment, Self-Control, Working From Home, Telework.