Mattia Rainoldi: Alright. And no I come to the good question, what do you do for a living?

P19: What do I do for a living, right, I work in healthcare technology, a high level. Um, but I would say that I, I read Insurance Guideline, I read insurance coverage guidelines for medical equipment and I help doctors place orders where there patients, for whatever medical device, so if a patient needs a wheelchair, they are going to answer a bunch of questions that I asked them in our software about the patient's condition, whether they can toilet on their own, when I can walk, all these things, and then that creates a document which gets sent to a supplier and the supplier sends a wheelchair to the patient.

Mattia Rainoldi: And what exactly would be your job title?

P19: I'm merchandising lead which is very vague.

Mattia Rainoldi: Merchandising, what did you say?

P19: Lead.

Mattia Rainoldi: Merchandising lead, yeah alright, fantastic, and how would you describe your employment time?

P19: Full-time.

Mattia Rainoldi: So full-time, full-time but remotely?

P19: Correct yep.

Mattia Rainoldi: Are you full-time remote or?

P19: Yeah.

Mattia Rainoldi: Or part-time remote?

P19: Like if Covid wasn't a thing I would still be remote.

Mattia Rainoldi: Alright, yeah, fantastic. So, if you think about your typical day, how that does look like?

P19: Yeah, I'm generally, I'm online from nine to five, but typical is (p) whatever it's not typical really, like I guess I, I started around nine and then I usually have like an appointment, or something in the middle of the day and I usually go out and take a walk at like three and if I, if something comes up in the middle of the day, I do it (laugh). So generally those are my hours, but then once five o'clock hits, disconnected. I don't work anymore, and they know that, the company knows that.

Mattia Rainoldi: Right so tell me a little bit more about these when something comes up I just going to do it.

P19: Um, yeah, so yes, or yesterday, if the last couple days my mom hasn't been feeling well so I've had to make lunch, breakfast, lunch and dinner for the family, I live with my family right now. So I just take an hour and I do it, and I take care, I was able to take care of her more. Um, what else, a friend like wants to meet for coffee in the middle of the day, I just jump out do it (laugh). I get to meet a cool person in Austria and help with research that I do.

Mattia Rainoldi: (laugh) Fantastic. And how does that influence your, your working day, so you probably in this time, you probably are supposed to be working and how do you organize that?

P19: Yeah, so I have Google calendar and so anytime that I'm out of the office I'll just put like a block (p) that says so, so people know and it that status updates to our Slack platform. Are you familiar with Slack?

Mattia Rainoldi: Yes.

P19: Like a yeah it's like a company. So when I put that I'm out of office, my Slack updates, which, so people before they chat me they can see and (p), that's pretty much it really. I don't, I don't really have to tell anyone that I'm doing it because my work is not super time sensitive, if there WAS something that was time sensitive, I would do it, but, um, it doesn't have to be done within the hour, so.

Mattia Rainoldi: So do you need to make up for those hours that you are not working?

P19: No (laugh).

Mattia Rainoldi: Oh wow.

P19: No. I'm, I'm very much, my, my boss is also fully remotely and super on board with this sort of lifestyle and she's very much of the mindset of like if you get the work done that needs to be done, like I don't care if it takes you four hours out of eight hours, like that's fine with me.

Mattia Rainoldi: Okay, so, in this sense, you should be working from nine to five right and that's should be, that's company policy?

P19: Yeah.

Mattia Rainoldi: Okay but you still have the freedom to do otherwise?

P19: Yeah.

Mattia Rainoldi: Is that correct?

P19: Yeah, I would say that during the times that I take off like right now, if an emergency were to pop up or like someone were call me like I would be liable right, like, I, I am available nine to five, even if I'm not sitting at my computer, um, but it's just so rare that, that happens, so that I don't worry about it.

Mattia Rainoldi: Okay, that's interesting, yeah, so I had the little bit of a picture of your work day. So what about taking days off? When does that happen?

P19: Yeah, so I'm lucky to work for a company that has unlimited vacation, so, um, I take it very liberally (laugh). I take, I'll take a lot of three day weekends and probably like four week long chunks throughout the year (p) and I just put the request in to my boss, and as long as no one else on our team is also out at that time, I just take it.

Mattia Rainoldi: Mhmm. And, based on what to make the decision of taking days off or taking holiday?

