Mattia Rainoldi: Yeah.

P8: On it.

Mattia Rainoldi: Okay. Then let's start with the interview P8.

P8: Mhmm.

Mattia Rainoldi: At the beginning of the interview I prepared a couple of, um, warm up questions for you, related to your life as a digital worker.

P8: Mhmm.

Mattia Rainoldi: Just to start, can you tell me please, what is your job title?

P8: Currently, the job title is UX designer and content manager.

Mattia Rainoldi: Okay, let me just write it down (pause). And how would you describe your employment type?

P8: Um, I'm full-time employed, but we have the ability to be flexible in our working hours, so we are not really restricted or we are not in a boundary from when to when we can work, we are able to choose it on ourselves, BUT still I have to absolve my 38 hours a week and I'm full-time employed, I would say, yeah.

Mattia Rainoldi: You how you decide upon how to schedule your work hours?

P8: Um, usually I do it based on what my girlfriend's doing or what my friends are doing and I also base it upon, um, whether I want to go earlier because I want to do something or usually I stack my hours up the whole week days until Friday, so I can leave earlier at around one or even earlier, that I have spare time on Friday and also depends on the weather, of course, so we have good weather outside, I'm not willing to sit there like for until late at noon so usually I try to have like two or three more over hours, and we are usually are they usually have to do so, I can use them in our time management to be flexible and when I want to leave, and when I want to come.

Mattia Rainoldi: Okay, and, um, when do you take days off?

P8: Um, days off so far, actually, I really didn't really take a days off yet, even though I'm like almost a year there, but only when there's something urgent, or if I want to travel somewhere or, if you have like a prolonged weekend like if we have a holiday in between and you like say 'okay I'm going to take free on Monday as well', so you have like from Friday to Tuesday, for instance spare time, so if there's a holiday in between, but this only happened once so far, so I really don't, only probably if it's necessary I do take days off, but usually I like to work straight through and take holiday like two or more weeks in a row.

Mattia Rainoldi: Okay, so, um, but during the week you don't work the full week or you do work the full week?

P8: Um, I do work with full week usually, but I can choose to not to.

Mattia Rainoldi: And on Saturday, Sunday?

P8: Yeah, of course I don't work on Saturday, Sunday.

Mattia Rainoldi: Okay, so you don't work at all Saturday, Sunday?

P8: Um, I mean it depends, like last week I did a bit on Saturday. I wrote in the diary I think, um because I figured it's a good opportunity for me to to educate myself further, it was not a necessary work I would say like this, I just did something in advance, so I don't have to do it, um, like next week.

Mattia Rainoldi: Okay. So, and these hours that you worked on the weekend or on your Saturday, do they count as work for you or for your firm or not?

P8: Yeah, they actually do work, count as work. So, it's not something that my firm said me to do or told me to do but, um, I think it's like a kind of special case for me because I'm not a educated UX designer right, so I, if I have a project of a customer, I usually take let's say a little bit longer let's say 20 or 30% than the average educated UX designer because he has no more knowledge and knows everything better than I do, I'm like still in the learning process, so for me it's like when we when we have customers, we usually, um, say okay let's say a webdesign that I'm doing is like 30 hours that's like the cost planning, so we plan in 30 hours times are already budget right they are hourly costs for them, but I actually do need longer because um, I don't really have the knowledge YET to be a fully developed UX and web designer, so I need more time, and this is the time that I can use to to actually I mean I do it, um, besides the project, so I researched and I educate myself on how to do it properly, and I cannot count into to the 30 hours that we're charging the customer. Because they expect to have a fully developed web designer to do the project but I'm not really a project, ah, fully educated web designer yet. So I work those 20, 30% extra but it's not like for free, I'm not doing it for free, obviously, I charge to our company too. But I book it differently so I don't book it on the customer, I book it on our firm and they allow me to do it because they also benefit from me if I educate myself further and do some research on it, and so this is like a symbiosis.

Mattia Rainoldi: I understand, yeah, very good. And, let me see, and where do you work from?

P8: Well usually from our office, and this was not like it until two months ago, then we had still Home Office. Now that the regulations are less strict we started working in the office, um, usually, but we are allowed to take one day off tone, and I mean not off, but we are allowed to take one day Home Office, if we want to and on the weekends, obviously, I don't usually don't go to the office. I work from home from my computer.

Mattia Rainoldi: So the decision whether to work from home or from the office is basically not entirely up to you, you can decide the day that you want to do home office.

P8: Yeah.

Mattia Rainoldi: But the other days you cannot.

P8: Yeah, exactly. I mean I could get a special arrangement, if my if I wanted to, but I don't need it, so I go to work and it's like the same for everyone.

Mattia Rainoldi: Yes, okay, yeah that's that's interesting yeah to hear, yeah. So outside of your work hours, what is it that you enjoy doing?

P8: Um, so usually I like to go now in the summer swimming with my girlfriend like enjoying nature, hiking, um, strolling around the city, especially at night, going out for a drink, for instance, or also playing video games or, um, I like to go back home to my family, visit them and generally traveling around so usually, when I'm not at home, I'm somewhere outside doing something and usually it's connected with some sports activity like maybe also going to gym or hiking, playing tennis or laser tag, for instance, we did last week, um, something like that.

Mattia Rainoldi: Now, what is more important for you, work or your free leisure time?

P8: I mean, it's a good question because I mostly work during my week, but my leisure time is very important to me, so I try to get the best that I can out of my leisure time but I'd say at the moment, work is more important because I'm still very, very young and work I don't have much working experience yet so I try to get as far as I can to get a stable stable income at some point and be fully independent monetary-wise in the future so for right now I try to do as much work as I can, to be prepared for the future actually to ENJOY my free time when I'm older, yeah I would say it like that.

Mattia Rainoldi: What would you say that your work influences your free time choices, or that your free time choices influence more your work?

