ABSTRACT BOOK

WORK 2023

23–25 August 2023 | Turku, Finland & Online

Digital Capitalism: Peril and Possibilities

UNIVERSITY OF TURKU

Federation of Finnish Learned Societies

Työsuojelurahasto
Arbetarskyddsfonden
The Finnish Work Environment Fund

Turku School of Economics Support Foundation

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1.01

THE COMPRESSED FOUR DAY WORKWEEK: A GOOD CALL FOR THE ENVIRONMENT?

Damaris Castro, Brent Bleys, Kristen du Bois, Stijn Baert

Ghent University, Ghent, Belgium

Abstract

Flexible work schedules have been claimed to bring plenty of social and economic benefits for both employer and employee. By permitting employees some level of control over when, where and how they work, such schedules for example can lead to an improved work-life balance, increased job performance and satisfaction (for the employee) as well as increased company attractiveness, reduced absenteeism and efficient use of equipment and facilities (for the employer). However, the environmental attractiveness of such schedules has been discussed only to a limited extent. Although the amount of non-working time in absolute terms stays the same, switching to a flexible work schedule does affect the pattern of an employee's non-working time. Whether and how an employee's environmental impact changes because of switching to a flexible work schedule depends on how this schedule affects the composition of non-working time activities.

We aim to add to the literature by empirically analysing the compressed four day workweek from an environmental perspective. This is a specific flexible work schedule in which employees work their fulltime number of working hours in four instead of five days. The following two research questions will be addressed: first, what characterizes employees choosing to participate in the compressed workweek, and is there a role to be played by environmental attitudes? Second, how and to what extent does a switch to the compressed workweek alter an employee's environmental impact? Towards this end we will collect data in over 4 Belgian companies (with over 3300 employees) that are engaged in the Belgian 'labour deal' try-out: a 6-month trial period in 2023 during which the company offers its fulltime employees the possibility to switch from their standard work schedule to the compressed four day workweek. Data is collected in two survey waves (pre- and post-measurement, respectively before and after the 6-month trial period). To answer the first research question, regression analyses will be performed using data (socio-demographics and environmental self-identity) from the pre-measurement survey wave. For the second research question a difference-in-differences analysis will be performed, comparing the difference of pre and post environmental impact between employees participating (treatment) and not participating (control) in the compressed workweek. Two components of environmental impact will be considered. On the one hand, work-related environmental impact will be measured by means of commuting behaviour (frequency, distance, time and transportation mode). On the other hand, non-work-related environmental impact will be measured by means of food, transport and consumption behaviour (average monthly expenses for five specific activities) as well as travel behaviour during the past six months (frequency, distance and transportation mode). These behaviours were selected based on a combination of high relevance of the behaviour for environmental impact (based on the WWF footprint calculator methodology) and high likeliness of the behaviour to change for an employee switching from a standard to a compressed workweek. Preliminary results will follow from the pre-treatment survey (first semester of 2023).

1.02

TOWARDS A POST-FOSSIL WORKING LIFE: ECOLOGICALLY AND SOCIALLY SUSTAINABLE WORK IN AN ERA OF SUSTAINABILITY DISRUPTION

Eeva Houtbeckers, Suvi Salmenniemi, Hanna Yllöstalo

University of Turku, Turku, Finland

Abstract

In this presentation, we report preliminary findings from a 2-year project "Towards a post-fossil working life", funded by The Finnish Work Environment Fund (2023–2024). The project combines sociological research, management and organisational research, and futures research to examine the conditions for an ecologically and socially sustainable working life in an era of

sustainability transformation. The sustainability transformation requires a rethinking of the concept of work and a reorganisation of work structures and work processes (Barca 2019, Taipale & Houtbeckers 2021). Little research has been done on the impact of the sustainability transformation on everyday work, which is the focus of the project and this presentation.

Theoretically, the presentation is situated within three sets of literature. First, we engage in dialogue with the critical studies of post-Fordist work that have drawn attention to the transformation of the discourses and practices of work and critically interrogated the concept of waged work (Julkunen 2008, Weeks 2011, Frayne 2016, Ylöstalo et al. 2018, Salmenniemi 2021). Second, we draw on discussions of post-growth economies to understand the role that work plays in striving towards more ecologically and socially sustainable futures (Helne et al. 2011, Hirvilammi et al. 2021, Houtbeckers & Kallio 2019). Third, we draw on literature on utopian thought and political imagination to facilitate understanding of what post-fossil work can mean and how it can be organized in the future (Levitas 2013, Eskelinen 2020, Salmenniemi et al. 2022).

The empirical material of the presentation consists of interviews conducted with large Finnish companies that, together with other members, form a Nordic association called the Climate Leadership Coalition (CLC). We have gained access to pioneering members in the fields of energy, mobility, and construction. Due to their material and energy intensive processes, these companies have had to adapt to socio-ecological transformation advanced by the policymakers since the early 2000s. Yet, CLC as a policy impacting organisation date back only to 2014. Their mission is to highlight the investment and innovation aspects related to sustainability transformations–compared to the more established reporting and auditing tradition in the field of business and society. In addition to corporate responsibility professionals or managers, we have interviewed human resources professionals or managers. Overall, these two groups of professionals work to fulfil the reporting and auditing requirements. Moreover, we have also interviewed business unit representatives in order to gain an understanding about the ways in which ecologically and socially sustainable work is organised from an investment and innovation perspective. In a later stage of the project, we organise a future skills workshop that focuses on the cultural aspect of sustainability transformations (Siivonen 2022).

In this presentation we will first present the objectives and goals of the project. Second, we will reflect on the preliminary findings from the interview material. We specifically highlight how and why the everyday work in the companies seems to override the developmental needs for businesses regarding post-fossil futures. Third, we will combine our findings with the existing literature on everyday work practices, climate change mitigation, and sustainability transformations.

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Weeks, K. (2011) The problem with work: Feminism, Marxism, antiwork politics and postwork imaginaries. Durham, NC: Duke University Press.
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CLIMATE CHANGE AND FUTURE JOB CONCERNS AND OPPORTUNITIES: A SURVEY STUDY AMONG FINNISH EMPLOYEES

Jarno Turunen, Tuomo Alasoini, Fanni Moilanen, Arja Ala-Laurinaho

Finnish Institute of Occupational Health, Helsinki, Finland

Abstract

Background: Climate change contributes to a growing number of natural disasters, flooding, drought, land degradation, soil erosion, heatwaves and unpredictable rainfall (ILO, 2023). Globally 1.2 billion jobs have been estimated to depend on healthy environment (ILO, 2018). Neither mitigation nor adaptation efforts are going to take place without implications for the labor market, affecting individual employees globally.

Although there are plenty of predictions on the potential labour market implications of climate change and the related mitigation and adaptation efforts, less is known how employees see the future prospects of their own occupation or career affected by these efforts. There are no previous studies using representative samples of employees on their views on climate change implications on their own work, occupation, and career.

Aim: Our aim was to shed light on employees' views on the effects of climate change on upcoming career expectations, concerns, and opportunities.

Methods: We sent a survey to a representative random sample of Finnish employees (18-64 years, N=5000) population in 2022. The representativeness of the sample was achieved by weighting area of residence, age and sex in the sampling. The study participants were 1917 (response rate of 38.3%) employees representing various industries and sectors. They were asked whether 1) they are afraid of losing their job because of climate change, 2) they expect climate change to bring more jobs and opportunities to their field of work and 3) they think climate change mitigation is important even if it would mean re-education for them. Cross-sectional survey responses are reported for employees in different sectors.

Results: Less than 3% of Finnish employees were afraid of losing their job due to climate change. On the contrary, one fourth of all the employees considered climate change to bring interesting job opportunities to their field of work. Concerns were more frequent in transportation (9% agreed or somewhat agreed with the claim) and industry (4% agreed or somewhat agreed) in comparison to other sectors of business (varying from 0% in public governance to 2% in education and research). Interesting opportunities were more commonly perceived in IT and other private services (43% agreed or somewhat agreed) industry (38% agreed or somewhat agreed) in comparison to other sectors (varying from 11% in health care to 25% in transportation). Almost half of the respondents (45% agreed or somewhat agreed) considered climate change mitigation actions important even though it would mean re-education for themselves. Sector-related differences were surprisingly small.

Conclusions: The findings of this study offer a view on employee level outlooks in the future labour market affected by climate change. Fear of losing job due to climate change is very rare among Finnish employees. On the contrary, it is far more common for employees to see new job opportunities related to climate change. These findings highlight how the phase out of harmful jobs and transitions to more climate friendly job opportunities are supported by employees. However, the findings also require more investigation. For example, differences in job and occupation outlooks related to individual characteristics should be given more attention in the future.

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EMPLOYEES' VIEWS ON THE DEVELOPMENT OF CLIMATE CHANGE-RELATED SKILLS: FINDINGS FROM THE FINNISH CLIMATE CHANGE AND WORK SURVEY

Arja Ala-Laurinaho, Jarno Turunen, Fanni Moilanen, Tuomo Alasoini

Finnish Institute of Occupational Health, Helsinki, Finland

Abstract

Background. Climate change and related adaptation and mitigation efforts will have a profound effect on labour markets, occupations, job contents and skills required at work (ILO 2015, 2019, Kuusi et al 2021). While fossil-intensive and greenhouse gas polluting industries are declining, new jobs will be created in renewable energy, clean-tech, bio-economy and circular economy. Moreover, almost all work is expected to become greener and require new skills. Thus, anticipation of new skill requirements as well as systematic skills development play a key role in facilitating green transition, mitigation efforts and effective adaptation to climate change.

ILO (2015, 2019) called for just transition for all, defining decent work and setting guidelines for policies and actions to ensure sustainable development that covers economic, social and environmental aspects. The report emphasised anticipating effects on employment and raised skills development as an area where social partners in both industry and enterprise level should cooperate to forecast skills needed and to find ways to support skills development and training of workers. While re-skilling and up-skilling of workers serves as a buffer against the effects of transitory disruptions, reducing the risks of unemployment, poverty and inequality, skilled employees are also the key to a productive green transformation.

In Finland, there is a considerable amount of political will, sector specific plans (e.g. low-carbon roadmaps) and shared recognition of importance between social partners concerning the urgency of skills development to ensure green transition and adaptation to climate change.

Aim. Our aim was to investigate how these good intentions have materialised in workplaces as experienced by employees: to what extent have companies and other work organisations collected information on employees' skills in environmental and climate affairs, and arranged training on climate change and mitigation?

Methods. The survey 'Climate change and work' was sent to a random, representative sample of Finnish employees (18-64 years, N=5000) by Finnish Institute of Occupational Health in collaboration with Statistics Finland in the spring 2022. The study respondents were 1917 (response rate 38 %). The following questions were used to analyse the state of art of assessing and training climate change related skills at workplaces, as experienced by the employees.

Has your workplace:

1. Collected information on employees' skills in environmental and climate affairs?
2. Arranged training on climate change or mitigation?

These main questions were further investigated with supplementary questions on training or instructions relating to climate mitigation (e.g. energy saving, recycling, material efficiency) or adaptation (e.g. working during extreme weather conditions). In addition to survey distributions, the differences in survey answers between sectors and firm size (number of personnel) and individual's education level were examined.

Results. The results show that practical actions to upgrade and develop employees' skills in environmental and climate affairs is still in its infancy. Only 10% of the respondents stated that the workplace had surveyed employees' skills in environmental and climate affairs, and only 13% had arranged training related to climate change or mitigation. There were differences between sectors: for example, R&D and education, industry and building sectors had organised training more often than service, transport or social sectors. However, when asked more specifically on climate change mitigation related instructions and training, the share of positive answers increased considerably.

The larger the size of the workplace, the more it had surveyed the skills and offered skills training on climate change and mitigation. Considering the individual factors, the most highly educated had received more training on climate change

compared to others, showing that the worries on how to support people with lower skills in the green transition is justified and needs more attention.

Conclusions. The survey presents employees' perceptions on the development of climate change related skills, showing that such training is still rare. While the employers' views might be different and represent strategic plans on skills development, the employee perspective is an important indicator whether the strategies materialise as concrete actions in a grass-root level.

The findings on skills training also show that systematic linking of climate change relevant issues is still missing, and training may focus on one issue at the time, e.g. energy saving and material consumption for economic reasons, and recycling as a green responsibility. Building a systematic view would enhance the kind of meta-skills and resilient actions called for in ILO reports and other investigations.

References:
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1.05

PREFERENCES FOR COLLECTIVE WORKING-TIME REDUCTION POLICIES: A FACTORIAL SURVEY EXPERIMENT

Damaris Castro, Brent Bleys

Ghent University, Ghent, Belgium

Abstract

One of the labour policies proposed within the fields of post-growth economics and degrowth is working-time reduction (WTR): a reduction in the total amount of paid working time over the life course (Pullinger, 2014). Beyond its contribution for environmental remediation, WTR may contribute to decent working time by offering additional advantages in domains as diverse as employment, health, subjective well-being and gender equality (De Spiegelaere & Piasna, 2017; ILO, 2007; Kallis, Kalush, Flynn, Rossiter, & Ashford, 2013; Pullinger, 2014; Skidelsky & Kay, 2019;).

There are many different elements to consider when implementing a WTR policy, such as the quantity (how much of a reduction), reference base (is working time reduced on a daily, weekly or yearly basis), compensation (to what degree is the reduction paid for by employee, employer and/or government), productivity expectation (are employees expected to compensate for the reduced working time by increasing their productivity) and level of implementation (individual, company, sector, regional, country or higher level). The last dimension affects the collectivity of the policy, i.e. whether colleagues, close friends and family participate in a similar WTR policy. Depending on the specific combination of elements, many different types of WTR can be created. Moreover, the specific combination plays a determining role for the set of benefits that will be achievable across diverse domains.

While preferences for WTR on an individual level (i.e. part-time work) have been extensively studied in literature on working-time preferences and work hours mismatch, little is known about employees' preferences for collective WTR policies. It is worthwhile to investigate these preferences, considering the multitude of potential benefits associated with WTR as well as the key role of employees in accepting such policies.

We aim to come across this need by performing a factorial survey experiment among full-time employees during the first trimester of 2023. In this experiment, employees will be asked to evaluate several types of WTR for two criteria (attractiveness and probability to participate) which differ with respect to four dimensions (quantity, reference base, compensation (wage reduction) and collectivity) while keeping other dimensions constant (e.g. in each vignette, employees are not expected to increase their productivity). The estimated regression models will provide insight into how the preferences for WTR policies causally depend on the different dimensions while controlling for the employees' individual and current job characteristics. First, we will analyze what dimensions of the policy relatively matter more as well as how these dimensions interact and

trade-off with each other. More specifically, while we expect a proportionately higher wage reduction to negatively affect preferences, we hypothesize that this relationship might be moderated by the level of collectivity: when colleagues, close friends and family participate in similar WTR policies, lower feelings of guilt about burdening colleagues together with the social multiplier effect might render the WTR policy more attractive. Second, we will analyze how preferences vary according to employee characteristics. Based on prior literature, we expect that age, gender, life stage, educational level and current working schedule will affect an individual's preferences for WTR policies.

1.06

MAKING AS CARE: REPAIR, CARE, AND THE CULTURAL VALUE OF CRAFT SKILLS

Susan Luckman

University of South Australia, Adelaide, Australia

Abstract
Released during the first year of the COVID-19 pandemic, The Care Collective's *The Care Manifesto: The Politics of Interdependence* offered a timely intervention into debates which foregrounded the need for greater communal structures of care as at the heart of our communities and polities. Echoing calls from broader critiques of contemporary neoliberal capitalism they observe: "as neoliberal growth policies have become dominant in so many countries, the inherently careless practice of 'growing the economy' has taken priority over ensuring the well-being of citizens" (Chatzidakis et al. 2020, p. 8). Moving beyond the economic and governmental policy discourses prevalent in public debates regarding the importance of Australian-based production, this paper explores the cultural value for individuals of material production. Focussing on craft skills as enablers of repair and care, this paper locates the material affordances of (declining) craft skills in an age of climate crisis and geo-political instability. Drawing upon quantitative analysis of census data and over 50 semi-structured interviews with a broad range of skilled tradespeople, craftspeople, designers, engineers, and manufacturing business owners across Australia, this paper will articulate the ongoing individual and collective identities and meaning attached to being able to make things, beyond the financial value of production. In so doing, it foregrounds the importance of care for the built material, as well as ecological, world, and the importance of sustaining craft skills beyond their all-too easily dismissed heritage value.

2.01

TECHNOLOGICAL INNOVATIONS AND THE AGING WORKFORCE

Peter Nielsen, Per H. Jensen

Aalborg University, Aalborg, Denmark

Abstract
Two main trends in the future of work seems to interact rather contradictory towards each other. The demographic development of the labor forces means that senior labor becomes an increasing share of employees in the workplaces. Parallel to this, digital developments have brought workplace innovations with potentials of changing work relations, processes and conditions fundamentally. This development has been denoted the fourth industrial revolution.

Competences of senior employees are often challenged in relation to technological and organizational changes. Both physical and cognitive resources decrease with age which means that emphasis shifts from acquisition of knowledge towards retention and protection against loss of knowledge. Thus, technological innovation may cause that seniors are pushed away from employment and out of the labor market.

The age bias of technological change has become conventional wisdom (Aubert et al 2006, Ronninger 2007). However, many of the new technologies belonging to the fourth industrial revolution, such as exoskeletons, robots, and artificial intelligence, seems to complement and support the resources of senior employees (Battisti et al 2020), depending on how the change processes in the workplaces are configurated. The research question in this paper is to which extend technological innovations at workplace level are related to retention of senior employees and what role organizational change and work environment factors like employee involvement and competence development has in this relation? The research question thus challenges conventional wisdom about senior employees and technological change and explore the role of organizational change and work environmental factors in the change process.

Theoretically the analysis of the research question will be approached from a resource-based view on senior employees by applying the job demand-resource perspective on technological innovations (Guenzi et al 2021). Employer's perception of senior resources varies on several dimensions, covering strengths as well as well as challenges. Parallel to these the technological innovations varies in relation to job demands on senior employees. The specific pattern in the link between job demands and senior resources may determine the pattern of senior retention levels in the workplaces. Thus, the first hypothesis is that innovations belonging to the technologies of the fourth industrial revolution can contribute to the retention of the seniors. The practice that the workplace shows for involving and qualifying the seniors is also expected to have an influence on the senior retention pattern. The second hypothesis is that involvement and qualification in the change processes support retention of the senior workforce at workplace level.

Data comes from the SeniorWorkingLife project, which is a longitudinal research project applying large national surveys of Danish workplaces and employees. In this context a workplace panel of 1.472 workplaces from the surveys in 2020 and in 2022 is used as empirical foundation for the analysis. Data was collected in the period November 2020 to February 2021, resulting in 4.944 completed questionnaires, and again in the period October to December 2022 resulting in 5.017 completed questionnaires. A panel of 1,472 workplaces which participated and completed questionnaires in both surveys has been constructed. This panel improves the possibilities of causal inferences in the empirical analysis.

The unit of the analysis is 1.472 Danish private and public workplaces. Dependent variable in the analysis is the share of senior (60+) employees in the workplace 2022. First step is to reveal the pattern of technological innovations in the workplaces 2020 and discuss the patterns in a job demand-resource perspective. Next the relation between various forms of technological innovation is discussed and the first hypothesis that innovations belonging to the technologies of the fourth industrial revolution can contribute to the retention of the seniors is tested in relation to the share of senior employees at the workplaces in 2022. Third the importance of participation and competence development related to the innovation processes will be tested by the hypothesis that involvement and qualification in the change processes support retention of the senior workforce at workplace level. The result will be discussed and related to the contemporary literature on technological innovations and senior employees including the role of involvement and qualification in the change process.

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2.02

THE INFLUENCE OF DIGITAL TOOLS ON WORK AND THE EMPLOYEES

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Abstract

The use of digital tools such as data glasses, tablets or assistance systems is changing the tasks in the metal and electrical industry. Machines and systems themselves are also becoming more and more digital, are networked with each other and act as "data suppliers". This places different demands on the employees, e.g. B. in relation to the use of such tools. This article

summarizes the most important messages from the examined application examples in the ifaa research project AWA (translated "working world in transition").

With the help of guideline-based expert interviews, concrete application examples from industry are collected in the AWA project. These show how work tasks have changed as a result of digitization. The AWA project team conducted a total of 30 interviews. Interview partners were those responsible for introducing the technology and, in some cases, employees who work with the digital tools. The results of the individual interviews were transferred to a standardized evaluation scheme. This consists of a description of the application example and the considered work task as well as a description of the changes that have resulted from the newly introduced technology. These changes were further specified in terms of their impact on competency, requirement and stress factors.

So far, the use of the following digital tools has been investigated: 3D simulation tools, 3D printing (additive manufacturing), autonomous transport systems, data management systems, digital twins, human-robot collaboration, robotic process automation (RPA), smart devices (tablets, phones), Smart glasses, smart watches, virtual reality, worker assistance.

Important results of the study are:

LESS WASTE THROUGH DIGITALIZATION
In most cases, digital tools are used to minimize non-value-added ancillary or routine tasks. The employees can thus concentrate more than before on their core tasks such as maintenance, machine operation, machine repairs and others.

USE OF TECHNOLOGY CHANGES SUBTASKS
Digital tools are often used that affect parts of the overall task, such as the collection of information. However, in most of the cases examined, the aim and requirements of the work task do not change significantly as a result. This picture can also be seen in the load profile: Here there were only a few unfavorable changes due to the introduction of a new technology.

APPLICATION CONTEXT COUNTS
Using the same digital technology can have different effects depending on the application. The company examples examined show that when it comes to the question of the effects on employees, it is not primarily decisive which technology is used, but in which work organizational context it is embedded.

OPTIMIZE PROCESSES FIRST, THEN DIGITALIZE
The digitization step should always be preceded by an optimization step. Consistent process monitoring and optimization forms the basis for a successful digitization project: A bad process does not automatically become better because it is digitized.

ACCEPTANCE THROUGH USER INVOLVEMENT
With all technical challenges, the human factor is still decisive: the acceptance of future users is an essential building block for the successful introduction and use of the new technology.

NO EROSION OF EXPERTISE
Employee knowledge, especially at skilled worker level, is still important. Digital tools are used for the targeted provision of information, but the knowledge is required to be able to interpret and evaluate this data.

(APPLICATION) COMPETENCE BEFORE FORMAL QUALIFICATION
In very few of the company examples considered, new formal qualifications were necessary due to the changes in digitization. Corporate digitization strategies do not require fundamentally new job descriptions, but rather additional qualifications and skills.

NEW UNDERSTANDING OF IT-SERVICE
The internal IT departments are increasingly confronted with requirements that go beyond the technical. Different hierarchical levels should increasingly become internal service providers.

INFORMATION AND DATA — IT'S THE QUANTITY
The use of digital technologies enables the bundling and provision of large amounts of data. Often more data is available than is needed. Employees can then feel "overwhelmed" by the amount of information. In order to keep this stress factor low, the motto applies: less is more, since human absorption and processing capacity is limited.

2.03

EASY INDUSTRIAL WORK: HUMAN-CENTRIC DIGITAL TRANSITIONS (POSTER)

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Abstract

It is difficult to imagine a future where computer-based automated systems would not be adopted by an increasing number of fields and organizations. Artificial Intelligence (AI), in its various forms, is expected to become an integral part of modern work design and transform our work practices and, within the context of industrial work, partnership with automation. Increased digitalization also supports the green transition by reducing our carbon footprint, but the human factors effects are currently uncertain.

Industries are currently facing challenges from employment mismatch and labor market shortage (including educational mismatch as well as migrant employment challenges and gender gap). An additional challenge is to avoid encumbering workers with an overflow of new digital solutions and ways of working, as it has the potential to alienate workers and fail to address labor shortage. New digital tools are also known to influence worker skill requirements. Typically, it is thought that digitalization increases complexity in industrial work. As a solution, a human-centric industrial digitalization could respond to the changes by reducing skill requirements. This approach would include assistive technological innovations to promote inclusivity at work, enabling industries to attract workers with a more diverse set of skills and educational background. The aim of our Easy Industrial Work research initiative is to address the stumbling blocks of employment through studying the possibility of reducing worker skill requirements by the means of assistive intelligent technologies. We propose that when implemented with a human-centric approach, AI systems and other technical solutions present an opportunity for adopting related, new ways of working that enable augmenting, reinforcing, and expanding worker skills. Such an approach, however, needs to address certain challenges and contradictions.

Firstly, digitalization may increase rather than reduce complexity and skill requirements. This implies a need for improved learnability: our previous studies and background literature suggest AI transparency to be the key factor for increasing understandability and inspiring trust and reliance for intelligent technology. Well-designed transparency enables the worker to learn from the system without an information overload. Generally, the implementation of AI systems may risk creating a "black box effect" that provides the operator with selected information about the task while hiding the explanation about the logic and workings behind the information. Research is needed for understanding the reasons as to why systems are designed or end up with the black box effect. The reasons may consist of conflicts of interests and intellectual property issues as well as pure technical complexity. We aim to develop solutions for overcoming the challenge of a "black box dilemma": while aiming at understandability, the challenge is in finding a balance between the black box effect and so-called "infobesity".

Secondly, there is a need for research and conceptual clarifications in view of skills and skill requirements. At first glance, expanding worker skills and reducing skill requirements may seem conflicting. However, based on our previous study on industrial glass tempering, we hypothesize that intelligent solutions may enable both an easy access to novice work tasks, and, in the long run, the learning of complex work processes. In general, reduced skill requirements does not necessarily mean deskilling: the constant evolution of organizational dynamics and knowledge requirements should be considered. As technology evolves and organizational cultures change, once relevant knowledge can be substituted by another type of knowledge better corresponded to the altered requirements.

We seek to study and develop solutions for the impact of intelligent technology on industrial work and task objectives in the context of green digital transition and labor shortage. Our future research on this topic is directed towards the analysis and concept design of suitable tasks in view of the digital transformation of work. These tasks include areas of work that are relevant to the advancement of the green economy and jobs that are facing labor shortage. The tasks should be relatively complex so that the adoption of AI technology might be helpful in reducing skill requirements. We will adopt and develop a functionalist and contextual approach that draws from practice and activity theories.

2.04

AI AND ROBOTICS IN KNOWLEDGE WORK: TOWARDS SUSTAINABLE VALUE CO-CREATION

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Abstract

Sustainable development of work processes using AI and robotics to their full potential in organizations demands a multilevel approach and co-creation efforts. Knowledge work and knowledge workers in support functions such as HR, ICT, communication and administration, play the key role for the organizations to succeed and create value in the transformation of work.

Knowledge work encounters several challenges in the era of digitalization and new technologies. These include the need of continuous learning, more holistic and effective information management, technology utilization together with diverse interest groups, as well as information security, transparency, accessibility, ethical responsibility, and multilevel value orientation. At the same time, new technologies such as AI and robotics offer tremendous opportunities to develop the effectiveness of knowledge work.

To the date, research has indicated that a successful implementation of technologies requires appreciating human and social factors and involving workers, continuous training, good collaboration and interaction. The research of work in the era of tech is challenged by the demands of multidisciplinary and multilevel nature. However, previous research has focused on business and strategy levels instead of considering the importance of workers and social contexts in the transformation.

