



Face-to-face contact and motivation in the context of telecommuting

The role of self-determination theory and media-richness theory

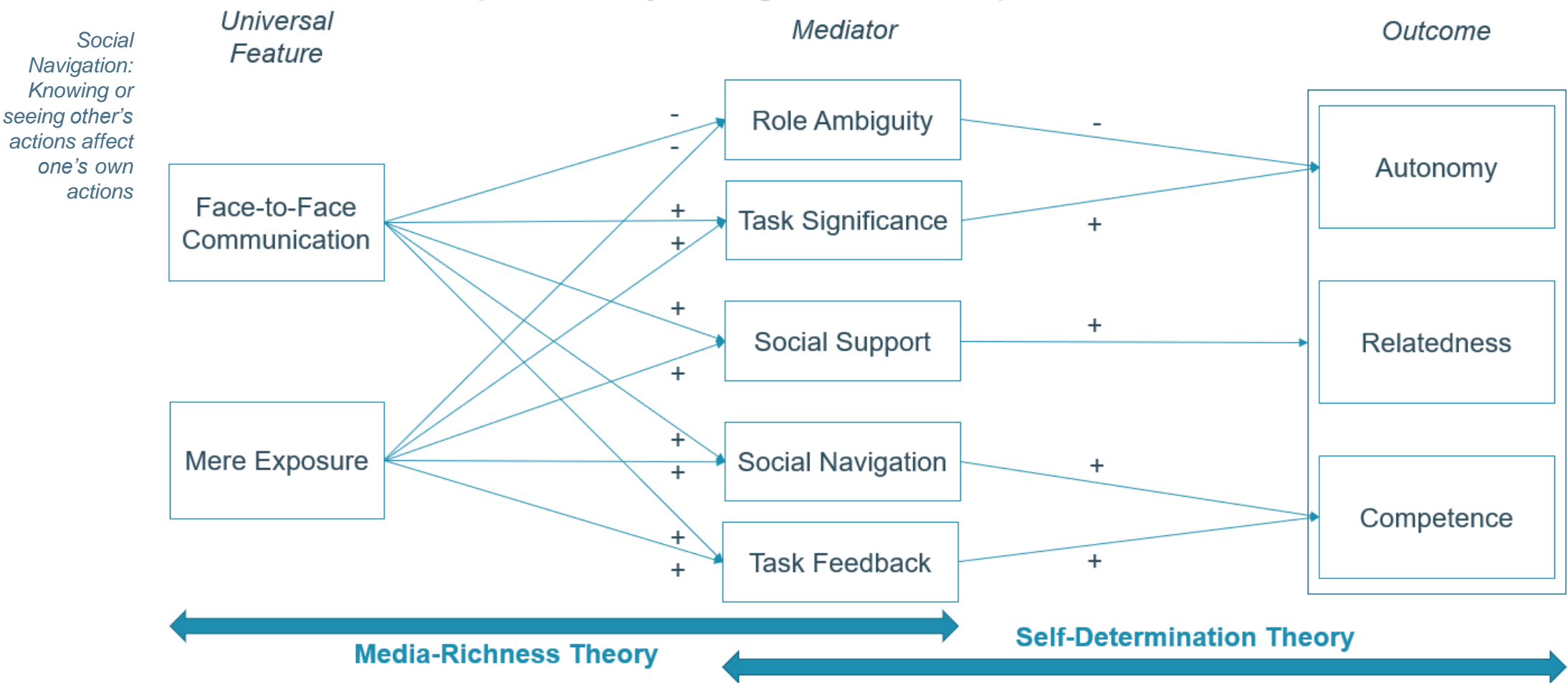
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Problem definition

Telecommuting is on the rise (Barrero, Bloom, & Davis, 2021). One implication is that employees go less often to the office. In turn, face-to-face communication and mere exposure to others in the office is reduced (Elsbach et al., 2010; Munck, 2001). Since motivation has real implications for one's striving and thriving at work (Ryan & Deci, 2000; Van den Broeck, 2010), a mediation model is presented that addresses the relationship between face-to-face contact and motivation.