P8: Um, good question, um, I mean it's both actually because, if I know that I have to leave at around one, I can do that because I'm able to do if I if I want to. We only have to work like four hours a day that's the limit, ah that's the minimum that we have to do, and besides that I can freely choose however I want to and if I know that my friends are going to meet at one or two because I'm not a semester studying and I can say 'okay I'm going to take off as well', so my free time is influencing my work time but on the other hand, nah, I mean, I would, I would rather say my free time is influencing my working time yeah.

Mattia Rainoldi: Mhmm. Can you tell me a little bit more about?

P8: Um, yeah, so, for instance on last Friday I left at 11 because I had some hours stacked up and build up. And I was using them to to go home and, for instance, I was cleaning the apartment which is not REALLY something that I do in spare time, this was an instance on Friday, yes ah, last week or when we, for instance, when we when we know that we're traveling home for our families, because we have to travel like two hours or something, we usually like to leave early at around 11 or even 10 so I, um, stopped working there, so we can leave and come home at around one or two, so that we still have the afternoon with our parents and my girlfriend's parents to do something, because if we arrive late at night on Friday we don't really have much left of the weekend, so this is an instance, um, on how it influences my my working hours.

Mattia Rainoldi: Mhmm. And it seems, also from your diary that you're working out some kind of compact.

P8: Like compact how?

Mattia Rainoldi: Um, that you have a start point and end point, and this working time is not interrupted by -

P8: Yeah.

Mattia Rainoldi: - any other -

P8: So for me personally I'm a person I like to start like everyday like latest at 7.30 because then I can leave also quite early. Um, and if I do, that I can also if it's necessary do some over hours without going out of the office too late. So I can use them for being flexible in the future. Um, but if I wanted to I could work at 3am to I don't know like 9 in the morning and still have my hourly things done, and my boss wouldn't mind, but for me the best I can work earlier and than later, so I like to start as early as I can.

Mattia Rainoldi: I understand yeah, and as I have seen in your diary you use a range of technologies for both, for work and and for leisure. So what is the main reason for you to to use technologies for for your work?

P8: Um, well without my computer I probably wouldn't be able to do my work that I'm supposed to do. And also interesting, I think, for me personally, is that I use my smartphone quite often during the work, and this is because, when I'm web designing I have to check the responsiveness on the phone, and this is best done if I actually look on it at the phone and if I do that like newsletters I'm also in the newsletter team, I also have to check if the newsletters properly or correctly shown on mobile, because we always work mobile first so actually the first thing that we're going to use to check on our smartphone so it's kinda kinda very common to see people looking on their phones during work because usually you're checking if my website is responsive or not, or if it's working properly. And this is why, for instance I use my phone quite often, but I think, for the most part, I use my computer, because I have all my programs there I think I couldn't do it on anything other than my computer or iPad probably but very limited I would say, and yeah without the computer I wouldn't be able to do it as I could do it yeah that's the reason.

Mattia Rainoldi: And you were talking about your phone, is it your private phone?

P8: Yes, it's my private phone, but we can also get a company phone if we wanted to, but I didn't see any reason and, um, well yeah, but I think you're very tempted to use your phone for anything else if you're picking it up and checking 'okay, this is working or not working' and then you start to procrastinate somehow or you swipe ago and, like your muscle memory tips on Instagram or something, and you started scrolling, so I think I get I get say, um, um, my my smartphones tracks me more often than I want to, because if you have a smartphone your hand you're very likely or me at least to do something else as well.

Mattia Rainoldi: Mhmm, and why is that for you?

P8: Um, from for me, I think it's when I do the newsletter for me this is like when I when I'm at the point let's say when you take the newsletter example, when I'm at the point of finishing newsletter, I preview it on my computer and on my phone. And for me this is like the feeling 'okay newsletter is done' so this is like step and I accomplished it and then I previewed on the phone and I think for me it's like 'okay now I can take also five minutes to just relax' when I'm already taking it on the phone just to you know have some I mean it's not really eye rest but like brain rest you stop thinking about it and you just, um, can can get down a little bit and distract yourself from working all the time. I think this is the reason to distract myself.

Mattia Rainoldi: To be a little bit more concrete, what would you do exactly?

P8: Um, browsing on Instagram or like I think today was a day, where I was looking up willhaben, like the Austrian eBay, um, some new headphones because I needed them for gym and I also figured it would be nice for work, because I could use them for Skype calls, etc. And I was looking up on willhaben if there were any used ones, and you know when you have this idea in your mind you check, like every 10 minutes 'okay is there something new in your offer' or did they already right back to you, do they have a new offer for you, something like that, and it started looking at reviews and stuff like that, so this was like my distraction, I would say, for the day if I was distracted by the phone.

Mattia Rainoldi: So why you say is a distraction?

P8: Yeah I would say it's a distraction, because it stops you from actually doing your work that you're supposed to do and that you're getting paid for, but on the other hand we are actually I'm not sure if it's legally necessary or just a company thing that we have that we are allowed to take 10 minutes after every hour to do something else to eye rest. I mean I'm not sure what they understand under eye resting but probably not looking on a smartphone but I think it's their way of saying okay every hour you get 10 minutes coffee break and I use my 10 minutes coffee break probably to to I don't check up on things I'm interested in, even um, I mean sometimes talking to others as well sure, but I count that differently (laugh).

Mattia Rainoldi: Right and how does it make you feel doing so?

P8: Um, satisfied, I would say um because when you sometimes you yeah I mean like let's jump back to the instance or the example with the headphones again, it's like this, this feeling that you're 'okay now I found what I wanted to search, I found what I needed' and I looked at, maybe some reviews that were good I'm I'm positively reinforced with my opinion I'm convinced that I need them now and it's like the satisfaction 'okay yeah okay sounds good, I am going to buy them at some point and look up if I find something online' so it's a positive and satisfying feeling at some point, yeah, I would also say satisfying and positive it's not negative for me let's say it like that, because I usually only do something that excites me or satisfies me or that I, um, that I enjoy so.