Our research addressed this gap via applying an action research approach. The role and cooperation of knowledge workers in support functions implementing new technologies was studied and co-created in a multi-method longitudinal research project (2021-2022).

The research question is: How can the value of knowledge work in support functions be co-created in work communities through using AI and robotics?

Knowledge work and the expertise of knowledge workers are regarded as important success factors in present knowledge-intensive organizations in the era of tech. Knowledge workers in support functions have generalist organizational, technical and communicational know-how, which is crucial when implementing technologies. The aim in this research is to find ways to proceed from the traditional narrow work roles towards collective agency and purposeful utilization of new technologies.

The theoretical framework builds on a knowledge worker's individual and collective professional agency and value co-creation in these changes. The problem is examined via three levels: an individual knowledge worker in support functions, a team of support functions with their superiors, and the whole work community or representatives of central organizational interest groups. Technological transformations at work and solutions to manage them are analyzed through the experiences of knowledge workers and the co-creative research approach.

Action research was implemented together with an administrative services unit of one sector in a large municipal organization. The data were collected through a series of four four-hour workshops as participative research during 2021-2022. About 30 knowledge workers of administrative services, their supervisors, and representatives of the management and interest groups attended the workshops.

The first workshop focused on the development of potential, professional identity and value solutions of knowledge workers. Ways to develop utilization of new technologies were sought in the second workshop. On the third and fourth stage ideas of the new value-creating role of knowledge work. During the workshops the model of knowledge workers' co-creation started to take shape.

The results indicated that the identity of a knowledge worker in support functions builds on helping the organization in its endeavors, entailing in principle a positive attitude and adaptation to technological changes at work. Nevertheless, encouragement, support and facilitation are needed. It is important that management commits itself and takes part in co-creation.

Co-creation was both a development approach and a development object in this study. The workshops gave a voice to knowledge workers in support functions and offered an experimental and human-centered way to innovate work-related issues. Community factors were central in developing work roles, fostering collaboration and utilizing technologies together.

A co-creation model including an aspect of interest groups was co-created. The model shows key elements of managing technological transformation of work and value co-creation by exploiting new technologies. Mutual respect, openness to participants' viewpoints and human interactions cross-functionally were the essential ones.

The model can be applied, developed further and piloted in different organizations. The project continues (2022-2023) with delivering an e-workbook on how to integrate AI-related development in work communities, specifically focusing on knowledge workers and their superiors.

This study illustrates the phases and success of one long-term process, but more empirical research is needed to understand the significance of individual and collective social processes in the development of work and in fully taking advantage of technologies in a sustainable way.

2.05

MUNICIPAL SOCIAL WORKERS NEGOTIATING WORK AND PROFESSIONALISM FACED WITH EMERGING AUTOMATION AND AI TECHNOLOGIES

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Abstract

Today's Danish public sector is heavy digitalized – even compared to other Northen European countries. Digitalization is not only a prominent political ambition, it is also a wide spread tendency in the Danish municipalities. This digitalization covers a wide range of specific technologies used to aid in the handling of cases or support various functions. Artificial intelligence (AI) is among the most recently introduced technologies but it is rapidly gaining ground throughout the Danish municipalities (KL 2022). AI is especially common in the municipal social work aimed at children and young people. The municipalities are experimenting with developing intelligent software to, for instance, sort cases based on degrees of urgency or to detect families with social issues. This tendency is yet to be expanded to all 98 Danish municipalities but 86 of them already uses DUBU which is a case management system based on automation technology and, to some degree, of AI (KOMBIT 2023).

The aim of this article is to explore how the use of automation and AI potentially transforms the work and working life of social workers in social service functions aim at children and young people. My intention is to illustrate how automation and AI systems change the handling of cases; how to identify them, how to decide the right cause of action and how social initiatives with the families are conducted. Further, my aim is to discuss how this potentially challenges the idea of professional knowledge, the social professionalism and the social workers possibilities of professional decision making. Theoretically I am inspired by theories of professionalism, especially centered on professionalism in the public sector (Noordegraaf 2015). Another theoretical framework used is STS, to grasp the particularity of technology, to understand the script of the specific technologies (Orlikowski 2010) and the occurrence of invisible work and workarounds (Star & Strauss 1999). My methods include close up case studies using ethnographic field work and interviews.

My research explores the issues related to the implementation of automation and AI systems at two social service localities in the Municipality of Copenhagen. I have followed the implementation and use of the case management system DUBU and secondarily an app-based tool for scoring the efficacy of social initiatives among individual young people. The research indicates that the implementation of automation and AI technologies potentially implicate changes to the specific work such as leading to a firmly structured workflow, a strict division of tasks and a rigid set of standards. Lastly my research also yields insight into social workers negotiating the use of these technologies and finding work arounds. Automation and AI technologies lends an occasion for professional discussions on case handling suggesting a more essential debate on the right kind of social professionalism. To emphasize the ambiguous influence of technology my research also illustrates how automation and AI technologies can cause a particularly kind of opaqueness as the social workers struggle to confidently criticize the specific

functions of DUBU. Finally my exploration of automation and AI technologies uncovers the general set of ideas, regarding social work and social politics, informing the implementation of these technologies.

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3.01

FURTHER TRAINING INVESTMENTS IN THE LIGHT OF ECONOMIC, TECHNOLOGICAL AND TASK CHANGES

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Abstract

Both the business cycle and technological change have a major impact on the skills requirements of the labour market. Further vocational training helps workers to cope with these changes and ensures employability. However, there is limited research on the relation between the business cycle and further vocational training. So far, most research on further training and the business cycle has focused on company-based further training, has been limited to major events, such as the 2008/09 financial crisis or, more recently, the Covid-19 pandemic, and has neglected other influences on the labour market on further training participation, such as technological change. One reason for this research gap is the lack of a comprehensive database.

Human capital theory suggests that, on the one hand, individuals may invest more in individual further training in times of recession to substitute for the lack of firm sponsorship, but, on the other hand, increased financial constraints may hinder individual investment in further training. In addition to the business cycle, technological change and related job task changes affect individuals' participation in further training. As these two mechanisms are strongly interrelated, we analyse - as part of a larger project on the business cycle and further training participations - whether technological change moderates the relationship between the business cycle and participation in further training.

To this end, we create a new database using longitudinal data from the adult cohort (SC6) of the National Educational Panel Study (NEPS; 2007-2020 + Covid-19 survey), enriched with both administrative data on various business cycle indicators (e.g., unemployment rates; GDP) and firm-level data on technological change indicators (e.g., Mannheim Innovation Panel). The business cycle indicators are merged with the NEPS-SC6 data three months prior to the individual's participation in further vocational training, as we assume that there is some time for reflection and planning between experiencing a change in the business cycle and starting further training. A distinction can be made between participation in training financed by the employer, the individual or the state – to test for the substitution hypothesis. In the case of no further training participation the indicators are merged 15 months prior to the interview, as the further training question covers a period of 12 months prior to the interview. For the linkage of the administrative data we use regional, annual and/or sectoral information; for the linkage of the data at the firm-level, i.e. technology indicators, we additionally use information on the size of the firms.

For our analysis we will use panel regressions, which address additional methodological problems such as unobserved heterogeneity and reverse causality. Preliminary results show opposing influences of the technology and business cycle indicators on individual and firm-based further training participation – strongly suggesting a dependence on the main sponsor. In addition, GDP and unemployment rates have opposite relations with further training participation, with the direction depending on the main sponsor, i.e. GDP increases individually financed training participation and decreases employer financed training, while the opposite shows for the unemployment rate. In addition, technology indicators and business cycle indicators interact with each other, either increasing or decreasing the influence of the business-cycle on participation in further training, depending on the type of training. These initial results are somewhat puzzling and require further investigation. Nevertheless, they suggest contrasting mechanisms for participation in training during periods of technological and economic change, which depend to a large extent on the main provider of training.

IMPACT OF THE TURN TO SUSTAINABLE ENERGY SOURCES

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Abstract

This paper presents results from a recent study into mechanisms behind social changes, where the impacts of (new) technologies on the world of work were analysed. The project developed a theory of middle range for explaining such mechanism. Concrete hypotheses and research questions were derived and scrutinised in several subprojects. This paper highlights empirical work of one of the subprojects, looking into changes in energy production in Germany and their effects on work. It focuses on two questions: Can a change in occupational contents of workers related to renewable energies be detected? Can a rising share of workers related to renewable energies be seen? Also, it shows how the newly developed theory can be used to explain the mechanisms behind this and meaningfully combined with ideas from path theory.

Renewable energy sources currently are in high demand. They are a key element in slowing or avoiding climate change, but they are also seen as a technology potentially changing industries, sectors and even societies. How this change is going to take place is as yet a question of debate. Having not seen a creative destruction (in the Schumpeterian sense) in the field of energy production due to inventions like solar panels or windmills for private homes, nor a sizeable regionalisation of the energy sector this debate should be ongoing. Why are there still only five big companies in Germany producing most of its energy? Can this be explained with path theory?

According to monitoring reports (Monitoringberichte) the five largest generating companies of electricity in Germany held 53.0% of the generating net capacity in 2021, and the five largest producers generated 67.0% in 2021 of the gross sum of electricity. This compares to a share in net capacity of 73.6% and in generation of 82.2% of the largest four generating companies in 2011. This is arguably not a disruptive change. Also, specific technologies did not bring about major changes in electricity generation: Solar cells have been in use since the middle of the 20th century (first with satellites, later on earth), windmills have been in use since the end of the 19th century (e.g. on the expedition ship "Fram").

In path theory Dolata (2021) argues that paths are often altered or even left when actors formerly peripheral to a sector enter this sector and establish new ways of doing things. This is sometimes supported by other actors like governments issuing specific laws and regulations. In the case of renewable sources for generating electricity we see hints to both: In Europe there are specific legislative actions supporting the use of renewable sources (water, wind, sun) and we see a growing number of employed persons whose work is related to renewable energies. This paper combines these two aspects and asks if there is a distinct change within energy production in the sense that more peripheral actors come into play. On the level of individual employees this could lead to changes in their occupational contents.

The paper wants to illustrate the argument of peripheral actors entering a sector possibly being predictors for path changes. This is empirically tested with analyses of the German BIBB/BAuA Employment Surveys 2006, 2012 and 2018. In each of these employees whose work is related to renewable energies can be identified. Continuing work by Helmrich and Tiemann (2015) the developments of and changes in occupational contents for these workers is analysed. This group of workers is also compared to others to see how the share of workers in energy production related to renewable energies has changed.

These changes help explain the overall developments in German electricity production. The gradual and long-term rise of renewable energy sources can be explained as very slowly transitioning paths. The mechanisms behind this are explained with the newly developed framework, showing how the development and use of technologies can impact social spheres. It was developed by combining and synthesising other theories and explanatory frameworks, ranging from economic theories to ANT and systems theory. In this case it helps understand how actors design technologies, how others react to these and how this is interrelated to the development of norms and regulations conditioning use of and reactions to such technologies. Not only does it take more than a new technology to alter paths; the interplay of design and reaction is dependant not only on norms and regulations but also on institutions like qualifications and occupations.

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3.03

PRO-ENVIRONMENTAL ACTIONS AT WORK – FINDINGS FROM THE FINNISH CLIMATE CHANGE AND WORK SURVEY

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Abstract

Employees form the micro foundation of any organization, and their actions contribute to change toward more sustainable means of production and consumption in work organizations, i.e., sustainability transitions. Previous research on employees' environmental actions has focused on measurement validation with small, often sector-specific samples (Francoeur et al., 2021), and working age population level findings on employees' pro-environmental actions do not exist. This presentation discusses pro-environmentalism among Finnish wage earner population and factors associated with it. The aim is to provide information of the manifestations of pro-environmental actions among working age population.

Previous research on pro-environmental action has mostly focused on theories of planned behaviour, where intention to act has been assessed as the strongest explanation to act in a pro-environmental way. Organizational factors have been investigated to a lesser extent, although they also play a role in enabling or constraining action (Yurem et al., 2018). A practical example of an organizational constraint is the connection between recycling and bins: Intention to recycle does not develop into recycling actions, if recycling units are not available (Derksen & Gartrell, 1993). Thus, we argue that pro-environmental actions should be analysed in a way that considers both the individual aspects, such as motivation, awareness and education level, and the organizational factors, such as field of economy and number of personnel in a work organization. Focusing on both individual and organizational factors furthers research on the means of pro-environmentalism in different sectors of the economy.

The data of the study consists of the responses of climate change and work survey (n=1917), collected by Finnish Institute of Occupational Health in spring 2022. The sample was formed from the employee register data of Statistics Finland (most recent available data was spring 2019), and the sample size of the survey was 5 000 wage earners. The representativeness of the sample was achieved by weighing the geographical area of living, age, and sex in the sampling. Final response rate of the survey was 38.3%. Employees' pro-environmental actions were assessed with a sum variable consisting of four Likert statements measuring energy use, materials use, change of own work practices, and change initiation. Variable correlations ranged between 0.36-0.65.

The findings show that employees' normative attitude to carry out actions related to climate change mitigation hold the strongest explanatory power for pro-environmental actions at work. In addition, pro-environmental actions are more frequently reported among university-educated and those working as supervisors. However, the findings show that there is variation between employees' actions between different sectors, since employees working in small organizations, or in the fields of education, research, administration, and health care, reported of pro-environmental actions more often than employees working in larger organizations or other fields. Thus, results support the previous findings on the connection between the context of work and pro-environmental action at work (Strauss et al., 2017).

The analysis of employees' pro-environmental actions provides information and a better understanding of employees' opportunities and constraints to act in a pro-environmental way at work. Findings pave the way for a more scrutinized future analysis of sustainability transitions at work and employees' actions in transition processes. It contributes to both literatures of pro-environmental behaviour and sustainability transitions by discussing of employees' environmental action at work. Most importantly, our findings raise multiple important questions for future research on the topic. The collection of survey data on environmental affairs at work from the working age population in different countries would enable comparative studies. Future qualitative research on the topic can further highlight the extent, effect and means of pro-environmental actions in different occupations. This can further aid the development of most suitable measurements for population level data collection on topic.

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4.01

USE THE 'ARTISTIC LENS': EXPLORING YOUNG PEOPLE'S LEADERSHIP PERCEPTIONS

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Abstract

There is lack of theories that explain how young people can develop as leaders, and how existing theories can be applied to young adults and children. The purpose of this study is to explore how leadership skills are taught to potential young leaders. Data consists of 7 observations and fieldnotes from two leadership programs for youth: one program in a sport-club context with 20 participants and the other in a higher education setting with 60 participants. Furthermore, 4 semi-structured interviews with leaders from sport-clubs and from the field of leadership was conducted. The questions focused on leadership, leaving out personal background or life-stories. Findings show that the interviewees underline the importance of getting youth engaged in leadership trainings, in problem-solving, how to handle and cope challenges, the ability to reflect and learn from actions (instead of focusing on performance and results), creating, and developing relations. They also emphasize the importance of consciously affirming young participants in their learning processes, share experiences through dialogue and most importantly, listening. Yet, observations show that although the young participants attended the programs voluntarily, they were inactive during lectures and workshops. Participants explained: "not having the courage", "not understanding what leadership is", not knowing what to do", and "not knowing how to engage and speak in a group". Roleplay and improvisations engaged young participants more than for example discussions. There is a need for more knowledge on leadership training and young people and how to increase participation. One way to meet the challenge is to use the 'artistic lens', including flexibility and openness to discovery, as well as embracing the chaos which enters in the reflective process of exploration. This implies asking potential young leaders how they perceive leadership. There is also the need to understand how leaders and practitioners in the field of leadership uphold their leadership and training methods. Young people are valuable members in their communities and though they may not hold positions of authority, they possess the potential to exercise leadership in meaningful ways.

4.02

UNEQUAL PARTICIPATION IN TRAINING – THE IMPACT OF TECHNOLOGY AND COGNITIVE TASKS ON THE PARTICIPATION IN TRAINING OF DIFFERENT SKILL GROUPS

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Abstract

In the context of the technological change (new) digital technology is emerging that either replace or complement certain work tasks, and is altering the current and future work environment. At the same time, technology increases or changes the demands on tasks, skills and qualifications, ultimately leading to a redistribution of jobs. As a result, the scientific and political discourse often acclaims continuing vocational training as the key to adapting to these changes. Most studies find a positive relation between technology indicators and participation in continuing training. However, a positive connection is less

common for the low-skilled employees, especially in relation to information and communication technologies. In addition to differences in continuing training participation based on employees' skill levels, there are also differences based on the content of employees' tasks. Tasks are a key measure of the impact of the technological change. However, we still know little about the interrelationship between the technological level of a firm, the task content of employees in a firm and the participation of employees in training. In addition, there is little research on differences between employees with different skill levels and training inequalities in this context – especially at the firm-level.

It is often assumed that technological change and the use of technology change the content of employees' tasks and that the content of tasks influences participation rates in continuing training. Consequently, tasks might then mediate the effect of technology indicators on employees' participation in training. This mediation is often assumed when researching the influence of tasks on participation in training, but is rarely tested. Initial research in this area shows that such mediation is unlikely, at least when considering the firm as a whole. The results suggest that technological change and tasks independently influence participation in continuing training in firms. However, as technological change affects different skill groups in different ways and as there are also large differences between skill groups in terms of participation in continuing training, a mediation may only be evident between the skill groups. Therefore, this analysis focusses on the differences in continuing training participation between low-, medium- and high-skilled employees and how tasks and technologies might reduce or increase the continuing training gap. The central theoretical assumptions for the analysis are the need to adapt workers' skills to the changing working environment, the differential impact of technological change on different skill groups, and human capital theory, transaction cost theory and signalling theory.

Using firm-level data from the BIBB Establishment Panel on Training and Competence Development (2017, 2019, 2020), structural equation models are used to determine the mediating influence of employees' task content on the relationship between a firm's level of technology and the continuing training participation of low-, medium- and high-skilled employees. The results show that a higher share of non-routine tasks has a positive effect on the participation of low-, medium- and high-skilled employees in continuing training, but not to the same extent for all skill-levels. Firms with a higher level of technology show higher participation for both low-skilled and high-skilled employees in continuing training - the increase is greater for the low-skilled. However, the hypothesised increase in non-routine tasks as a function of the technological level of a firm only appears only for the high-skilled employees in a firm - and there is only a small increase. Thus, there is only limited evidence of a (partial) mediation via non-routine tasks for the high-skilled employees. This means that the task content and technology level do not have the same effect on continuing training participation of employees with different skill levels. These differences in the relation, as well as the different returns to task contents and technology level, may help to explain the persistence of the continuing training gap in times of technological change and to find ways for to reduce it. The results show that the technology level has an independent effect on continuing training participation, but that the task content as well as the skill-level of different skill groups play the main role for continuing training participation.

4.03

EMOTIONAL TERRAIN OF WORK-RELATED LEARNING: WHAT KINDS OF EMOTIONS EXIST AND HOW THEY MATTER IN GROUP-BASED LEARNING CONTEXT?

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Abstract

Background. Recent research suggests that emotions are powerfully present in workplace settings and relationships and are part of leaders' and employees' thinking, acting, decision-making, and collaborating (Ashkanasy 2015; Peralta et al., 2019; Riforgiate & Komarova, 2017). Furthermore, the emotional dimension of students' learning has been emphasised in educational contexts (Postareff et al., 2017; Tynjälä et al., 2022). However, we lack a comprehensive understanding of emotions as they pertain to employees' and leaders' professional learning, including the (trans)formation of professional identities, competencies, and practices at work. Only a few scholars have addressed the role of emotions in workplace learning, including learning from errors and team learning (e.g. Rausch et al., 2017; Watzek et al., 2019). Thus, Hökkä et al. (2020) suggested that a more elaborate understanding is needed of the reciprocal relationships between emotions and work-related learning, including stronger research evidence on which emotions impact work-related learning and which emotions can follow from such learning.

Challenged by this notion, this study investigated the meaning of emotions in work-related learning in the context of a group-based leadership coaching programme. The research questions were as follows: 1) How do emotions direct work-related learning? and 2) What kinds of emotions emerge from work-related learning? The study is grounded in sociocultural perspectives on work-related learning and emotions. This implies that work-related learning, understood as the (trans)formation of professional identities and work practices (Billett, 2010; Eteläpelto et al., 2014) and emotions (Boiger & Mesquita, 2012; Zembylas, 2007), is considered a dynamic and interactive entity that is socially negotiated and constructed but individually emerged and experienced in specific contexts and during specific events.

Methods. The data for this study comprised thematic interviews of nine leaders working at the middle management level at a university or hospital. All interviewees had participated in a one-year leadership coaching programme intended to support them in crafting their professional identities and work practices. The interviews were carried out after the programme and covered themes such as leaders' current work, learning and emotions during coaching and the meaning of coaching to act as a leader. Thematic analysis was carried out to capture the meaning of emotions in work-related learning (Braun & Clarke, 2006). First, we identified the emotions from the interviews and grouped them in terms of (i) valence (pleasant–unpleasant) and (ii) context (the self, the learning group, and the working practices) (Pekrun, 2016). Afterwards, we looked at emotions in learning from two perspectives (Hökkä et al. 2020): emotions that guide work-related learning (theme 1) and emotions that emerge from learning (theme 2). Although the analysis was guided by certain theoretical starting points, it was data-driven.

Findings. Our findings show that emotions make a significant contribution to work-related learning, but they have multiple meanings and functions through learning processes. First, the findings showed that both pleasant and unpleasant emotions (e.g. safety, curiosity, envy) advance work-related learning, but unpleasant emotions (e.g. outsiderness, confusion) seemed to constrain work-related learning. Emotions seem to influence learning mainly directly, but they may also influence learning indirectly. By this, we mean that some pleasant emotions eliminate the potentially negative meanings of certain emotions in learning environments. For example, safety and trust dispel the feelings of shame and anxiety experienced about one's participation in a group. Second, the findings showed that emotions such as lenience and frustration emerged from work-related learning. Additionally, enthusiasm and courage developed through learning processes supported the renewal of one's own work practices beyond the coaching context. Overall, the findings showed that some emotions (e.g. courage) play a multifaceted role in work-related learning; certain emotions advance learning and learning bring them about.

Discussion. The theoretical contribution of this study highlights the mutual and reciprocal relationship between emotions and work-related learning by demonstrating the different meanings of emotions in work-related learning. From a pedagogical perspective, we emphasise that it is necessary to recognise the presence and meanings of different (un)pleasant emotions to understand and promote learning processes in work and training settings. In practice, it seems that individual curiosity and courage, as well as a safe and confidential environment, are especially needed to support work-related learning. It is also essential not to avoid all negative emotions but to understand their power to promote work-related learning. At best, negative emotions (e.g. envy, confusion) can support individual and community learning in working life. On the other hand, it is essential to focus on how to learn to recognise emotions and how to support the processing of certain negative emotions in learning and work environments. For example, transforming the feeling of inadequacy into lenience towards oneself enables one to see oneself and one's work in a more positive light and increases well-being.

4.04

DISSERTATION RESEARCH PLAN: GETTING A JOB THROUGH NETWORKING? SOCIAL NETWORKS AS EMPLOYMENT PROMOTERS.

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Abstract

In my doctoral dissertation I study how social networks and employment are interrelated. Working life has changed due digitalization and cultural changes in last decades. Acceleration of society and more personalized job careers emphasize soft skills of employees, such as interaction skills, life-long learning and self-development. Employees are required to develop their qualities for re-employment continuously, and practises of job search have changed. For example, nowadays many employees

are hired through social networks instead of open job advertisements. In addition, public discussion of networking and the central role of social networks in labour markets have increased in recent years.

Theoretically my dissertation is grounded on sociological concepts of social capital and accumulation of different types of capitals (i.e. economic, human and cultural capital). In my doctoral theses I comprehend social capital in a structural way seeing it as concrete social relations and network positions through which individuals can gain other resources and types of capital otherwise unreachable (Burt 1992). The most important resources for job search gained through social networks are references and informal information relating to open and hidden jobs. However, broad career networks can themselves be characteristics valued by employers and therefore promote applicants' possibilities to get a job. In addition, the strength (i.e. level of closeness) and especially weakness of social ties may be relevant for the usefulness of social relations in employment according to Mark Granovetter (1973).

Previous international research has provided contradictory results of the relations between social networks, strength of tie and employment, and few studies concern Finland. Some studies present that broad social networks and especially weak, bridging social ties are related to higher occupational status and better wages (e.g. Oinas ym. 2018). On the other hand, some studies recognize also the meaning of close, strong social ties and other than monetary network advantages related to employment (Franzen & Hangartner 2006; Gee ym. 2017; Oesch & von Ow 2017; Porter ym. 2022; Rajkumar ym. 2022). However, previous research has studied the relations of social networks and employment in multiple different labor market situations. There may be differences how social networks and social ties are related to employment depending on socioeconomic background, field of activity, length of career and phase of job search process. In addition, previous research has mainly focused on the outcomes of job search rather than the underlying structural mechanisms, which will be my main focus.

In my dissertation I ask, how socioeconomic background, education, social networks, strength of tie, field of activity and status in labour markets are interrelated and how these relations interact in different stages of career and job search processes. I divide my doctoral dissertation in two sections and produce four peer-reviewed international research articles. In the first section I generate a broad and coherent overview on how social networks and social ties influence employment with systematic literature review and ISSP survey data of social networks from 2001 and 2017, which also enables comparison between countries. In the second section of my theses I generate more accurate view of the factors and mechanisms through which social networks influence employment in Finland using Inequality in Finland -follow up survey, which will be collected in INVEST flag ship project in 2023-2025 and will be combined with register data.

My doctoral dissertation produces new and societally important information about the relations of social networks and employment, and differentiates factors and mechanisms influencing these relations. In addition, recognising the interrelations of socioeconomic background, social networks and employment generates knowledge of inequal possibilities in Finnish labour markets. Hence, my theses provide valuable insights how to increase equal opportunities and well-being in chancing working life.

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4.05

TRUE MEANINGS OF EDUCATION, WORK AND LEARNING: REFLECTIONS ON THE PAST, PRESENT, AND FUTURE OF EDUCATIONAL AND SOCIAL GOALS

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Abstract

In my research I have frequently addressed the intricate and interrelated connections between politics, culture and the environment. In this paper I shall focus on the linkages between education, work and learning by drawing from my ideas about the ways that meanings and and values are attached to education, work and learning in different societies reflecting very different understandings of politics, economy and culture.

First I tackle the history of Greek concept for 'leisure,' σχολη (*scholē*), which produced the Latin *scola* and has continued its life often in a rather narrow manner as a way to glorify education as a gateway to work as technical activity rather than as a meaningful spiritual nourishment making possible better understanding of the world and its problems. For different sides of this discourse I will draw from Socrates, Plato and Aristoteles for whom σχολη signified free energy and free time to engage in the activity of *nous* (mind, intelligence or intuition especially in the context of understanding what is real or true). On the other hand Greek Cynic (or Realist) philosopher Antisthenes serves as the early representative of workaholics who equated hard work with virtue and hated culture and immortality in all their forms – famously telling that he wanted to kill Aphrodite.