P19: When I feel like I need a break (laugh) with non-Covid times it's different than now, but, um, it's usually to get away, like to travel somewhere or to go to the woods and (p) get away from the screen. So it's entirely driven by leisure (laugh). I don't have many responsibilities (laugh).

Mattia Rainoldi: I understand yeah. And tell me a little bit more about the place from which you work?

P19: Okay, um, I work, so this is my bedroom right now and I work from here, because at home I'm what I'm one of seven people in the house, and so we all just kind of like go to our own corners, so I have a desk here and I'm standing right now at my dresser so I'd like to sit stand and that's, yeah that's been the setup for the past year, but being honest like before Covid was an entirely different experience for me than now because before Covid, I would go to co-working spaces, I would work from cafés, I would like meet up with friends outside or wherever I could find WiFi really (laugh), um, and that that I think is more like what drew me to remote work in the first place is [inaudible] not like stay at home all day.

Mattia Rainoldi: Yeah well that's the situation as it is right now, um, but I'm more interested about listening or trying to understand what so you mentioned different places like co-working and so on. What makes it for you a good place or what what is a good place to work from for you?

P19: Hmm. Yeah okay, so somewhere that is quieter (p) is helpful or I, if it's quiet enough and I can put my headphones in and like zoom out, like a, I get distracted sometimes in cafés, but if I am focused, if I am like working diligently on a task and I have my headphones in with like a soft music playing, like that'd be fine too. Um (p), and what else somewhere where I can stand is like a bonus for me because I can't sit all day it just not it's not made for me (laugh). What else. I think being, I don't have this here really, but being around other people that are working is like awesome that's like I loved co-working spaces and like we were because even if we weren't working on the same projects, I felt like I was in a work environment, it felt like 'okay, this is where I do work', um (p), versus being you know, in a café where people are hanging out with their friends and having chill leisure time and I'm supposed to be on working. So did that answer your question?

Mattia Rainoldi: Yeah, yeah, I'm just trying to think and connect a little bit what you're saying with other questions that I have prepared for you. Have you ever been working while traveling, for example?

P19: I have, um, so all of 2019 before Covid, I was hopping around, so I lived in 12 countries for so I moved every month. I was part of a program called remote year, if you or connected to any other remote year people, they'll have a similar experience, but yeah I, I was able to do all of my work from all those different countries, just in in different co-working spaces in and spent EVERY second of my non-working time doing (p) travel activities (laugh).

Mattia Rainoldi: So, how did it make you, or make you feel?

P19: Yeah it was it was like it was the best ever. I've so I was an avid traveler before and I was working at a desk job in Boston. And I, I was 22 at the time, and I was like this cannot be it, like I cannot do this for the next 40 years, so I found someone, or I found like the, the work remote trend, and I was like 'I want to do this, like, I want to go', so I, I made a commitment to a year long program and then (p) I convinced my company that I was with at the time to work for them remotely three months, and then after those three months, I got another job that I didn't have ahead of time, but whatever it worked out. And it felt like SO FREEING I was, I was just like in my element. I felt like, like I didn't mind work, because the work was enabling me to be, enabling me to do the things that I love the most, and (p) I, yeah, it's like it was it was SO GOOD, like there were obviously bad parts like is traveling is stressful but from a high level like it was a dream, yeah (laugh), and I hope to get back to that.

Mattia Rainoldi: I understand yeah. It sounds like (laugh) you have a good experience in doing that.

P19: Yeah yeah definitely.

Mattia Rainoldi: Great.

P19: I will tell you though, I will say that a lot of people have the, that I was traveling with, had to stay on the hours of the company, but I did not so, when I was in Japan, which is a 14 or 13 hour time difference from here like I just adjusted my hours and worked Japan time. I didn't pull, like stay up all night and work New York hours, I think that's not always true, and that would have definitely changed my experience (laugh), um.

Mattia Rainoldi: Yeah, I guess it would (laugh).

P19: Yeah yeah those people were NOT happy, I don't think they would describe it as amazing (laugh).

Mattia Rainoldi: Mhmm, okay.