Mattia Rainoldi: I would like to come back to something you mentioned previously, so you said, 'I have the opportunity of getting a company's phone'. Why is decided not to do so?

P8: Um, because everything that I would do in the company's phone there's something I can do with my phone. I'm not the person that necessarily has to talk to 100 different customers. I usually communicate with them by mail so I'm not really relying on a personal phone number or something like that and also, I think yeah it would only be needed for checking on the responsiveness or some designs and that would be it so I wouldn't want my company to buy a phone just for those purposes for me, it wouldn't be necessary, because I can use mine, it's no it doesn't matter to me. So I feel like I'm only giving a burden to my company if I asked them to give me a company phone because I wouldn't needed that urgently. I understand if a person in the project management, for instance, needs a phone because they're in constant communication with the customer and they're really always on the phone, so it only makes sense and they're also having many, many meetings at the hotel that we have as customers so they're driving a lot where they don't have their Skype with them, or something like that, so they are having benefits of this phone but, for me, I I wouldn't need it.

Mattia Rainoldi: Um, do take calls from your clients on your phone?

P8: Actually, yes, and also sometimes Skype, um, because we have this telephone software that we can use on the computer, as well as on the phone. Um, and well, this is like I occasionally use it, if I have to call them, because now, I mean it's convenient and, if I have my other headphones connected to my phone, because when I'm listening music for me it's easier to just call with my phone then instead of switching to my computer audio, logging in like the computer head phones and then calling them, so I find it more convenient to talk like this and, yes, it's just faster. And this is actually the reason I want to buy new headphones because when you head phones, I have an apple computer as well and I thought of getting AirPods. Because with AirPods, you can switch between devices like within a click and don't have to reconnect manually so this would make it easier to switch from computer audio headphones and from audio from a smartphone to headphones.

Mattia Rainoldi: Mhmm. And do you take also calls from clients, colleagues, etc. when you are in your free time?

P8: I'm calls not really but I occasionally Skype with them, so this is something when I'm on my computer and I always have Skype on with and as well it's just automatically open, and this leads me to talking to them on Skype even when I'm on my free time because sometimes we have our project management team telling me late at night that yeah well, you have to do something for next days 'Okay, sure, can you send me the link for it' and can you prepare it so I have access to it and this is also something happens when I'm like at home having my free time but I'm on the computer and a scheme, see my Skype popping up, I, it's my work account, so I occationally also talk with them in free time but usually only business related things.

Mattia Rainoldi: And how does it make you feel?

P8: Um, I think it's like not really different it's just a small like break from your okay yeah okay now get back to work thinking so I have to switch my mind a little bit because I have to remember 'okay, this is our customer, this is what we have to do', etc, but it's not something that's negative to me or that makes me feel, um, stressed or exhausted because right now, I can only speak for a moment I really enjoy what I'm doing so I'm actually looking forward to doing something for the next day and I mean it depends if it's something really annoying of course annoys me but usually like 80% of the time it's something that I'm looking for it actually to do.

Mattia Rainoldi: So what would you say what is the reason for taking that call, even if you're not at work anymore?

P8: Um, I think it has to do with my personality personality of not really being able to say no, so I'm I feel like okay, maybe at some like, even if the chance very low could be something very important, and I have to take it so, um, and also interests me like I want to know 'okay, why are they calling me that late, must be must be what's up, like must be something going on'. But usually it's on the our project management team working late at night saying hey this is your tasks for tomorrow and do this and that, so nothing too special but still something we said 'okay, maybe I should talk to them, because you know if it's something urgent, I have to hop in and do something'.

Mattia Rainoldi: And, let's think about the opposite scenario, you said you use your mobile phone in your work for different purposes, does it happen, sometimes that your work, get interrupted from your use of your mobile phone?

P8: Mhmm yeah actually does. I'm usually, when my parents call and forget that I'm working at 1pm, this is the moment where I'm like ' okay, mom no I'm sorry, I have to work right now, I can call you later', and this is usually the moment where I'm really distracted and, of course by WhatsApp, this is, I think one of the main main distractors to to to have your phone beside you and seeing it lighting up 'okay I've got a new message', and you, of course, as we are all programmed nowadays, we want to check what's up. And I think my smartwatch is not a good use for this as well, because it vibrates and reminds me even more that there's something that I have unfinished to check and I think messages are also a very, very good starter actually to do make me distracted and start doing something different. And, um, maybe it's not me like saying okay now I'm looking at AirPods or something on Google, maybe it's like I get a message, I answer it, I forget like that I'm what I'm supposed, I mean I'm not forgetting that I'm working, but like 'okay, I can take a minute off and check something else, now that I'm on the phone already', similar like to the case for a check on the responsiveness of a website or an email newsletter, it's like once you have a reason to pick up your phone for me at least I have, I take a minute to do something else as well, so it's like a starter for me to be distracted now that I think of it, makes sense.

Mattia Rainoldi: Mhmm. So, and what is the reason for you to let that happen?

P8: Fear of missing out probably like, especially with messages or my parents calling, um, it's like okay who's writing me, what do they want and am I missing something, is there something new that I don't know it's like this, this urge that you want to know, and that you're like you're fearing of missing out something like 21st century [inaudiable].

Mattia Rainoldi: Mhmm. And you said also you have your smartwatch that vibrates. Why is the reason for that?

