



The management of people, processes and places in the virtual workplace

by

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ABSTRACT

The traditional workplace evolved over time, moving through different waves or phases of change. The phases, although prevalent in different stages in different countries, have been characterised by various technological developments. The virtual workplace evolved as part of the Information Age or Fifth Wave, bringing with it its own unique characteristics and requirements. These unique characteristics, such as the speed at which information is communicated, crossing of time and space boundaries, social networks and requirements, such as sustainable high speed internet connectivity, are evident in the relationship between people, processes and the virtual workplace.

This study explored the manner in which virtual workers executed their activities through the use of technology, the type of business processes supporting them and the challenges experienced by them. The proposed framework for the management of people, processes and places in the virtual workplace was subsequently derived. The framework has as aim to represent the relationship between people, processes and places components in the virtual workplace and in doing so providing a management framework supporting the virtual workplace. The people, processes and places components have been incorporated in the management, technology and practice sections of the framework, thereby providing a framework based on the relationship between people, processes and places.

This study also developed the Extended Hermeneutic Circle of Learning which was used as guideline for the research conducted as part of this thesis. The deeper understanding created through the use of this research guideline assisted in providing structure to the research, thus enabling the researcher to derive the proposed framework for the management of people, processes and placed in the virtual workplace.

KEYWORDS

People, Process, Place, Virtual Workplace, Time, Space, Extended Hermeneutic Circle of Learning, Management Framework



DECLARATION

I, Ilse Geldenhuys, declare that

THE MANAGEMENT OF PEOPLE, PROCESSES AND PLACES IN THE VIRTUAL WORKPLACE

is my own work and that all sources used and/or quoted have been indicated.

All the sources are acknowledged by means of a complete bibliography.

The thesis was language edited by MMJ Gerber, Language practitioner at the Directorate: Language Services, University of South Africa, with qualification BA (Lang) (THOD).

Ilse Geldenhuys

2010- 11- 14



To

Theo, our children, grandchildren and Kobie,

I love you dearly. I am because of you.

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