P19: Oh, and I will say that when I was traveling, I was traveling with someone that I was working with, which I think made it a little bit of a difference. So when I I got that I finished that job I was working after three months, and then I got hired by somebody that I was traveling with. So and she's my supervisor, so we were able to learn, while I was remote, I was still in person with her, so I guess that's a, that's another layer of that, that was really awesome, you can find a buddy to do remote work with and travel, there you go (laugh).

Mattia Rainoldi: Okay, that's a very interesting scenario that you are in person with the person you're working with, but the work place is online itself.

P19: Yeah.

Mattia Rainoldi: Right, that's interesting, generally it's the other way around.

P19: Yeah.

Mattia Rainoldi: So there's work find place in a place, and maybe people are remotely around.

P19: Yeah, it was, it was kind of the best. I do, I will say, though, that, that, that could not work for everybody, because we were living, working, traveling together always (p). And because she was above me, like (p), I (p), she could have like, like whipped me a bit, for you know, taking off hours here and hours there. She was very aware of how relatively little work doing, not little work, but little time that I was spending at my computer, but she was also doing the same thing, so it worked.

Mattia Rainoldi: (laugh) So I guess it worked, yeah.

P19: Yeah (laugh).

Mattia Rainoldi: Fantastic. So and in all of it, I would like to discuss a little bit the role of digital technologies place, right, I guess everything sounds fantastic, um, but, um, there is the to clarify how technology helped you in in doing that right, so I noticed that you use a different range of technologies from devices to help and I would like you to describe a little bit how you make use of it and especially for organizing work and, um, your leisure time, and to taking them apart, or so on yeah. So let's start simple and tell me, um, what are for you the most important technological devices and application and so on, that you use regular during your during your day?

P19: Yeah um, two devices my MacBook um, which is company provided and my iPhone and that's it, I guess, well, I guess, I have an external mouse and keyboard too, those are helpful, I don't know if they count as devices, but and in terms of tools, I mean Zoom obviously or some, we use Zoom as a company, we started with Bluejeans, but that was bad, so Zoom is, Slack is huge, it's how we were able to do the 'will work the night shift, you'll work the day shift' kind of thing, it was just like putting everything like documenting everything there. Um, Google, like Gmail, Google calendar, Google drive all those things, and then we have, we use Jira. Are you familiar with Jira?

Mattia Rainoldi: Not really.

P19: Jira is like a task management system, so our team, everything that we have to do as a team, like every task individual task is made into a ticket and those tickets are labeled with who's doing it and (p), you know, you document how many hours you're putting in it, putting in all the details of the task, and they all goes into the ticket and then I know what everyone else is working on and they know what I'm working on and we can see which phase of the, of like that ticket they're on like whether there's just starting, or their QAing or whatever so that's, that's essential. Anything that, that allows us to as a team to document and communicate without actually getting on a call to communicate it's like where we, where we thrive, um. I would say, those are the most used (p) and then obviously our internal tooling like we are a software company, we have our own website that I log into every day, um, and, and I log into a VPN every day, so this computer, um, you asked about separating work and leisure like when I'm done for the day I turn off my VPN so I'm just working on my local desktop instead of being remoted into like our secure network, um, yeah, and enter, yeah, yeah, I guess that's it, those are the things I use the most.

Mattia Rainoldi: Great, those things you just described are the technologies that you use for work isn't it?

P19: Yeah yeah.

Mattia Rainoldi: Do you use any of those also for your time outside the work?

P19: Yeah um not so much a lot, the only thing I would say, the only thing that overlaps is Zoom occasionally like I don't know meeting with family, um, and Google Gmail. I do all my, my personal stuff on that too, but on a separate account so, am I choppy for you?

Mattia Rainoldi: For what reason do you have different accounts?

P19: Um, so I have my personal stuff, doesn't go to my work account and, and, because everything that is on my work email is monitored and tracked and that's, I don't need that.

Mattia Rainoldi: Okay, so there is some kind of external drive that makes you be willing to keep them separate isn't it?

P19: Yeah it, I mean it helps me compartmentalize, I would never even think to put them all together, but I also wouldn't do it because it's being watched.

Mattia Rainoldi: Right yeah, I understand. And in terms of devices, you said you have a Mac, that is provided by a company, can use it also for your leisure purposes?

P19: Yeah, I can, I can but it's being, it is also being watched, so I wouldn't do horrible things on it, um, not that I'm doing horrible things but I'm conscious of of what I watch and stuff um, I should probably get my own personal laptop but I don't want to carry around two so much.