P8: Actually, I was trying to figure out on this exactly day, how to turn off my vibrations on the smartphone for WhatsApp because I like it vibrate when I have a reminder, because otherwise I wouldn't notice it if I have my phone on silent I wouldn't realize 'oh fuck I forgot something' and I would like it to have to vibrate when I'm getting called or what, and when I have a new email. But not if I get a new what's the message, because this happens, like way too often, so I tried to figure out how to like stop the vibration only for WhatsApp but it doesn't work, apparently, so I am thinking of turning it completely because yeah, um, it distracts you and yeah this is, this is the reason I'm I'm really thinking of turning it off but I'm using many different functions, if I turn it off so it's like a, um, balance, should I do it or not do it, yeah.

Mattia Rainoldi: Mhmm. Okay, interesting yeah. So we have been discussing quite a lot about technologies that you use both at work and and your leisure time. Do you also have, or do you also use some technology exclusively for one domain, or the other?

P8: I mean, I have a different computer at home it's it's this what you mean but you think of something else, I mean technology not really except the computer, I have a working computer and I have this computer, but I, I mean now not really because I use my computer at home for work reasons as well, so a specific technology I don't have that I'm using solely for work or for leisure time. I use both my computers for work and for leisure, because I can take the work computer at home if I wanted to and take it for like I can use it privately as well, and I use my private computer for work things if I'm at home, so I don't have a technology that I'm only using for for free time and for work. I don't have a console like Nintendo Switch or Playstation so not really.

Mattia Rainoldi: So and how you differentiate when you use your device for work or or for leisure?

P8: Um, I mean usually if I'm coming home and if I'm sitting down on this desk for me it's like 'okay, I can use this computer for spare time' but I know if I if I want to do something at night as well, if I have time and if I'm bored I can I like yesterday I was working until 10 because I was taking up a few hours, and I was reading into some design related things so it's hard to differentiate that usually for me it's like moment when you get off work and drive home, this is like the cut that I feel, and if I sit down here, and this is harder and when I was in Home Office because in home office I was using this computer only and when it was over at like four, there was no switch between 'okay I'm stopping using the word computer and going to my private computer'. I just use my private computer the whole time and I was just closing a few taps and that was it. I was using basically the same things the whole time and sitting in the same room, which was difficult, but now I'm I would say the switch is like when when I'm going home and go going to this computer and only when I'm I mean the switches like it's very correlated or interrelated it's like fluent in a way, because when I'm also working at home it's just clicking a few buttons and then you're using it for your leisure time. So, I can't really say actually because I also cannot say sometimes like very spontaneous and I'm like 'okay now I could actually do something for work' and then I sit down from one moment to the other and do something for work, right, so it's just, hmm, I couldn't actually tell you how to do the switch except that like going out of the office it's at least a little switch for me.

Mattia Rainoldi: So you were trying to saying, I don't know, is it difficult for you to keep clear boundaries?

P8: Actually, it is yeah, especially recently like when I got the new project that I'm working on, I'm like often thinking even when I'm at home 'okay, how could I like do this and that' and then my mind starts to shift, like, for instance, when I'm sitting on the sofa, oh I have a technology that I only use for leisure time, it's the TV, So yeah. But when I'm sitting on the sofa, for instance, and we're watching something and your mind starts to shift and think of something different, and you're starting to think of work and you start to think of the project. And then you find yourself 'okay, I need to know how to how would I do this' and you start googling or start going back to I mean when the movies finished, for instance, you could back to your computer and start working on it at home, because you have this idea and it's very easy for me to do it because, um, when I have an idea for me it's like 'okay I should realize now', because otherwise I would forget how I would do it. And just start sitting down doing it, maybe even if it's only taking 10 minutes and closing it and I'm doing my leisure things as well, but, um, yeah you I actually start doing my leisure time yeah something work related it's just it just when it's in your mind, and when you well if you have the project and your have like a deadline you, you want to be efficient and you don't want to waste the customers hours that they have on the project, so you can start working in your leisure time at night.

Mattia Rainoldi: Mhmm. And how do you feel when you do that?

P8: Um, I think this is, I was talking to my colleague about this today, in fact, I I feel like it excites me and this I was telling her maybe this could be a problem, because of exactly this reason. I am not able to switch off of my work mind sometimes. I'm coming home and thinking immediately of like 'okay, how could I do this, how could I do this' and you're starting on a cruise you're trying trying trying, and you're getting in the flow and you forget about the time and I think it's already 10 and I don't feel bad about it it's like it somehow excites me BUT I realized that at the end of the day, I'm really, really exhausted and I wake up very, very tired in the morning and your mind does not feel rested. Somehow makes me feel like good in a way, and excited but on the other hand, I'm really relaxed anymore, so I come home, and I know it's like because the last two weeks I've been very, very tired when I came home and it's like your mind doesn't really have the time to relax, you start whatever you do you like you start thinking of work like sitting on front of the TV and your mind shifts are playing a video game, I mean video games is something different, because you're more concentrated, but especially in front of TV it's like hmm, hmm, thinking about work.

Mattia Rainoldi: Yes, and do you think that technologies, um, I don't know, um, enable you to do that more or?

P8: Mhmm. Yeah, 100% because the the one thing that enables me it for like 100% is cloud working, because I can go on my private computer, click one button and I have all the information from a work computer on my private computer, so if this wouldn't be able like if there was a separation, I could not access my my work computer from a private computer, I wouldn't be able to do anything right, so this cloud computing is like very, very, very like reinforcing this whole situation makes me yeah, it makes me so much more, um, vulnerable in a way to start working at home than any other way, so that technology definitely enhances this.

Mattia Rainoldi: Mhmm. So, how would you call this behavior?

P8: Um, how would I call this behavior, um, hmm, good question (laugh). I don't know, like behavior to start working in your leisure time.

Mattia Rainoldi: Mhmm.

P8: I mean, I think some would call it like in a way of being a workaholic or something, but I mean everyone says 'no I'm not this' but yeah, I think, as long as you're I mean this question yeah I think it would be kind of something like workaholic.