The issue of trying to analyse the relationship between values/morality and work has been frequently raised in research and I will briefly discuss the ideas of Max Weber and Adam Smith, both of whom paid much more attention to ethics in addition to their more famous contributions. For instance, in his 'Theory of Moral Sentiments' (1759), Adam Smith developed a theory of psychology based on 'sympathy' and outlined a way of living based on 'reason and philosophy', going on to argue that the rich and powerful are neither happier nor morally superior to other people. Instead they are often miserable and vicious and use our illusions about them to justify their privileges. Elites benefit from inequalities of wealth and power in our society because the basic structure of our emotional life, sympathy, leads us to identify with our oppressors. In short, (earlier) Adam Smith does not easily fit into the role of blind advocate of free markets and capitalism (based largely on the readings of the 'Wealth of Nations', 1776). In fact, the earlier Adam Smith can easily be used to highlight the emptiness of chasing illusory pleasures provided by market economy and accumulation of wealth.

After introducing the history of thought related to education, work and learning – and demonstrating a rich variety of ideas about these key concepts I move to applying to modern societies such ideas as identifying education as 'leisure' or making work align with 'sympathy' or its more recent sister concept 'empathy'. In short, I treat these concepts as key components of understanding the world or imagining the world.

The modern world with its ideological divisions is based on very different understandings of culture, ethics and work. I start by analyzing the international system by demonstrating how different ideas about economy, development and work have been used to support different political systems and to discredit other systems. Meanwhile, a better understanding of the existential global environmental crisis has forced to rethink all economic theories and find ways to guide the world to sustainable paths. To succeed this transformation requires a fundamental change in the international system to create real cooperation to save the planet, life and civilizations. Unfortunately the world community appears to be wasting much of its resources on totally irrational and destructive activities such as warfare and environmental destruction – which leads my analysis to the national level.

Different varieties of distributing control and responsibilities between the state and market have marked the different economic systems and theories about them. Strong state control can easily lead to narrow ideas and intolerance (especially of minorities). Real socialism and Nazi Germany are prime examples of societies that glorified production and work in their ideology and propaganda while committing human rights violations in industrial scale and making cultural life and free expression extremely difficult. Unfortunately, their successors and imitators are still among us in abundance. However, to solve problems of this planet some kind of state control appears to be necessary in short term in the absence of better practical alternatives.

After the systemic analysis I move on to the comparative part of my analysis drawing from my own research and experiences from working in different societies and cultures, such as Japan, Germany, the United States, Britain and Finland. The educational

systems as well as everything ranging from politics to culture and economy are very different even between these countries that in many ways are sharing or are claiming to share same values. I will analyse with examples these societies and their models of education, work and learning.

4.06

SUSTAINABLE WORKPLACE LEARNING (SWPL) IN FINNISH POLICE, HOSPITAL, AND ICT-ORGANIZATION – A COMPARATIVE STUDY

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Abstract

Contemporary working life increasingly requires competencies and abilities to solve problems. The requirements of continuous problem-solving have created a paradoxical situation in which the employees are simultaneously motivated to learn and stressed over continuous learning. Thus, learning at work is not always an inspiring activity for individuals but can also be exhausting. For instance, due to rapid digitalization, workplace learning has been suggested to be one of the occupational health risks in the future. Researchers have called for a critical approach to WPL, which frames it not only as a positive but also as a conflicted and problematic activity in terms of individuals', groups', and organizations' development and well-being. Research on sustainability and learning has focused on viewing learning as a tool for environmentally sustainable innovations, which lacks understanding of the sustainability of peoples' learning processes and outcomes themselves. Thus, the element of sustainability in theories of workplace learning (WPL) is missing. Nevertheless, especially in working life, it is essential to first focus on promoting the sustainability of people and social communities (Pfeffer, 2010), as they ultimately enable environmentally and economically sustainable development (Kearney & Zuber-Skerrit, 2012; Scully-Russ, 2012).

We initially identified three perspectives through which to examine sustainability in WPL: 1) the perspective of individuals' well-being at work, 2) the perspective of the widespread use and transfer of knowledge (Tractenberg et al., 2016) and 3) the perspective of the rapid application of new knowledge (Hays & Reinders, 2020). First, well-being is not limited just to the lack of illness or disease. Rather, it is a condition of physical, mental, and social well-being, which is the foundation of human sustainability. It also links to critical approaches of WPL that view technological change as obliging employees to engage in continuous learning, thus increasing their overall burden and leading to a weakened sense of well-being at work (Painter-Morland et al., 2017; Lemmetty & Collin, 2020; Järvensivu & Koski, 2012). Second, the widespread use and transfer of knowledge means that learning is not restricted to one specific situation, but it can take place in other settings as well, thus saving individual resources (Lemmetty & Collin, 2020). From this perspective, learning emerges as broad competence, with deep knowledge and skills that can be utilized in multifaceted ways. The third perspective pertains to the applicability of new learning. Learning is sustainable if new knowledge or skills can be utilized as soon as possible after their adoption (Brandi and Christensen, 2018). When this occurs, competence is supported and strengthened, as is the future applicability of the learning.

In this study, we examine sustainable learning from the perspectives of transferability and continuity of learning, and learning-related well-being in preventive police work, hospital, and ICT work. The aim of this research is to increase the understanding of sustainable learning in all forementioned contexts. Thus, in this paper, we ask: What kind of descriptions of sustainable learning can be found in the speech of preventive police work, hospital, and ICT personnel?

The study is based on qualitative methods, and the data consists of 86 semi-structured thematic individual interviews from three contexts lasting about an hour. The data material was analyzed with the help of theory-based content analysis. Descriptions of sustainable learning were first found in the data, paying attention to the interviewees' descriptions of the transferability and continuity of learning and the aspect of well-being. All localized descriptions were compiled in a table under the headings "transferability of learning", "continuity of learning," and "well-being" depending on which theoretical category to which the description belonged. The descriptions were then examined for similarities and differences by category. Thus, the subcategories were formed under each main category describing the main categories at a deeper level. The descriptions of sustainable learning identified in the interviews from three different contexts will be described, compared and discussed, as well as further research needs presented.

4.07

PERCEPTIONS OF BUSINESS SCHOOL STUDENTS ON THEIR FUTURE, PROFESSIONAL ENGLISH IDENTITY: A K-MEANS CLUSTER ANALYSIS

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Abstract

In the increasingly multilingual world that we inhabit, there is a growing interest in second-language identity construction and ways of accommodating it to a professional identity, for example, at the intersection of second language and organizational studies e.g. ecology, practices, language as practice and their contribution to identity/second-language identity construction. Although there have been numerous studies conducted into second-language identity, it remains a difficult and challenging construct to understand and is still under researched. Indeed, multiple definitions of language and identity abound across several disciplines, further contributing to the confusion. Recent studies into multilingual workplaces, and managing transitions in relation professional identity construction, argue for more focused attention and explicit connections to be made between multilingualism and professional identity.

This presentation reports on preliminary survey findings from the first phase of a mixed-method participatory action research project. The cross-sectional survey employs a nonrandom purposive sampling approach & the voluntary cohort comprises of multilingual business students who are transitioning from University into the international, global workplace (n= 199).

The aim of the survey was to gather the views and experiences of business school students on their future, professional, English identity on themes related to their future self, use of professional language in the workplace, and the transition from university to the workplace.

The research question that guides the study is 'Are there differences in Business School students' view & attitudes to constructing their future, professional English identity? The statistical program SPSS was chosen to analyse the data: specifically a k means cluster analysis was performed to determine similarities and/or the differing characteristics between the sample with preliminary results identifying 4 clusters of business school students.

5.01

THE POLITICS OF ALGORITHMIC MANAGEMENT: MANAGERIAL STRATEGIES, DATA PRODUCTION AND SENSE MAKING

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Abstract

The discussion on algorithmic management includes a strong focus on the potentials of new digital technologies with regard to automatic monitoring and control of work processes. The analyses examine primarily gig and crowdwork platforms. A central thesis is that current technologies of algorithmic management represent a new dimension of technical control of work; are used for direction, performance evaluation, and disciplining (Kellogg et al., 2020); and restrict workers' scope of action as well as manipulate their behaviour (Galière, 2020; Lee et al., 2015). Some studies extend the notion of algorithmic management beyond the platform economy to traditional enterprises, arguing that algorithmic management is also making its way into ordinary workplaces (Jarrahi et al., 2021; Wood, 2021).

In our article, we argue that these existing approaches have significant shortcomings, and we attempt to develop a more differentiated notion of algorithmic management. Our empirical analysis examines the process of developing and deploying

an algorithmic system for optimizing work processes, with a focus on logistics and manufacturing. This system records and measures movements of workers by systematically adding sensors to work processes. Using an in-depth case study of this system, which is particularly intrusive into work processes and at first glance resembles a panopticon, we develop three arguments with which we address weaknesses in the previous discussions of algorithmic management.

First, we argue that the analysis of algorithmic management requires a differentiated analysis of managerial goal formation. In previous research, algorithmic management is treated as a kind of automatic system without a creator – the specific goals and interests of management are hardly examined. We reflect on the discussion of managerial strategies and goal formation (Child, 1985; Thompson & McHugh, 2009; Vidal, 2022) in labor process theory; we distinguish between different types of managerial goals which may be more process or workforce-oriented and which evolve in specific regulatory contexts (Doellgast & Wagner, 2022; Thompson & Laaser, 2021).

Second, we follow up on older (Zuboff, 1988) and more recent (Alaimo & Kallinikos, 2021, 2022) contributions in science and technology studies and argue that research on algorithmic management needs to take the processes of data production seriously. We elaborate that far from being highly automated, data production implies intense exchanges and negotiations between a range of actors in firms, making it an important field in the politics of production. Systematic analyses of data production processes are still missing in the discussion of algorithmic management.

Third, we argue that algorithmic management requires processes of sense making in management. Some recent studies (Krzywdzinski & Gerber, 2021; Woodcock, 2021) emphasize that the discussion on algorithmic management tends to overestimate the power of digital technologies and that automated direction, evaluation of performance, and disciplining of workers are often hardly possible. Rather, management has to make sense of data, which depicts specific slices of reality and whose interpretation presupposes communication between actors and is influenced by their interests and goals (Zuboff, 1988). The development of optimization concepts and standards is by far not simply derivable from data.

We therefore propose to view the process of data production and sense making as a field of the politics of algorithmic management. In this process, both centralization and decentralization of control can occur. We want to open the black box of algorithmic management and thus connect research in this field with concepts developed in science and technology studies on the one hand and in labor process theory on the other.

5.02

BREAKING BOUNDARIES, BUILDING EXPERTISE: HOW BOUNDARY WORK BOOSTS THE CREDIBILITY WITH CLIENTS

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Abstract

Traditionally, experts have become credible through their institutional affiliations and credentials (Abbott, 1988; Freidson, 1970; Gorman & Sandefur, 2011; Larson, 1977; Sheehan, 2022). Yet, we have been witnessing the rise of new, unconventional experts who lack the conventional resources to build their credibility (Sheehan, 2022). How do these experts become credible in the eyes of their clients? We answer this question by drawing on a qualitative case study of an unconventional expert and her team, who provide training programs (i.e., the Pi Series) on self-discovery and well-being. We use semi-structured interviews with her clients and digital ethnography of the Pi Series to understand different reasons to attend these paid training programs. In that way, our study demonstrates methods and resources that unconventional experts use to build their credibility.

There is a need to differentiate the unconventional experts from traditional, conventional experts because the former lacks the existing presuppositions of expert credibilities, such as certification from legitimate universities, systemic evidence of the efficacy of their methods, regulatory guard rails to ensure the safety of their practice and institutional affiliations (Sheehan, 2022).

Previous research on different unconventional experts has shown that sharing personal experiences plays an important role in developing credibility (Chan, 2019; Sheehan, 2022). Since entry to social media platforms is quite easy, platforms such as YouTube and Instagram serve as important mediums to establish credibility by sharing personal experiences (Chan, 2019).

These platforms contribute to credibility, as content creation on social media enables unconventional experts to establish themselves as relatable and authentic.

In line with the existing literature, our findings demonstrate that the ways in which the expert (Sezen) shares her personal experiences to deal with her own life experiences increase her perceived authenticity and relatability. Her authentic image generates trust and builds bonds with her existing clients. Also, Sezen's perceived authenticity and relatability on Instagram enable her to increase the interest of potential clients in the Pi Series.

Our findings will contribute to the literature on work, expertise, and experts in several ways. First, we use the insights of cultural analysis to explain the credibility building process. Particularly, we are inspired by the cultural analysis of boundaries (Lamont & Molnar, 2002) and resonance (McDonnell et al., 2017). So, our research will bridge between the literatures of cultural sociology and work and occupations.

Unlike prior research, we find that content creation on social media and training programs complement each other in building credibility. We argue that unconventional experts cannot build and sustain their credibility without the continuity of both. Content creation contributes to credibility by generating trust and building bonds with existing and future clients. On the other hand, training programs add extra credibility to Sezen because she can perform different boundary work (Gieryn, 1983) to increase the Pi Series's credibility. Therefore, she collaborates with Murat, who contributes to the credibility of her training programs with his "intellect". Secondly, she and Murat perform boundary work by drawing on the existing jargon and theories. This helps to differentiate Sezen from other content creators whose reliability is based on a strategic display of their thoughts and life (Duffy & Hund, 2019). The third type of boundary work is localization. Sezen uses local practices, which are not necessarily signs of expert credibility, to create a cultural resonance. Localization enables Sezen to distinguish herself from Western-centric experts who undermine the importance of local practices. The final boundary work, comradeship, places Sezen in a different position from traditional experts whose expertise does not necessarily include community building with the clients.

We call both Sezen and Murat unconventional experts based on Sheehan's (2022) model. According to Sheehan (2022), unconventional experts differentiate because of having the following criteria: The absence of (1) credentials, (2) certification from accredited universities, (3) regulatory guard rails to ensure safe practice, and finally, 4) self-positioning in contrast to the official, legitimate experts (p.1152). Sezen has a certification (i.e., her Master's degree) and draws on the existing scientific theories (e.g., Polyvagal theory). However, she fits the third and fourth criteria. In addition, she doesn't have any psychology training from an accredited institution. Therefore, we call her an unconventional expert. Unlike Sezen, Murat meets all criteria for an unconventional expert.

This abstract is based on the analysis of 12 semi-structured interviews with the participants and the digital ethnography of the 21 studios. Digital ethnography involved listening to all studios and taking notes. While the first author conducted the interviews via Zoom, both authors listened to all 21 studios and took notes as they observed the studios.

Until May 2023, both authors will collect additional data. We expect to conduct additional 20 interviews with other participants and interviews with Sezen and Murat. To conduct participant observation, the authors will attend two sessions of the Pi Series in person in March 2023.

5.03

MAYBE ALL THOSE PLATFORMS HAVE ALREADY BEEN TRANSCENDED? SOME REFLECTIONS ON THE (WANING?) ANALYTICAL POWER OF "PLATFORMIZATION"

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Abstract

Conceptual success in social sciences typically means that some important but vague social phenomena have been, for some time, "hanging in the air" without any obvious connections between them, before a novel conceptualisation strikingly encapsulates the phenomena and shows their deep connections. Concepts such as "mcdonaldization", neoliberalism",

financialization" and "assetization" come to mind as conceptual innovations of this kind from recent theoretical discussions in social sciences. However, and sometimes relatively soon after their "launching period", there is always the growing risk that such concepts become a kind of victims of their own success, that is, when the ostensibly "hottest" concepts are applied to ever new fields, the concepts may become counterproductive by actually more unclarifying or oversimplifying the new issues than making them more intelligible. And of course, as the social reality is in a continuous process of rearrangement and recreation, the social phenomena originally captured typically start to change and "escape" from the analytical grip of the once winning concepts.

In this presentation I reflect on the question whether the still relatively new concept of "platformization" might be already approaching its limits in fruitfully understanding the spread of certain logics of digitalization to work and social life more broadly. Accordingly, is "platformization" also already becoming a victim of its own success? Possible conceptual ways forward are also discussed, based on empirical studies of some digitalization efforts by the Finnish state administration.

5.04

EXPLORING VISIBILITY MANAGEMENT APPROACH WITH PLATFORM WORK

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Abstract

In search of new ways of conceptualizing future work, this paper is an attempt to study "new forms of work" with recent vocabularies of organizational and behavioral visibility and transparency, stemming mainly, but not only, from socio-material studies. We call it a visibility management approach (Leonardi & Treem, 2020; Flyverbom, 2022). Organizational transparency, being in vogue, is often taken as a positive outcome of digitalization and datafication: when technologies make information, decision processes and behaviors visible to others, individuals and organizations presumably become forced to behave responsibly because they can be held accountable for their actions. However, various scholars question this assumption. For instance, being able to see a system can be erroneously equated with being able to know how it works and govern it (Ananny & Crawford, 2018). Transparency and secrecy are argued to have a dialogical relation, forming together a complex whole (Fan & Christensen, 2023). Flyverbom (2022), among others, argues that digital architectures including digitization, digitalization, datafication and connectivity, have brought us to an era of Overlightenment in distinction to the previous Enlightenment. This radical change in visibility, Flyverbom argues, needs to be taken seriously in developing new conceptualizations for organization theories.

Importantly, transparency is distinct from visibility. Visibility is a phenomenon requiring empirical examination, while transparency as a valued term is an ideal. Stohl, Stohl and Leonardi (2016) show how transparency, in order to be produced, requires that various mechanisms embedded in availability of information, approval to disseminate it, and accessibility of information take place. Moreover, the extensive use of complex algorithms make them opaque even to designers themselves, and thus the notion algorithmic accountability may remain an elusive ideal. The digital prism, consisting of technologies, data and algorithms, refract and affect individuals, organizations and societies with new social orderings (Flyverbom, 2022). As possible solutions, critical audiences (Kemper & Kolkman, 2018), discourse ethics (Buhmann, Passman & Fieseler, 2020), or shared responsibility model based on pragmatism (John-Mathews, Cardon & Balagué, 2022) have been suggested.

The benefits and challenges of fairness are mostly already known in the case of online labour platforms where novel forms or organizing and employment are enabled by digital technologies and algorithmic management (e.g. Seppänen, Känsälä, Immonen & Alasoini, 2022). But, so far there is little research about them in terms of transparency and visibility. This paper will examine, how visibility is involved in work through digital labour platforms. It is asked: How do platforms enable or hinder visibility to workers, and how are these (in)visibilities experienced as fair or unfair by them? Examining workers' visibility-related experiences in the platforms' algorithmically managed working environments will help us identify and describe some of the central complexities and controversies of algorithmic management that are likely to be increasingly present in all working life.

The qualitative analysis will be carried out on data consisting of interviews of freelancers on a global online platform and couriers in food delivery, all of which reside and work in Finland. These different sets of data, interviews of expert workers in online platform work and of food couriers in on-location platform work, enable us to see similarities and differences in

visibility across platform contexts. Also, platform workers' instances of 'critical conflict' (Engeström & Sannino, 2011) in relation to transparency or opaqueness of the platforms' algorithmic practices are investigated. Following an activity theoretical methodology (Seppänen, 2017), these critical conflicts are then elaborated in the context of Digital Capitalism, the central theme of the conference, by revealing potential central visibility-related contradictions of new forms of platformizing work.

The second, meta-level aim of the paper is to examine, if the conceptualization of visibility management, as suggested by Leonardi and Treem (2020) and Flyverbom (2022), will enable new understanding about the complex question of fairness in platform work. Based on the findings, in the end of the paper we will discuss the potential revelatory power of visibility management approach in tackling fairness issues of future work.

6.01

MIDDLE-AGED WOMEN´S MEANINGFUL WORKING LIFE IN FEELGOOD LITERATURE

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Abstract

Women´s movements of resistance has through history often been met by society in the form of 'mockery, caricatures [and] laughter with strong sexual undertones' (Rowbotham 2014, 106), and, as stated by Irni (2009, 680) "so far the gendering practices in work organizations that might produce irritated women have remained under researched.". Therefore, societal expressions of middle-aged women's desires and resistance in relation to working life must be further highlighted in working life research. The aim of this paper is to explore discursive constructs of resistance and desires of a meaningful working life among middle-aged women in feelgood literature published in Sweden during the 21st century.

Middle aged women are stereotypically labelled difficult, bitter and 'cranky old women' in working life, related to assumptions of the characteristics of gendered bodily ageing and menopause (Irni 2009). A vast amount of research in medicine on middle aged women reveal, for instance, that working long and stressful hours increases risks of obese (Au, Hauck, and Hollingsworth 2013), diabetes (Heraclides et al. 2009), and prevent sleep (Lallukka et al. 2010). The matter of menopause as unrecognized in working life arrangements is problematized (Jack et al. 2016), as well as the problem of demarcating women´s work and exposure to stressors in and outside of the labor market in relation to health (Klumb and Lampert 2004). In designated journals, such as Maturitas, middle-aged women's particular situation in working life is related, for instance, to the inconvenience of hot flushes and poor work ability (Gartoulla et al. 2016), as well as managers awareness of handling such inconveniences (Hardy, Griffiths, and Hunter 2019). However, in management and organization research, with few exceptions, research on middle aged women´s experiences in working life contexts are scarce (Beck et al. 2022).

Notions of meaningful work, happiness and self-fulfilment, rests on gendered discourses of 'job enrichment, work-life balance, career path, leisure, life satisfaction' (Cheney et al. 2008, 137; Kisselburgh, Berkelaar, and Buzzanell 2009), personal engagement (Fairlie 2011), different constructs of what constitutes a successful careers (Buzzanell and Lucas 2006), personal callings (Bunderson and Thompson 2009), or social importance (Steinke 2004). As research on meaningful work is both extensive and scattered, Cheney et al. (2008, 138) highlight the importance of 'a communication-based perspective on meaningful work as distinct from more familiar sociological and psychological perspectives.'

To expand our understanding of meaningful working life, we need to turn to unexpected contexts, to investigate resistance towards the taken-for-granted, as well as desires of possible ways of living. One such context is the prosperous feelgood literature, a genre that has expanded particularly in Swedish publishing houses during the 21st century, but whose influence still is heavily under-theorized (Posti and Nilson 2022). Nilson (2022) describes how the Swedish feelgood genre is based on social feminist ideas; building on the radical feminist literature of the 70s, to the 80s focus on women with power exploring ideals of 'flair, pleasure and desire', and the 90s chicklit literature's focus on early career women's experiences of stress and pressure in big city corporations. Feelgood literature in the 21st century instead contain a rich flora of stories about middle-aged (approx. 40-50 years) women and their relationship to a meaningful working life; away from oppressing patriarchal corporate structures, to (socially, ecologically, economically) sustainable lifestyles in mostly rural or small-town societies. Thus, feelgood literature is popular culture focused on middle-aged women's emancipatory journey to independence, freedom and 'starting a new life' which includes re-evaluating working life (Ymén, 2021, in Nilson 2022).

The approach towards empirical material in this paper is novel, however adjoining previous research that has investigated fiction and non-fiction literature to understand gendered constructs in working life, such as Czarniawska (2019), Czarniawska (2006) and Kelan (2008). Compared to traditional empirical material consisting of interviews, observations, or surveys, the approach to fiction material allows for explorations of resistance, aspirations, desires and versions of women´s lives that in mainstream management or organization research would be too rare, or even unethical, to approach (Czarniawska 2019). In order to approach discursive constructions of a socially sustainable working life, stepping out of the box of ordinary is necessary, which makes such novel empirical materials intriguing.

Popular culture is a mirror of society, and is part in transforming society (Czarniawska and Joerges 2020). As Sweden seems to be a country where feelgood literature has boomed far more than in other countries worldwide (Nilson 2022), the many feelgood novels written by Swedish authors, about middle-aged women´s desire and resistance in relation to work, may give unique insights on discursive constructions of a meaningful working life.

6.02

WAGE RECOVERY AFTER THE GREAT RECESSION: DIFFERENCE BY GENDER

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Abstract

Following extensive nominal wage cuts during the Great Recession, the question remains as to how wage increases in the growth period after the recession will pan out. This paper examines the determinants of wages changes through the period from 2008 to 2013 in Iceland, using panel data. The regressions showed a significant negative relationship between wage changes and gender, and the relationship was robust to specification of the model. Thus, women received significantly lower wage increases than men. This effect is exacerbated by the negative sign on the share of women in the workplace. Hence, women in female-dominated workplaces enjoyed significantly lower wage changes than men in male-dominated workplaces. The regressions showed that the recovery was not uniform across sectors, but partially determined by sectoral productivity growth, while macroeconomic variables were unable to explain the development. Furthermore, the lower the initial nominal wage level, the higher the wage increase, contributing to lowering wage inequality.

6.03

THE CONSTRUCTION OF GENDER IN KNOWLEDGE-INTENSIVE ENTREPRENEURSHIP: EXPERIENCES OF WOMEN ENTREPRENEURS IN FINLAND AND TURKEY

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Abstract

Knowledge-intensive entrepreneurship introduces innovations to the economy aiming for profit-making based on the intensive use of research-based and technical knowledge. The discussions on knowledge-intensive entrepreneurship highlight that research, development, and innovation are the main elements of this era. Regardless of country, women are particularly underrepresented in the research, technology, and innovation sectors, leading to a gender gap in self-employment and entrepreneurship activities in knowledge-intensive entrepreneurship, and they continue to remain 'token' (Kanter,1977) or minority players in this business environment.

My paper discusses the inequalities women entrepreneurs face in knowledge-intensive entrepreneurship and analyze how gender shape knowledge-intensive entrepreneurship of women in accessing economic opportunities, productive resources, market, and business networks. And what strategies do women entrepreneurs develop to overcome gendered structural and interactional constraints in knowledge-intensive entrepreneurship? Through these research questions, I explore how gender is "constructed" through negotiations and practices and how gender is being produced and reproduced in working life concerning entrepreneurship through gendering "processes" (West and Zimmermann, 1987). Also, my study shows how "doing gender" and "postfeminist discourses" combine to ignore or reduce the impact of inequalities and discursively reproduce gender in knowledge-intensive entrepreneurship.

For this study, I conducted 29 semi-structured interviews with women entrepreneurs in Finland and Turkey in 2019-2020. Thematic analysis of the research shows that gender is constantly done and redone, and the existence of gender inequalities is denied, or it is to be solved individually. Both Finnish and Turkish women entrepreneurs use postfeminist discourses as a tool to ignore existing inequalities, but different socio-cultural characteristics of the countries make a difference in the way these discourses are used. For example, Finnish women entrepreneurs express the inequalities they encounter in the sector; they do not see inequality as a structural problem but as a problem arising from the man's personality. On the other hand, Turkish women entrepreneurs consider gender inequality to be structurally based. Still, they express that they do not encounter inequality because they are women with strong characters who can overcome it. They blame other women entrepreneurs for their lack of success in fighting or not taking the correct actions to address the inequality problem in knowledge-intensive entrepreneurship. They display statements that support the "strong," "do-what-you-want" woman figure that postfeminism constantly keeps on the agenda. However, the different expression of postfeminist concepts does not eliminate the inequalities existing in the sector and strengthens the claim-as take place in the literature- that postfeminism renders inequalities invisible.