Mattia Rainoldi: Mhmm. And let me just see here. You also mentioned that you have a phone that you use for both for work and leisure time?

P19: I do, yeah.

Mattia Rainoldi: Right. How does that work?

P19: Yeah, it's imperfect right, because I get all notifications to my phone. I don't get email notifications so, um, that is helpful. I won't, if it's after work hours I won't see an email that comes through unless I go into the app which I don't do, but Slack notifications, I will get, so there is an occasional time where somebody will message me at like 7pm and (p) I'll check it. I usually won't do anything about it but I'll see it, um, and otherwise, I've put restrictions in both places, so I can't get onto social media from my laptop and I, and I can't easily get to work stuff on my iPhone, but I CAN get to work stuff because if, if I'm out at an appointment, or I meet with a friend, like, I want to be able to be available.

Mattia Rainoldi: So the phone is your own private?

P19: Yeah, it is, yes yeah.

Mattia Rainoldi: Alright, so the decision that you make to install work related things on it was yours?

P19: Yes.

Mattia Rainoldi: Okay. And the reason for it is, can you please it remind me?

P19: Yeah yeah the reason for it is just to well, two things. One, if my computer is out of commission during the day, because I don't know technology happens and you need to reboot, and Microsoft, I mean the Mac decides to update for two hours, I want to have it somewhere else but other reason is like if I'm out and about during work hours I, I need to have it (mobile phone) in case of emergency there.

Mattia Rainoldi: Mhmm. Right and let's talk about a little bit more about the scenario, so what would happen there, so how would you be in that situation?

P19: So I'm out getting my hair cut, um.

Mattia Rainoldi: Mhmm.

P19: Is that what we're saying? Okay, so I'm out getting my hair cut, and I get a message that says like 'hey we need you right now', Those are okay, um? I usually would just say 'hey I'm out right now (laugh), um, I'll get to it, in, can it wait for an hour?' whatever however long it's going to be, and if it can't then I'll do the best that I can to answer the question in the moment. More likely, though, this actually happened the other day. I went out for an errand and something really urgent came up that I was in charge of and I couldn't, I could log into the VPN on my phone as well, but it was not going to be sufficient to like do the tasks that I needed to so I just, um, told like verbatim what needed to be done to a coworker who is online and they did it. So that's what happened (laugh).

Mattia Rainoldi: Right. And, can you tell me maybe a situation that is the opposite, where you are off work after five and what would you do, there is a notification on your phone, what would happen there?

P19: Um I'm usually pretty good about saying 'I'll do that tomorrow', or at least I'll ask whether it can wait till tomorrow, um, but if it's urgent I would jump on and and take care of it after hours, that's just how it is.

Mattia Rainoldi: Why don't you do that?

P19: (laugh) Well (laugh) okay so here's why, like our software is being used 24/7 and patients, it's not like patients are only needing oxygen in the hours of nine to five, so if there was an emergency and someone really needed to get an order in because a patient needed a device, like 'I am not going to be the one to stand in the way of their health', so there is, there are like real implications to what we do as much as it'd be great to be like 'well like never have to think about it', it's totally like the reality is that people are using the system like all day, so that's why.

Mattia Rainoldi: Okay so some kind of what would you say, social expectation?

P19: Yeah, moral expectations (laugh).

Mattia Rainoldi: That's very interesting, okay. I'm what's interesting to, um, so we have been already touching upon it, um, but what I'm interested to listen, or to learn from you is, um, if you have any article then routines for compartmentalizing work and leisure time, um, can you tell me a little bit more about it?

P19: Yeah, yes, so I guess, one of the biggest things I kind of mentioned is that I, I block certain websites on the computer, so that's how I make sure that I'm not doing leisure when I'm (laugh) working, um (pause), it's, oh gosh how do I do it, I'm just very, I think I'm just very clear on my calendar with when I'm available, like I was telling you that when I update things in my calendar, it updates to Slack. I have my work hours on Google set to nine to five so after hours it'll show that I'm after hours on Slack and (p), yeah, if anything comes up I just slice it, I think the company does a pretty good job of this too it's, just like the expectations are that if you're not working, you're not working. And that's, that's really it that's, the only way I compartmentalize it and and the way that I don't think about it is that (laugh), um, I tend to finish whatever I'm working on that night, so I don't, I don't, I'm not thinking about the next task because I haven't gotten there yet. It really is generally like that. Um, and I just don't care that much (laugh), like work for me is not life, work is work, and I do it when I'm supposed to do and I don't worry about it, otherwise.