Mattia Rainoldi: Okay. Would you generally prefer to keep your daily work and your leisure time separated, or would you say you are a person the like a little bit of a mix of?

P8: I would actually say that I like to mix of both because um, it's like and I I'm in a very creative field, right now, and sometimes it's not like you have creative ideas from 7:30am to 4, maybe they come later at night. So you should be able to like do that or to to translate your idea into an action and I cannot choose 'okay, now I have this idea and it's a very good and very fitting idea for this' so yeah, um, it's like when I mean when when you're when you're more into a leisure mode when you're more enjoying your leisure time, you're thinking less of work and maybe have less ideas but sometimes there's like this 'oh okay now I've got it, now, I know how to do it', and then you started working, even if it's your leisure time because, something you don't even have something better to do so, for me it doesn't really matter, so I would like to do both. And being flexible, as I am I enjoy it because I could actually if if I know that the day is going to be very good I could stop at like 11 enjoy the maybe new or maybe the afternoon until I know four or five and then, when the weather gets bad or the sun goes down, I could start working again to get my hours. So it's like a mixture in a fluent in between, of how I want to do, and this allows ME personally more flexibility. And I also think, as I mentioned it's like not it's not like I have like only creative ideas from 7.30 to 4 maybe come later, so I don't want to forget them, writing down it's very hard, because when you have an image in your mind you want to translate it in the file. And this is why I would say yeah a mixture of both is very good for me personally, at least.

Mattia Rainoldi: Mhmm. So what would you say, what are the disadvantages of having, of technology in use for organizing your work and leisure time for you?

P8: Um, I mean the advantages for using technology in, um, I mean you're able to schedule everything like very easily and have reminders but this like very general for me personally um, I mean the good thing is that I can use my technologies for both because I enjoy being on the computer on a free time during my working time so um I use my computer to play video games also to work, so this is something that benefits that benefit from using new technologies. If this is what you meant I'm not sure if I understood the question properly (laugh).

Mattia Rainoldi: Yeah, the question is what you perceive as an advantage or, maybe technologies around you, you're using quite few of them in organizing or, um, the relationship between between work and leisure.

P8: Um, (mumbling), that they are they're available on every every time, like my laptop I can take it with me whenever I want to. I can take it to do something from a leisure time or to to work and it's like helping me to organize in a way, because I know, for instance, when I have my work computer with me, I actually know that I'm probably going to work on the weekend or do something, because I wouldn't take my laptop with me otherwise, even though I could access it from here, but if I'm traveling, for instance, um, like the availability of immediate access to my work as well as to content that I use privately and but I'm not really organizing it, and so it just happened spontaneously. I'm not sure if I have a really good answer for you to that question.

Mattia Rainoldi: And do you feel also that there are some disadvantages?

P8: Um, yeah I mean for sure, like it really when you have your computer around you the whole day even your smartphone with with like, I also have Skype on my smartphone and Skype as well you're very likely to be to be um, how you're saying, like you, you you think of going or doing something for work, even in your leisure time cause it's just there, and maybe something reminds me of it on your phone you get a message or you'll have your file maybe open the background of your computer, even when it's late at night, and you click on it and they maybe I should look take a look at it and it's like stopping you from relaxing on your leisure time. So the the disadvantage is the same event, or is this the same as the advantage, the availability that that you have access to it, the whole day like you, could the like it's positive that you can use it at any time at any point, if you want to, but also a disadvantage because you're more likely to actually use it, and maybe shorten your free time and be not really relaxed and this happens, especially more often, when there's bad weather outside. Now, recently, because you're like yeah when I can really go out any way, especially with corona you're not really to do anything so you're sitting at home and while you start working at some point, and this is a disadvantage, in my opinion, because well yeah even my my my boss kind of said, 'you really shouldn't be doing too much out of your like work time', like 'if you have your hours that's fine how you do we don't care, but you should also look out for yourself and maybe have a good separation'.

Mattia Rainoldi: Mhmm. Um, are there any situation where you through a clear boundary between the time where you use technologies exclusively for work and exclusively for leisure time?

P8: Yeah so, um, usually always when I go home to my parents, I know that I'm not going to work there, I don't want to work there because it's like the time that I want to use to have my family or friends than visiting when I'm at home and even sometimes when I'm coming home from work. And I know that I have already done my hours and then over like I have enough, I I sometimes say to myself 'okay, no today I'm not gonna do anything' and actually today was one of those days I said 'I'm going to come home and just don't do anything for work' and somehow I can do it without closing my Skype, for instance, I mean it was good for me that I didn't get any notification today, if I would have gotten one I would probably have checked as well. But yeah today was also like 'okay I'm going home, I'm going to go home because I worked yesterday until 22 like um to 10, I'm not gonna do anything today' and yeah just this one like have a setting my mind to 'I'm not going to do today'.

Mattia Rainoldi: Mhmm. That is something that is more like a mental thing.

P8: Yeah.

Mattia Rainoldi: So do you take actions in order not to get?

P8: Okay, um, I mean the action would be not taking my working computer with me like to my family, for instance, that would be in action. Um, but I'm not using like any specific app to limit myself to only leisure or working time related things, but I could actually start doing that because I think it would benefit me. But besides, just like leaving the laptop at work when I'm traveling somewhere, I think I do don't do anything specific now.

Mattia Rainoldi: Why would you say that using some kind of app to limit intrusions would benefits you?

P8: I actually did this, when I was studying for the Masters exam. I had this app called, um, what's it's name, I'm sure something like forest or something where it could grow a tree and you started clicking on the button and it started growing a tree and you were not able to access the app without destroying the tree and, of course, you wanted to let it grow tree grow and reach its full potential. And so you didn't use your phone. So if you use your phone you would start a tree, and this was like a motivational factor for me too. When I picked up my phone I was like 'okay wait I should be studying now put back the phone and start studying again', and this is also something that I could do at work to to to limit myself in a way on looking and distracting myself on the phone when I'm picking it up, because it always reminds me of 'oh I should be doing something else right now and putting it back.