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6.04

FEMALE ENTREPRENEURIAL RESILIENCE IN A TIME OF CRISIS FROM BULGARIA TO FINLAND. PRIMARY RESULTS OF A EUROPEAN CROSS-COUNTRY RESEARCH

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Abstract
Women entrepreneurs still constitute only one-third of entrepreneurs in the EU Member States; and the COVID-19 pandemic, as well as the energy crisis, has even worsened women entrepreneurs' situation for maintaining their businesses and posed further challenges in reconciling work and private life. Entrepreneurs, in particular, women entrepreneurs in the European and indeed global labour markets, have to face nowadays how to survive crises and adjust their businesses to new circumstances to become more resilient, remain competitive and sustainable in a time of crises. The circumstances caused by Covid-19 and the energy crisis also bring forth the need for women entrepreneurs to be flexible, and resilient, improve digital skills, and effectively apply crisis management strategies. A new insight is crucial for more efficient entrepreneurial development for women through research. The research results - in the long run - also could help to empower women entrepreneurs, especially those with fewer opportunities, facing obstacles to receiving meaningful support in implementing and further developing their business plans. A cross-country research result could help identify these kinds of needs and to give a solid base for developing tailored activities focused on innovative and practical solutions for supporting the upskilling and resiliency of women entrepreneurs is essential.

Based on a mixed methodology collecting data between March-May 2023 covering 7 European countries (Bulgaria, Hungary, Finland, Romania, Serbia, Slovakia, Spain), we examine 1) What is the short-term effect of the various waves of the pandemic and the energy crisis on the operation of companies led by women, 2) What is the individual and societal level gender

implications of coping with crises as a women entrepreneur, and 3) What strategies women entrepreneurs (can) apply to overcome the difficulties caused by the crises? In these challenging times, it is of utmost importance to empower women entrepreneurs, especially those with fewer opportunities, facing obstacles to receiving meaningful support in implementing and further developing their business plans. Therefore, we are particularly interested in answering questions under the research subtopic 3. such as 'What kind of support has the women entrepreneurs received and/or used for coping with the crises, and overcoming difficulties?, 'What kind of support (programmes, policy instruments, initiatives) do women entrepreneurs need for coping with crises, overcoming difficulties?'

We propose to present the results of 1) a cross-country survey, involving more than 500 female entrepreneurs from 7 EU countries, 2) interviews with experts in female entrepreneurship (at least 20 interviews) and 3) in-depth semi-structured interviews with women entrepreneurs (at least 50 interviews). In our analysis, we rely on the 'agency and capability' conceptual framework (initially developed by Sen (1992, quoted in Hobson et al. 2011) to examine how individuals can convert the multiple resources (referred to as conversion factors) of individuals (i.e., human capital, income, gender, age, family and friend network, and resources) and the normative elements of society (i.e., norms, social rights, the media, social policy, etc.) into 'agency freedom' (Hobson et al., 2011). The research is conducted as part of a 3-year-long Erasmus+ project launched at the end of 2022.

7.01

RE-IMAGINING LEADERSHIP: A LONGITUDINAL EXPLORATION OF LEADERS' AND FOLLOWERS' PERCEPTIONS OF LEADERSHIP PRACTICES IN REMOTE AND HYBRID WORK

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Abstract

When face-to-face contact between the leader and team members suddenly diminished to the bare minimum due to the COVID-19 pandemic, effectiveness as a virtual team leader became the key concern for many leaders and followers alike (Newman & Ford, 2021). Leadership practices have a significant influence on the satisfaction of followers' basic psychological needs (Forner et al., 2021). For instance, social support and positive relationships are known to be important for the prevention of work loneliness (Peng et al., 2017). According to Deloitte's Global Remote Work Survey (2022), 80 percent of organizations globally allow their employees to do either hybrid or fully remote work. Typically, expert work like service production, technical support, and development can be done remotely, but many employees had never worked remotely when the COVID-19 pandemic hit (Newman & Ford, 2021). Moreover, policies and procedures to govern new ways of working have not yet been well-developed (Becker et al., 2022), making leadership in remote and hybrid work a challenge for individual leaders to deal with. The changed working conditions require reimaging leadership in organizations to better match the requirements of the changing organizational environment. How to lead expert work in the way that works for both the leader and the team?

In this study, we explore how the leaders' work has changed since the rapid shift to broad remote work, and how leaders can deal with the new leadership challenges brought along with the changed interactional and social context in which the leadership work now occurs. We present findings from 32 interviews conducted in two time points between 2020 and 2022 with 16 expert employees (about half of them in leader position) from five Finnish organizations. Our findings indicate that hybrid work that combines the remote and the non-remote aspect of work makes leadership more complex and challenging from the perspective of social interaction and information delivery. We found that concern over the team members' well-being and performance was common among leaders, which often led leaders to increase one-on-one contact with their team members via digital communication tools, especially in the beginning of the pandemic. Team members reported that they had more one-on-one time than before with their team leader, which they found to strengthen the relationship and the sense of mutual trust. However, many leaders said that the emphasized role as the main point of contact for followers felt burdening, as it was difficult to interpret team members over Teams, their calendars were full of meetings also towards the evenings, and they felt professional isolation due to diminished support available for themselves in the leader role. Our analysis detected new kinds of leadership practices that the leaders engaged in to maintain team effectiveness in remote work, for instance, providing their team members individualized support, communicating and sharing information, finding ways to improve team cohesion in the remote working environment, supporting independent working, and dealing with employee counterproductive behaviors

(e.g., harmful day rhythm) that may decrease work performance and be telling of exhaustion or problems with coping. We also identified practices that leaders pursued to balance the leader-role burden brought along with new kinds of leadership responsibilities, such as encouraging collaboration amongst team members and advising them to rely on each other to get support, for instance when new employees joined the team, and promoting self-guidance in teamwork. Interestingly, we found that leaders and followers seemed to have somewhat different views on remote versus onsite working. Leaders were more eager than those in follower positions to return to the office when it became possible again. Moreover, leaders tended to encourage their followers to return to the office more than followers themselves considered necessary.

Our study highlights that as leaders with remote or hybrid teams need different skills and competences than those leading on-site teams only, policies, training and development should be provided to support virtual leadership.

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7.02

HYBRID WORK – DEVELOPMENT FOR THE BETTER OR FOR THE WORSE?

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Abstract
In the area of higher-skilled knowledge work, the proportion of employees working from home and the hours they worked increased very significantly during the pandemic. Even after the removal of protective measures, employees expect to continue working at home two to three days a week after the pandemic. Most companies are therefore planning hybrid work as a future working model. Hybrid work offers employees the possibility to choose where and when they work. With the consequence that the office loses its function as the central place of work and social interaction in an organisation. Work will not only be distributed in geographical space, it will also be experienced socially differently: There will be more hybrid social work situations in which employees come together in presence and interact with virtually connected work colleagues.

The question is to what extent this development will lead to an improvement or a deterioration of working life. The first experiences are extremely ambivalent: On the one hand, the advantages of flexibility for the working time sovereignty of employees and the compatibility of work and life are emphasised. The greatest individual and ecological advantage is considered to be the reduction in travel and commuting times. On the other hand, the social cohesion of work teams and companies is eroding. Informal networks between work teams are dissolving. The innovative capacity of companies appears to be at risk. The high proportion of virtual collaboration seems to be associated with higher psychological stress (e.g. "zoom-fatigue") and there are indications of increased social isolation. On the question of the dissolution of boundaries between professional and private life, the assessment is not so clear. Here, the preferences of employees for or against a separation of work and private life must probably be taken into account.

The above list documents that new difficulties arise in assessing the quality of work in Hybrid Work. It is not only the diversity of aspects that makes it difficult. It can also be observed that demands from the world of life take on a higher significance in the evaluation of work arrangements (individual flexibility) and can collide with demands from the world of work (team performance). The changes in social cohesion in companies also bring a new aspect to the debate.

From this point of view, the question arises as to which criteria should be used to evaluate hybrid work. From the perspective of work design, one would take stock of resources and burdens. From the employee's perspective ("good work"), one would also consider the quality of the employment relationship (time sovereignty, remuneration, social security) as important. In

a sociological view of work, however, one could also look at the aspects of management control, work-life balance, or the dissolution of boundaries of the company organisation.

The contribution deals with the question of how to adequately assess hybrid work as a work concept. It is assumed that it is necessary to expand the criteria for evaluating the quality of work. The aim of the contribution is to draft a proposal for a sustainable concept for assessing the quality of work. This should be suitable for spatially distributed and highly flexible employment relationships in knowledge work.

To this end, the article evaluates the surveys and qualitative studies that are now available from the time of the pandemic in order to describe the challenges of hybrid work for the assessment of the quality of work in more detail. The changes in cooperation due to the high proportion of virtuality are traced. Indications of changes in the quality of work are identified. Since qualified knowledge work is predominantly done in project and team contexts, the article focuses on the challenges for team and project work.

In the next step, hybrid work is evaluated on the basis of existing assessment criteria for the quality of work. In doing so, the uncertainty zones and fade-outs of the respective approaches become clear and approaches for improvement are identified. On this basis, a proposal for the evaluation of hybrid work is presented - and practically applied on the basis of the presented literature. Overall, it becomes clear that the answer to the question of whether hybrid work is associated with an improvement or a deterioration in the quality of work depends - as always - on which criteria are applied. These criteria have also been set in motion by the pandemic.

Rethinking the evaluation criteria helps management, works councils and trade unions to deliberately develop new forms of virtual collaboration from the point of view of human-centred work.

7.03

FLEXIBLE HYBRID WORK – A MODEL AND ITS BASES

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Abstract

The discussion, definition, and development of 'hybrid work' (HW) started soon after the first phase of the COVID-19 pandemic in autumn 2020 and has continued since. This discussion touched on the time after the pandemic and what working life and workplaces would be like. HW was initially understood from the perspectives of the organization and the individual as work defined by flexibility in terms of the situation, place, and time, where the work is done partly from the employer's premises and partly from home or elsewhere with the help of digital tools and platforms as a medium for work, communication, and cooperation. This resembles the traditional notion of telework. However, after two years, it is still an open question exactly what the elements, content and implications of hybrid work are in practice at the individual, organizational and societal levels, and whether this form of work reflects an evolution of earlier remote work and telework or a transition to a qualitatively new form of work? The issue is very much 'under construction'.

This study answers the question 'What is hybrid work (HW)? It was studied by reviewing empirical research reports and journal articles summarizing COVID-19-related telework findings and reading professional publications, reports and articles focusing on common challenges in and expectations for future hybrid work. The data were also collected through a standardized questionnaire circulated in Europe from 15th December 2021 to 7th January 2022. The questionnaire generated data from each EU-27 country about definitions, debates, policies, and practices related to hybrid work. Literature analysis was carried out by reading the material, focusing first on what hybrid work is from the perspectives of traditional remote work and telework concepts, and then looking for expectations concerning hybrid work. The study is also abductive by nature, as the antecedents of the modern concept of hybrid work were first looked for. The body of hybrid work knowledge then continuously and gradually developed even as the study progressed, which increased understanding and insights as well as helped in developing the concept of hybrid work and the research framework herein.

Etymologically, 'hybrid' refers to something that is formed by combining two or more things. It is suggested that the basic elements of hybrid work are physical space, virtual or digital space, social space, and temporal space, i.e., time; they all influence how an individual perceives 'life space' and act on it. Affordances, i.e., the action potential of the basic elements, are evident

in the features of the sub elements. These elements and their sub elements are interconnected, and each have adjustable features. They can be used when designing and changing work, for example, when job crafting.

The main differences between the hybrid work definitions used during the pandemic and the earlier remote work and telework definitions were found in the additional features that have been proposed and used during the pandemic. These features, first, underline the flexibility in such arrangements in terms of physical and virtual space and time. Second, they characterize hybrid work in a more detailed manner, such as using multiple and different types of locations for working. In addition, autonomy, and written agreements on how working can be arranged on the individual, team, and organizational levels were underlined. Attention was also given to organizational values and objectives as drivers when deciding on which form of hybrid work would be implemented and applying it; nor were organizational constraints and boundaries, data safety, and work–life balance forgotten. This indicates that changing job content and working environments impact how hybrid work is designed and implemented in organizations in practice in a localized, flexible, and contextualized manner. Finally, the ability to adjust multiple features also reflects the future potential of hybrid work; there are not only two or three forms of hybrid work – more options are available.

It seems that remote work or telework work is just a form of hybrid work, as it is possible to combine the elements and their features in different ways depending on the needs of the organization and its employees. For example, traditional telework is a combination of certain physical, temporal, and virtual elements and their features. It could thus be logical reasoned that other types of remote work and telework are just specific types of hybrid configurations, and even manual work can include hybrid elements; for example, an artisan might design her products using 3D design software and manufacture them by hand at home. The potential for variety in flexible hybrid work increases even more when considering hybridity at the team and organizational levels.

7.04

FINNISH EMPLOYEES' EXPERIENCES OF REMOTE WORK IN THE COVID-19 PANDEMIC: EXAMINING ASSUMPTIONS DERIVED FROM RATIONAL AND NORMATIVE MANAGEMENT THINKING

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Abstract

Drawing on assumptions derived from two types of management thinking, we investigate organizational- and individual-level factors connected to Finnish employees' experiences of remote work in the COVID-19 era. Rational management thinking perceives organizations as machines or systems and people as rational individuals who appreciate the instrumental features of work. Technologies, systems, structures, processes, methods and competences play a key role in the rhetoric based on it. Normative management thinking, on the other hand, sees organizations as communities of values, emphasizing the importance of common values and social and cultural features as factors that help people to achieve good performance. The key concepts of the normative management rhetoric are especially communities, cultures, commitment, participation, cooperation and empowerment. The focus of our paper is on the effects of remote work on the workflow, cooperation and belonginess in the work community, i.e., the social functionality of remote work. We are not interested in these aspects only from the point of view of employee well-being, but also from the perspective of effectiveness of work, organizational learning and innovation.

As empirical data, we use data from the Finnish MEADOW employer and employee survey funded by the WORK2030 programme, which was part of Prime Minister Marin's government programme. The data were collected in 2021 and 2022 from Finnish companies and public bodies with at least 10 employees, comprising 1478 employer responses and 1816 responses from employees of the same organizations. The research layout can be considered unique in the sense that it is possible to combine information of the dynamics of work and management received from both employers and employees. Our paper was conducted as part of the research project "Why Come to the Office?" funded by Finnish Work Environment Fund (2023–24).

From a rational management thinking point of view, the assumption can be made that successful remote work solutions are above all a matter of competence. Remote work solutions work best where organizations are digitally advanced, and

employees have high digital skills. Digitally advanced organizations plan their operational systems and processes to function smoothly also and especially in a virtual environment, and they use digital tools that enable versatile communication and interaction among employees. All of these can be seen as the organization's digital resources, which helped employees to meet the changed demands of their work when remote work became more common during the COVID-19 pandemic. Employees with high digital skills in turn are able to effectively utilize the organization's digital resources at their disposal to promote the smoothness of their work and the interaction it requires.

From a normative management point of view, the assumption can be made that successful solutions are primarily a matter of trust and perceived psychological safety within the organization. Trust and psychological safety encourage people to act and learn together in situations that include meeting new situations, uncertainty and risks, and lower the threshold for sharing information. In virtually mediated communication, the feeling of psychological safety does not develop as organically as when working face-to-face, but requires special measures from teams and work communities to support this. In the same way as was presented above regarding digital resources, the psychological safety offered by the organization can be considered a community resource of the organization that helped employees when remote work became more common to cope with the changed conditions of the COVID-19 era.

Rational and normative management thinking must be understood as Weberian ideal types. They are not descriptions of concrete reality, but of the idea of the phenomenon under investigation. Starting with a view that the historical evolution of management thinking can be considered as a zigzag movement towards management methods that are able to combine fundamental rational and normative goals of management, such as control and commitment, in ever more sophisticated ways, we draw our last assumption. We assume that organizations, which have managed to combine a high level of psychological safety with a high level of digital sophistication, form the most fertile ground for well-functioning remote work from the point of view of employees.

To examine the above assumptions, we also control many individual- and organizational level variables, such age, gender, training, socioeconomic status and the level of remote work by both the work community and the employee herself/himself.

7.05

HYBRID WORK – ACTUALLY NOT A SUSTAINABLE CONCEPT

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Abstract
So far, the impression has been that the high proportion of virtual collaboration in the higher-skilled areas of knowledge work during the pandemic did not have a negative impact on morale and productivity. In response to the demand of their employees to continue working at home for two to three days a week after the pandemic, most companies are therefore planning hybrid work as a future working model. Hybrid work offers employees the opportunity to choose where and when they work. As a consequence, the share of face-to-face contacts will decrease significantly and hybrid social work situations will increasingly arise in which employees meet in presence and interact with virtually connected work colleagues.

In the meantime, there are increasing indications that hybrid work might not be a sustainable working concept after all. It could be assumed that resources could be used in the crisis situation (e.g. team mental models, team cohesion, trust), which are no longer reproduced under conditions of high virtuality in collaboration, but erode in the medium term. In fact, the extremely ambivalent experiences with a high proportion of home office indicate that there are difficulties in ensuring social cohesion of the team and the company. It is also not certain whether the overall balance can be seen as an improvement in working conditions. The improvements brought about by the reduction of commuting times and greater autonomy of time and place are also countered by negative consequences, such as social isolation, a decline in social relationships, more work pressure and a mixing of work and life.

Therefore, it is constructive to ask: What can companies do to ensure that hybrid work paves the way for an improvement in the quality of work and does not encourage fragmentation of work, social isolation and a disintegration of the social cohesion of companies?

The article first evaluates the surveys and qualitative studies that are now available from the time of the pandemic. It traces the changes in cooperation due to the high proportion of virtuality. Indications of changes in the quality of work are identified. Since qualified knowledge work is predominantly done in project and team contexts, it concentrates on working out the challenges for team and project work through hybrid work.

It is striking that the experiences described are largely in line with the current state of research on virtual teams and collaboration. In a second step, therefore, the findings of team research are reviewed, which come to the conclusion that the performance of teams is threatened under conditions of high virtuality. This is especially true when team members have to work together on complex tasks, as is typical for qualified knowledge work. In order to avoid these negative effects on team and project work, deliberate work and organisational design measures must be taken. What needs to be done can be named on the basis of team research.

The focus of the contribution is to present a socio-technically based design approach for hybrid work. It contains five elements: First, the basic principles of work and organisational design also apply to hybrid work. However, an extended design approach is needed that combines work design with organisational design. Secondly, measures are necessary at the operational level within the framework of team management in order to limit the side effects of high virtuality. Thirdly, deliberate networking between the individuals and teams of different work areas must be undertaken and social exchange promoted. The intended more intensive use of the office for social exchange does not happen by itself, but must be promoted through well-considered regulations and agreements. Fourthly, a conscious design of the use of collaboration platforms can help to promote both social proximity and transparency about work processes. And last but not least, hybrid work requires a complementary design of office spaces so that they can meet the changed requirements.

If companies accept the challenge of designing hybrid work holistically in the sense proposed, an improvement in the sense of human-centred design of working conditions can be expected.

7.06

THE ROLE OF ICT DEMANDS AND RESOURCES IN WORK-LIFE BALANCE OF HYBRID AND FULL-TIME TELEWORKERS

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Abstract

Information and Communication Technology (ICT) has a crucial role in many employees' workdays. There are numerous studies on work-life balance (WLB) and work-home interference of teleworkers. However, the findings of studies are often controversial. Several studies show that hybrid and full-time teleworkers enjoy a better work-life balance and less stress with the commute and child care. Nevertheless, working from home may blur the boundaries between work and family time, making it challenging to maintain a healthy work-life balance.

Discrepancies in research results may lie in the way employees use and perceive ICT. The effect of ICT is paradoxical: it has increased perceived autonomy but also brought along the feeling of constant connectivity. Thus, ICT could be a job demand (an exhausting aspect of work) or a resource (a motivating aspect). This research focuses on elucidating the role of ICT demands and resources in the conditions of hybrid and full-time teleworking aiming to find ways to improve employees' work-life balance (WLB).

This paper strives to answer the following research questions: 1) Do ICT demands and resources impact the WLB of hybrid and full-time teleworkers?; if yes, 2) What ICT demands and resources have the most critical impact on WLB?
The empirical part of the study is based on survey data from the Estonian Salary Information Agency. The selected sample (n=3061) includes full-time employees who use a computer for at least 50% of their work time. Several statistical methods, such as the principal component analysis and regression analysis, have been implemented to test the hypotheses about the possible relationship between ICT demands and resources and the WLB of hybrid and full-time teleworkers. Preliminary results indicate that ICT demands and resources are perceived differently based on the ways of working (hybrid, remote, or office work). In

addition, e-communication is the most important of the ICT demands that affect WLB, and this can have a significant negative impact on hybrid teleworkers. Our work is still in progress. A better understanding of the heterogeneity of the ICT components and the relations between the ICT demands and resources and employees' WLB enables managers to organize work to improve employees' work-life balance and well-being.

7.07

PERCEPTIONS OF THE OFFICE ENVIRONMENT IN HYBRID WORK – A COMPARISON OF TRADITIONAL AND MODERN OFFICE TYPES (POSTER)

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Abstract

The Covid19-pandemic has accelerated the development of office design from traditional to modern workspace arrangements due to increased teleworking. Thus, having an assigned desk in a room or open-plan office is becoming less common as organizations favor more flexible and space-efficient designs. Activity-based offices (ABO) are a typical solution to make the office space use more efficient while aiming to provide suitable conditions for various work activities. In the ABO, the employees do not usually have an assigned workspace but are expected to switch between many different work settings and spaces depending on their work activities.

Previous research shows that satisfaction levels with the working conditions, such as task privacy, differ between office types (e.g., private room, traditional open-plan office or ABO). Such factors can, in turn, contribute to various employee outcomes, such as productivity, social relations at work, job satisfaction, and employee well-being. However, few studies on office perceptions have taken into account remote working even though it is nowadays a key factor affecting workspace design. In hybrid work, some organizations are changing their offices to mainly collaborative settings, assuming that tasks requiring concentration are performed at home. Some are also struggling with how to allure employees to work more at the workplace. Research is missing on how different office types are perceived in hybrid work and whether the perceived quality of the office environment could be a push or pull factor affecting teleworking preferences.

The aim of this study was to investigate differences in perceptions of traditional and modern office types in hybrid work. In addition, we analyzed whether the differences between office types are confounded by the amount of teleworking and whether the amount of teleworking is in itself associated with the perception of the office.

Methods

Survey data were collected in five Finnish organizations between September and December 2022. Data from 1567 respondents were analyzed using linear or logistic regression depending on the outcome variable (IBM SPSS Statistics 27.0). The office types were: private rooms (reference), rooms of 2 employees, rooms of 3-4 employees, open-plan offices, ABOs with non-assigned desks, and ABOs with assigned desks. The outcome variables measured task privacy (i.e., possibilities to concentrate), satisfaction with work environment at the office, and the perception of how well workspaces supported interaction. The amount of teleworking was categorized to teleworking less often than weekly or not at all (reference), 1-2 days per week, 3-4 per week, and daily. The analyses were adjusted for age, gender, and organization.

Results and discussion

Teleworking was very common in the sample as 48% of respondents worked remotely 3-4 days per week and 20% daily. Teleworking was most common in ABOs with non-assigned desks and least common in open-plan offices.

Linear regression models showed that the office type was associated with task privacy and satisfaction with the work environment. Compared to private offices, task privacy and satisfaction with the work environment were lower in all other office types, except in ABOs with assigned desks. These findings fit earlier research on the superiority of private rooms to other traditional office arrangements. However, the finding that assigned, rather than non-assigned, desks were related to better results in ABOs contradicts most earlier studies. This result may be specific for the post-pandemic context where some employees have been able to monopolize workspaces due to the low presence rates in the investigated ABOs.

Logistic regression models showed no differences between private offices and other office types in how the workspaces were perceived to support interaction. This is against the expectation that modern offices (i.e., ABOs) would facilitate interaction more than traditional offices.

Adjusting for the amount of teleworking did not alter the observed differences between office types and had little effect on the size of the estimates, suggesting that the differences between office types were not confounded by the amount of time spent working elsewhere. However, teleworking 3-4 days per week or daily was associated with more negative perceptions of all three outcomes. The association between high teleworking and lower task privacy supports the assumption that more concentrative work is done at home in hybrid work. On the other hand, the results suggest that preferring to work from home is not only related to task privacy but is more widely related to the perception of workspaces at the office.

Conclusions

This study showed that a high amount of teleworking is associated with more negative perceptions of the office in hybrid work. The most common modern office type (i.e., ABO with non-assigned desks) was not superior to traditional private rooms in terms of task privacy, overall satisfaction or interaction. The results support the assumption that office design is associated with teleworking preferences. Organizations wishing to increase presence rates at the workplace should also pay attention to offering appropriate workspaces for concentration at the office.

7.08

SELF-CONTROL IN ORGANIZATIONS APPLYING REMOTE WORK ARRANGEMENTS – QUALITATIVE AND QUANTITATIVE EVIDENCE

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Abstract

The Covid-19 pandemic has rapidly let organizations to apply remote and hybrid work arrangements. The shift from on-site to remote and hybrid working mode sets a potential challenge to organizations for controlling the work of their employees who no longer – at least daily – operate on-site. Pianese et al. (2022, p. 2) define organizational control as the "set of mechanisms aimed at aligning employees' capabilities, activities, and performances to organizational aspirations and objectives". As Pianese et al. (2022) show in their recent review, while coordinating remote and hybrid work, organizations have a wide array of control mechanisms and managerial practices from which to choose. In case of knowledge intensive work, employee autonomy has traditionally played a significant role (Kallio 2015). However, this autonomy is not free of norms. These norms rise from the expectations and values of professionalism and reflect the ethos of different professional groups (Kallio et al. 2016). Two seminal studies dating back to 1970s that have recognized this phenomenon have labeled it as 'clan control' (Ouchi 1979) and 'standardization of skills' (Mintzberg 1979). Due to clan control and standardization of skills the employee autonomy turns into self-control. When practicing self-control, the knowledge worker monitors his/her action following the norms set by the professional values and ethos.

In this paper we pursue to understand the role of self-control in organizations applying remote and hybrid working mode. In autumn 2022 we conducted interviews in 10 Finnish organizations that applied remote and hybrid work arrangements in order to understand what kinds of practices they applied in monitoring and controlling their employees. The case organizations included both public and private sector organizations (see Table 1) representing different fields and sizes. All of the case organizations had experience of hybrid work except one of the organizations (Org 9) that had no on-site office meaning that all their employees worked remotely. The case organizations had experienced a boost of remote work during the Covid-19 pandemic and only one of the organizations (Org 10) was actively shifting back to the on-site work mode.