Mattia Rainoldi: Mhmm. So, would you describe yourself as a person that likes to keep clear boundaries?

P19: Definitely yeah, (laugh) with the exception that my Supervisor is also my really good friend and we talk outside sometimes about work socially (laugh).

Mattia Rainoldi: Tell me a little bit more about it.

P19: Yeah, this is probably like not, not the best, but she and I are, have a really good relationship very much mutual respect, like we know each other schedules, we know how we each other work fast and, um, there are times where we'll call each other as as friends and be like 'hey like how's it going', but then naturally work will come up because that's something we have in common and usually it's about a co-workers that something that's some problem that's like irritating us and we'll talk about it, we won't do anything about it in the moment but (pause) it does carry over.

Mattia Rainoldi: Mhmm.

P19: I don't know.

Mattia Rainoldi: Right, it sounds like an experience, where it's very difficult to, well, to keep clear boundaries or to differentiate between what is work and what are leisure activities so, so do you experience sometimes also situation in which for yourself is very difficult to keep clear boundaries because of technologies?

P19: Sorry, I missed a little bit of that because my WiFI cut out, what was it?

Mattia Rainoldi: That Zoom was stalking a little bit, I hope you got it but anyway, I can repeat it. So I was saying that situation that you just described sounds like a situation where it's very difficult to keep the boundaries between work and leisure and all these things, right. So, I wanted to ask if there are also situations in which it is also difficult for you to distinguish or to keep the to keep clear boundaries between your work and your leisure activities, because of technology?

P19: Hmm, yeah, I think, I think the only way that it disturbs the boundaries, is what I get notifications to my personal phone, um, and I guess to because I do use this laptop for personal things as well, like after hours I'm also studying to become a health coach so I'm often online doing coursework and I would be lying if I said that sometimes while I'm doing that, I'll see a little white notification in one of the applications that I use for work and I'll look into it, um (pause), yeah I guess I guess that's, the even that's the only way if I'm like on devices that have those so technology (laugh) basically, yeah, technology is what blurs those lines.

Mattia Rainoldi: Mhmm. If you think back to a time when you were traveling?

P19: Mhmm, when I was traveling it was a lot easier actually because we were on different schedules so like I wouldn't, didn't, I wasn't getting messages off hours because no one was awake (laugh) so that was nice, um, and when I was traveling to I was often not in places where I had reception, so I was just I wouldn't get the notifications that way.

Mattia Rainoldi: Okay, this is very interesting.

P19: Yeah (laugh).

Mattia Rainoldi: Great, if you would think about a whole discourse about work and leisure and digital technologies, so what are for you the advantages that digital technology created or creates for you in managing your work and leisure activities?

P19: Yeah, okay I'll answer that in one second I thought of something else that really helps me, that I use a lot, which is 'do not disturb' mode on both my phone and my laptop, um, even while I'm working. I'll turn it on 'do not disturb' so I don't have the things bing, bing, bing, bing, bing, bing, like popping up, it's insane. I don't know how people work like that. But it's taking me some time to get you know I've been doing this now for yeah like two and a half years so I've, I've gotten a lot better at separating, maybe that's why this is like not see I don't muddy the waters that much anymore, because I've practiced a lot, but that helps me a ton to just focus and not have those things up. Okay, so you asked what, um, how technology has enabled me or like how it benefits the situation?

Mattia Rainoldi: How it benefits you in managing work and leisure?

P19: Yeah, it's helps me (p) with all like all of those features that I just just described help like (p) I guess if I was working in office, I could also like put my phone on 'do not disturb 'after hours, um, but things like blocking websites and things like 'do not disturb' and things like VPN like logging in and out, those have helped me and in terms of like the bigger benefit, I mean technology has enabled me to travel, it's enabled me to, OH another piece of my story is that I got hit by a car last year and I suffered a brain injury and I've been working all through rehab, but, um, I have taken a lot of time, I'm sure you'll see it in my diary, I go to like three or four appointments every week to try to, to rehab and I'm in a much better place so don't worry (laugh) but um, but that the technology has allowed me to do that, it's allowed me to work in place where I can be home with the people that I need to be with and get to the care that I need to get to, um, and be able to take that time and yeah I wouldn't I would not have been able to work and rehab had I not been remote, that's just the fact.

