

Index

- Academic attention, 6
- “Acceptance” rates, 125
- Activity-based working, 8
- Affiliated worker, 43
- Aggregator governance model, 99, 100
- Agility, 60, 63, 66
- AI. *See* Artificial intelligence (AI)
- Algorithmic management, 122, 125, 150
- Alphabet Inc., 4
- Amazon, 53, 64–65, 128
- Amazon Go, 127
- Amazon Mechanical Turk platform, 96, 100
- Apple, 4, 11, 118
- Apps, 54
 - App-based games, 57–58
 - development and sales, 55
 - iTunes App store, 54
- Arbitrator governance model, 99–100
- Artificial intelligence (AI), 49, 96, 113, 126, 140, 146
 - algorithms, 151
 - invited customers, 126
 - social and labor market impacts, 129–133
 - Teamsters union, 127
 - UBI, 133–137
 - See also* Cloud computing
- Australian employees, 22
- Australian Federal government
 - unemployment agency, 134
- Automation, 113, 126–135, 151
- Autonomy, 25–26
- BAG. *See* Born-again global (BAG)
- “Balanced” workplace environment, 7
- “Basic economic security”, 134, 152
- Basic Income Earth Network, 133
- Big data, 114–118
 - algorithms, 140
 - analytics, 126
 - See also* Cloud computing
- Bladerunner* (movie), 113–114
- Born global, 51, 58–59
- Born-again global (BAG), 51, 58–59
- “Born-global” firms, 50, 58
- BPO. *See* Business process outsourcing (BPO)
- Breakout! project, 9–10
- British Labour Party, 118
- Business environment, 75–77
- Business environment and institutions, 75–77
- Business Intelligence, 114
- Business process outsourcing (BPO), 88, 92
 - center, 102–103
 - firms, 102
 - services, 130

- Captive governance modes, 89–90, 102
- Captive offshoring models, 101
- Captive offshoring practices, 102
- Chief Information Officers (CIOs), 51
- Claimed coworking center, 145
- Cloud
 - Apps, 58
 - cloud-supported business strategies, 52
 - cloud-supported ICT workplace
 - collaborative tools, 19
 - cloud-supported OEL models, 88
 - collaborative technologies, 62
 - collaborative tools, 87
 - communication tools, 19–20
 - connectivity technologies, 70
 - drivers, 53–55
 - as facilitator of change, 139–140
 - ICTs, 53, 140
 - platforms, 140
 - products and services, 52–53
 - project management firm, 19
 - services, 19, 117, 140, 147
 - software applications, 54
 - technologies, 49, 147
 - See also* Human Cloud
- Cloud computing, 52, 89, 93, 147
 - born global *vs.* born again global, 58–59
 - challenges, 63–65
 - characteristics, 50
 - cloud drivers, 53–55
 - innovation and collaboration, 61–63
 - reduced entry and opportunity costs, 59–61
 - services, 117
 - technologies, 50, 69, 139
 - See also* Big data
- Cloudcube, 62–63
- Collaboration, 11–12, 61–63
- Collaborative
 - coworking centers, 40
 - focused work, 145–146
 - ICT-supported programs, 19–20
 - pressures, 11–12
- Collective intelligence, 61
- “Core business”, 55
- Cost reductions, 53–54
- Coworker, 36
 - “champion”, 41
 - sharing knowledge, 42–43
- Coworking, 33
 - as alternative to teleworking from home, 41–43
 - centers, 38, 145, 146
 - “community”, 37
 - differing coworking center characteristics, 39
 - good neighbors *vs.* good partners, 40
 - between home and office, 35
 - ICT, 36
 - influential coworking centers, 36
 - “Manifesto”, 34
 - “precarious work”, 38
 - rise of, 34
- Creative destruction process, 56
- “Cross pollination”, 37
- Crowdfunding, 93, 95
- Crowdsourcing, 62, 93
- Culture, 30–31, 73–75
- “Cyberslacking”, 22, 32
- Data analytic techniques, 136
- Data analytics, 118–126
 - algorithmic management, 122
 - data, information flows, and evidence-based decision-making, 120

- human welfare recipients, 123
- PAPT, 122
- “self-employed” work, 125
- top-down controlling tool, 121
- See also* Big data
- “Data bureaucrats”, 123
- Data driven management (DDM), 113, 119, 150
- “Data janitors”, 107–108
- “Data matching system”, 123
- DDM. *See* Data driven management (DDM)
- Decision-making, 28, 119
 - algorithmic management, 122, 125
 - data, information flows, and evidence-based decision-making, 120
 - human welfare recipients, 123
 - PAPT, 122
 - “self-employed” work, 125
 - top-down controlling tool, 121
- Designing workplaces, 8
- Dichotomy, 70, 73–74, 142–143, 145
- Digital divide, 80–82, 83
- Digital economy, 113–114
- “Digital natives”, 50
- Disaster recovery as a service (DRaaS), 53
- Disruptive innovation, 52
- Dreaded open plan office, 142
- “Dual-earner” arrangement, 17
- Dynamic social interactions, 29