After the interviews, a survey (N = 279) combining both qualitative and quantitative elements were conducted among those employees (managers and knowledge workers) in the case organizations who had the opportunity to remote/hybrid work. Interestingly, the analysis of both the interviews and the survey indicated that the case organizations applied the same coordination mechanisms in both remote and on-site work. This was enabled by the fact that even in their on-site work the case organizations did not actually apply supervisor control or peer control (see Pianese et al. 2022) or any other form of control or managerial practice that would demand actual face-to-face interaction. Based on the data analysis the case organizations

Table 1. Target organizations

	Sector	Field	Informant(s)	Number of employees	Remote/partly remote work	Typical amount of remote work	Experience in remote work arrangements	Number of respondents (response rates in parentheses)
Org 1	Public	Higher education	HR manager; Director, international affairs	300–350	Appr. 95% (possible for appr. 97%)	Appr. 30%	Advanced; reactively developing	43 (37,39%)
Org 2	Public	Higher education	Director	100–150	Appr. 50% (possible for appr. 90%)	35–75%	Semi-advanced; reactively developing	64 (53,78%)
Org 3	Private	Media	HR manager	500–550	Appr. 40% (possible for appr. 60%)	1–2 days per week	Advanced; actively developing	98 (41,35%)
Org 4	Private	Chemical industry	Vice President, people	20–30	Appr. 80%	Varies	Advanced; reactively developing	13 (56,52%)
Org 5	Public	Culture	Director	15–20	Appr. 70%	Appr. 60%	Semi-advanced; reactively developing	5 (100%)
Org 6	Third sector	Agriculture	Director	35–40	Appr. 20%	Appr. 10–20%	Semi-advanced; reactively developing	9 (60%)
Org 7	Private	Information technology	HR manager	60–70	Appr. 80% (possible for 99%)	Varies	Advanced; actively developing	31 (55,36%)
Org 8	Private	Education	Head of education	15–20	Appr. 50%	Appr. 25–40%	Semi-advanced; reactively developing	5 (50%)
Org 9	Private	Communications	CEO	15–20	100% (only remote work)	100%	Advanced; actively developing	6 (35,29%)
Org 10	Public	Municipality	Mayor	150–200	10 people during the pandemic	30–50% during the pandemic	Undeveloped; shifting back to on-site	5 (33,33%)

relied above all on three control mechanisms, namely self-control, output control and bureaucratic control (see Figure 1).

When looking at the qualitative and quantitative empirical data as a whole, self-control played the most important role. Additionally, the quantitative data showed differences in the quality of self-controlled behaviors, which were driven by the perceptions of the control mechanisms. The data shows that self-control leads to self-regulated behaviors (viz. self-regulated types of motivation and work engagement) and promotes perceived autonomy. In contrast, output control and tight evaluation mostly promote externally regulated behaviors. Additionally, they do not support and may even undermine high-quality work behaviors and perceived autonomy. Given that knowledge workers generally highly value their autonomy (Kallio 2016), the fact that the organizations relied on self-control most likely provide fertile grounds for employee satisfaction and motivation. This is important given that Al Mahameed et al. (2023) have suggested that some organizations have chosen a very different bath and actually used the opportunities provided by the Covid-19 pandemic to advance their change towards managerialism. Applying managerialism limits the autonomy and self-control of professionals and replaces it by output control.
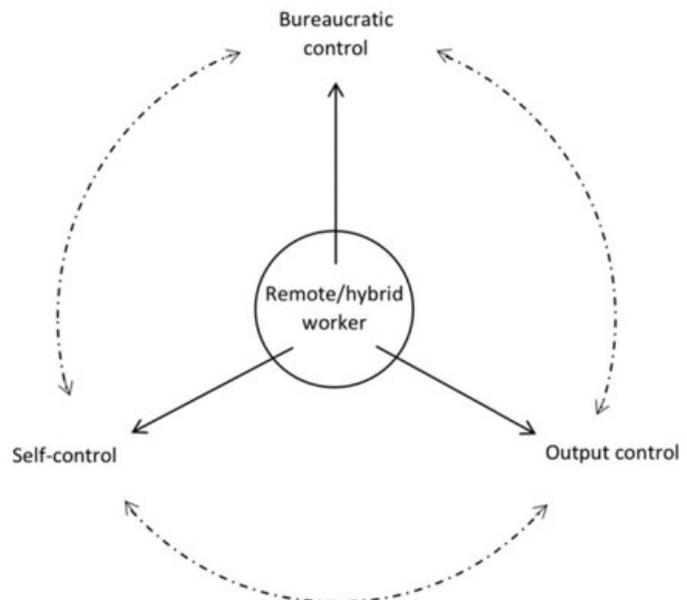

Figure 1. Triangle of control logics

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WORKPLACE EXPERIENCE AND REMOTE WORK – IS THE WORKPLACE EXPERIENCE CONNECTED TO REMOTE WORKING PREFERENCES?

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Abstract

Due to the COVID-19 pandemic, remote work has increased drastically. Many employees had to adjust to working from home and offices emptied. Now organizations face the need to adjust their workspaces to better support hybrid working (i.e., combining working from home and at employer's premises). Alongside this they are gravitating towards higher space–efficiency and optimization: careful consideration is given to which work activities the workplace should support in the future. The solution many organizations seem to be opting for is some form of activity-based office (ABO – an office type consisting of various settings for different work activities), with mostly unassigned workstations and an emphasis on interaction and collaboration. This often entails assuming that concentrated work will be done mostly at home.

The ABO concept is rooted in the idea of multi-locational work, including working from home. Still, an ABO environment can be a big contrast compared to remote working conditions in terms of sharing and actively using different spaces. In many organizations employees now have increased autonomy in deciding where they work, while others do not, due to employer policies or individual factors.

The aim of this study was to investigate which aspects of the self-reported workplace experience at the office are connected to the amount of remote working and the desire to increase or decrease it. The survey data was collected from employees of five Finnish organizations between September and December 2022. Responses from knowledge workers working in ABO environments were included in this cross-sectional analysis (n=998). Most of the respondents worked in unassigned (91%) workstations while the remainder had assigned workstations (9%).

Variables measuring perceived workplace conditions and workspace use at the office included functionality of the work environment (e.g., suitability for one's work, support for interaction, ergonomics, sufficiency of space, cleanliness), availability of key workspace types (space for concentrated work and spontaneous and planned meetings), task privacy (i.e., possibilities to concentrate), and use of different work areas. Associations between each of these items and the amount of remote working and the desire to increase or decrease it were statistically analyzed using the $\chi2$ test of independence, with Bonferroni corrections for paired comparisons of proportions in different categories (IBM SPSS Statistics 27.0.1.0).

Results showed that remote working was very common in the sample with 53.5% working remotely 3-4 days per week and 24.5% daily. Most respondents (73.5%) wanted to continue similarly and, despite high remote working, slightly more respondents preferred to increase remote working (16.1%) than to reduce it (10.6%). Perceptions of workplace conditions and workspace use at the office were associated both with the amount of remote working and the desire to reduce or increase it. Different variables had a statistically significant association with the amount of remote working than to the desire to reduce or increase it, but some were associated with both.

Paired comparisons showed that daily remote working was associated with a more negative view of the work environment supporting interaction and of task privacy. Working 1-2 days a week or less remotely was, in turn, connected to perceiving task privacy more positively. The amount of remote working was also associated with variables measuring use of different work areas and suitability of the work environment for one's work, but the pattern of results was inconsistent.

The desire to increase the amount of remote working was associated with a negative view of multiple functionality aspects of the work environment (suitability for one's work, ergonomics, sufficiency of workspace and storage), insufficient availability of space for concentrated work and a negative view of task privacy. It was also associated with using over 6 spaces on average per day and difficulty to transfer between work areas. A positive perception of task privacy was the only workplace experience associated with a desire to reduce remote working.

In conclusion, the connection between a more negative perception of the office work environment and the desire to increase remote working stands out in this study. This may be explained by workplace functionality aspects being easier to arrange to fit personal preferences at home, especially when compared to unassigned workstations at the workplace. The relation between

daily remote working and a more negative evaluation of task privacy could additionally reflect a lack of routine in working in an ABO environment. A negative workplace experience may even already have led to some respondents increasing the amount of remote working and could continue to push the development further in this direction in the future. The results agree with other recent research showing that employees have been quite satisfied with remote work in general, and many would like to continue hybrid working. Based on this study, satisfactory task privacy seems particularly important for making the office more attractive. Thus, suitable, and adequate workspaces for concentrated work are also needed at the office.

7.10

WHO MAINTAINS WELLBEING AT WORK IN MULTI-LOCATIONAL WORK? ANALYSIS ON MANAGERS' AND EMPLOYEES' AGENCY AND ROLES

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Abstract

Multi-locational working is not a new phenomenon. However, its prominence and occurrence have increased dramatically during the last years. Remote and digitally-mediated working was induced, in particular, by the outbreak of Covid19-pandemic and the following lock-downs. In sum, the crisis has had tremendous, and as it seems, also lasting effects on the ways how people work, what kind of working environments employers provide, and how the work is supported.

Many recent studies demonstrate that the changing landscape of work affects employee wellbeing, as well. The impacts of forced and ample remote-working have been analysed e.g. from the viewpoints of work stress, work engagement, social isolation and loneliness, employee-supervisor communication and balance between work and private life. It has been concluded that large-scale remote working may have both negative and positive impacts on employee wellbeing. Moreover, not all employee groups encountered similar effects: e.g. younger and older employees face different risks, and also gendered effects have been demonstrated. Finally, the ways how organizations manage and support remote and multi-locational working is associated with its consequences for employee wellbeing.

The concurrent understanding on what constitutes good leadership includes that management has a prominent role in maintaining employees' wellbeing at work. On the other hand, employees' active and responsible role in sustaining one's own wellbeing and workability are emphasized in modern working life (e.g. Sjöblom et a. 2019). Moreover, also collective actions of working teams or wider communities are proposed to be necessary in building wellbeing at work.

This study analyzes agency associated with maintaining resources associated with wellbeing at work in multi-locational work settings: which actors engage in it, what kind of roles they have and what actions they take. Multi-locational work is understood as working in multiple locations: in addition to employer's premises ("office"), employees may work from their homes, public spaces such as libraries or cafeterias, public transport or co-working places. It has been recognized in the previous literature, that multi-locational working includes special types of demands, such as travelling, mediated communication and differently constructed working time (Vartiainen & Hyrkkänen 2010). However, it is also proposed that the opportunity for multi-locational work provides flexibility and opportunities to influence one's own work. In that way, it may also provide an employee with useful resources for maintaining one's own wellbeing.

The study is part of the research project "Capabilities and practices of multi-location work". The purpose of the project is to support Finnish workplaces to develop multi-location work based on research-based knowledge. In total, ten Finnish organizations participate the study. The project is implemented by Aalto University, Tampere University and Workspace Ltd. and supported by The Finnish Work Environment Fund.

This study utilises data collected from ten organizations within the project during spring 2023 by an online questionnaire. In more detail, by using thematical analysis, the study analyzes responses to open-ended questions addressing respondents experiences of the issues and circumstances that they perceive to support or impair their wellbeing in multi-location work.

By analyzing the activities and roles associated with maintaining employee wellbeing in multi-location work, the study aims at contributing to understanding on the process of how employee wellbeing can be maintained and enhanced in current,

challenging and turbulent working settings. As a result, the study aspires to provide contribution to the current discussion on how multilocational work should be supported, managed or regulated. In sum, the results may help to sustain both employee well-being and productivity as well as to balance individual, collective and organizational needs and aspirations regarding multi-locational work.

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7.11

REMOTE WORKING HOURS INCLUDE LOW PHYSICAL ACTIVITY (POSTER)

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Abstract

Work-time (i.e. occupational) physical activity contributes to the daily total physical activity as manual workers usually have active working hours but non-manual workers are more sedentary during their working hours. Therefore, promotion of daily physical activity among working age population requires attention on both work-time and leisure-time activities. Recently, the COVID-19 pandemic led to an unprecedented growth of teleworking especially among office workers, but there are no studies on how teleworking / hybrid type of working has modified their daily physical activity patterns.

In this study, we compared accumulation of daily physical activity during different workdays. Data on daily physical activity were collected among 124 adult workers (31 years, 62% women) who wore wrist-worn accelerometers over at least four days. Daily logs were used to identify work modes and working hours. Four worker groups were created: manual, office, hybrid workers and teleworkers. GLM models were used to compare the workers groups' daily physical activity. Intra-individual differences in daily physical activity between office and remote workdays among the hybrid workers were examined using linear mixed models.

Our findings showed that worktime physical activity was the highest for manual workers and the lowest for hybrid and teleworkers, but no leisure time differences between the worker groups were observed. Among the hybrid workers, remote working hours accumulated lower physical activity (mean diff. -333 counts per minute, 95% confidence interval -650 to -17, p=0.04) compared to the office hours, and consisted of short activity bouts with high probability for subsequent sedentary bouts.

Occupational physical activity should be taken into account when promoting daily physical activity among working age population. Our findings suggest that new strategies to increase physical activity when working remotely are needed.

7.12

MULTI-LOCATION WORK OF EXPERTS: HOW COLLABORATION IN DIFFERENT SETTINGS, FACE-TO-FACE, ONLINE, AND HYBRID, AFFECTS LEARNING AND WELL-BEING AT WORK (POSTER)

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Abstract

Introduction
The COVID-19 pandemic has accelerated digitalisation, which has led to work becoming increasingly disconnected from time and place, especially in expert work. The concept of multi-location work is used to describe work in which members of a work community work in varying combinations, both in shared premises and remotely from home or other locations. When working on independent and autonomous tasks, physical location is not necessarily important. However, the place of work is crucial when it comes to collaboration, which is common in expert work.

This study explores the impact of the type of collaboration, face-to-face, in a hybrid format (with some people in the same physical space and others in different locations), or remotely on learning and well-being at work. Theories of workplace learning have shifted in recent decades from individual learning theories towards a more collaborative perspective. Earlier research shows that up to 70–90% of learning that takes place in the workplace is informal, occurring through day-to-day work tasks. Expertise is seen as collective in nature, with knowledge being developed through adaptive and shared expertise, teamwork, and participation. The development of expertise is highly informal and collective, emphasising the importance of teamwork. Multi-location work poses challenges to collaborative working and learning in ways we do not yet fully understand.

Another focus of this research is well-being, which is defined in terms of emotions, physiological arousal, fulfilment of basic psychological needs, job satisfaction, and turnover intention. Previous research has shown that these factors have a clear impact on well-being at work. Arousal, the activation of the sympathetic nervous system, can be measured by changes in skin conductivity. It responds strongly to cognitive and emotional processing. The importance of emotions for well-being and learning in the work context has also been established in many studies. Additionally, emotions are crucial for teamwork performance and learning.

Method
The purpose of this study project HYBRIDI is to shed light on teamwork situations of experts in face-to-face, hybrid, and remote settings, especially from the perspectives of learning and well-being at work. The data was collected during 2022 from three Finnish companies, from people working in expert positions. Participants (N=285) filled in an electronic questionnaire consisting of background information and the following questionnaires: 3-item Utrecht Work Engagement Scale, work context adapted Basic Psychological Needs Scale-Revised (only satisfaction), Michigan Organizational Assessment Questionnaire Job Satisfaction Subscale, 4-item Turnover Intention Scale, and Informal Workplace Learning Short Scale. Part of the employees (N=81) participated also in a two-week study period, during which they wore a smart ring to measure their arousal levels. Employees also documented before and after a cooperation situation some background information about the situation, their satisfaction of basic psychological needs, and emotional states in the LearningTracker smartphone application. Additionally, 35 thematic interviews were conducted.

Survey data is analysed using linear regression (OLS) and structural equation modelling (SEM). Smart ring data is analysed using mixed-effects random intercept regression analysis. Systematic thematic analysis is currently ongoing based on the 35 interviews.

Preliminary findings
Consistent with other recent studies, the results of this study show that employees are considerably more interested in working remotely than before the pandemic, meaning that widespread multi-location work is here to stay.

Preliminary results show that multi-location work can both promote and challenge learning. On the one hand, online courses are now more available than ever, and learning from colleagues by sharing screens online is a common practice. On the other hand, informal discussions are less frequent, and encounters are fewer, which challenges the sharing of tacit knowledge.

However, based on the LearningTracker data, it seems that the development of competence is perceived to be higher in face-to-face interactions compared to remote encounters.

The way we collaborate at work can affect well-being in several ways. Hybrid interaction seems to be the most stressful compared to face-to-face collaboration or situations where everyone participates remotely. In terms of satisfaction of basic psychological needs, working remotely reduces the experience of relatedness. More detailed results will be available when the analyses are completed.

7.13

DIFFERENCES IN EMOTIONAL STATES, BASIC PSYCHOLOGICAL NEED SATISFACTION, AND PHYSIOLOGICAL AROUSAL BETWEEN FACE-TO-FACE, HYBRID, AND ONLINE GROUP WORK

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Abstract
Remote working has become a norm in wide areas of expert work following the cessation of Covid-19 restrictions. Previous research on remote working before pandemic is not fully transferable to the new normal in particularly regarding group working and interaction situations in work. This is due to previous research being focused primarily on virtual teams (members geographically separated), which is different from the more varyingly hybrid and online conducted group working. Meetings, group work and interaction situations are important in various expert jobs and thus it is important to know more about the possible differences in functionality of situations and well-being of employees influenced by the implementation.

Recent developments in ambulatory measurement technology have enabled examining objective physiological responses during authentic (vs. laboratory) situations, however, this type of research in workplaces is scarce. One way to examine whether the work situation "works" is through measuring physiological arousal (electrodermal activity; EDA) of employees. EDA is an indicator of psychological stress and responds strongly to emotional and cognitive processing. It can be measured from the changes in skin conductance (from palmar areas). When investigating EDA during work situations, it is important to distinguish if the arousal is positive or negative, because positive stress is necessary for effective action. This valence can be examined through self-reported emotions via experience sampling methods (ESM).

Using a longitudinal unbalanced signal-contingent design, the aim of this study was to investigate are employees' self-reported emotions, basic psychological needs satisfaction (BPNS), and EDA associated with the mode of the group work situation (face-to-face, hybrid, online) (RQ1), or with the perceived fulfilment of the goal of group work situation (RQ2). Additionally, we compared, in general level (cross-sectional survey), employees who worked more frequently remotely to those who worked more frequently in the office in terms of work-related well-being (BPNS, work engagement, job satisfaction, turnover intention) and informal workplace learning activities (IWL) (RQ3).

The study data comes from the ongoing "Hybrid work of experts (HYBRIDI)" -project which aims to increase the knowledge of the challenges and opportunities of expert remote work in post-pandemic context. The data used in this study is twofold: 1) Longitudinal signal-contingent data (EDA, ESM, survey; n=81) were collected from three companies (two IT companies, one recruitment consulting company); 2) Survey data (n=285) were collected from one of the IT companies. Data collection was conducted in May 2022–December 2022. The participants (n=81) filled out the survey, wore smart rings (Moodmetric) for two weeks and reported their emotions, BPNS, and other characteristics via smart phone application (LearningTracker) before and after interaction situations at work during the period. The larger part of survey data was collected from the personnel of one of the IT companies in October–November 2022, and measured BPNS, work engagement, job satisfaction, turnover intention, and IWL.

Longitudinal data were analysed using mixed-effects random intercept regression analysis. Survey data were analysed in the R environment using linear regression (OLS) and structural equation modelling (SEM).

According to the initial results, as the virtuality of group work increased, the development of competence and relatedness satisfaction decreased (RQ1). For RQ2, initial results showed that positive emotions, autonomy, development of competence and relatedness were positively associated with the fulfilment of group work goals. Survey results (RQ3) showed that the number of employees' remote days per week was negatively related to satisfaction of basic psychological need of relatedness. The number of preferred remote days had similar association. The number of current remote days was not associated with any other variables. BPNS was positively associated with work engagement and job satisfaction, and negatively associated with turnover intention. IWL was associated with work engagement but not job satisfaction or turnover intention when BPNS and IWL were predictors in the same model. While all BPNS were associated with work engagement, competence satisfaction was not associated with job satisfaction or turnover intention. Unexpectedly, work engagement had no association with or mediation effect on job satisfaction or turnover intention in the SEM model.

Results indicate that more virtuality in group work situations can hinder employees BPNS. Also, more frequent remote working is associated with lower satisfaction of relatedness. This encourages the companies and organizations to invest in relatedness and community culture, particularly of those who work frequently remotely. On the other hand, positive emotions and BPNS were associated with fulfilment of group work goals. Certain situations are likely to be more suitable to be conducted face-to-face, and others online. Further research should thus identify these situation types more in depth. This study considers only expert work in the IT sector, thus further investigations in different jobs and work cultures could create a more comprehensive picture of current expert work.

7.14

A MODEL FOR ASSESSING ORGANIZATIONAL CAPABILITIES OF MULTILOCATIONAL WORK

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Abstract

We have developed a maturity model for assessing the capabilities of multilocational work. The model helps organizations identify their strengths and improvement areas for better employee well-being and organizational performance. Drawing from the socio-technical theory and findings from multilocational work (telework and hybrid work) research literature, the model contains six elements: physical work environment, digital work environment, work community, employees' resources, leadership, and rules for multilocational working. Based on the tradition of capability maturity models, these elements are assessed using six levels of progress from a non-recognized need to review organizational practices to a level that creates new strategic opportunities for the organization.

Ten private and public sector organizations conducted a self-assessment by using the model. The model has been enhanced based on feedback from the organizations.

7.15

A SOCIOTECHNICAL APPROACH TO DIGITAL COMMUNICATION DYSFUNCTION AVOIDANCE IN REMOTE AND HYBRID WORK SETTINGS

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Abstract

Hybrid and remote work can allow for increased flexibility, accommodations for disabled employees, and cost savings associated with onsite meetings, among other positive outcomes. However, hybrid and remote work often relies on asynchronous communication between employees for everyday conversation and collaboration. An over-reliance on technical systems and under-reliance on social systems in everyday organizational operations, especially within the context of hybrid and remote work, can lead to negative outcomes in employee retention and loyalty, sales processes, and corporate reputation. Relying on seven years of sociological research working with United States-based business to business technology companies and law firms, in-depth interviews with business executives working within remote and hybrid settings, and 2023 sociological survey data from employees across the United States, this study outlines a sociotechnical approach to digital communication dysfunction avoidance in remote and hybrid work settings.

7.16

DOES THE NEW TELEWORK GENERATION NEED A RIGHT TO DISCONNECT?

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Abstract

The COVID-19 pandemic has revitalised the policy discussion around the need for a 'right to disconnect'. In this context, the European Parliament has adopted an own initiative resolution calling on the Commission to take steps to legislate for a right to disconnect at the European level to ensure minimum standards of protection for workers. A crucial role is foreseen for social partners to negotiate in this area, as it is perceived that the precise implementation of the right to disconnect needs to be tailored to the requirement of different sectors and workplaces. The involvement of social partners is already visible in the four EU Member States that already have legislated right to disconnect prior to 2021.

The purpose of this paper is fourfold: to discuss at the reasons why it is considered increasingly important to ensure a right to disconnect for workers; to assess the way in which the right to disconnect has been implemented in legislation and collective agreements at national, sectoral and company levels; to map the advantages and pitfalls of different approaches taken for regulating the right to disconnect ; and to evaluate available evidence of the impact of the right to disconnect on working hours, worker health and wellbeing and work-life balance.

The paper argues that the ability to work remotely, while offering some significant advantages also has negative consequences through the blurring the distinction between work and private life. Existing legislation provides a significant boost to social partners to conclude collective agreements (rather than limiting their ability to act). However, reliance on collective agreements could potentially lead to very different outcomes in countries with different industrial relations systems and social partner capacity. This illustrates the challenges of achieving a balance between desired flexibility and security and the broader implications that digitalisation has for labour markets and the quality of jobs. In this context, the right to disconnect can contribute to workers' work life-balance while also contributing to other positive outcomes at the individual level. Using a novel survey that gathers data on employees' experiences with the right to disconnect, the contribution will also provide an analysis the impact of the right to disconnect on a set of individual level outcomes including health and well-being, work-

life balance as well as carrying out work outside the normal working hours. The initial results indicate that while the right to disconnect is positively associated with a number of individual level outcomes, it is not a silver bullet for improving working conditions for workers.

7.17

FROM REMOTE TO HYBRID WORK - EXPERIENCES OF RDI PERSONNEL AT FINNISH UNIVERSITIES OF APPLIED SCIENCES

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Abstract

Introduction
The transition from an extensive remote working phase due to COVID-19 to hybrid working requires organisations to reconsider what kind of hybrid working model is best for organising the work, achieving the work objectives, and maintaining staff's well-being. The work of RDI staff is dominated by tasks requiring creativity and co-creation on the one hand, and tasks requiring concentration and lonely writing hours on the other. The collaboration takes place both within local and widely dispersed international networks. Such a field of tasks could be considered the most appropriate for the optimal integration of multifaceted hybrid working solutions. Given the specific nature of the group, it is, therefore, valid to explore how RDI staff has experienced the forced remote working phase and how, in their opinion, hybrid work with multiple opportunities should be structured in their case.

For this, this study was first directed to explore how the RDI personnel of Finnish universities of applied sciences (UAS) has experienced the pandemic-induced remote working and which factors of work were related to job engagement and perceived team performance. Secondly, the aim was to explore the aspirations of personnel, and how should the hybrid way of working in UASs be structured to support the work of RDI personnel.

An evidence-based model of job engagement (Bakker, 2011; Bakker and Demerouti, 2017; Tummers and Bakker, 2022), which connects the model of job demands and job resources (JD-R) (Bakker et al., 2003; Demerouti et al., 2001) to the activity of job crafting (Tims et al., 2012) and to the positive consequences i.e., job engagement (Scaufeli et al., 2002) and job performance (Bakker and Demerouti, 2017), was used as a frame of reference in this study.

Method
A survey with both validated close-ended questions and explanatory open-ended questions was executed in May–June 2022. 597 RDI staff members from 16 universities of applied sciences responded to the survey (response rate 20%). The data from the structured answers was analysed statistically with the help of SPSS and the data from the open-ended questions was analysed with the data-driven way in NVivo by coding and clustering the answers.

Results
During the remote working phase, the job engagement and perceived team performance were statistically significantly ($p \leq 0.01$) positively related to the support of the immediate superior and team support, and approach type of job crafting and statistically significantly negatively ($p \leq 0.01$) related to avoidance type of job crafting and the feeling of loneliness at work.

From both structured responses and broadly answered open-ended responses, the most important issues for structuring the future hybrid way of working were related to the work itself: the importance to be able to plan one's work autonomously so that working time is used efficiently (M = 4.65, SD = .64; 1 = Completely unimportant ,... 5 = Very important), and the importance that the employer gives responsibility and trusts on the workers' ability to plan and craft their work (M = 4.54, SD = .79) and also decide where (in what place) they work (M = 4.59, SD = 75).

The other important factor was related to working time flexibility. Hybrid work should include flexible working hours and the possibility to adapt the rhythm of the work according to one's needs, thus ensuring better work-life balance (M = 4.63, SD = .62).

The third set of important issues for structuring one's work was related to environmental awareness and sustainability. The opportunity to improve environmental responsibility by reducing commuting also emerged from both the closed (M = 4.08, SD = 1.19) and open responses. It was also important to save the time spent on commuting to something else, be it work or leisure tasks.