Mattia Rainoldi: Yeah yeah, this is a very interesting inside, yeah.

P19: Yeah, and I know that there are other people too that are in this boat too, I've talked to friends who have gone through health conditions and they've been able to continue working, for better for worse, it has a, you know, maybe it would have been good if I took all that time off, I don't know, we have a very strong kind of, um, dumb, stubborn work life culture in America (laugh) say it's like probably should have taken time off, but I needed the income and I was able to pay for all the rehab that I had to do so.

Mattia Rainoldi: Well, I guess. Alright and do you see also disadvantages?

P19: Disadvantages, yeah okay so I would say my, the disadvantages to me to working remotely is, I do two things. One, I miss human connection, I really do like I I had a ton of human connection before Covid when I was still working in coffee shops and hanging out with friends a lot, um, but when you're just home all the time and, fun, on a Zoom meeting like it's just not the same, and I miss like banter and getting to like see people like I don't even know how tall most of my co-workers are, it's such a weird thing because they only receive them sitting. So that socially like I do think there's something to be said for human connection, so I think that if people choose to work remotely like there has to be some way for them to still get interaction. And the second reason I don't love it is, I really don't like looking at a screen for so many hours, um, maybe because of my injury, but also, I think, just for human health, I don't think it's super great personally, um, to always be tied to the screen. So they're definitely considerations for me like I've I love what it's enabled me to do, and I think I'll continue to work in this way for a while, but maybe I'll find a way to like work fewer hours or or balance my time on the computer with versus being in person with people, but those are the two disadvantages I see.

Mattia Rainoldi: Mhmm. Right. And you probably told me all about it so, how does technologies influence the time that you dedicate to work and to leisure activities?

P19: Hmm, working remotely in general has allowed me a lot more time for leisure activities that's not necessarily saying that technology, oh I guess by, by association that's because of technology, because of technology I'm able to work remotely because I'm able to work remotely, I have more leisure (pause). In terms of like yeah I just think I'm more when it's work time, I do work and I'm more motivated to be productive, because I know that if I can do everything that I have to do in four hours that's four more hours I get to go off and play versus being in an office nine to five like, no matter HOW quickly you work through your work like you're still going to be there for that amount of time and there's like no motivation (laugh) in that, so, yeah.

Mattia Rainoldi: I guess, yeah, okay. Interesting. And what about this place, the place where you conduct your work and leisure activities?

P19: What about it?

Mattia Rainoldi: Yeah, how does technology influences it?

P19: Influence the places?

Mattia Rainoldi: Yeah where we work from and where are you, um, enjoy your leisure activities?

P19: I guess, I have to work from somewhere where there's WiFi so I couldn't go honestly, that's not many that doesn't restrict me that much because I can use my phone. I have data, wherever I have data I can have WiFi so it's really wherever I don't have data, where I can't tether, um, that's really it in terms of place. And I guess power yeah power matters, but I, I hack that too, because I have a lot of portable devices, batteries and things to charge.

Mattia Rainoldi: Yeah, yeah. And what about you as a person, so how can you mentally, um, so how technology, what role plays in for you mentally disconnecting from work and from leisure and vice versa?

P19: Yeah that's a hard question because I don't I, I just do it (laugh) I don't think about it (um) like I have so many other interests outside of work that when I'm doing those other things I'm not thinking about work and I'm lucky that my job is not super stressful. I think if if it was stressful, then I would carry a lot of that with me but I feel pretty comfortable in what I do like there are definitely days, where I'm like 'oh man that guy like really pissed me off at work', but it's not stress to the point where I'm like 'oh man I'm you know I'm out shopping and I really should be on the computer' like that never happens. So yeah I think I just mentally disconnect because I'm so much more interested in other things that.

Mattia Rainoldi: Mhmm. Alright. So having for you technology devices around that might stick connect you with work even though you are immersed in another activity doesn't create any problem for you?