Mattia Rainoldi: Yeah. Have you found yourself in a situation where using technologies made you feel uncomfortable so using technology maybe at work or in your free time that you felt uncomfortable with?

P8: Like in what way that I just, hmm, hmm, uncomfortable, um, I mean it's uncomfortable if you're getting caught looking at AirPods by your boss, for instance, so this happens. Like if you're doing something privately on your working computer and getting caught this is uncomfortable but like uncomfortable in a way, like personally if you're stressed, or something I mean, yeah, sure, like when you when you mess up something, for instance, and you know it's your fault, and you did this using the technology, I mean technology is just a mediator in this case. But still, you use the computer and you, for instance instance, set up a newsletter and send it to the wrong addresses, for instance, and you messed it up, where you're like 'oh shit'.

Mattia Rainoldi: Mhmm. But let's come back to that example that you just mentioned, you said you had the feeling of getting caught?

P8: Mhmm.

Mattia Rainoldi: And why why is that, why you say that you had this feeling?

P8: Because you're not really supposed to that, or at least this is like like the norm, I would say, of not doing private stuff on a working computer, I mean everyone is probably be doing it, and especially when it's your boss, and your boss you you're expected of your boss to work like you're getting paid because you're working, right, and we're doing something private you're being caught doing something else that you're not really supposed to do. And this is why would say I felt caught doing something different.

Mattia Rainoldi: I understand, but on the other end, you said before your boss encourages you to take a break?

P8: That is true, but they cannot really tell if you already took the break or if you didn't take it or if you already had the break and doing it again or we also hang out quite some time at the café area where we take coffee and for me like I'm not sure are those 10 minutes also coffee break or is it just for me a break with all the coffee break so if I'm like having a coffee talking to the colleagues, going back to work, doing private stuff and my boss comes in and also saw me having a coffee break with the others it's like okay I probably wasted like 20 minutes now. This this is like yeah maybe I over extended my coffee break like those 10 minutes -

Mattia Rainoldi: (overlap) This makes you (end of overlap) feel how?

P8: Uncomfortable, like like awkward maybe also like, 'oh yeah and you like ashamed' that you're doing it maybe I mean not really a shame, but like you're also nervous like maybe you have maybe also the feeling that you're like getting like maybe it's all like like a bad common like 'what are you doing there' like 'you're supposed to do this', like like the fear of being like blamed or yeah it's definitely something like it (laugh).

Mattia Rainoldi: Yeah, I understand. Let me see if I still have something here to ask you from your diary, cause I have some, few things, a couple of them we have already discussed for sure. Let me just move forward here (pause). Yes, this is a thing that you already mentioned, so the use of Skype. So you have you are using Skype for your work for having your communication with clients and it is written here that you also use Skype for communicating with friends?

P8: Mhmm, especially family, yeah.

Mattia Rainoldi: Is there any reason for using the same channel for different purposes?

P8: Yeah it is, because, for instance, my mother doesn't have anything else than Skype. She doesn't have WhatsApp, she doesn't have any other social media. So the only thing that keeps us chatting or sending pictures the Skype because it's an immediate process like using email, for instance you're limited by how many pictures you can send, you have to press too many buttons it's not like quick messaging type of thing so Skype is much more convenient because you probably wouldn't also go back to email, if you would have WhatsApp to chat with someone, and this is like the only communication tool that my mother has and my stepfather and also my father, so if I want to communicate with those persons privately it's usually Skype or SMS who uses it still, but I'm probably only Skype in this case, and, um, if I chat my friends, we have a different platform actually it's, um, Discord, but for my family it's usually Skype because my mother's pretty old fashioned.

Mattia Rainoldi: Mhm, and do you have any system in place to to to differentiate on Skype -

P8: (overlap) No (end of overlap).

Mattia Rainoldi: - what are your private contacts and your work contacts?

P8: No, not at all, and it always reminds me of work when I click on Skype to check with my mom because 80% of the conversations are work related and there's just one chat that not work related. So there's no separation between that. I don't have any folders or anything I wouldn't even be a I know you'd be able to separate it. I use the same account for the same purposes or for different purposes so, yeah.

Mattia Rainoldi: Okay. Um, let me see if there's anything else (pause). So you're writing year in your diary 'I set myself a limit, so that they don't get lost in work and I can actually start doing something else'.

P8: Yeah, that happens.

Mattia Rainoldi: How do you set yourself limits?

P8: Like you could set a limit by saying 'okay, I will only finish this one last task that I'm doing and not start another one' and this is usually the way that I do it, I say 'okay, I want to finish this problem and when I'm done finishing this, I stop, then I close it, I don't start any other progress or thing anymore'. I don't really like doing it by time. I could also set myself a timer of I don't know, an hour or half an hour whatever because, um, sometimes it leaves me with things unfinished and you when you're in the flow and you stop stop the process and started another point of time you maybe forgot what do you want us to do or you don't have the the ideas anymore to the way that you did when you were on the way before, so this would be like a thing to limit yourself and, obviously, if it's getting out of hand if I'm like sitting there for two hours, I would say to myself okay this this it it now, even if I'm not finished I'm stopping it because I know if I'm going to do more I'm going to get up very, very early and be super super tired.

Mattia Rainoldi: Okay, I'm hear in the diary, you said you used your timer on your phone?

P8: Yeah It could be that I did it but it happens really rather rarely, let's say it like that. On which day was it?

Mattia Rainoldi: Mhmm, let me see. Your last day, it was, um, -

P8: Saturday?

Mattia Rainoldi: Saturday, yes.