- Economic behavior, 129
- Economists, 134
- Email, 22, 53, 55, 102, 143
- Employees, 8–9, 11, 27
 - autonomy, 26–27
 - well-being and productivity enhancement, 12–14

- Employment
 - practices, 33
 - UK employment tribunal, 125
 - US manufacturing employment, 131
- Entrepreneurs, 49
- Entrepreneurship, 49, 51, 52, 70–73, 146–147
 - born global *vs.* born again global, 58–59
 - as empowering, 78
 - female migrants, 80
 - ICT accessment and digital divide, 80–82
 - labor market challenges, 78
 - NEIS, 79
 - and innovation, 55–58
 - innovation and collaboration, 61–63
 - limitations to, 73
 - business environment and institutions, 75–77
 - gender, ethnicity, and culture, 73–75
 - human and social capital, 77–78
 - reduced entry and opportunity costs, 59–61
- Entrepreneurship Program for Innovation in the Caribbean (EPIC), 82
- Escalating citizenship, 11–12, 146
- “Establishment chain” theory of internationalization, 58
- Ethnicity, 73–75
- European Agency for Safety and Health at Work, 4
- “Evidence-based decisions”, 150
- “Evidence-based” decision-making, 119

- Facilitator governance model, 99
 “Federated work space”, 40
 Firms, 18–19, 142, 147
 “Flexibility”, 18, 30, 63
 Free addressing/hot desking, 8
 French government’s, 143
 French union, 22
- GEM. *See* Global Entrepreneurship Monitor (GEM)
- Gender, 73–75
- Geographical proximity, 17
 “mobile” workforce, 19–20
 NWW, work/life balance, and well-being, 25–31
 NWW framework, 18
 telework and flexible work practices, 20–25
- GFC. *See* Global financial crisis (GFC)
- Gig economy, 93, 106, 125, 148
- Global Entrepreneurship Monitor (GEM), 55–56
- Global financial crisis (GFC), 105
- Global growth of coworking center membership, 34
- Global markets, 57
- “Global technical competence”, 50
- Global virtual labor markets (GVLMs), 18, 87, 143
 cloud-based collaborative tools, 87–88
 human Cloud and OEL, 93–105
 outsourcing and offshoring context, 89–93
 and rise of machines, 147–153
 social impacts of, 106–111
 social impacts of changes, 88–89
See also Labor market(s)
- “Good neighbors” model, 40
 “Good partners” model, 40–41
- Google, 53, 64–65, 114, 118
 Google Drive’s Cloud storage service (2012), 117
- Governments, 110, 146–147
 actions, 141
 regional governments, 44
- Governor platform, 99, 100
- Greenpeace, 94
- Ground-breaking project, 9–10
- GVLMs. *See* Global virtual labor markets (GVLMs)
- Henry Ford West Bloomfield Hospital in Detroit, 14
- HITs. *See* Human intelligence tasks (HITs)
- Home-based teleworkers, 41
- “Hot desk” space, 34
 “Hot-desking” arrangements, 42
- Human capital, 77–78
- Human Cloud, 87, 93, 140, 148
 Amazon Mechanical Turk platform, 96–97, 100
 crowdsourcing, 93–94
 environment, 149
 governance arrangements, 98–99
 governance structures, 148
 Human Cloud-based platforms, 148
 LEGO, 94–95
 theme of reports, 95–96
 transaction costs, 97–98
- Human intelligence tasks (HITs), 96
- “Hybrid third way” model, 101, 148–149
- “Hybrid” Clouds, 53

