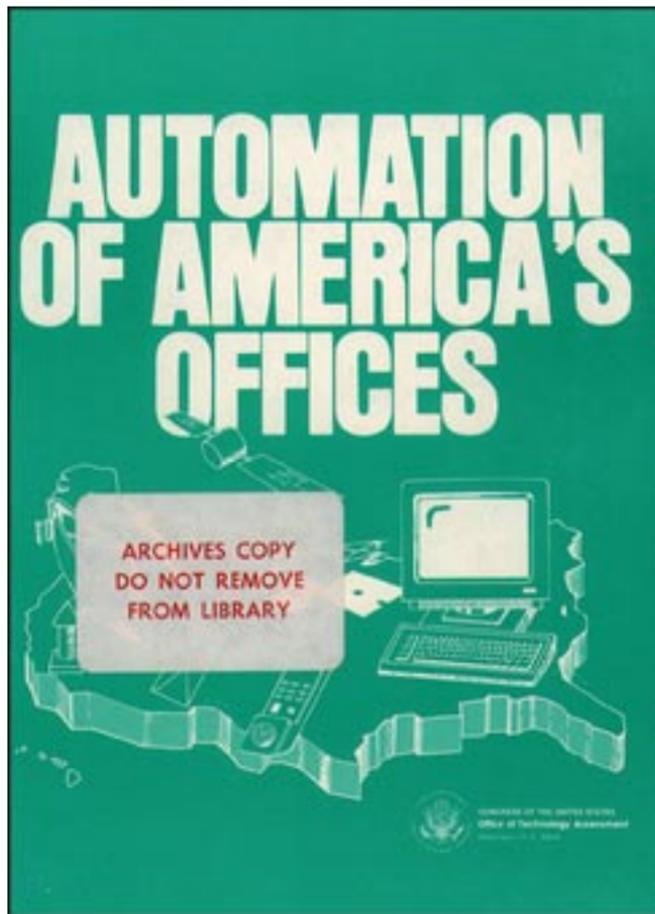


Automation of America's Offices, 1985-2000

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Foreword

Automation of America Offices, 1985-2000, assesses the consequences of the continuing and rapid introduction of information and telecommunications technologies in offices: the workplace of about 45 million Americans. The use of computers and new communication systems in offices is bringing about fundamental changes in employment patterns, the skills needed for white-collar occupations, and the quality of worklife and the office environment. These changes will affect all industry sectors, since office work is a growing component of every industry as well as all public sector organizations.

The study, requested by the Senate Committee on Labor and Human Resources and the House Committee on Education and Labor, will also be of interest to many other congressional committees because it addresses a wide range of subjects of concern to industry, government, and educational institutions, and to employers, employees, and their organizations.

OTA wishes to thank the many people and organizations that contributed to this assessment through advisory panels, workshops, interviews, and other means of sharing their information and experience with us. The final responsibility for the study, however, rests with OTA.



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