Finally, employees call for improvements in work facilities and equipment, both in the office (campus) and the remote work environment (usually home). In particular, the need for employers to support ergonomics and to ensure that IT services run smoothly at a distance was highlighted.

Conclusion
During the time of the pandemic, workers had to quickly accustom themselves to remote work. The support of the immediate superior and team acted as social job resources that built job engagement and job performance. Also, the approach type of job crafting (Bipp and Demerouti, 2015; Bruning and Campion, 2018; Zhang and Parker, 2019) was related to job engagement and high job performance.

In hybrid work, employees prefer to retain the autonomy to plan their work and working time and to choose their workplace according to the job requirements. Environmental values also drive their preferences in terms of the way they work. The employees consider important the discussions on hybrid work arrangements in their organisations and working teams for ensuring proper collaboration and a feeling of community.

8.01

HOW TO BUILD ORGANISATIONAL TRUST IN FINNISH WORK COMMUNITIES? EVIDENCE FROM THE NEW EMPLOYER-EMPLOYEE DATA

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Abstract
Trust is the cornerstone of a successful working community, but it is well known that there is no shortcut to achieving it. Trust is a feeling or knowledge based on experience towards the intentions or actions of the other party. When viewed in this way, trust can also be considered a particularly important competitive factor at the organizational level. Trust is an important factor that promotes opportunities for learning on the job in the workplace. Trust facilitates the interaction between different parties within the organization and lowers the threshold for mutual cooperation. At the same time, trust and cooperation are about a reciprocal process. Common to the studies examining the construction of organizational trust is the view that trust is built as a process through the interaction between the parties. Without interaction and doing things together, it is difficult to create trust. The "virtuous circle" between the building of trust and cooperation can also be broken if one or both of the parties feel that the intentions or actions of the other party no longer correspond to the positive expectations placed on them.

In this article, I examine the factors that strengthen and weaken trust in Finnish work communities. To achieve this, I examine the MEADOW-data that was collected between October 2021 and January 2022 by TYÖ2030-program. A total of 1,478 management representatives responded to the survey. A sample of four to eight people was selected from each organization for which there was an employer response, to whom an online survey was sent. A total of 1,816 employees responded to the survey. In the MEADOW materials, the response rate was 34 percent in the employer survey and 26 percent in the employee survey.

The research questions are as follows:
What is typical of work communities where organizational trust is strong?
How is organizational trust reflected in business, for example in the ability of the working community to develop products and services?

According to the results, getting to the beginning is the first of the steps of building trust. According to the results, a key factor in building trust is the extensive participation of employees in development activities. Even though the development of common issues in the workplace with the extensive participation of personnel is slower and often more laborious, the

process itself is valuable in terms of building trust. Trust therefore requires actions from both parties. in a busy working life, working time is not organized to take care of common issues, or if development suggestions made by the personnel are treated with rejection, the conditions for strengthening trust are clearly weaker according to the results.

Trust becomes concrete in everyday life, for example, in the presentation of ideas and solutions, and in the fact that development initiatives matter. The results show at least that participation in development is clearly more frustrating if there is hardly any trust in the workplace. For example, 2 / 2 there are more meetings that seem pointless if the trust between employers and employees in the work community is weak. According to the results, the building of shared trust is promoted by the fact that working in the organization is more fun. In addition, in organizations with strong shared trust, employees dare to trust not only themselves, but also their colleagues in learning on the job. They also have more opportunities to develop their skills.

Employees' opportunities to influence also increases organisational trust, even though the management's responsibility is central, especially in the division of work. The fact that employers and employees trust each other is clearly visible in the productivity of the working community. In addition to the increase in the number of personnel, new products and services see the light of day more often in work communities where trust is strong. The results can be explained from several perspectives. It is possible that when trust is at a high level, the employee feels ownership of the work and responsibility for the end result, which leads to innovation activity. In this case, the employee may feel that he is doing work for himself, even though he is employed by someone else.

8.02

PSYCHOLOGICALLY SAFE DIALOGUE AS A VEHICLE TOWARDS INDIVIDUAL AND ORGANIZATIONAL GROWTH

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Abstract

The efforts towards new and more efficient ways of organizing have paved the way for autonomous and self-managing teams. Besides supporting high-level performance, effectiveness and productivity, autonomy is regarded as empowering and engaging on the level of the employee. Self-managing teams are a cornerstone of low-hierarchy and lean organizations, allowing individuals to take ownership of their unique, preferred work modes. However, such a modus operandi cannot be dictated or ordered top-down but rather, the selected modes must be negotiated at the grassroots-level to define and articulate shared conceptions and to commit to them.

The related co-creation of shared meaning requires dialogue and relationship-building in order to cultivate a sub-culture where employees can safely find their voice. Self-expression is critical not merely for individuals' self-worth, innovation activity and organizational decision-making but also for more fundamental pursuits such as professional growth and organizational transformation.

Psychological safety is an idealized attribute of organizational maturity and yet, the concrete means of fostering it are largely unknown. On the level of principle and theory, we understand its basic elements and implications, especially how trust, vulnerability and risk-taking impact the employee experience and performance. Unfortunately, the related methodology and daily practices remain too abstract, deflating cultural development and hindering change.

This presentation examines organizational dialogue as a forum of multivocality and inclusion. In revealing incoherence of thought and conflicting interests, dialogue can serve as a method of building collective consciousness and shared meanings. Its purpose is not to seek compromise or to persuade all parties to give in and unanimously agree but rather to facilitate co-understanding, appreciation of multiple simultaneous views, perspective taking, and perspective giving. Instead of complying, employees will grow when encouraged to voice their ideas, views and emotions.

To more deeply understand the value and role of dialogue for organizations, this presentation pursues three aims. The first aim is to discuss the components of genuine dialogue. The second aim is to address the multidisciplinary domain from which

concrete tools can be extracted to support organizational dialogue. These domains include nonviolent communication, process consultation, conflict management, and systems philosophy. The final and more practical aim is to share cases and examples of dialogical tools in use in real life, to illustrate the humane logic explaining the utility of interaction-based instruments in human communication, particularly in difficult human encounters.

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8.03

CAREER CAPABILITY AFTER CAREER SHOCK

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Abstract

Because of workforce shortage and small age groups it is economically important to continue careers and keep employees longer in working life. People can face career shocks in their careers, but it is important to explore how they recover from career shocks and how the recovery and sustainable career can be supported. The purpose of the abstract is to prepare the theoretical ground for our future empirical study relating to career shocks, career resilience and career sustainability. These three themes are interlinked. In our future empirical study, we will focus on how individual's career can be supported after a career shock.

Career shock is a quite new concept in career research (Ahmad & Imam, 2022; Akkermans et al., 2018, 2020; Mansur & Felix, 2021; Pak et al., 2021; Wordsworth & Nilakant, 2021; Lee & Mitchel, 1994). It relates to employability, career commitment (Akkermans et al., 2018, 2020) and career sustainability (Pak et al., 2021). According to Akkermans et al. (2018, 4) career shocks are disruptive and extraordinary events that are, at least to some degree, caused by factors outside the focal individual's control and that trigger a deliberate thought process concerning one's career. Career shocks can be both positive and negative (Mansur & Felix, 2021; Seibert et al., 2016). Career shocks are often related to as happenstance, major life events, serendipity, triggers and chance events (Hirschi, 2010). Lee & Mitchel (1994) have defined three career shock types. The first type is in individual level, these are not work-related, such as challenges or changes coming from family. The second career shock type includes events coming from the work environment level, such as a new job offer or conflicts inside the own organization. The third category of career shock happen in organizational level, such as major changes affecting the company, negotiations on redundancies, mergers, etc.

Career resilience is the capacity to continue making progress toward your current career goals with the resources and strategies you have already developed; to Keep Calm and Carry On, as it were (Seibert et al., 2016). Career resilience relates to career capability, a person's ability to pursue a career after adversity. Career resilience refers then to the ability to deal with change once it happened (Bimrose & Hearne, 2012). Seibert et al. (2016) argued that resilience is a critical factor in effectively dealing with career shocks. Mishra & McDonald (2017) defined career resilience as a developmental process of persisting, adapting, and/or flourishing in one's career despite challenges, changing events, and disruptions over time. Career resilience is crucial in today's turbulent career (Peeters et al., 2022). Cascio (2007) suggested that career resilience is an essential survival skill in the 21st century. In unexpected situations, support from a supervisor helps employees, reducing anxiety and frustration. Open communication, positive feedback, encouragement, building trust, creating a meaningful working environment and effective coaching can improve employee resilience. (Luthans et al., 2007). Proper leadership and human resource practices can reduce the negative effects of career shocks (Pak et al., 2021; Veth et al., 2016; Truxillo et al., 2012). HR can support the maintenance and enhancement of employee's ability, motivation, and opportunity to continue working after career shocks.

According to Van der Heijden and De Vos (2015), sustainable careers refer to "sequences of career experiences reflected through a variety of patterns of continuity over time, thereby crossing several social spaces, characterized by individual agency, herewith providing meaning to the individual" (p. 7). Sustainable career approach has started to gain momentum and has been linked e.g. to HRM policies (De Vos & Van der Heijden, 2017). De Vos et al. (2020) discovered three central dimensions of career sustainability:

person, context and time. The person dimension looks at characteristics of the worker (e.g. perceptions, agency) that influence the work experience; the context dimension highlights the situational factors (e.g. organization, sector) at play in the worker's work experience; and the time dimension highlights changes over time (e.g. shocks, transitions) that shape workers' career experiences (De Vos et al., 2020). Sustainable careers can be approached from individual perspective, where individual is the central career actor. Sustainable careers can also be identified as a dynamic process (De Vos et al., 2020). Sustainable careers can hence be understood as a cyclical, self-regulatory process (Lord & Maher, 1990) in which (positive and negative) experiences and events, and how these are perceived and interpreted by the individual and the different parties involved, provide opportunities for 'dynamic learning'. The latter, in turn, enables individuals to adapt to and to influence their environment, as their career evolves, by sharpening their understanding of themselves, their personal and organizational context, and the broader labor market.

8.04

CHANGING SOCIAL PRACTICES AT WORK – NEWCOMERS' AND EXPERIENCED EMPLOYEES' WORK LONELINESS IN HYBRID WORK

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Abstract
Belonging is one of the basic psychological needs of human beings (Baumeister & Leary, 1995; Ryan & Deci, 2017). If one's social needs are not being met by the quantity or especially the quality of one's actual social relationships distressing feelings of loneliness will follow (Hawkley & Cacioppo, 2010 Pinquart & Sorensen, 2008). Social needs do not disappear during the working day and thus work loneliness exists (Wright, 2005).

The social practices at work have traditionally been formed in the context of physical presence and face-to-face interaction. The covid-19 pandemic caused a drastic change; therefore, these practices are now transforming as remote work has become more common than ever before. It has been found that unofficial meetings (Dimitrova, 2003) and interaction between colleagues decrease (Grant, Wallace & Spurgeon, 2013) and misunderstandings increase (Kruger, Epley, Parker, & Ng, 2005) in remote work. Hybrid work can therefore pose obstacles to the formation of high-quality social relationships, which is a challenge, especially for new employees whose socialization process is underway (Carlos & Muralles, 2022). Work loneliness is likely to have a negative impact on employees' well-being, performance, and commitment (Wright & Silard, 2021, Ozcelik & Barsade, 2018, Wright, 2005).

The aim of this study is to explore whether the social context of hybrid work is perceived differently by employees who have entered the organization after the pandemic started (newcomers) and by more experienced employees. Second, we study if elements of the social context of hybrid work are functioning as antecedents for work loneliness differently among newcomers and more experienced employees. Third, our study explores the intention to quit as a possible outcome of work loneliness.

Data and methods
The data (N=1641) consist of hybrid workers from a large technology industry company operating in Finland. Data was collected in December 2022. 82 % of the respondents were experienced employees and 16% were new employees.

Predictors included the amount of remote work, whether the employee worked remotely as much as they wanted, quantitative demands, autonomy, job uncertainty, the amount of internal communication, the amount of working alone, information flow within a team, social support from colleagues, leader-member exchange, the number of acquired friendships from work, nonwork-related communication with supervisor, and nonwork-related communication with colleagues. Gender, age, and team size were controlled.

Separate linear regression models were tested and compared between experienced and new employees by utilizing the multiple-group approach. The differences in the path analysis model were tested by using the Wald test and setting the parameter values equal between experienced and new employees. IBM SPSS (version 29) and Mplus (version 8.6; Muthén & Muthén, 1998–2017) were used.

Results

The mean comparisons (t-tests) between new and experienced employees showed that, new employees experienced more work loneliness than experienced employees. New employees also worked more alone, had acquired a lower number of close friendships, and had less nonwork-related communication with colleagues than experienced employees.

The separate regression models revealed associations between work loneliness and the predictors within each group. In the new employees' group, autonomy, job uncertainty, the amount of internal communication, and the amount of working alone were positively related to work loneliness. Information flow within team, colleague support, the number of friendships acquired, and nonwork-related communication with colleagues were negatively related to work loneliness.

In the experienced employees' group, only quantitative demands and job uncertainty were positively related to work loneliness. In this group, age, medium team size, information flow within team, colleague support, LMX, the number of friendships acquired, and nonwork-related communication with colleagues were negatively related to work loneliness.

Some of the observed within-group associations with work loneliness were different between new and experienced employees. Autonomy was positively associated with work loneliness with new employees, and it had no association with work loneliness with experienced employees. The amount of internal communication was positively associated with work loneliness with new employees but it had no association with experienced employees. New employees also had a positive association between working alone and work loneliness while experienced employees had no association. Other associations were not significantly different between the groups.

Work loneliness was positively associated with intention to quit in both groups. In the experienced employees' group, the model explained 40% of the variance of work loneliness, and 33% of the variance of intention to quit. Similarly, in the new employees' group, the model explained 39% of the variance of work loneliness, and 36% of the variance of intention to quit.

Conclusion

This study focused on work loneliness and we suggest that it is important to study changing social practices at work and pay attention to the possible differences in employee experiences in the different phases of their employment relationship. Newcomers in organizations may be especially vulnerable to inadequate development of social relationships at work and thus in a risk of work loneliness when work is completely or partly done as remote work.

8.05

GOVERNING THE PRINCIPAL: THREE META-PRACTICES IN SWEDISH SCHOOL MANAGEMENT

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Abstract

In school improvement research, as well as in the policy debate, competent principals are often directly identified as the solution to all kind of problems. The principal is considered being the main actor in school development processes as well as for improving school (eg. student) results (Grosin 2002; Day 2007; Leithwood, Harris & Hopkins 2008. In this paper however, an organizing focus is used to shift focus from the school leaders themselves to schools as organizations and school management a distributed practice (Bidwell 2001, Larsson & Löwstedt 2020).

This shift in perspective on what characterize management practices in schools find several arguments. First, it is consistent with development of leadership research in other areas where the importance of everyday relationships and interactions has attracted increasing interest in recent years (Hoskins, et al. 1995, Alvesson & Sveningsson 2003, Crevani, Lindgren & Packendorff 2010).

Second, the expanded role and importance of the school in society has meant that the management is expected to take greater responsibility for the psychosocial work environment and human resources management. Schools like many other public-sector entities are being transformed into more complete organizations by this expanded role but also by an enlarged hierarchy and reinforced local identity and rationality (Larsson & Löwstedt 2020). This calls for organizing perspective.

Third, consequently more personnel in a school today are assigned management like roles than previously was the case. The number of principals has multiplied while the groups of assistant principals and others with formalized responsibility for the

managing educational development work, such as teacher leaders, development leaders, quality leaders, lead teachers[1] and senior subject teachers, have increased. This increase in management efforts in schools is by no means unique to schools but can be related to an increasing hierarchization in professional organizations.

Taking an organizing perspective on school improvement introduce a consideration of school management as a function in the organization including practices to support, control and develop educational practices. In this sense we suggest such practices to be analyzed as a meta-practice in relation to the core practices of a school – teaching (Larsson & Löwstedt 2023). This meta-practice is in this paper is referred to as the norms, ideas and activities that govern the organized activities of a school, including both formal and informal roles contributing to the leadership and government of a school. This system of practices is performed on different levels in a school organization; the formal roles as principal, teachers assigned different development task, but also super intendents have a role to play. Together this makes three layers school improvement practices.

The purpose of this paper is to particularly describe and discuss of these layers: the role of superintendents and how they govern and develop the daily educational activities of a school through its principal. It builds on an explorative multiple case study based on interviews with superintendents in ten Swedish municipalities and five private school organizations. The result illustrates three work practices by which the superintendents influence and govern such meta-practices. These are indirect ways of governing based on management processes and the schools ongoing organizing, rather than on traditional management training, guidance, and control. The results challenge the institutionalized idea of the importance of the individually based educational leadership for skol improvement.

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8.06

WHAT IS THE ROLE OF MEANINGFUL WORK FOR YOUNGER EMPLOYEES? ANALYSING ASSOCIATIONS WITH PSYCHOLOGICAL CONTRACTS AND ORGANIZATIONAL COMMITMENT

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Abstract
Younger generations in the labour market have very distinct characteristics and expectations from the previous ones, which often requires a redesign of Human Resource Management policies and strategies. While previous research indicates that meaningful work is relevant for all generation cohorts, it also shows that the association of meaningful work with other organizational variables may differ across generations. This manuscript analyses the perspectives of the younger generation of employees (under 35) as far as perception of meaningful work, psychological contract and organizational commitment are concerned. Based on equity theory and on social exchange theory, we developed a research model and test it with structural equation modelling (SEM) and partial least square (PLS) analysis. Through an internet-based questionnaire, located in the Qualtrics platform, 172 valid answers were obtained. The results indicate that only long-term psychological contracts are positively associated with perceptions of meaningful work and with the three types of organizational commitment. In turn, perceptions of meaningful work are associated with normative commitment but not with affective commitment or continuance

[1]   A teacher career position in the Swedish school system.

commitment. Perceptions of meaningful work mediate the association between long-term psychological contracts and normative organizational commitment. In the final model, long-term psychological contract explains 34.4% of the variance of perceptions of meaningful work, and the two variables together explain 41.3% of the variance of normative organizational commitment. Long-term psychological contract also explains 50.9% of the variance of affective organizational commitment and 7.7% of continuance organizational commitment. These results show that even younger generations of employees tend to establish psychological connections between traditionally explored antecedents of outcomes such as psychological contract and work with meaning, on one hand, and, on the other hand, desired organisational outputs such as commitment. This is a relevant finding for two reasons. Firstly, in the awake of the pandemic, it shows that the meaning of work is still a key variable to account for when it comes to understand key employee outcomes. And secondly, detachment from work is a growing concern amongst both practitioners and academics, as the younger generations look for occupations and work in organisations that operate with purpose and a wider role in society and in the planet.

8.07

AUTHORITY IN THE PROCESSES OF LEADING COMMUNALITY IN COWORKING SPACE

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Abstract

Coworking spaces (CWS) are open-office-like environments that provide working places against a membership fee (Spinuzzi, 2012). For many CWS providers – and members – the aim of CWS is more than just sharing the physical offices and other physical resources: coworking, collaboration, and co-learning are as important part of the benefits gained from having members from different fields, backgrounds, and competencies alongside (see Howell, 2022). CWS are often seen as collaborative organizations (Spinuzzi et al., 2019), even though the members may have competing goals and ambitions.

The CWS have increasingly intrigued organization communication scholars: studies are focusing, for example, on knowledge sharing (e.g., Bouncken & Aslam, 2019; Rese et al., 2020) and sociomateriality (e.g., Bouncken et al., 2021; Larson 2020). Collaboration, coworking, and community have been acknowledged to be important in CWS (Spinuzzi et al., 2019), but how these are led remains understudied. Brown (2017) and Susman (2013), for example, have emphasized the role of CWS manager: it is complex and crucial, yet underestimated. In this paper we are broadening the question of managerial or leadership in CWS to how collaboration and communality processes are led in CWS. Our aim is to understand the processes of leading communality in CWS through the concepts of authority.

Background

To get a theoretical lens to examine the processes of leading and organizing communality in CWS we lean on the Montréal School (MS) of CCO (communicative constitution of organizations), and on its tenet that communication creates, generates, and sustains (i.e., constitutes) organizations and organizing (see Brummans et al., 2014). Leadership as such has not been in the focus of MS, the interest has been merely on authority and authoring (Bisel, Fairhurst & Sheep, 2022). In general, leadership is seen in MS as a collective act because communication is always performative and consequential and takes place with human and nonhuman actors and targets (Schoeneborn et al. 2020). Power in leadership is not seen as relevant unless actors make it relevant. Instead, the authority different actors might have been seen as important in materializing organizational values and goals in communication (Bisel et al., 2022). Thus, we examine leadership processes in CWS in affordance of the concept of authority – as something that might materialize in ways, we do not yet see. Authority has been seen as an important concept in understanding organizations and their formation, even as a primary mechanism in which the coherence of purpose and identity are recursively 'authored' for them, to exist (Benoit-Barné & Fox, 2022; Taylor 2011, p. 1273). We state that collaboration and communality materialize in communication and relationships in CWS, and thus authority offers tools to understand the leadership processes of collaboration and communality.

Methods and data

The data of this research is collected from a well-established and growing Nordic CWS company that operates in six different cities. The members of this CWS represent various fields, expertise, and job tasks. Collaboration and communality in this CWS are the key value and goal among the staff and the members of this CWS. The data collection is ongoing, and we already have the half of the 19 weeklies staff meetings (from 45 minutes to 1,5 hour each) we are going to video-record. The number of the attendees in

the meetings recorded so far have been varying between 7-19. Some of them participate from the same office face-to-face but in every meeting, there are at least a part of the staff attending thorough video-conference platform remotely from the other cities. We are going to follow Nathues' and their colleagues (2021) example of ventriloquial analyses through four phases to get into to data by identifying, ordering, relating, and showing the multiple voices through which communality is lead in CWS.

Preliminary findings and discussion
According to the preliminary observations done after recording seven weekly meetings, we have already noticed how collaboration and communality are lead and organized, for example, through and in different events in which the event itself speaks on behalf of collaboration and communality and is made to speak accordingly. Also, different digital platforms used in CWS seem to have authority in leadership processes by organizing the ways communality is made possible, how it materializes, and how the data collected is held in charged. Already our preliminary analysis suggests that ventriloquial figures from the events to the coffee maker, and the CRM platform can have four ventriloquial connections in leadership processes in CWS: appeal, authority, appropriation, and attribution (Nathues & van Vuuren, 2022).

Our findings and ideas make important contributions to the literature on CWS and the MS viewpoint. They show the value of relational agency and sociomateriality in understanding human and non-human agencies role and authority in organizational processes – such as leading communality – in new forms of working together and organizing work.

8.08

JOINT OPTIMIZATION OF SOCIAL AND TECHNICAL SYSTEMS TO EFFECT ORGANIZATIONAL CHANGE

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Abstract
Companies often accelerate profit-seeking mechanisms at the expense of their people, which can compromise long-term employee loyalty and satisfaction, stunt positive organizational transformation, and even potentially impact long-term growth. Effecting systemic change within complex organizations requires attention to the social and technical parts of the larger corporate system. This study combines qualitative data on organizational change and sociotechnical systems with newly-developed sociological theories of the alienation of everyday life under capitalism and its effect on the individual within the workplace. Findings suggest leading with people strategy and subsequent optimization of sociotechnical systems can result in impactful change on the individual and organizational level, among other potential positive outcomes.

8.09

TRUST-BASED GOVERNANCE AND PROFESSIONS IN LOCAL WELFARE ORGANIZATIONS

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Abstract
Trust-based governance (TBG) has received increasing interest in recent years, in a Swedish context, in conjunction with the national Delegation of Trust-Based Governance in 2016-2020. TBG aims to be introduced in authorities, including municipalities, and a study shows that six out of ten municipalities are working to increase trust in their organizations. These organizations rely on a bureaucratic tradition of administration and governing, which has been heavily influenced by new public management in the past decades. The objective of TBG is to organize and govern public welfare organizations in other ways and improve

working conditions for employees and the benefit for inhabitants. This shift describes as less measuring and detailed regulations and in higher focus on the core activities and inhabitants.

Another aspect to reflect upon about the governance of public organizations is professions, as they play a decisive role as mediators between the interests of the state and the citizen. These welfare organizations and the professions within them face problems as the number of older people in society increases. At the same time, people employed in welfare organizations declines, and the public sector struggles with high sick leave rates and difficulties recruiting professionals delivering welfare, altogether described as the demographic challenge. The importance of addressing professions and their working condition is an argument for changed governance, which is pointed out by the delegation of Trust-based governance. Researcher discuss changed governance and professionals and call for studies in different contexts where street-level bureaucrats work, which can shed light on how new ways of governance are translated into everyday work in welfare organizations.

The relationship between welfare organizations and professions is researched as the influence of reforms based on new public management. However, not as thoroughly studied are professionals in welfare organizations in a partly new context of governance, and in this article, TBG constitutes this environment. In this, working conditions for professionals are essential, and TBG aims to establish better working conditions for professionals and improve the profession's attractiveness in the future labor market.

This article departs from social work professionals in local welfare organizations, which in a Swedish context are municipalities. This labor market is dominated by female professionals and municipalities as organizations viewed as feminine, which applies to social administration and social work. Research in social work is thereby to study working conditions for women. Also, our understanding of professions is governed by male norms and theories about professions, and organizations need to pay more attention to gender relations and power structures.

The purpose of this article is to define what characterizes the relationship between TBG and working conditions for professions experienced by social workers in a municipality. The material consists of 13 interviews with the social workers and managers and ethnographic material from 3 participatory activities. Documents are part of the background and orientation. The case is a Swedish municipality changing to TBG, and the material is analyzed by using thematic analysis.

The article can contribute to defining TBG as a governance "model" in the context of local government and its relationship to professional working conditions.

8.10

THE ORGANIZATIONAL CONTEXT OF VULNERABLE GROUPS – RESULTS FROM A POPULATION STUDY OF LOCAL LABOR MARKET PROGRAMS IN SWEDEN

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Abstract
Labor market policies strive for increased participation in the labor market and now special attention is given to inclusion of so-called vulnerable groups, which is for example illustrated by the European Employment Strategy (www.europa.eu). Vulnerable groups constitute an increasing part of the group of long-term unemployed and often comprise groups underrepresented in working life such as young people, older workers, people with disabilities, migrants, and low-skilled.

So far, vulnerable groups have mainly been understood and regarded as lacking motivation, experience or education and, more recently, the language and equipping them with the relevant qualifications has been the focus of labor market policies. We argue that a different starting point is required. Instead of focusing on individual shortcomings, increased knowledge of the conditions for supporting these groups can promote integration in the labor market.

In the research program "Local labor market programs - challenges of and for an inclusive labor market" (LOKA) we study how local labor market programs (LLMPs) in Swedish municipalities contribute to integration in the labor market. It is mainly

individuals who are classified as belonging to vulnerable groups 'far away from' the labor market who are enrolled in local labor market programs (LLMPs) and addressed by the municipally based activation policy.