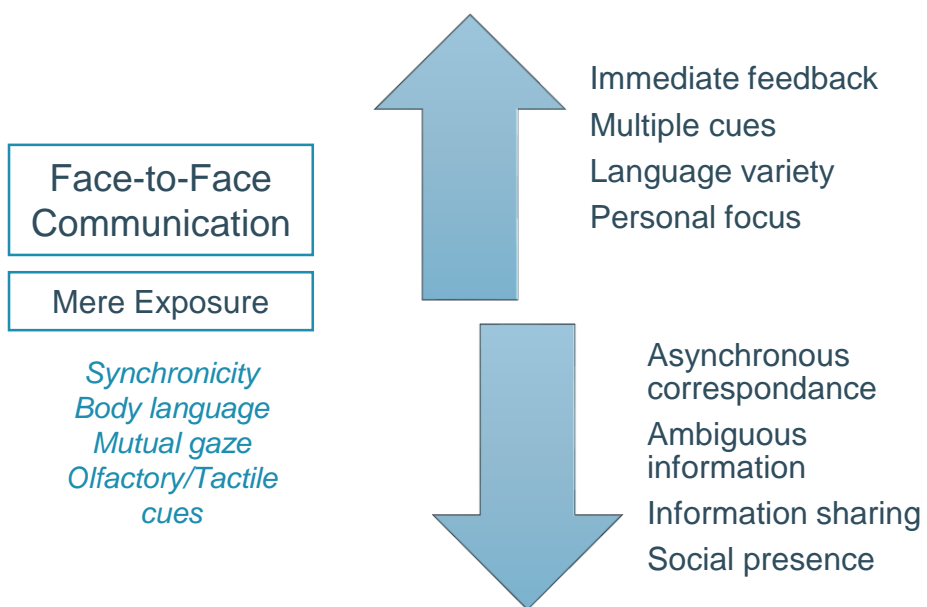
Is there still added value in seeing each other in person in the office with respect to motivation?

How can it be explained why seeing each other in person still adds value?



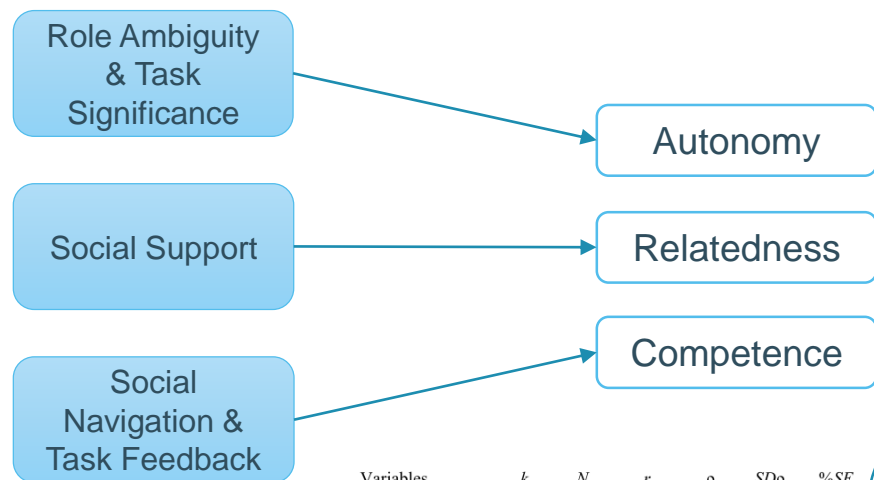
Media-Richness Theory

(Daft & Lengel, 1986)



Self-Determination Theory

(Ryan & Deci, 2000; Van den Broeck et al., 2016)



Variables	k	N	r	p	SDp	%SE	95% CI		Q	Tolerance
							Lower	Upper		
Role ambiguity	7	1,814	-.35	-.43	.14	19.43	-.44	-.25	33.79*	
Task significance	3	996	.28	.35	.00	100.00	.22	.34	1.51	82
Social support	15	5,307	.44	.54	.08	29.25	.40	.48	39.78*	5,110
Feedback	4	7,032	.11	.14	.14	4.19	.00	.22	89.98*	230

Daily Diary study

- **Daily questionnaire** immediately after work
- **10 consecutive workdays**
- 110 participants
- Inclusion of **all variables** in the model
- **Web survey:** Qualtrics
- **Additional data collection** planned in August
- **Multilevel Analysis:** days nested within persons

Discussion

- Insights in the **underlying processes** affecting motivation
- Inclusion of important **work-related processes**, in addition to the reduction of the well-known process 'social support' in the context of telecommuting
- Use of **media-richness theory** to attain insight in the alteration of important work-related processes
- The results of this study will aid in generating **guides for practice**