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[1]

(call center)

[2]

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[3] [1]

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[10] [9] [8] [7] [6] [5] [4]

[15] [14] [12] [12] [11]

1-5

2000 10

1999

%6 ECaTT

(1) . 2000

:ECaTT

:(1)

7.6	2.8	3.6	6	16.8	15.2	14.5	4.4	2.9	10.5	%

2001

%70 2005 %67

%60 %57 2010

. 2010 %50 (64-50)
()

2-5

2001

%4.4

61

.%6

2001 2000

2001

%34

.%12

%43

%46

%26

%11

%23

%57

%36

%33

50

%93

%18

%19

%1

(%17)

(%32)

(%14)

(%15)

.(%12)

:

(EMERGENCE)

()

67

2002

3-5

%5.8

1.6

2000

1998

. %30

%70

%.39

%7.4

2002

%70

1999

(e-ministry)

:

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•

.()

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4-5

15

2000-1997

1999

36

5-5

60-6

165

1997

. 1990

%1.7

%9

%12

1997

(%19)

(%45.5)

.(18.3)

%17

:

40 -17

6-5

1997

%60 .

23.3

%28 ()

%35

.()

%10 %6

1997

1999

19.6

1998

(Syber Dialogue)

15.7

. 2000

18

1998

(%75)

(%43

%57)

%59 1999

%50

%62 1996

%42

(35)

1999

1998

2001

%80

%15

19.8

%60

7-5

1995

%20

%40

%14.3

600.000

1991

1991

2002

1997

%11 2001

%24

20

%24

%10

800

2000 2.46 1996

4.45 2005

1999 6

1996

680

) %63.2 809

(%90)

%31.6 (%45.6)

.%26.3

.%31.3 (%75)

20 %16.6 %10.4 13.2 11.3 7.2 2015 2010 2005

%

((%21) 5.6
 . 1999
 %6.4
 %4.8
 1999
 %25 2.2
 (22)

259517 .%4.2 1254 1998 %42 %50 %20
%7.8
%0.35
%62 %25
90 3
3000
%70 37
6000
13 1997
28 2000 . 1998 2.1 887
%105 32.45
. 2001

-6

20.8 [16] 2000
(%25) 5.2 (%75) 15.6
. 1999 (2) .%50
%64
. %9.4

: (2)

6.214.103	2.693.897	3.520.206		59 15
4.714.091	1.022.522	3.691.569		
10.928.194	3.716.419	7.211.775		
4.984.401	2.573.395	2.411.006		15
862.507	449.798	412.709		
5.846.908	3.023.193	2.823.715		
4.800.621	2.552.901	2.247.720		15
792.233	444.863	347.370		
5.592.854	2.997.764	2.595.090		

%88.75

%75.64 %75.30

: 2000

(3)

: (3)

403.285	759.087	1.162.372	+
169.442	279.832	449.274	
3.143.428	4.808.111	7.951.539	
1.191.604	1.503.118	2.694.722	
1.698.269	930.905	2.629.174	
6.606.028	8.281.053	14.887.081	

10.5

2001

4

2020

" : [17] (1425-1420)

" .

"

%33 %18.4

%51.8 %48

" .

-1420 %56.6

(29.7) %89.2 1440

:

" .1

.2

"

:

" •

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"

:

%3.73 [18]

(60-14 %50) %33.6 •

(60-14 %60) %29.9 •

(60-14 %40) %13.4 •

(60-14 %35) %10.7 •
 (60-14 %38) %9.7 () •
 (60-14 %60) %2.7 •
 %42.7 %57.3
 : %37.9 :) %31 %69
 (%5.1 : %12 : %16.8 : %28.1

43 1.4 [19] (2002)
 1600 (xDSL) 1200
 (4) . 5.5 (leased line)
 : 22.32 (2001)

: (4)

100	25.81	5761600	
100	14.48	3232900	
100	11.33	2528600	
	%43.9		
10000	5.12	11422	
10000	134.40	#300000	
100	6.27	1400000	

1.77

1999 3.63
 735 .%57 2.40 1.53

#

.[20] 1.4

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Telework Worldwide and the Possibility of Applying it in Saudi Arabia

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ABSTRACT. The merging between information technology and telecommunications creates a new way of performing jobs, particularly from distance. This is sometimes known as Telework. Many countries encouraged the adoption of Telework by individuals as well as by entities. This paper discusses the importance of adopting Telework, its advantages, and disadvantages. It reviews the experiences of some countries. Also, it lists important factors with respect to the Saudi society that indicate the importance of using Telework, particularly for women and people with disability.