Labor market policy is essentially a state responsibility but the shift in Swedish labor market policy has resulted in responsibility for the unemployed being transferred to municipalities, and initiatives for the unemployed are being carried out by municipalities. The municipal labor market measures have increased to such an extent that one can now speak of two partially overlapping labor market policy systems: (1) an economic one that aims to increase the proportion of employed and (2) a strategic one that is about activating, mediating and retraining the unemployed. The first system is at the state level and directed at those receiving support from unemployment funds, and the second is at the municipal level and directed at those with income support. This has entailed a financial transfer from state unemployment or health insurance to financial assistance provided by the municipalities' social services (The National Board of Health and Welfare).

There is a lack of knowledge about LLMPs despite that they are established in nearly all Swedish municipalities and constitute central arenas for inclusion of vulnerable groups. This can be explained, on the one hand, by the fact that it is not a statutory activity for the municipalities, and thus LLMPs do not have an obligation, and on the other hand, by the freedom of municipalities to organize the programs based on their own local context and needs. Consequently, comparative statistics are scarce.

As there are no registration data on LLMPs, we conducted a survey to clarify the heterogeneity of LLMPs, to map and to identify what differences and similarities can be identified in how LLMPs are organized and whether there are regional types or patterns of LLMP structures in relation to regional labor markets. A national population, study of all LLMPs in Swedish municipalities was carried out in 2022. A questionnaire was distributed to managers of LLMP. Questions ask about governance, organization of daily work, financial preconditions, collaboration with local actors, composition of participants, activities, and staffing.

8.11

DIGITAL AGENCY AND ROLES IN TRANSITION: REFLEXIVE INQUIRY OF MANAGEMENT CONSULTANTS' EXPERIENCES OF DIGITALISATION

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Abstract

Digitalisation is presenting unprecedented opportunities and challenges for management consultancy firms (MCFs). The MCFs are increasingly required to consult their clients on digitalisation strategy as contemporary business problems require a technological solution in addition to strategic insights. However, paradoxically the MCFs have been slow in developing the digitalisation capabilities themselves. The impetus to develop capability is mainly driven by market dynamics and client expectations. As a result, MCFs focus on acquiring capabilities by leveraging networks, targeting acquisitions and also developing internal capabilities. While the extant literature has explored different MCFs strategies in responding to digitalisation, the research on understanding how the role of consultants, their capabilities and their very identities are changing has not been sufficiently discussed. This study focuses on exploring the experiences of management consultants in using and adopting the skills required to digitalise elements of their own consulting practice and advisory services while simultaneously working with clients to develop digital competence. It attempts to highlight the nuances of 'digital agency' consultants' experience and facilitate for their clients.

The research utilises the interpretative phenomenological analysis (IPA) method that helps in situating consultants in their contexts, exploring personal perspectives and beginning with a detailed appreciation of their lived experiences. In-depth interviews are being carried out with participants from leading management consulting firms in the UK. The early discussions suggest disruptions in the expected patterns of being and behaving with a strong reliance on prior experience to navigate business transitions in the absence of clearly differentiated capabilities. This study adds value by highlighting the complexities of digitalisation in the consulting practice, the future of work for MCFs and its imperatives for consulting practitioners.

8.12

THE IMPACT OF PREVIOUS JOB SKILLS/EXPERIENCES AND UNLEARNING ORIENTATIONS ON THE INTENTION TO CHANGE JOBS AFTER JOINING A NEW ORGANISATION

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Abstract

When changing jobs, workers must adapt to the new organisation and job. Therefore, when changing jobs, smooth adaptation to the new organisation/job is essential. To adapt to the new job, it would be necessary to have a job description with strong continuity between the previous and current job. In addition, unlearning orientations developed in the last job will also be important in adapting to the new organisation.

In this study, we investigated how the utilisation of skills from previous jobs and unlearning orientation affect the willingness to settle in a new organisation among job changers, who tend to have autonomous career orientations. Specifically, we examined (1) whether the higher the autonomous career orientation (protean career orientation and boundaryless career orientation) of job changers, the lower their willingness to stay in new organisations, and (2) whether the more they utilised the skills from their previous job in their new job, the higher their willingness to stay there. We also examined the effects of unlearning on retention motivation: (3) whether those with an unlearning orientation have a higher retention motivation, and (4) the results of the interaction term between autonomous career orientation and previous job skills and the interaction term between autonomous career orientation and unlearning orientation on retention motivation.

A sample of respondents who had changed jobs (N=4195) was analysed. The results of hierarchical multiple regression analysis with job change intention as the dependent variable showed that the protean career orientation ('self-oriented' and 'value-first') had a significant positive effect on job change intention. In addition, the boundaryless career orientations 'mobility priority (low)' and 'boundaryless thinking' each significantly negatively impacted the intention to change jobs. These results suggest that those who have changed jobs with a high protean career orientation have a high intention to change jobs. These results indicate that job changers with a high protean career orientation have a high intention to change jobs, while job changers with a low 'preference for mobility' of boundaryless career orientation are also more likely to consider staying in their current job. The results also showed that the higher the utilisation of skills from the previous job, the significantly lower the intention to change jobs. In other words, utilising the skills developed in the last job in the new job may improve the intention to remain in the current job. It was also found that the higher the unlearning orientation, the higher the willingness to stay there. The results suggest that those with an unlearning orientation are more able to ensure adaptation to the new organisation, which may lead to an increased willingness to stay in new organisations.

The interaction between autonomous career orientation and utilisation of skills from the previous job was also shown to be statistically significant in decreasing the intention to change jobs. These results suggest that a high degree of utilisation of skills from previous jobs in the current workplace decreases the intention to change jobs. The results indicate that in managing job changers, consideration should be given to whether they are given tasks and roles that allow them to fully utilise their experience and the skills they developed in their previous job. In addition, it was found that those with a higher degree of ability to use previous job skills and a higher unlearning orientation were more willing to settle in the new organisation. This confirms the importance of high unlearning orientation as an individual factor for a successful job change.

TEMPORAL PRACTICES OF PROJECT'S TOP MANAGEMENT TEAM IN SHIPBUILDING PROJECT

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Abstract

The topic of this paper is time and temporality in complex work settings (Kremser & Blagoev, 2021). The notion of time has often been linear, objectively measured clock time, efficient planning of work time or the work-life balance. However, there is also a need to investigate alternative temporal realities, such as experiential or event time, and produce contextual knowledge about different organizations (Adam, 1995; Orlikowski & Yates, 2002; Wajcman, 2016, 2019; Koivunen & Soronen, 2022). Moran (2015, 284) states how many researchers have studied time and temporality but how it is difficult to create a synthesis of these studies. Some basic assumptions are, however, shared by many authors. First, time has accelerated, second, a new, globally connected time is emerging and third, different concepts of time are intertwined.

One interesting context to study time and temporality is project industry. Project industry by nature is very time-oriented with its strict production timelines and delivery targets. My research questions are: how shipbuilding engineers construct their notion of time and what kinds of temporal practices they engage in in their work. The research material was collected in 2019 at one Finnish shipyard and of one particular cruise ship project. The material consists of observations, field notes and interviews with the project's top management team. The interviews were carried out by dialogical photo interview method in which the interviewees were asked to take photos of moments when they thought about time or temporality (Soronen & Koivunen, 2018). The interviews then began by looking at the photos taken and reflecting on concrete work situations and practices, and thus the typical situation where managers engage in managerial talk was better avoided.

The research material shows how project work in shipbuilding is indeed hectic and highly complex. Cruise ships manufactured to the Caribbean markets are huge and the level of complexity is respectively high. The shipyard also builds several vessels simultaneously which makes the resource allocation within the company challenging – several projects are competing for the best resources.

Digitalization and increased use of information technology have affected the acceleration of time and the pace of work life (Wacjman, 2016), and this is the case at the shipyard as well. In the past 10-15 years, design work is increasingly carried out by computers and the drawings can be restored and shared electronically. The preliminary analysis of the research material suggests that there are three major temporal practices the top management team engages in in a shipbuilding project: understanding the phases of a ship project, temporal coordination, and the sense of project cycle.

Understanding the phases of a ship project means that the engineer knows and understands the specific stages of building a large vessel. Furthermore, s/he has work experience of several projects in the form of having seen the project from beginning to an end. These phases are rather similar from one project to another and include sales negotiations, closing a contract, basic design, construction design, interior design, production and delivery. Certain phases involve more time pressure than other phases and there are various critical points in the project timeline.

Temporal coordination includes the various ways the engineers plan and control their use of time. For example, the running of the project at different organizational levels requires a massive number of meetings. For project's top management team this entails a large number of weekly meetings, many of which are overlapping. The top management team seems to follow a meeting hierarchy suggesting how some meetings are more critical than others. For example, the meetings with the customer are the most important ones. Should the customer request an urgent meeting for tomorrow, that will certainly be arranged and other meetings rescheduled. The project manager and his deputy constantly communicate about which meetings to attend.

The sense of project cycle establishes on a profound understanding and experience of shipbuilding that enables the project manager to evaluate the status of the project and its critical points from a temporal perspective. This aesthetic skill (Strati, 1999; Lindahl, 2007) helps the project manager to estimate how late is too late, when things are ready enough to be moved on, or when is the optimal time to make certain decisions. This highly important skill helps the project managers make sense of the project's standing and deal with the temporal tensions. One significant tension exists between shipyard and customer; the former wants decisions as early as possible and the latter as late as possible in the project schedule. The project manager has to meet both needs and balance between them.

To conclude, the first temporal practice follows clock time and the other two temporal practices dwell in experiential time. Different notions of time are intertwined and the project team navigates between these temporal realities on a daily basis.

9.02

FEATURES OF DIALOGUE DURING THE MOMENTS OF SHARED ENGAGEMENT VS. DISENGAGEMENT IN ONLINE WORK GROUP MEETINGS

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Abstract

In recent years, the online work group meetings have become common practice in many organizations. Even if online meetings have many advances compared to face-to-face meetings such as location-independence, research suggests that in online environments it may be more challenging to get participants engaged in interaction compared to face-to-face meetings. As the participants join the meetings from their workstations via computers, it is easy for them to withdraw from the shared conversation, if they do not consider the topic of the talk as personally meaningful. In addition, the supervisees' engagement in the meeting may become challenged because their attention is distracted away from the interaction by e.g. incoming e-mails or messages.

Challenges related to participant engagement in online meetings shouldn't be taken lightly. Active participation of the group members is crucial for the usefulness of the meetings, at least if the aim is to promote learning, new understanding and common action. Generative dialogue – a kind of dialogue that promotes learning and creation of new understanding - may only happen if participants join the conversation with their "own voice", if conversation is coherent and if productive difference takes place.

In our study, we aim to gain further understanding on participant engagement and disengagement in online work group meetings by answering the following specific research questions: 1) is there a difference in the topics that are discussed during the moments of shared engagement vs. disengagement and 2) does the dialogue quality – participants' use of "own voice", conversational coherence and displays of productive difference - differ in the moments of shared engagement vs. disengagement?

Our study is part of the project Reducing strain and increasing gain of remote work group meetings with physiological indicators (PhInGain) that is funded by the Finnish Work Environment Fund. The study data comprise video recordings of 24 authentic supervision sessions and their written transcripts. Altogether, there were four supervision groups and two experienced supervisors. All supervisees were members of the same organization.

We focus our analysis on the episodes where group members displayed simultaneous high engagement and to those episodes where many of them displayed simultaneous disengagement. Participant engagement was annotated with the ELAN software by using four categories (full engagement, moderate engagement, moderate disengagement, full disengagement).

To answer our first research question, we will categorize the conversational topics in those episodes by using qualitative content analysis. To answer our second research question, we will analyze the features of dialogue by using methods from discursive approaches and conversation analysis. We will focus on the displays of participants' "own voice" or lack of it and conversational coherence. By "own voice" we mean that participant is sharing her/his views, interests and experiences. By conversational coherence, we mean that there are e.g. repeated conversational topics, comments relevant to the topic and answers to preceding questions. With productive difference, we refer to a new point of view, new associated idea or a new question.

By using authentic work group online meetings as a data and by providing information on participants' engagement and disengagement in these meetings, our study contributes to a broader understanding on qualities of online interaction that

may promote engagement and disengagement. In addition to the theoretical contribution for research on engagement and dialogue, this information has also practical value because it may be helpful when aiming to improve to quality of online conversations in organizations.

9.03

INFORMAL LEADERSHIP PRACTICES IN EXPERT WORK

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Abstract

Transformation of work pushes organizations to re-design their leadership. The increasing amount of hybrid work and variations in the preferences to conduct office, home, or hybrid work (Appel-Meulenbroek et al., 2022) challenge leadership. Also, the established themes of Future of Work like talent management and innovation combined with the emerging themes like automation and leadership (Santana & Cobo, 2020) create conditions, in which new ways of working are needed. All this contributes to the changing leadership paradigm from hierarchical forms of leadership toward collectivistic (Yammarino et al., 2012) and plural (Denis et al., 2012) forms of leadership. These collectivistic forms of leadership – for example, team, network, complex, and collective leadership – engage both formal and informal leadership in the leadership work of an organization.

In this development informal leadership has a vital role. Informal leadership (IL) is leadership action and influence without a designated power position. Informal leadership is determined by a complex process among people acting and perceiving actions (Neubert & Taggar, 2004), and it happens in a network of relations (White et al., 2016). Others evaluate the informal leadership action from various aspects, over time, and if this process is successful, it leads to informal leadership influence. In general, informal leadership is entwined around knowledge, change orientation, action, communication, group, and influence (Leino, 2022).

Generally, leadership is studied from the perspective of formal leaders and managers (Yammarino, 2013). However, informal leadership is a naturally occurring phenomenon in organizations and groups (Denis et al., 2012; White et al., 2016), and it resides in organizations alongside formal leadership. Thus, informal leadership contributes to multi-level leadership in organizations (Batistič et al., 2017), which aims to understand of how leadership and its outcomes unfold within and across different levels of organizations (Kozlowski & Klein, 2000). Informal leadership generates, for example, innovation, learning, and adaptability for the organization (Uhl-Bien & Marion, 2009), and affects organizations and individuals in several ways. Therefore, informal leadership deserves research attention (Cullen-Lester & Yammarino, 2016).

The purpose of this study is to address and explore the phenomenon of informal leadership in organizations. It is argued that individuals, who have been granted an informal leadership status and influence by the people perceiving their actions and behavior (Neubert & Taggar, 2004), engage in informal leadership through practices in multiple levels of the organization and the action is long-term. The perspective and voice of individuals engaged in informal leadership have remained minor in informal leadership research. This study provides insights into how they perceive it.

Informal leadership is studied with nineteen semi-structured interviews of Finnish experts in the technology sector from September to December in 2021. The data is handled using qualitative content analysis (QCA) (Schreier, 2014) to identify patterns in the anonymized transcripts. QCA is an iterative and "intellectual process of categorizing qualitative textual data into clusters of similar entities, or conceptual categories, to identify consistent patterns and relationships between variables or themes" (Given, 2008: 120) characterized by analysis reducing data, and being systematic and flexible (Schreier, 2014: 170). NVivo was used to manage and code the data (Bazeley & Jackson, 2019).

By focusing on how informal leadership happens and evolves in expert work through work practices, five approaches are suggested: Taking responsibility; Helping and engaging; Communicating; Initiating change; and Influencing management. Detailed descriptions of the practices are offered. The findings present informal leadership as practiced by the individuals, who possess such subject matter knowledge, which is valued by others.

The findings reveal the work practices of informal leadership, as exercised in the everyday work of the experts. Informal leadership evolves as part of the work process, being an inseparable part of it. In other words, the individuals do not intentionally

decide whether they lead informally or not, but leading is a part of the way how they work. The intensity of IL varies depending on the situation and context. IL is affected by others and it affects them: colleagues, managers, clients, and others in the network, in which the work is conducted. An important aspect is the amount of time this volunteering informal leadership work takes. It may be done willingly, to meet the requirements of the work and expectations of others, to benefit the groups and organization, but nonetheless – informal leadership takes time. Still, the informal leadership work is done willingly and voluntarily, with apparently altruistic motivation since selfish aspects were absent from the interviews. Informal leadership work conducted by experts is seen contributing to the organization's work in a long-term manner and effect.

9.04

LEARNING TOGETHER WITH THE CLIENT – VIRTUAL CHANGE DIALOGUE WORKSHOPS IN B2B SERVICES

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Abstract

In today's complex and constantly developing business environments, the importance of partnerships between organizations is growing. Collaborative partnerships or networks can either be non-profit or rely on business logic, like business-to-business (B2B) services. Typically, partners or network members share knowledge or resources to reach a common goal.

Developing partnerships is part of the continuum that Victor & Boynton (1998) describe as a historical trajectory of forms of work – from craft, through different forms of mass production, to co-configuration. The relationship between the service provider and client, and the learning and development model, are different in each form of work. In co-configuration, the services are produced and developed in a collaborative relationship between the service provider and the client. These kinds of collaborative partnerships enable adaptable services, which are continuously developed on the basis of the client's needs.

The aim of this study was to determine how collaborative partnerships are developed during technology-mediated online workshops. To promote collaborative learning and development between the service provider and their partners, we arranged an online workshop process in three organizations in 2022. We used the Change Dialogue method, which is based on the Cultural Historical Activity theory and the theory of expansive learning.

The change dialogue process consists of three sessions, and assignments between these sessions. During the process, the participants analysed their changing work from the perspectives of their own organizations and their reciprocal collaboration, reflected on their professional development in that change, planned and implemented developmental experiments to promote collaboration, and evaluated the experiments and the developmental dialogue process.

In our presentation, we show the preliminary analysis of the second session of the change dialogue process of a marketing communication company (service provider) and its three client organizations. The service provider offers B2B marketing communication services. The session had 11 participants: representatives of the service provider (n=8), in different roles such as customer relationship manager, project manager, digital service specialist and general manager. The client representatives (n=3) were responsible for marketing communication in their own organizations, which were the service provider's long-term clients. The online workshops were facilitated by the researchers (2nd and 4th author, and their two colleagues) and took place via the Zoom video meeting application. The Flinga Whiteboard was used as an additional tool.

We show how the service provider and the clients discussed their collaboration in relation to the clients' businesses and planned developmental experiments to respond to their collaboration challenges. The focus of our interest was: 1) How did the participants create a shared view on their collaborative practices during the virtual discussions? 2) What was the clients role in collaborative development?

This study is part of the VIRTUOOSIT – Työpaikkojen virtuaalinen yhteiskehittäminen (engl. Virtuosi – virtual co-development between organizations) project, which is funded by The Finnish Work Environment Fund, the Finnish Institute of Occupational Health and the JAMK University of Applied Sciences.

ADHERENCE IN A WEB-BASED WORKPLACE INTERVENTION TARGETING COGNITIVE ERGONOMICS

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Abstract

Introduction: Traditionally, workplace interventions aimed at improving work practices and working conditions have been implemented through face-to-face interactions in the workplace, with digital tools only playing a minor role in the process, if any. Since workplace interventions often face low participation rates, recent studies have increased the use of online platforms to address this challenge. Participation in web-based interventions is less time-consuming and often flexible for participation on one's own schedule. Furthermore, these interventions often provide an easily accessible platform for participants to engage in discussions and share experiences with one another. However, studies have shown that online interventions, too, have limitations, such as poor adherence and high attrition rates. To our knowledge, no previous study has focused on adherence in web-based workplace interventions targeting work-related factors such as work practices. In this study, we examined online adherence in a workplace cognitive ergonomics intervention from several perspectives and compared these approaches against one another.

Methods: The data were derived from a web-based intervention study conducted in 2021–2022 that aimed at improving cognitive ergonomics at work. The participants (n = 73) worked in various specialist roles in three public sector organizations. In the intervention phase, the participants completed a 10-week online coaching programme (6 modules) during which the online platform automatically collected versatile data on each participants' visits, module completion, and comments on the platform. After the intervention, each participant's activity on the platform was examined from five perspectives of adherence: (1) the number of modules completed, (2) the total time spent on the platform, (3) the total number of days with visits on the platform, (4) the total number of comments posted on the platform, and (5) the total number of characters in the comments. The associations between these adherence measures were examined using Spearman's rank correlation coefficients.

Results: Our results indicate that only 55% of the participants completed 5–6 modules, 24% completed 3–4 modules, 16% completed 1–2 modules, and three participants (4%) completed none of the modules. All the adherence measures correlated strongly with each other. However, the correlation coefficients of hours spent on the platform with the other measures of adherence were slightly weaker (.55–.64) compared to the correlation coefficients among the other measures (.67–.93).

Discussion: Our study contributes to the emerging field of web-based workplace interventions by highlighting the need for careful evaluation of intervention implementation, as our results indicate considerable variation in online adherence. The adherence rate in the studied online intervention was rather low, with only 55% of participants completing all or most of the modules. In addition to the number of completed modules, our study revealed other measures of adherence that strongly correlated with the completed modules, including the total number of comments posted and total number of days with visits on the platform. These measures can provide valuable additional information about participant engagement with the intervention and can be used to evaluate adherence in future workplace interventions together with module completion. Further research is needed to identify strategies that can promote adherence and ensure that interventions are effective in achieving the intended outcomes.

FIRST TIME LEADERS' LEARNING CHALLENGES AND THE IMPORTANCE OF THE SOCIAL RELATIONSHIPS (WITHIN THE ORGANIZATION) ON THE TRANSITION PROCESS

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Abstract

This is an ongoing study of first-time leaders' learning which we approach here as a construction process of social relationships and as negotiation of new roles within the work community. Leadership is accomplished through the relationships both with the superiors, colleagues as subordinates, and thus, leadership can be understood as a relation (Dinh et al., 2014). In earlier studies on the challenges of first-time leaders (e.g. Gentry et al. 2014), many of the needs can be considered to be more relational matters than general leadership skills. These were for example "dealing with people in different age", "earning respect" or "gaining trust". Therefore, we are interested here in drawing a picture of the social forces co-constructing leadership learning. We focus on the relationships of workplace learning and exclude from this study 'formal' learning interventions. However, previous evaluation studies of leadership training programmes inform us and underline the enormous interests, expectations and resources invested in leader and leadership learning.

Power relations have been accommodated in the discussion on organizational learning from the late 1990's and for example Contu and Willmott (2003) draw attention to neglected power relationships in the theory of Communities of Practice (Lave & Wenger 1991; Wenger 1998). According to them, novices are not allowed access to the sources of knowledge and participation and must learn how to behave or survive in a specific community, and how learning is expected to happen in that specific learning space. The relevance of the learning environment, including the members of organization and the situated practices in organizations, were further developed to learning as practicing in e.g. Gherardi's (2000, 2001) and Nicholini's et al. (2003) publications on organizational learning which inform also this study.

As much as other members of an organization, the newly appointed leaders must adapt to the social-historic practices of the company and negotiate his/her role and space of leadership agency with the others. The social transition process to management might either further or restrict their learning and sets boundaries for innovative directions of leadership. The first-time leaders are an especially interesting group of learners as the change of power relations makes them go through a special identity transition compared to other employees or the senior managers which often have been in the focus of management training and leader development interventions and studies.

Recently, a critique has been cast towards management training methods, as the learning results in the long term do not always show any progress in leadership behaviors of a firm (e.g. Moldoveanu et al 2019). Even if the learning results show progress in short-time, the evaluations point to the organizational frames (like formal structures and stiff practices) to be limitations for implementing new ideas and new ways of leading. As the costs of training are high, evaluation studies suggest now more tailored and democratic training interventions.

The learning environment and organizational culture with its adopted practices, behaviors and ways of interaction, therefore, are essential elements of first time managers' learning. That brings us to the question, how can we better understand the transition process of a new manager and support her/him in the learning and transition process at work?

Our study sheds light on the challenges of FT managers and their interaction with subordinates and superiors as well as with the existing leadership culture in their employer organization. First, we review the main expectations and learning challenges given in earlier leadership development literature, and compare them with the data in our study. Next we focus on the more detailed descriptions of the social and emotional challenges embedded in learning and construct a relational picture of first-time managers learning process. (As our data is collected just before the pandemic started, we consider the need for including new data from remotely working organizations).

As earlier studies have shown, the new leaders find it challenging to gain their position among subordinates especially if the new leader is appointed among his/her workmates. We investigate how does the work community participate in leader's

transition and learning from a subordinate position to management and attempt to describe the lived experiences of a first-time leader, especially from the point of the relationship building in her/his learning process.

The study uses data 1) from first-time managers' interviews and 2) open ended answers of a quantitative study on first-time managers' learning. The study contributes to the discussion of leadership development and considers especially the social relationships in that process. We suggest that an individual leader development process reflects also the quality of an organization's leadership and learning culture.

10.01

WHAT IS A LABOUR MARKET?

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Abstract

The question "what is a labour market?" may appear as both naive and even unnecessary given the amount of research in sociology that deals with work, labour and its markets. Indeed, much research has been done on labour and markets ever since Marx, Durkheim and Weber studied the economy. Today, there is a very large literature that is concerned with issues related to labour markets. The interest in labour market is today also noticeable by the substantial research on online marketplaces at which labour power is traded (Schor, Attwood-Charles, Cansoy, Ladegaard, & Wengronowitz, 2020; Vallas & Schor, 2020) due to what has been called platformisation (Poell, Nieborg, & van Dijck, 2019).

In existing sociological research, labour market is seen as organized or regulated, that produces various outcomes for the labour force, such as resources, discrimination, of which unemployment is the single most prominent consequence. These denotations, and others too, assume nonetheless that there is something as a labour market. Hence, though there is no doubt that there are markets at which labour power is traded, it is less clear to what this notion refers.

It is almost paradoxical that labour market is, on the one hand, seen as central, and, on the other hand, neither clearly defined nor in the literature. It is against this background that the present article addresses the question of what a labour market is and analyses the extent to which labour markets are different from other markets. This text investigates not only the object of trade, labour power, but also how it is traded. The strategy is to account for the structural and institutional conditions of markets. The analysis draws on findings in by the new economic sociology, which has made a substantial contribution to our understanding of markets (e.g., Fligstein & Dauter, 2007; Lie, 1997; Swedberg, 2005). The new economic sociology literature has, however, not given much direct attention to labour markets, though the topic was discussed already in early texts (Granovetter, 1974; White, 1970). This article adds to our knowledge by, based on a thorough review of existing literature, focus on the neglected but still central role of constitution and functioning of labour markets.

Based on a systematic and encompassing literature review, this article outlines the core elements in labour markets and claims that though there are some clear differences between labour and other objects of trade in markets, it is suggested there is no need for a separate theory of labour markets. Taking a phenomenological approach to deconstruct markets, it is shown that what is specific about labour markets is that actors enact two roles, as sellers and as objects of trade, switching between the two. The two ideas of the similarity between labour markets and other markets and the uniqueness of human beings as being the seller as well as the object of trade, run parallel in this article. This article presents a market definition, and based on this, and the findings it is possible to sketch different types of labour markets. A clear conceptualization of markets also leads to a better understanding of marketplaces—online and offline—for labour power.

