Default Report  
*Managing work and leisure in the digital age: A practice exploration of digital work - P10*  
**July 5th 2021, 12:28 am MDT**

**Q4 - Tell us about what work activities you engaged in today.**

|  |
| --- |
| Tell us about what work activities you engaged in today. |
| Off day - no work activities today |
| The usual QA reviews I do on fellow agents |
| The usual QA reviews I do |
| I did my daily tasks of reviewing fellow agents work |
| Usual daily tasks - quality control of fellow colleagues |
| Mostly writing emails, checking tickets and filling scorecards |
| No work activities today as it was my day off |

**Q5 - Tell us about where you engaged in work activities today.**

|  |
| --- |
| Tell us about where you engaged in work activities today. |
| Off day - no work activities today |
| At home |
| I was instructed to work at the office today, as it was expected to have electricity cut in the whole city (which did not happen) |
| At home, with my home office setup |
| At my home office |
| At my home office |
| Nowhere as I do not engage with work on off days |

**Q6 - Tell us about when you engaged in work activities today.**

|  |
| --- |
| Tell us about when you engaged in work activities today. |
| Off day - no work activities today |
| 12:00-20:30 |
| 12:00 - 19:00 |
| 12:00 - 20:30 |
| Between 12:00-18:30 (left early) |
| Between 12:00-20:30 |
| I did not engage with work the whole day |

**Q7 - Tell us about how you felt in your work activities today.**

|  |
| --- |
| Tell us about how you felt in your work activities today. |
| Off day - no work activities today |
| I felt at pease for being back at home for work; I also did not have much workload to do, so it was an easy and chill day |
| Incredibly stressed, anoyed and out of place |
| I've had a bit more tasks for the day and I felt as I was in a rush. However, I managed to get everything done before finishing the shift and again I had some free time on my hands |
| Pretty much bored |
| I was motivated to finish my work beforehand |
| I felt relaxed as I did not even think about work today |

**Q8 - Tell us about with whom you engaged in your work activities today.**

|  |
| --- |
| Tell us about with whom you engaged in your work activities today. |
| Off day - no work activities today |
| Most people on my team, including my supervisor are off today, so I did not really engaged with anybody more than answering two questions on Slack |
| Few colleagues I know from my previous team, other agents that I don't know, the receptionist and the HRe |
| Two of fellow agents that needed help with their queries |
| With a team manager, quality control senior and RTA (real time analyst) as my schedule was shifted |
| With my team manager |
| I was mostly engaged with my family rather than colleagues |

**Q9 - Tell us about what devices, applications, tools and platforms you used in work activities today.**

|  |
| --- |
| Tell us about what devices, applications, tools and platforms you used in work activities today. |
| Off day - no work activities today |
| Zendesk, Microsoft Excel, ScoreBuddy, Gmail, Slack |
| Workplace computer, Zendesk, ScoreBuddy, Microsoft excel, Gmail, Slack |
| My laptop, Zendesk, Slack, ScoreBuddy, Gmail |
| Slack, Zendesk, MS Exel, email |
| Slack, Zendesk, ScoreBuddy, Hangouts |
| I did not have any work activities, however I mostly used my phone (for social media) and my kindle (for reading) |

**Q11 - Tell us about what free time and leisure activities you engaged in today.**

|  |
| --- |
| Tell us about what free time and leisure activities you engaged in today. |
| I decided to enjoy the day mostly alone today - had my morning coffee, did some journaling, read a book, did some cleaning at home; in the evening I went out for a walk and dinner with my partner |
| I went out for a walk and grocery shopping with my partner before work; had a 1.5-hour long video conversation with one of my university friends |
| I went to the birthday party of my best friend after work |
| Went for groceries and to the post to get a delivery package. Did some chores, then spend some time on social media |
| Went out for a walk with my boyfriend, did some shopping, had a dinner and drinks outside |
| Traveled back to the city I live in, did some shopping at the mall before work; after work I went out with my co-workers |
| Listened to music, spend a lot of time in social media, read a book |

**Q12 - Tell us about where you engaged in free time and leisure activities today.**

|  |
| --- |
| Tell us about where you engaged in free time and leisure activities today. |
| At home and outside |
| Both outside and at home |
| Mostly outside |
| Mostly at home |
| Outside mainly |
| Mostly outside (mall, beach bar) |
| At my parents house (as I decided to visit them in my free time) |

**Q13 - Tell us about when you engaged in free time and leisure activities today.**

|  |
| --- |
| Tell us about when you engaged in free time and leisure activities today. |
| All day |
| Both before and after work |
| After work |
| Before work, during work and after work |
| After work |
| Before and after work |
| From waking up until now |