P19: Yeah, that's a good question um, it just it's rare that I get a message but maybe it would take me like like five minutes so let's say I'm out with dinner out to dinner with friends and I check my phone and there's a work notification like okay, maybe it takes me away from the moment for like five minutes and I'm like like processing like 'how I'm going to respond or what needs to be done', or whatever, but I usually just say like 'hey I'll get to it in the morning, talk to you later, have a good night' because I want to encourage other people to not be thinking about work either (laugh) like no one likes that.

Mattia Rainoldi: Okay, great. I'm just now moving to your diary.

P19: Okay.

Mattia Rainoldi: And I've made some few some little notes here, um, about things that you have written and that I would like to ask you a couple of more questions and clarification about, um, what you wrote here. Two days, you said that you took a day off and you were able to total disconnect.

P19: Yeah.

Mattia Rainoldi: What my question is is what does it mean for you to be totally disconnected?

P19: Sure. For, um, yeah, on the weekends, I close out everything on my work computer so like if my Slack was open, if my email was open I just close it all down and, I don't do the same, on my phone, but I, I never get any notifications there's so on the weekends, at least, so for me totally, sorry if it's being choppy, totally disconnected just means like I don't think about it, I don't do anything for it, I it's it's a thing I'll worry about on Monday. I just don't even think about it (laugh).

Mattia Rainoldi: Alright.

P19: And I don't and I purposely don't see things about it, right, like I don't I don't check out like 'oh, let me check in'. No, it's closed and I don't do anything.

Mattia Rainoldi: Okay, but they're still this small little chance, so you might get some, so say some work intrusion through your phone, the chance, is there a possibility?

P19: Yeah, yeah there is so well, I think, I don't even know if it's ever happened.

Mattia Rainoldi: Right. Okay, so because it happens so, um, rarely then it gives you a feeling of being totally disconnected even if in practice you are not?

P19: Yeah, I guess (laugh), yeah, I guess I'm not totally yeah I guess you're right, but like, if I am reachable so I'm not totally disconnected. I'm disconnected mentally but, if something were to come up then I am technically connected and could be reached yeah.

Mattia Rainoldi: Alright. So then takes to my next question so if you purposely turn off everything on our laptop, why don't you do it on your phone as well, is there any reason?

P19: I guess the only reason is that it it it's never an issue.

Mattia Rainoldi: Okay.

P19: Like only like if I was getting notifications over the weekend, I might do, act differently, but I don't.

Mattia Rainoldi: Yeah well okay that clarifies it, yeah. Alright, let me see what else I noted down here, yeah.

P19: Like right now right like I'm, on I'm on work hours, but I, I have no idea what's going on at work, whups, (laugh) what's gonna happen, now I've turned everything off, I don't have any notifications popping up so.

Mattia Rainoldi: (laugh) Right. Funny.

P19: I have a team for that.

Mattia Rainoldi: Yeah, I guess so, yeah, So, because then here, there is another thing, so you said on these two days you were totally disconnected and then another day you say that you are always connected?

P19: Yeah, (laugh). There was a there was a day. So sometimes when my supervisor is not out I have more responsibility, oh sorry when my supervisors aren't working when she is out, I have more responsibilities and her I take on her responsibilities, essentially, and her responsibilities sometimes involve like the CEO calling her after hours or something, um. I think, though, that that the day that I wrote that I was always connected through the day like even when I was at my appointments, I was online but it was during work hours, it was not that I was connected like outside but yeah that's what I meant it's just like even when I was doing my having my appointments, I felt like I had to be available because I knew that the person who was above me was not. Normally, she acts like the shield.

Mattia Rainoldi: Mhmm. Right yeah. And there is a thing we probably haven't discussed much, um, so we've been discussing couple of times already the scenario where you're out of office or out of working hours and there might be some work related issue then appearing that you need to deal with. Um, how would you deal with the opposite situation, you are at work and you, there is something going on related to your leisure life that appears, so how would you react to that, how often happens happens, how do you to prevent that from happening?

