

1. Study the information below and then answer the questions that follow.

It all seemed so trendy back in the eighties but times, like mobile phones, change. Just as we no longer want to wear shoulder pads, we don't want to hot-desk any more. Hot-desking, i.e. not having a desk of one's own, but using any available desk when called in to the office to work, is one of the factors that made **tele-working** (using technology to allow workers to work at home) so popular with employers. However, having nowhere to put our photos, our coffee cup and our mess is making us unhappy and unproductive according to The Marketing Professionals UK. The recruitment agency says: "It doesn't help with team-working and makes employees feel isolated and undervalued."

Adapted from a report in The Times, April 2005 from www.onrec.com

- (a) Explain the advantages **and** disadvantages of tele-working to the **employer**. [6]
- (b) Explain why team-working is considered important by **employers**. [6]
- (c) With reference to Maslow's hierarchy of needs, discuss the ways in which an employee's motivation might be affected by working at home. [8]