

.....

This interview guideline was developed by Angelika Gruber & Melanie Hense (FHWN) for the third-party funded project **"NERD - Benefits, Effects and Risks of Regulating Digital Accessibility"**, which is funded by the Future Program Project Fund Work 4.0. of the Chamber of Labour of Lower Austria and is being carried out under the direction of Mag. Dr. Karin Wegenstein at the Institute for Market Research and Methodology at the University of Applied Sciences Wiener Neustadt. The interviews were conducted from March to May 2020 with 20 Lower-Austrian employees from different industries and counties.

INTERVIEWGUIDELINE – UBIQUITOUS ACCESIBILITY

In recent years, the phenomenon of accessibility beyond working hours, especially digital accessibility, has become more and more of an issue in society. Thus, I am very curious about your point of view and thank you for being available as an interview partner for our research project.

All statements made by you will be completely anonymised and will be used for the analysis of the results and the following reporting of this research project. It is not possible to draw conclusions about you as a person or about the company you are working for.

For the purpose of the subsequent scientific evaluation of what was said, I will record our conversation on tape. After the end of the project, all tape recordings will be deleted.

Have consent form (2-times) signed.

Switch mobile phone to flight mode

Start tape

PERSONAL PERCEPTION AND EVALUATION OF UBIQUITOUS ACCESSIBILITY

Question 1: (Exploration - Personal perception and evaluation of ubiquitous digital accessibility and work activity)

I would like to ask you to look at these pictures a little closer - What comes to your mind when you look at them?

In your opinion, to what extent has the extent of professional accessibility during the leisure time changed in recent years due to mobile phones, the internet and co.?

Prepare pictures for viewing on the table!

Memo questions:

Where do you see the boundary between job and free time?

How has professional accessibility changed through digital media?

Has it become more / less / stayed the same?

What exactly has changed in your opinion?

How do you judge these developments (rather positive or negative)? /What?/Why?

How did you perceive a change in yourself / in your circle of acquaintances?

PERSONAL AVAILABILITY

Question 2: (Exploration - CIT- Personal Reachability)

Can you please describe a concrete/typical situation in which you yourself were/are reachable outside your working hours or check professional e-mails, etc., on your own initiative (e.g. at the weekend, on holiday, sick leave, after work)? When? Where were you? Who exactly was involved? What exactly happened? What reactions do you have? How did your private and professional environment react?

Question 3: (Exploration - personal accessibility outside working hours)

What is your own behaviour towards professional accessibility in your free time?

Memo questions:

Do you have a company mobile phone / work mobile phone?

Do you check your mails even though you officially don't have to work anymore?

Is your private mobile phone / private laptop connected to the company accounts and company mails?

Are you being contacted?

Question 4: (Exploration - Personal initiative of accessibility)

Do you check your work e-mails on your own initiative from time to time or take care of other professional matters outside regular working hours?

Memo questions:

To what extent?

When is this the case?

In which matters?

In what situations do you catch yourself doing this?

In what situations do you do it?

Planned/Automatically?

Question 5: (Exploration - Personal accessibility in exceptional situations-CORONA)

In how far has the current CORONA crisis changed the extent of your personal accessibility/initiative to work outside the given core working hours?

BOUNDARIES

Question 6: (Exploration – Type)

How important is it for you personally to draw a clear line between your leisure time and your work?

Memo questions:

Is it important to you?

Do you mind/do you not mind working/being available in your free time?

Question 7: (Exploration - Boundary Drawing)

In which leisure time situations is it perfectly OK for you to be available for work purposes or to check your e-mails, etc. on your own initiative?

refer to images - to ensure a wide range of situations.

Question 8: (Exploration - Boundary Drawing)

Are there also situations / periods of time when you are definitely not professionally available?

refer to pictures - to ensure a wide range of situations.

Memo questions:

Does the scale matter?

Does it make a difference to you WHO contacts you (colleague, boss, customer, ...)?

In which situations do you react / do you not react (television, holidays, sick leave, ...)?

Question 9: (Exploration - setting boundaries in exceptional situations – CORONA)

To what extent do you manage to draw boundaries between work and family/leisure time in the current health policy situation - CORONA?

DRIVERS/MOTIVATORS FOR UBIQUITOUS ACCESSIBILITY

Question 10: (Exploration - Motivators of ubiquitous accessibility)

I would be interested to know what generally motivates some people to be available for work outside of working hours - In your opinion, what are the reasons for people to be available for work despite having free time/being off sick/being on holiday, etc.?