P19: Um, I just panic, I just go into straight pick (laugh). No, um, it happens, yeah, just yesterday, I was in the middle of work and I had a friend call me up, been talked to me for half an hour and I am really practicing just not caring like, as much, as people tend to think that things are urgent and have to be done in that moment, like they're just not, like life goes on, unless there's a patient who really needs oxygen that's like the only case where I'm like 'okay, I know I really have to', but if if someone calls me up and I'm working, I I can talk to them. What I will what the caveat there is that, like I'll be talking to them half because I'll still be online and see things popping up and be responding so sometimes I don't do a good job of like separating them if I am if I'm enjoying my leisure activities near the computer that I'm working from, there's there's not a lot of leisure happening. I'm still, my head still in there, but if a friend were to say like 'hey let's go get coffee', like, I have no issue just like finishing up, like getting to a good stopping point within the next couple minutes, dropping and going.

Mattia Rainoldi: Yeah, that explains it. Okay, and there is another thing here that you're saying, um, 'at the end of your work day after five shut work off', so how the shutting work off happens in practice for you?

P19: Yeah, so usually at the end of the day, I will literally close my laptop and go away from, like I'll leave my phone and I'll just like go for a walk or something. I tried to get, like, a good chunk of time with no technology, because, well partly my head hurts too much to always be looking at screens but partly just to like clear my mind, but that's taken a lot of practice, I was not good at that in the beginning, when I, I would, I would feel like I had to be available all the time and, um, there was no totally shutting off ever. I was like checking and making sure that I was doing things right and, yeah, I'm a worse employee now (laugh), I not as available (laugh). Trying to think if there's anything else. So yeah I would say that there's like a good chunk of time, where I completely don't look at either screen and then then, after that I'll check my phone and make sure I don't have any notifications about it and I'll close down Apps on my computer. If I'm, if I'm going to be using my computer for coursework or something after work, like I will turn off Slack because I'm the type of person that if there's that little red button showing a notification like I'm SO tempted by it, it's like the button that says 'do not press' that I want to press anyway, so I if I just close them it's better (laugh).

Mattia Rainoldi: Alright. Great. Then let's see, but I guess we have been discussing everything else and just let me take a small look here, yeah yeah I don't have any further question based on your diary and still do have a final conclusive question and the question is if you have anything that you believe that is important related to the topics that we discussed that we didn't discuss enough depth, or something that we missed out?

P19: (thinks) I don't know I don't I feel like it, we talked about things that come to mind. I guess like it took me a long time to get to the place where I'm at with my ability to disconnect and reconnect and I think if remote work is going to be more common like people need to be taught how to work remotely, um, something that was on my mind when we started when I was you know participating in this is like a year ago when after like after I had been working remotely for a while, but then with the pandemic hitting and everyone went remotely and there was NO separation between work and home and leisure, because no one has anything else to do so that everyone was just working (laugh) and I think if there was some like course in the future, some like set of good practices that just become common practice, it's it would benefit everyone, because it's so new, um, to like mainstream.

Mattia Rainoldi: Yeah.

P19: That wasn't really interesting thing and people were making comments like 'I don't know how you do this', like 'this is terrible, everyone's always online'. I was like, 'no, no, no, no, this is not how it's supposed to be, this is not how it was for me before', um.

Mattia Rainoldi: Yeah, that's interesting yeah. It is also why I'm doing this research, there is no guideline.

P19: Right yeah.

Mattia Rainoldi: No one knows what influences how people work, and um, so is also what I'm trying to find out, what have an influence on how people organize themselves around work and leisure time but also family might play of course a big role and I'm more interested on on the leisure side, rather than the family side because that has been researched quite in depth already. Um. So there is no guideline there, so there are a lot of regulations about work and how work should be done and, um, how many work hours you're supposed to work and how much time should you spend off work and all of these things but they do not apply to remote work.

P19: Yeah, yeah.

Mattia Rainoldi: So yeah so it's very interesting, um, to see what is going to be happening, um, in the future, right.

P19: Yeah yeah no I think you're spot on like I think we need some sort of common understanding about what it means, because everyone just got thrown into it with no no idea. I am curious, are you researching like I'm assuming you're not talking all to Americans, are not all like your your varying like your backgrounds?

P19: Yeah yeah I'm super, like you don't have to tell me cause it's more rhetorical, but I am very curious because I have a feeling that American work culture differs from other places.

Mattia Rainoldi: I guess so. Do you mind if I stop the recording?

P19: Yeah no.

Mattia Rainoldi: Right, so thank you very much for (laugh) the interview. I'm just going to stop it here, and then we can continue discussing it for a little while.