P8: Yeah could be that I used the timer but maybe it was exactly this this reason that you just stop in between, and you leave something unfinished AND it was Saturday was a really wild day, I did too much, I think.

Mattia Rainoldi: Would you say, that is a thing that you would do on a Saturday, because Saturday is not your typical day of work?

P8: Um, sorry again like?

Mattia Rainoldi: So you set the timer on your phone and it is Saturday. So you set it to set yourself a limit and stopped working so that is something that is because you said I don't like to have the timer, but in this case you use it. Is it because this is a Saturday, is a day that is not any other day?

P8: Yeah, I mean I wasn't entirely sure what the reason was behind that but maybe unconsciously could be yeah, or it was because I was actually doing quite a lot and at some point, maybe I said to myself 'yeah at one point, you have to stop' because I designed a whole are like whole whole kind of file in a way, but it was only yeah was it was further education actually. So.

Mattia Rainoldi: Okay. I have here another example or two example that would like to briefly discuss with you. You're saying you're doing the work 'I was having music running in the background on Spotify and I was checking my phone sometimes but not consistently'. What did -

P8: (overlap) Yeah (end of overlap). Sorry?

Mattia Rainoldi: What did you mean with it?

P8: Like this, what I meant before like whenever you got get the possibility to check on your phone you do it, it's not like you do it every 20 minutes, which is consistent it's not consistently because it's like whenever you've got to get the opportunity to to check your phone, this is what I meant by inconsistently and usually this was when I get WhatsApp messages or when I was using it for work things and then switched over to leisure things like like checking on something on Amazon whatever.

Mattia Rainoldi: yeah alright. So let's see the last example here. You're saying here 'the fusion between work and free time also occurred when I was talking to my friend on Whatsapp about future holiday planning and things to do in summer'. Mhmm and you were also discussing here that you're looking for 'adventure activities, rafting, and I was checking social median every so often if I felt a fatigue during work'.

P8: Yeah this is also like I wanted to express this this was this moment when you when you like, for instance, stop a task and you're finished and your, how do you express that, when you're like you have you have this like very energetic focus some sometimes and you start working and you get in the flow, probably I should have said when you're getting out of the flow because you're getting unconcentrated and you start doing different things, and then, when your phone is ringing and you're already not in your flow anymore and you're maybe when you're exhausted kinda and you're tired, you need a coffee then you're very, very more likely to check on your phone and when you're in your flow and when you're energized so when you have this fatigue like when you're exhausted you're more or me at least, I'm more likely to check on my phone when there's something.

Mattia Rainoldi: So how would you described exactly? What what is exactly the reason for it, so you're out of your flow and what benefits do you get from checking no work related things on your phone?

P8: When I'm on the flow?

Mattia Rainoldi: When you're not in the flow anymore.

P8: I mean there's no benefit probably (laugh) you just do it because you're probably used to that and it gives you like this, this yeah you stop thinking about work and you're able to distract yourself with something that you enjoy, I mean it's like I've watched this documentary about like the endorphin transmission just by the simple sound of getting in WhatsApp notification or the if the like your body gets excited because there's something new, and this also the way that, like the phone developers like Apple etc did it, like that you you cannot actually even see what it says on your phone, just like when you're unlocking when you Face ID and then you're able to see it, so you you're forced to pick it up and check on it. You have no other choice like it's you and you must unlock your phone to view the message. And this is like something's that phone developers know and they do and we we react to it because it's just like psychology and I think this is like this, yeah I get I have a good feeling if I pick up the phone and check the message I get satisfied 'okay now I know what's happening'. I can put it down and distract myself and give me joy, and I mean same with Instagram. You start scrolling through Instagram and your phone your brain sets sets out dopamines and endorphins, and like 'ah okay, something new' and this unscrollable thing you just continue scrolling because you're reminded, I mean you're you have no stopped just continue because you want to know more and more and more and more and it's just you sometimes even get lost and forget that you have to work and you just scroll and you're 'oh wait, I should put it back and start working again', it's just something you're you're like I think it's psychology as part of your body react positively to it and you have this distractions mental distraction maybe from work and have some positive and the friends that are coming like and yeah I would say, like you get something positive out of checking your phone in short.

Mattia Rainoldi: And how do you get to stop doing that?

P8: Um, you really have to remind yourself to to work, sometimes it's other people where like if my work colleague tells me something I'm like 'sure' and I put the phone away or if I get an email and I hear the bling on my on my laptop and 'okay, start continue working again', um, but yeah you really sometimes you have to remind yourself to stop doing it now, and when you're like okay, when you when you have no any interesting more news on your Instagram feed you're like 'okay I should stop and let's move back to work' like a trigger to stop to let's start working again.

Mattia Rainoldi: And when, how do you feel when you restart working?

P8: Um, how do I feel when I restart working, sometimes it's like in a reset like you have to okay, I was on Instagram maybe on Hawaii before I was checking on some cool posts of people traveling right now, while I'm sitting work. Where did I start, what did I do 'okay, this, this, this' and you need some time to get in again and get into the flow, so it's like yeah reset a kind of small small resets when you get back in but I wouldn't say I feel very sad about or negative about it, neither do I feel super excited about it, usually, when yeah I mean it's sometimes it's like 'uh, do I really have to start again, okay let's go' like kind of it's not annoyed yeah I'm a little bit annoyed. But only if you're struggling with some very specific things you don't like doing but usually I don't have any negative or positive feeling toward starting again just for me, a small reset okay to reorganize myself, where did I stop and what do I have to do now.

Mattia Rainoldi: So you're feeling energised again?

P8: Um, no I -

Mattia Rainoldi: (overlap) Wouldn't say that (end of overlap)

P8: No I would say I feel energized, no.

Mattia Rainoldi: Okay.

P8: So the energizing comes probably, when does it come, good question, after drinking coffee definitely.