**Make reference to pictures for thematic orientation*.*

Question 11: (Exploration - Personal motivators of ubiquitous accessibility)

And how is it with you personally - for what reasons are you reachable professionally in your free time from time to time or do you also check your professional e-mails, etc. on your own initiative?

Memo question:

What makes you look at your mobile phone because a work email beeps or because a colleague or the boss is calling?

STRESS SYMPTOMS

Question 12: (Exploration - side effects of ubiquitous accessibility)

In your opinion, what impact does extensive digital accessibility outside of your working hours have on your private life, health or even your job?

Memo questions:

What symptoms of stress do you also notice in yourself?

Have you already had experiences of this yourself?

Which ones could possibly appear if the border were to become blurred?

PERSONAL SOLUTION CONCEPTS/INTERVENTIONS FOR SELF-REGULATION

Question 13: (Exploration - Personal solution concepts for self-regulation)

What strategies do you use to regulate / control the extent of your professional accessibility?

Memo:

Give subtle hints: I mean here especially e.g. technical limitations, time management, priority management, limitation of access, preventive avoidance, balancing strategy, handling of contacting, ..

Question 14: (Exploration - success/failure of previous solution concepts)

Which of the solution strategies you have already used yourself have worked well? Which ones not so? Please describe!

Question 15: (Exploration - Interventions for self-regulation)

What advice would you give to a good friend or also to the people in the pictures (*refer to pictures*) to regulate professional accessibility during leisure time?

Memo questions:

Do you have any concrete tips on how to draw boundaries or become aware of professional accessibility during free time? e.g. time management, use of technology, ...

SUPPORT / INTERVENTION OPTIONS FOR SELF-REGULATION

Question 16: (Exploration - Projective question - Interventions for self-regulation)

Do you have any suggestions for solutions on how employees could deal with limited accessibility together with the company or with their colleagues?

Memo question:

What would be ideas to manage accessibility in free time?

Should there be rules? Technical solutions, etc.?

REQUIREMENTS FOR A DIGITAL ASSISTANT

Question 17: (Exploration - requirements for an app)

If there were an app for dealing with professional accessibility in your free time...

What would this app have to offer you in order to use it on the one hand and to support you in separating work and leisure time on the other?

Memo questions:

What functions would be helpful for you to become aware of the dissolution of boundaries?

To be less available now and then, ...

To be interested in such an app?

Is there any other content on the topic that we have not yet discussed but that you feel is important to mention in this context?

Thank you for your cooperative participation!

If you have any questions, please feel free to contact us at any time - leave your contact details!

Images for projectives questions

Ad Frage 1)

Mann mit Handy in U-Bahn: <https://www.stocksy.com/1299047/handsome-businessman-using-a-mobile-phone-on-a-subway-train>



Frau im Zug mit Laptop: <https://jobs.nzz.ch/news%2F6%2Farbeitswelt/artikel/336/%2Farbeiten-im-zug-bekommt-neuen-schub>



Frau mit Baby und Laptop: <https://www.babyartikel.de/magazin/kind-und-karriere-keine-barriere>



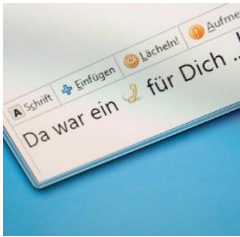
Mann mit Kind und Laptop: © bramgino / Fotolia.com **aufgerufen über** <https://www.impulse.de/management/personalfuehrung/immer-erreichbar/3063512.html>



Mann/Schlafend mit Laptop: <http://alifex.org/work-life-balance-arbeiten-und-freizeit-trennen-als-selbststaendiger/>



Messenger im Job: dpa-tmn **aufgerufen** über <https://www.welt.de/wirtschaft/webwelt/article169891572/Darauf-sollten-Sie-beim-Chatten-mit-dem-Chef-achten.html>



Mann arbeitend im Urlaub: <https://t3n.de/news/arbeiten-erreichbarkeit-urlaub-1183592/?>



Frau arbeitend im Urlaub: <https://karrierebibel.de/workation/>



Frau/arbeitend im Krankenstand: © fotolia/cunaplust **aufgerufen** über https://www.wienerzeitung.at/nachrichten/wirtschaft/oesterreich/609039_Arbeiten-im-Krankenstand.html