- IaaS. *See* Infrastructure as a service (IaaS)
- Information and communication technologies (ICTs), 18, 20, 27–29, 36, 52, 70, 87, 92, 130, 142–143
- accessment, 80–82
- cloud-based, 140
- collaborative ICT-supported programs, 19–20
- developments, 143
- ICT-mediated working relationships, 61–62
- ICT-supported workplace collaborative technologies, 21–22
- ICT-supported workplace collaborative tools, 21, 27–29
- Infrastructure as a service (IaaS), 52–53
- Innovation, 33, 55–58, 61–63
- Intellectual property (IP), 62, 97, 116
- Intensification, 24
- iTunes App store, 54
- Job cuts, 28–29
- Kickstarter (internet-based crowdfunding sites), 62–63, 95
- Knowledge process outsourcing (KPO), 92
- Labor market(s), 139
- disenfranchisement
- entrepreneurship as empowering, 78–82
- limitations to entrepreneurship, 73–78
- SMEs, 69
- women, migrants, and entrepreneurship, 70–73
- themes, 141
- changing work environment, 142–146
- entrepreneurship and self-employment, 146–147
- GVLMS and rise of machines, 147–153
- Labor process theory (LPT), 28–29, 121
- Large-scale unemployment, 152
- LEGO, 94–95
- ‘Luddites’, 150–151
- M&As. *See* Mergers and acquisitions (M&As)
- Managed service platforms, 148
- Management leadership, 28
- Mass self-communication, 94
- Mergers and acquisitions (M&As), 59
- Micro-globalism, 101
- Microclusters, coworking centers, 37
- Microsoft, 64–65, 118
- Migrant(s), 70–73
- contribution of migrant entrepreneurial activity, 72–73
- “Minority Report”, 124
- “Mixed embeddedness theory”, 76
- MNEs. *See* Multi-national enterprises (MNEs)
- Mobile
- workers, 19
- workforce, 19–20
- Moor’s law, 116–117
- Multi-national enterprises (MNEs), 50

- National labor laws, 107
- National Security Agency (NSA), 63
- Natural environments, working in, 10–11
- NEIS. *See* New Enterprise Incentive Scheme (NEIS)
- NESB. *See* Non-English speaking backgrounds (NESB)
- Netflix, 56–57
- “Network Hub”, 37
- New Enterprise Incentive Scheme (NEIS), 79
- New ways of working
 framework (NWW framework), 18, 25
 culture, 30–31
 organization and management, 29–30
 physical workspace, 26–27
 technical *vs.* operational issues, 27–29
- Next generation sequencing techniques (NGS techniques), 117
- “Next generation”
 entrepreneurs, 50
- NGS techniques. *See* Next generation sequencing techniques (NGS techniques)
- Non-English speaking backgrounds (NESB), 71
- Noncollaborative coworking centers, 39
- NSA. *See* National Security Agency (NSA)
- NWW framework. *See* New ways of working framework (NWW framework)
- Occupational health and safety (OH&S), 41
- OECD, 71, 73, 74, 75, 119, 129
- Offshore employee leasing (OEL), 87, 93, 101–105, 148–149
- Offshoring context, 89–93
- OH&S. *See* Occupational health and safety (OH&S)
- “One-size-fits-all” approach, 24
- “Online Outsourcing”, 95
- Open innovation frameworks”, 62
- Open service platforms, 148
- “Open space” offices, 35
- Open-plan
 office designs, 7
 offices, 8
 workplace, 7–8, 11
- Open-source software, 62
- Operational issues, ICTS, 27–29
- Organization(s), 5–6, 8, 21–22, 25, 26, 28, 143
 and management, 29–30
- Outsourced governance modes, 89–91
- Outsourcing context, 89–93
- Oxford Economics, 7–8
- PaaS. *See* Platform as a service (PaaS)
- Patient Admission Prediction Tool (PAPT), 122
- “Pay-on-demand”
 cloud-based ICT model, 59
 ICT model, 54, 147
- PEOs. *See* Professional Employer Organisations (PEOs)
- Physical comfort, 12
- Physical environment, 4
- Physical infrastructure, 142
- Physical work environment, 4
 changing, 142
 and spatial design, 5–11

- Physical workspace, 26–27
- Platform as a service (PaaS), 52–53
- “Platform worker” typology, 88
- Pop-up tree office in London, 10
- Private activities, 144
- “Private” clouds, 53
- Professional Employer Organisations (PEOs), 102, 148–149
- “Public” clouds, 53

- Qualitative processes, 120
- Quantitative process, 120

- Reappraisal, 12
- Refuge spaces, 13
- Research and development activities (R&D activities), 60
- “Reshoring”, 130–131, 151–153
- “Right to disconnect” law, 22