Mattia Rainoldi: Okay, this is not technology related (both laugh). It's alright (laugh). Good P8, we are slowly coming to an end provided me very good insight into how you, um, how you use technologies and what roles they play, um, in in your work and in you leisure time. Before we start discussing this this topic, is there anything else that you feel is important to tell me related to this topic?

P8: Um, maybe like I think I'm like when you when you use your phone during work for leisure activities like checking social media blah blah. Um, sometimes I I I'm justify it by telling myself I was working yesterday that many hours extra so I can actually afford it, I don't feel that bad because I'm not really, I have my hours. And I'm doing good work so it's like a small justification for myself. But, um, yeah just a small extra.

Mattia Rainoldi: Mhmm. Okay, interesting.

P8: I mean, as long as it's not like you're sitting two hours in front of a computer and booking your next holiday, I don't feel super bad. I'm okay I'm checking up on my phone when it rings, or whatever, because I also assume that, like 80% of my office does it, which is not a, well, it's not some it's not like it justifies my actions, but I think it's like part of the whole technical, technological ecosystem that we're in that you're probably not able to completely do one thing only except you're really forcing yourself to by putting your phone away or restricting yourself to anything. I think it's like well, yes it's part of your life you're part of your yeah, you're working with technology, and if you have a smartphone you probably get messages and you check them and, yeah I think.

Mattia Rainoldi: Did it ever happened to you that you say 'I put it totally anyway'?

P8: Um, yeah, happens when there's in a group chat, for instance, when there's many messages and really blinks very often in a row, I just like face it upside down with screen on the ground, or on the table and put it away so I don't see it flashing up anymore and I don't get distracted and I put on the what's called the 'do not disturb mode' on the smart watch because it stops vibrating for anything.

Mattia Rainoldi: Okay.

P8: So I don't get notifications anymore so I'm not that famous that I get like every two minutes WhatsApps, so my smartwatch only vibrates every so often.

Mattia Rainoldi: Okay, is something that you do very often?

P8: No not really. Usually it's very quiet in my WhatsApp chat.

Mattia Rainoldi: And what about when you are on holiday?

P8: Um like what exactly?

Mattia Rainoldi: If you also put away your devices or something?

P8: Um, yeah I mean, ha funny story it's this kind of difficult because my girlfriend she's very, very into Instagram and she's doing a lot of these blogger things right. And she's constantly on the phone like she she she's using her phone for businesses, like Instagram is part of a business, so it's hard for me to say 'okay, can we put our phones away and do something for ourselves' because she's like kind of doing the whole day and if I do it away and she use it and I'm getting bored on holiday like she's on the phone and I'm just 'okay, what the hell do I do' except I'm reading a book, for instance, but yeah it happens also rather rarely, to be honest.

Mattia Rainoldi: So in this case, you are on holiday and you're engaging with your technologies and that you also useful work. So how do you limit there that work doesn't come in?

P8: I mean on holiday I don't usually take my computer with me, so I only have my phone and on the phone I only have Skype and the phone like the phone software and I mean Skype I can turn off if I'm really annoyed by it, but everyone probably knows that I'm on holiday and they don't write to me anyway. So, and I don't have my email client on the phone as well, so it's only on my working computer, so I can actually limit this just to be used for leisure time things only. I mean, sometimes I'm sending work colleagues like pictures of what I'm doing or how the beach is, or what I'm doing on holidays, but I wouldn't count that as work-related things.

Mattia Rainoldi: I understand, yeah. Okay, very good. So, let's take a final look into the future a little bit. So, how would you see your future as a digital worker?

P8: Um, well, I think my future as a digital worker, so they're, in my opinion are two options, the first option is that we're getting more and more like the, the, the flexible area between what is work and what a spare time is probably either becoming very, very, very low and we're always connected to work, even when we're doing something for free time, so this is one option or there's a complete reverse step and there for us somehow the ability to completely shut off work related things and do just leisure related things which I I assume it's less likely, and I also think for me personally, if I seem to my future, um, at least for the next five years I would say when kids are coming especially, I think this is the moment where you really start shutting off at work and do I mean, can you say that kids like keeping kids busy is leisure time I'm not sure, but it's definitely not work for your company that you're employed at. So I think when you have kids, the, the, the cut is more drastic because when you come home you're not like 'okay I'm going to sit on a computer and do something for work', you probably have to do households like to do something with the kids, keep them occupied and stuff like that so they're more responsibilities and probably have less time to just go to your computer and do something else, um, for work, so I think for me personally, the cut becomes more clear in the future when, when I have children and the transition to what is work and what is leisure strictly cut off.

Mattia Rainoldi: So how do you imagine the organization of the future?

P8: Um, well, I assume, everything is going to be even more connected to the Internet, as it already is, I mean you cannot really plan everything we are already planning everything online through tools, I rarely use any any note paper anymore, and I think everything is going to be organized by yeah by the Internet of Things, and like, if you take an example of Apple, it could be very, very easy to to organize everything on all your devices that you get you have like one one phone and it's connected to your computer, it's connected to your smartwatch, connected to your I don't know bluetooth, Alexa, Siri, whatever, so when you get one notification every device knows and reminds you, you have this notification, you have to be there at this this point so I think it's going to be more interconnected, all the way by the Internet of Things.

Mattia Rainoldi: Yeah, okay that takes us to the to the end of this interview before we conclude do you have any questions related to the interview or the research project in general?

P8: Um, you're not allowed to tell me what the general purposes right, like, what is your what are your like what would you expect to come out?

Mattia Rainoldi: Well, if I can say, like that, I am looking at, to find out the differences between different typologies of digital workers IF differences exist at all.

P8: Interesting, cool, everyone's different, I guess.

Mattia Rainoldi: Yeah, so I'm going to stop the recording and if you have other question, we can chit chat after.