**Q14 - Tell us about how you felt in your free time and leisure activities today.**

|  |
| --- |
| Tell us about how you felt in your free time and leisure activities today. |
| I enjoyed having some time for myself today |
| I was peacefull most of the day and enjoyed both working and spending time with my partner |
| I was a bit drained emotionally and tired, but overall I had good time |
| I felt good about myself for getting things done |
| A bit frustrated, but still good |
| Quite good and enthusiastic |
| Mostly bored and annoyed at myself for spending so much time doing nothing |

**Q15 - Tell us about with whom you spent your free time and leisure today.**

|  |
| --- |
| Tell us about with whom you spent your free time and leisure today. |
| My partner |
| My partner |
| My friends, my partner |
| With my partner |
| My partner |
| My co-workers and boyfriend afterwards |
| My sister and my parents |

**Q16 - Tell us about what devices, applications, tools and platforms you used in your free time and leisure activities today.**

|  |
| --- |
| Tell us about what devices, applications, tools and platforms you used in your free time and leisure activities today. |
| My phone and kindle; mostly Facebook, Instagram, Gmail |
| Facebook, Instagram, Gmail; was also looking through platforms like Vocal and VoiceBox.site, which are for writing mostly |
| My phone - I did not use much applications not platforms today |
| My phone, YouTube, Instagram, Reddit, Facebook |
| Facebook, Instagram, Reddit and trading platforms |
| My phone - social media (Facebook, Instagram, Reddit) and trading platforms |
| TV, phone, kindle; as for applications and platforms - Facebook, Instagram, Reddit, and the stock trading platform trading212 |

**Q17 - Think of your day as a continuous series of situations.
Tell us some examples about how you combined or separated your work and free time or leisure activities in different situations.
Tell us also some examples about how you switched between work and free time or leisure.
You can discuss planned or unpredicted situations.
When applicable please indicate in your examples:
what did you do, say, think and/or feel in the situation
the time and place in which the situation occurred
which people were involved in the situation
the use of digital devices, applications, tools and platforms in the situation (e.g. mobile phone, laptop, cloud services, social media, crowdworking platforms)**

|  |
| --- |
| Think of your day as a continuous series of situations. Tell us some examples about how you combined or separated your work and free time or leisure activities in different situations. Tell us also some examples about how you switched between work and free time or leisure. You can discuss planned or unpredicted situations. When applicable please indicate in your examples: what did you do, say, think and/or feel in the situation the time and place in which the situation occurred which people were involved in the situation the use of digital devices, applications, tools and platforms in the situation (e.g. mobile phone, laptop, cloud services, social media, crowdworking platforms) |
| I'm happy to say that I did not think about work at all today. All my activities were regarding my own personal life, my self improvement and my relationship with my partner. |
| As I mentioned, today my workload was very small and I did not have much collegues to engage with; on the other hand, it was my partner's day off so I had more time to spend with him and enjoy his company. I had finished my to-do list for the day even before the first half of my workday was over (I was ready in pretty much 2 hours), washed the dishes, slacked around before my lunch break, took a shower at my lunch break and then asked for more tasks to complete. I spent some more time with my partner, was able to go through a long while in social media, looked for hummus recipe and how I can make use of celery, then read about acidic and alkaine foods. I was not given a task until the end of my shift, so I had to find things to entertain myself with. |
| Today had been a little off as it was the first time within a year that I had to go to the office and actually work there. I went on time, but I had to find myself a place to sit (and work), I had issues logging into my accounts as I didn't have access to all my passwords which had to be reset and I lost 40 minutes of work time. I found it difficult to concentrate on my work, I forgot to take my breaks on time and just decided to leave early as I did not see a point to stay there and not be productive. I used to think about it, but today I realized that I would have not been able to stay in this job this long if I had to work from the office. And I would leave without much hesitation if they make working from the office mandatory. I realize it took me some time to get through the frustration I felt at work today. I felt quite relieved after I got home and spend a little time with my partner before going to the birthday party. I did not use much applications or social media today |
| As I mentioned earlier, today I managed to get my daily tasks done earlier, therfore I decided not to waste time and cooked dinner which probably took me about 45mins. I also did my laundry while working |
| I was finished with my work before my shift ended, therefore I was able to spend some time relaxing and catching up with my partner before we go out |
| Well, I had my coffee and main meals while working, took a shower on my lunch break and was able to chat and talk with my boyfriend while working |
| Today was 100% free time and leisure; I devoted today to myself and my family and the only contact I had regarding work was to arrange going out with colleagues after work tomorrow - we did not get together for almost a year now (most of them are working from home like me and unfortunately the connection we have is fragile). We created a group chat on messenger to see who would show up, what time would be a good time to meet up, ect. After dinner I had a video call with my boyfriend also. |