- SaaS. *See* Software as a service (SaaS)
- “Satellite office spaces”, 34
- Scalability, 53–54, 59, 66
- Science, Information Technology, Innovation and Arts (SITIA), 50–51
- Segmented office, 8–9
- Self-employed
 - basis, 38, 145
 - freelancers, 35
 - internet platform, 148
 - work, 125
 - workers, 50
- Self-employment, 146–147
- Self-managed outsourcing, 60–61, 90, 98, 100, 104
 - governance model, 98, 104
- Selgas-Cano office, 10–11
- Service level agreements (SLAs), 64, 91, 98, 101–102
- SIA. *See* Staffing Industry Analysts (SIA)
- Silicon Valley, 37
- SITIA. *See* Science, Information Technology, Innovation and Arts (SITIA)
- SLAs. *See* Service level agreements (SLAs)
- Small and medium size enterprises (SMEs), 69, 147
 - cloud computing and entrepreneurship, 52–63
 - cloud computing challenges, 63–65
 - entrepreneurship, 49, 50
 - ICT-focused organizations, 51
- Smart phones, 18, 54
- SMEs. *See* Small and medium size enterprises (SMEs)
- Social and labor market impacts, 129–133
- Social capital, 77–78
- Social function, 33
- Social interaction, 21, 29, 37, 39
- Social ramifications, 110
- Software as a service (SaaS), 52–53
- Solitude, 13
- Spatial design, 4–5
 - physical work environment and, 5
 - academic attention, 6
 - activity-based working, 8
 - open-plan workplace, 7–8
 - segmented office, 8–9
 - third places/public realm, 9–11

- Spinuzzi analyses, 40
 “Staff leasing” arrangements, 88
 Staffing Industry Analysts (SIA), 96
 Stand-up desks, 13
- Tablets, 34, 52, 54, 57–58, 66, 81, 102, 143
 Teamsters union, 127
 Technical issues, ICTS, 27–29
 Technological proximity, 17, 61–62
 “mobile” workforce, 19–20
 NWW, work/life balance, and well-being, 25–31
 NWW framework, 18
 telework and flexible work practices, 20–25
- Telco, 41
 Telework, 142–143
 arrangements, 143
 and flexible work practices, 20
 employee and employer benefits of, 23
 ICT-supported workplace collaborative tools, 21
 organizations, 21–22
 women workers, 22, 24–25
- Teleworker(s), 21, 34–35, 36, 145
 affiliated, 44
 British Telecom, 24
 cohorts of, 42
 Filipino-based, 149
 GVLMS, 147–148
 home-based, 41
- Teleworking from home, 41–43
- Telstra, 41
 Third places/public realm, 9–11
- Three “Vs”. *See* Volume, variety, and velocity (Three “Vs”)
 Trust, 18, 27–29, 144
 “Turk Workers”, 96–97
- Unaffiliated worker, 42–43
 Universal basic income (UBI), 110, 133–135, 152
 Urban environments, 5, 13, 14
 US knowledge workers, 7, 11
 US manufacturing sector, 131–132
 US Patriots Act, 63
- “Virtual adjacency”, 19
 “Virtual collaboration”, 19
 “Virtual distributed teams”, 19, 142–143
 Virtual workforce, 92–93, 111, 144
- Volume, variety, and velocity (Three “Vs”), 115
- “Water cooler” effect, 29, 36
 WEF. *See* World Economic Forum (WEF)
 Well-being, 4, 25
 culture, 30–31
 enhancing employee well-being and productivity, 12–14
 organization and management, 29–30
 physical workspace, 26–27
 technical *vs.* operational issues, 27–29
- WFC. *See* Work/family conflict (WFC)
 White collar jobs, 128, 151
 WINC. *See* Women Innovators Network in Caribbean (WINC)

- Women, 70–73
 - entrepreneurs, 75
 - family responsibilities, 83
 - ICT access—considerations
 - for women
 - entrepreneurs, 82
 - workers, 22, 24–25, 31
- Women Innovators Network in Caribbean (WINC), 82
- Work, 3–4
 - changing work environment, 142–146
 - environments, 142–143
 - interfering, 20
 - work/life balance, 25–31
 - culture, 30–31
 - organization and management, 29–30
 - physical workspace, 26–27
 - technical *vs.* operational issues, 27–29
 - See also* Coworking
- Work/family conflict (WFC), 21
- Worker(s), 7, 144
 - consecutive careers, 153
 - enhancing employee well-being and productivity, 12–14
 - home-based teleworkers, 41
 - human Cloud worker, 88
 - internet platform workers, 107
 - microworkers, 107
 - mobile, 19, 145
 - productivity, 3
 - professional, 105
 - skilled professional and technical, 92
 - teleworkers, 32
 - “Turk Workers”, 96–97
 - US knowledge, 7
 - virtual, 109
 - women, 22, 24–25
- Working environment, 36
- “Working from home” typology, 18
- Workplace, 3–4, 12, 141
 - “balanced” workplace environment, 7
 - changing work environment, 142–146
 - designs, 7, 9
 - entrepreneurship and self-employment, 146–147
 - features, 142
 - GVLMS and rise of machines, 147–153
 - ICT-focused workplace strategies, 28
 - open-plan workplace, 7–8, 11
 - structures, 18
 - technologically mediated workplaces, 29
- World Bank, 77, 78, 80, 82, 95, 96, 108, 110, 130
- World Economic Forum (WEF), 129, 132, 152
- World War II, 72–73
- World-wide-web, 61