ABSTRACT

Telework as one of the flexible working arrangement is indeed an attractive work alternative scheme for software industry today. However without proper planning form teleworker and their management, the effect on individual teleworker performance will be negative.

The objective of this quantitative survey research is to primarily investigate the current implementation of telework success factor (trust, communication and programmer maturity) in Indonesian software industry with its main focus in its impact on teleprogrammer performance.

There are several benefits that can be extracted from this study. In general this research is designed to reveal whether telework is suitable or not to the software house's needs of their computer programmer care. Furthermore, should telework is suitable to the software house's needs, this research will also show what factors that should be carefully designed and maintained to ensure telework success.

The result of survey and interview during this study shows a fact that trust and nature of communication take an important role towards teleprogrammer's work performance. Individually trust and nature of communication have strong coefficient correlation of 0.644 and 0.681 respectively. Collectively, trust, nature of communication and teleprogrammer's level of maturity has very strong correlation toward performance of teleprogrammer with coefficient correlation of 0.679. Moreover with regard to its regression, the analysis shows that 60.8 % variation of teleprogrammer's performance can be explained by the variation of communication and maturity level collectively.

In conclusion, with a suitable work environment such as strong trust and quality communication, it is expected that teleprogrammer would perform as good as their peers who work at the conventional office.

Key words: Telework, Programmer, Trust, Communication, Maturity Level and Software Industry