This text complements existing research by offering theoretical tools from economic sociology to address labour markets. The results of the article enable us to ask, for example, if we should not expect different outcomes depending on type of market? What can we expect in terms of agency under different market forms? To be able to address these and yet other new questions, requires insight into what labour markets are. The analysis also points at a shift in orientation of research, that could develop the field of labour market research by opening research questions, for example, how can and markets be organized to diminish exploitation? To what extent is it possible to organize markets? Should workers organize markets?

10.02

ALGORITHMIC CONTROL OF ELECTRONIC PATIENT RECORDS: A CASE OF CO-DETERMINATION AND PROFESSIONAL AUTONOMY

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Abstract

The Norwegian patient record law §22 states that hospitals and other health institutions with access to patient information need to carry out strict access control and activity logs in order to prevent violation of patient privacy. However, patient security as a wider term implies that employees in hospitals and health institutions do have access to more than "their own" patients because this access may be vital in critical situations. Having access to patient information is important in collaborative processes where different professional actors (doctors, nurses, care coordinators, other healthcare workers) need the information to work together to treat patients or collect advice. Access is also important in inter-organisational service networks, for example to coordinate patient pathways from hospital wards to municipal care.

To date, the control of activity logs in electronic patient records have relied on less sophisticated algorithms and manual controls. Norwegian health authorities stress the need to improve control systems as manual systems cannot handle the amount of activity that needs to be logged. In 2020, the Norwegian health region Helse Sør-Øst initiated a project called Statistical Log Analysis to launch a more sophisticated form of algorithmic control of patient record activity. The aim of the project is to establish technical solutions for identifying "unusual" or unwanted forms of log activity that may infringe upon privacy regulations and to prevent losing sensitive information. During the course of the project, different professional groups and employee representatives have been involved in discussions about technical solutions as well as dilemmas relating to professional choices and autonomy. To begin with, the project will be implemented in one large, Norwegian hospital.

In this paper, we explore the involvement of professional groups in the co-determination phase of the project and the professional boundaries and dilemmas the project touches upon. Despite the professional groups' recognition of the need for strict control of electronic records due to risks of data leaks and data misuse, algorithmic governance may challenge professional autonomy and professional boundaries if algorithmic identification of unwanted behavior becomes a limiting factor in professional practice and decision making. Professions, like medical doctors, lawyers and engineers, have been defined as knowledge-based occupational groups who apply abstract knowledge to solve specific problems they claim jurisdictional ownership over (Abbott, 1988; Freidson, 2001). Autonomy is a central characteristic of professionalism, referring to forms of self-control and regulation among professional actors. In general, hospital organizations have increasingly been subject to managerialism in the form of performance management, protocols, incident reporting systems, guidelines and standards, auditing, incentive tools and stronger managerial roles (de Bruijn, 2011). In the literature, managerialism is often seen as contradictory to and challenging for professional actors by limiting discretionary spaces and constraining professional's autonomies (e.g., by structuring work tasks). However, studies have also highlighted the interplay between managerialism and professionalism in hospital settings also result in forms of co-existence, mediation, negotiation, hybridity, merging and strategic adaptation, rather than or in addition to managerial hegemony and professional resistance (Numerato, Salvatore, & Fattore, 2012). In the context of these debates, introduction of new digital technologies may impact on control and governance of clinical practice in new and surprising ways, making it crucial to study how such technologies influence organisational control, professional autonomy and issues of professionals' voice and conditions for participation and co-determination in hospital organizations.

The study is based on interviews with members of the project group, interviews with employees that have been involved in the co-determination phase of the project, and document analysis from a variety of reports and documents that are associated with the project.

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SOCIAL INNOVATION ON EMPLOYMENT SUPPORT FOR PEOPLE WITH PARTIAL WORK ABILITY IN JAPAN AND IN FINLAND

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Abstract

The employment situation of people with partial work ability is difficult worldwide, and disabled people face significant barriers in the labour market. Existing research shows that national policy frameworks differ markedly in promoting inclusive employment (e.g. Greve 2009; Hansen et al 2011; Grover & Piggott 2013). Besides state-level policies, many countries have introduced specific innovative projects to help disabled people develop their working capacities. Some of these projects are collaborative among different societal stakeholders, such as the government, companies, universities, and non-governmental organizations (NGO), and include innovative trials to enhance inclusive employment. However, prior research mostly concerns policy measures only (Gouvea & Li 2021), whereas research on grassroots-level collaborative initiatives are still scarce.

Therefore, this paper focuses on collaborative and innovative multi-stakeholder initiatives that aim to support inclusive employment of people with partial work ability. We discuss cases from two advanced countries, Japan and Finland. These countries are chosen because both are high-income economies with high levels of education and human development and relatively homogeneous populations. Yet they also have marked differences, such as the size of population, societal histories, and value systems related to diversity and inclusion. These may provide important insights into explaining possible differences in the formulation and implementation of support projects in the respective countries.

Two research questions guide our study: (1) What kinds of collaborative networks are established to design and implement innovative projects for supporting the employment of people with partial work ability? (2) How are these projects carried out, and do they imply potential for developing best practices internationally? The aim is to explore and compare such employment support initiatives, focusing on two cases: the Accessibility Consortium of Enterprises (ACE) in Japan, and the ILONA project in Finland, both of which are multi-stakeholder collaborations to support the employment of people with disabilities.

Our research approach is based on the concept of social innovation (OECD 2000) and the triple/quadruple helix model that is well equipped for an analysis of innovative multi-stakeholder initiatives. Social innovation is understood as being developed through the interaction and collaboration among several stakeholders in the public and private sectors. The triple helix model refers to a spiral model of innovation based on the interactive relations between three societal parties, i.e. the university-industry-government collaboration that contributes to production of knowledge and new innovation (Etzkowitz & Leydesdorff 1997). The quadruple helix model includes a fourth societal stakeholder, the NGOs, that often have a significant role in the collaborative networks and the production of knowledge, and thus, innovation (Carayannis & Campbell 2009; Jenson 2015; Nicholls et al 2015).

Empirically, this study draws from data on the ACE collaboration in Japan and on the ILONA project of social firms, training, and work experiments in Finland. Data was retrieved from a variety of sources: personal interviews with 11 professionals developing and implementing the projects, as well as national reports, policy papers, and international comparative reports on the employment situation of people with disabilities internationally and in the two countries. Drawing from these materials, the paper discusses the two cases as regards: 1) the initiative, funding and the participating stakeholders of the project; 2) the purpose and type of support provided; and 3) the outcomes, scale and scope of the support.

The study finds that both ACE in Japan and ILONA in Finland represent social innovation in support of the employment and human resource development of people with partial work ability. To answer the research questions of the study, first, the established collaborative networks include three societal stakeholders in Japan and four in Finland, in order to design and implement innovative projects to support the employment of disabled people. Second, these projects are carried out in different constellations, where the companies' network is the initiator in Japan, and the NGOs are the initiator in Finland.

Our findings show the dynamics of the triple/quadruple helix model of social innovation on the collaborative projects in the two countries. Japan represents the triple helix model of social innovation as exemplified in the ACE collaboration among universities, companies and government. In comparison, Finland is characterized by the quadruple helix model where the

ILONA project is collaborative among four stakeholders: universities, companies, government, and NGOs – the latter having a strong initiator role. The results contribute to research on the capabilities of different countries to foster the employment of people with disabilities (cf. Gouvea & Li 2021) and on best practices to remove barriers to employment and improve equality of access towards the labour market (Greve 2009). In addition, the study contributes to research on social innovation (Jenson 2015; Nicholls et al 2015) by illustrating targeted support projects for disabled people in two advanced countries in Asia and in Europe, respectively, and imply potential for developing best practices internationally as well.

10.04

THE TECHNO-LOGICAL CONDITION OF THE MODERN WORK/LABOR PARADIGM

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Abstract

It is typical to discuss how *work* is being modified by technologically induced changes (e.g. automation, digitalization, "platformization") as if from outside. From a philosophical-political point of view, I would like to add a fundamental question to the discussion: Is the modern paradigm of *work* (resp. *labor*) not perhaps in itself technologically determined? This question is not only relevant in philosophical circles, for example as an epistemological classification. It has a direct impact on whether we understand and address technological changes today as a turning point, even as a "new" challenge; whether we address *work/labor* as a human condition only and whether the *work/labor*-technology relationship threatens people (e.g. in loss of jobs) or liberates them? And also, is actually *work* or *labor* at the stake in these discussions or did these human activities become interchangeable in the modern technological discourse?

According to the political philosopher Hannah Arendt (1958) in modernity, the understanding and judgment of what *labor* and *work* are changed quite radically. This change has primarily to do with the technological drive of modernity. The immeasurably increased productivity in modern times is possible solely through the technological turn. If *labor* in most European languages - the Latin and English *labor*, the Greek πόνος *(ponos)*, the French *travail*, the German *Arbeit* – originally meant 'toil'; "torment" in the sense of a physical effort causing displeasure and pain, then in modernity, it becomes something else. *Labor* is suddenly thought of in terms of technological difference and made countable, for example as labor-time or labor-power. In other words, the labor-time of human labor-power is only relevant for production from that point on, when it exceeds the so-called "social average", which, according to Karl Marx, always remains the same for humans – even if the best and strongest human works really quick, they cannot exceed over a certain (human) limit. Quite at the beginning of Capital I, Marx introduces his concept of social labor time in a very techno-logical sense:

The introduction of power- looms into England probably reduced by one-half the labour required to weave a given quantity of yarn into cloth. The hand-loom weavers, as a matter of fact, continued to require the same time as before; but for all that, the product of one hour of their labour represented after the change only half an hour's social labour, and consequently fell to one-half its former value. (Capital I, Chapter I)

This is what we subsume today under the term productivity - and it cannot be emphasized enough, this term is a techno-logical term.

According to Arendt *labor* can rise from the lowest to the most important activity by overwriting it with the productive qualities of *work*. *Work* is the activity that is responsible for producing an "artificial world of things". These things, according to Arendt, do not simply join the natural things, but are distinct from them, since they resist nature and are not simply annihilated by the living processes. Thus, for Arendt, *work* is the human creation of objects that last and become a new stock and thus a new condition of human existence. In contrast, the "products" of *labor* are conceived as consumable, i.e., without permanence. Today, however, the difference is hardly noticeable, because due to the "necessity" of high-production manufactured things, we have lost their permanence. And it is Marx but also in part Smith's and Locke's theory that inscribes the question of productivity on the concept of *labor*. In this, the difference between *work* and *labor* is being lost. Until today, not only in everyday life but also in academic discourse, these terms are mostly used synonymously. Through the interchange between *work* and *labor*, *labor* is inscribed with a quantifiability, that belonged to the realm of *work* and things. This overwriting announced itself already in mechanical physics in 1826 (just about the right time to be perceived by Marx), where *work* becomes a quantifiable

formula: *W* (work) = *F* (force) times *s* (distance). Remarkably, whether in German or in French, Italian, Russian, and many other languages, the word for *work* used in this formula is *labor* (thus *Arbeit, travail, lavoro, работа (rabota)*). The quantification of labor/work power as surplus value and labor/work time as technological difference, there is a concept of labor/work being born, which I would like to call a techno-logical concept of labor/work.

In this paper, I want to discuss the technological condition of the work/labor paradigm and show how this impacts the discussion of contemporary societal changes in "working life".

10.05

SHIFTING BOUNDARIES FOR STREET-LEVEL BUREAUCRATS: SWEDEN'S PATIENT ACCESSIBLE ONLINE MEDICAL RECORD AND THE CONTEXTUAL NATURE OF INFORMATION

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Abstract

Doctors working within public healthcare systems are so called street-level bureaucrats (Lipsky, 1980), meaning that they are public servants who traditionally have met clients in physical meetings where the role of the street-level bureaucrat is to act as a liaison between citizens and the public sector. This requires professional judgement and discretionary action not possible to fully regulate. But with the increasing digitalization of public services, the role of street-level bureaucrats is changing as the public through digital means increasingly gain access the expert and information tools street-level bureaucrats use in mediating between clients and authorities. In the literature this is sometimes described as a shift from "closed file" to "open book" government (Dunleavy et al., 2006). Such a shift has happened in the context of doctors and the medical record in Sweden, which patients today can access through the national online health portal 1177 and its software *Journalen* (eng.: *The Record*). Thus, through political decisions justified by a wish to empowering patients, almost all Swedes aged 16 can since 2020 access *Journalen*.

In a research project we have studied how doctors react to that patients no longer need to wait to be informed by their doctor but can instead read record notes automatically made available at 1177, where it then becomes the patient's responsibility to interpret the content. Accordingly, doctors' longstanding use of the record as their professional tool, where they have "thought out loud", tested early medical hypothesis, written memos, and communicated with colleagues without being concerned about what their patients might think of what they note down is now challenged by patients' access to *Journalen*.

During the project we conducted semi-structured interviews with 30 doctors working in one of Sweden's 21 healthcare regions. The doctors worked as general practitioners (11), pediatricians (5), psychiatrist (6), and at the emergency ward (8). We for instance asked them about the possibilities to inform and communicate with patients through *Journalen*. Thus, in this presentation we will particularly attend to doctors' perception of the contextual nature of (medical) information (Berg and Goorman, 1999).

In our analysis of the empirical material, we emphasise doctors' argument for considering the medical record as an information repository for professional use only, and their belief in that patients lack the contextual awareness and medical knowledge to interpret record content, with the risk of patients being mis-informed by accessing record content. Also, we address how doctors already have established ways of informing patients, which include writing letters, phoning them, or by calling them to a visit. These various ways of informing patients are used context-dependent – according to the serious of the matter; if doctors need information from patients; and doctors' assessment of what patients can manage. This is all challenged by patients' possibilities for swift and easy access to *Journalen* as it makes it possible to side-step the doctor. A contributing factor to whether doctors are positive or negative to *Journalen,* is whether they believe it makes it possible for them to reduce their workload, or if they believe it will result in an increased workload. For instance, informing patients on routine matters by redirect them to *Journalen* instead of having to write one letter adjusted for the patient and another note for the record, adapted to its medical lingo, was considered by doctors to reduce their workload. However, patients contacting doctors after failing to interpret record content read in *Journalen* and understood by doctors of no or little medical value, caused doctors annoyance and stress as they meant that they now had to do extra work on explaining irrelevant matters.

From the aforementioned analysis of doctors and the advent of *Journalen,* we want to make some generalizing conclusions around the development and design of these kind of open book systems and services. We argue firstly that it is important for politicians, developers, and designers to understand the context of street-level bureaucrats use of information around clients; its purpose and application in street-level bureaucrats' daily work. Secondly, when introducing open book systems and services, a thorough recognition of how street-level bureaucrats use information in interaction with their clients should be necessary, as well how the professions' established ways of informing clients are configured. And third and lastly – to receive the support of street-level bureaucrats for open book-government it should be critical to be able to demonstrate how it changes the workload for street-level bureaucrats, and of course they would prefer a reduced workload.

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10.06

SHIFTING BOUNDARIES OF ENGINEERING PROFESSION IN TECHNOLOGY-MEDIATED WORK ENVIRONMENT

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Abstract

The abstract and presentation are included in the Nordic network's stream of "Shifting professional boundaries with digitalization in Nordic countries".

The engineering profession is defined as independent and knowledge-intensive, with high status and employee position within the business environment and having operational, but not strategic, autonomy. Although the engineering profession is not regulated in the same tight way as professions in health care with legislation, the professional/vocational division between those with studies in university, polytechnics and second level educational institutions has been clear. However, digital work environment with interrelated work organisation reshapes engineering work and related professional boundaries. The introduction of new technology impacts the choices made in work organization and particularly by the management. HR strategies are related to the business rationality applied. Patterns of work organisation and business rationality are interrelated in a special way in engineering work in the high technology metals industry, which directly or indirectly shift the boundaries of engineering profession, first, between disciplines and, second, between engineering profession and blue-collar occupations.

Although economic goals are regarded as dominant when shaping the work organization, other rationalities also have influence, particularly in production related to R&D. In a high technology industry, research and profitability are interrelated, which promotes particular tracks of industry-specific R&D.

With higher education, engineering professionals are specialized in one of the branches in industry, but with the digitalized and integrated industrial systems or environments, programming and ICT penetrates all the branches. In addition, multi-disciplinary work organization is applied to promote interaction when planning the integrated automatized systems. Because of the specialization, the boundaries between the different disciplines are stretched but not crossed into inter-disciplinarity. The multi-disciplinary work mode reshapes the interrelated positions of the disciplines and with the "green transition" and related reshaping of digital environments, we may expect further repositioning of the engineering disciplines.

With the digitalized environments and integrated automation systems, new tasks in engineering emerge, due to the rationality of profitability and with reshaping of the work organisation. For example, the business rationality puts pressures to supply life cycle services for guaranteeing long-term economic returns. The clients purchase services in assemblance and maintenance for their digital and automated systems. These remote services are provided with digitalized methods and by a group of personnel consisting of engineering professionals and experienced blue-collar workers of maintenance with knowledge on digitalized environment. They replace the experienced and expensive professionals in planning function. The experts of remote

services are not a clear professional/occupational grouping and their competence is promoted with peer learning, for the new task is organization-specific. However, within the context of high technology industry, emerging of new, professionally ambiguous tasks is probably common. In addition, in the occupations in production and assembly, the variety of routine-based and demanding tasks is increasing, the latter approaching the job description and qualifications, but not culture of engineering professionals. (Haapakorpi 2018, 2022)

According to the classical theoretical approach of Abbott (1988) professional positions are based on the intersecting professional legitimacy and work life environment, but within the boundaries of professions. However, Brint (2001) and Burns (2019) claim that transformation of a professional career tends to vary with the profession and the context of work, possible crossing the boundaries of professions. Diversified career trajectories are due to the intersection of professional and organizational reshaping (Burns 2019) or industry-specific reshaping (Burns 2019; Brint 2001). The professional ambiguity of the new tasks or existing tasks crossing the professional/vocational boundaries are due to high technology industry environment and the business rationality and related HR terms. The crucial questions dealing with shifting professional boundaries deal with reorganization of professions and their interrelated positions in technology industry.

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10.07

DATAFIED PROFESSIONALISM – SURVEILLANCE WORK WITH ARTIFICIAL INTELLIGENCE IN A HOSPITAL WARD

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Abstract
Datafication – the increasing availability and use of big data, algorithms and artificial intelligence (AI) – is linked with grand visions of better, smarter and faster creation and use of knowledge in society (Mayer-Schönberger & Cukier, 2013). Professions, as key institutions in our societal organization of knowledge, are at the midst of these transformations. Some authors conceive datafication as a threat to professionals, predicting their sidelining by 'increasingly capable systems' with superior ability to organize and analyze data (Susskind & Susskind, 2015). However, recent empirical research on datafication in professional work shows that datafication more often results in a re-constitution of professionalism, changes of boundaries between professions, and the rise of new forms of professionalism (e.g. Bergquist & Rolandsson, 2022; Jørgensen, 2021; Møhl, 2019; Waardenburg et al., 2022). Building on insights from STS as well as contemporary sociology of the professions, this paper departs from an understanding of professionals as key actors in shaping the implementation and outcomes of datafication, but we also see professionals and professionalism as undergoing transformation in the process.

Based on qualitative interviews and participant observation in a Danish hospital ward, we study changes in professional boundaries and professionalism among doctors and nurses working with a new AI-based surveillance-system to monitor post-operative patients. With this technology, small wireless sensors are attached to the patient's skin, and measure blood pressure, pulse and other 'vital parameters'. The sensors constantly measure (opposed to traditionally every 8-12 hours) and send data to a computer that processes it using artificial intelligence that relate them to each other, to duration of deviations etc. and assesses the patient's situation. If the patient needs treatment, the system alerts the healthcare staff via smartphones or central computers. The system has been explicitly built to mimic the professional reasoning practices of experienced doctors and nurses, but is capable of detecting and processing much larger quantities of data, and of learning from these to create ever more sophisticated analyses of when dangerous situations may arise, and the staff need to be alerted.

The AI-based surveillance-system thereby changes where and by whom assessments of the patients' situation is made. Not radically, as automatic monitoring technologies have long been part of hospital work. Nonetheless, the AI-based system

displaces the boundaries between technology, professionals and patients and changes the professionals' role from one of monitoring/measuring and assessing, to following up and evaluating the AI's assessments. On the one hand, this might change professionals' roles towards an expert role using the AI as an advanced instrument. On the other, it might change it to one of running from alarm to alarm orchestrated by the AI's assessments, also changing the interaction with patients and the basis for developing professional skill and assessment.

Our analyses focus on how this new mode of surveillance, entailing a more complex network of human and non-human actors, contributes to a re-constitution of professional knowledge, organization of work, and professionalism. We focus on how working with the system entails new divisions of labor and creation of a new professional gaze on the patient, where new forms of visibility, but inevitably also new invisibilities, emerge (Flyverbom, 2019; Kamp et al., 2023), and we analyze the implications of this new gaze for doctors and nurses' understandings of professionalism, professional discretion, and accountability, as well as for their interactions and relationships with patients.

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10.08

IS THE ROLE AS TEACHER IMPOSSIBLE? A DISCUSSION PAPER (POSTER)

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Abstract
This is about the impossible role as teacher in Swedish compulsory schools. The mission is twofold for the schools and therefore the teachers; to educate the pupils to good citizens and to educate the pupils to a high standard in academic knowledge. The pupils should be able to continue to further education after compulsory school. However, it is an increasing number of children with conduct problems and misbehaviour. In the extreme form they end up as young criminals. This raises two questions:

1. Which role in this has the school?
2. Lack of academic knowledge is per se a problem. What could other instances do better when it comes to upbringing?

In the Swedish school system there is an aim to give the pupils certain values common for people in Sweden and knowledge to behave democratic. The teachers shall in their teaching and in their classroom, encourage to dialogue and good manner.

However, pupils are different. There are an increasing number of children, which have different kinds of adjustment problems and or bad manner. It is difficult or even impossible for the teacher to reach all the 20-30 pupils in the classroom. For the child the relation to the teacher can be a powerful tool to a proper development, but not for all. The paper discuss important aspects in the relationship between teacher and pupils, but also attachment to caregivers. In most cases a child´s behaviour will be better with age. The self-regulating skill get better as the child gets older. Also, the teachers can improve their attitudes towards disadvantaged children by education. Teachers can also improve the way they teach, for example how to carry out a lesson.

The pupils must have certain skills and academic knowledge when they finished school according to the regulations for the Swedish schools. The teacher is educated to bring this knowledge to the pupils. Pupils bring with them individual factors that can promote or make it tricky to master the school and to have good school achievements. This interact with the classroom situation and the teacher. For example a relation to the teacher with much conflict, might decrease the pupil´s achievement.

To conclude, it is the schools and teachers responsibility to educate the pupils, within certain limits, given by the regulations. However, upbringing in such as well as to manage conduct problems, deviant behaviour, illness are nothing that could be included in ordinary tasks for a teacher. Other groups are better, and educated for that; as parents, social workers, police officers, organizations such as in sport and churches.

10.09

HOW CAN BASIC INCOME ACT AS A TRIGGER FOR SELF-ORGANISING A NEW RESILIENT SYSTEM OF DIGITAL HEALTH?

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Abstract

In the current socioeconomic inequalities deepening in capitalism under Covid-19 and economic crises, major 'adaptations' are necessary. The fundamental challenge must be institutional: existing institutions are inadequate, and a greater period of experimentation such as basic income is necessary. This is why we should look at the basics of institutional economics in radical traditions, out of ruling neoliberal consensus. The literature, however, has weakly addressed the issue, how a basic income can truly act as a trigger for self-organising a new resilient system of digital health. This question leads to sub-questions: how capitalist system of digital health gets to organisation and structuration in real world (objectivity); what its origin of disorder is; how (and whether truly) the basic income acts as a trigger for self-organising a new resilient system of digital health; if untruly possibly in value and history, what the normative solution is, addressing the duality of possibilities, reformism versus radicalism. This paper, which defines (1) 'order' as structure, (2) 'self-organisation' as institutional process of struggle to reorganise, reconstitute, and restructurate an order out of disorder, (3) 'capital' as a result of law and institution deeply based on capitalist relations-of-production, and (4) 'evolution' as self-organising change for survival, seeks to answer the question with the institutional matrix of self-organisation full of variables by market versus non-market; pro-capital versus anti-capital, through a deeper understanding of institutional economics in radical traditions, and applies it to an empirical reality, particularly with a case study on Korea (with quantitative analysis) during the last decade. By doing so, this paper argues: beyond the superficial issues of private versus public, market versus state, and Keynesianism versus neoliberalism, institutional economics addresses the deeper 'real-world' issue 'structuration' in the capitalistic system of digital health in Korea which acts as substances of long-term crisis. In the crisis, the basic income can act as a trigger for self-organisation but is only valid when connected to the radical theory looking beyond such a capitalistic system.

10.10

TECH WORKERS AND THE STRUGGLE FOR ETHICAL HARMONY

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Abstract

Introduction
Tech companies are sometimes involved in ethically problematic behaviors (Benjamin 2019). Despite this, some of their workers resist such practices (Orr and Davis 2020). However, it is unclear how tech workers reconcile the conflict between their ethics and employment by a company that engages in ethically questionable behaviors.

This study aims to address this issue by examining the experiences of 98 tech workers from the US and China. Specifically, we explore whether tech workers experience tensions between their sense of ethics and their companies' ethical behavior, and if so, how they resolve this conflict.

Our study includes tech employees in two comparable tech hub cities in China and the US. Our interviews with tech workers in both contexts reveal a common strategy used to reconcile the tension between personal ethics and company practices: making ethical compromises by suppressing certain aspects of their ethics in the workplace. Our findings shed light on how and why tech workers in both societies choose to make ethical compromises in favor of their occupation.

Inherent Conflicts between Profits and Ethics in Tech

Tech workers in both contexts see the inherent conflict between corporate profits, the company's ethics, and themselves. This conflict is a fundamental aspect of the similar Capitalist economic structures of both societies. According to Jack, a software engineer in the US, tech companies will not prioritize ethics due to the corporate logic in a "hyper-capitalist society." This recognition contributes to their perceived inability to change their companies' (un)ethical practices. Likewise, Meng Qi, a tech worker based in China, notes that the competition among Chinese tech companies is "extremely severe." She suggests that due to the fast-paced and rapidly evolving nature of the tech market in China, there is a lack of established ethical and moral frameworks, which makes it easier for Chinese tech companies to neglect ethics.

Tech workers are conscious of the existing conflict between corporate profits and ethics in the tech industry. They also understand that profitability is often prioritized over ethical considerations. This recognition establishes a foundation for tech workers' sense of powerlessness when it comes to integrating their sense of ethics into their work environment.

Navigating with Ethical Guidelines

While unique in their approach, tech workers in both the US and China turned to external sources of guidance for adopting a potential remedy to the ethics-profit conflict. In the U.S., workers relied on an ethical guideline of doing no harm, a principle aligned with their sense of ethics but also generated in other non-work-related domains. As a common universal staple of ethics, this guideline was thought to be a solution for tech workers to continue their labor under the condition it did not violate this principle. In China, tech workers looked to legal requirements as a set of guiding principles. Chinese respondents reported high confidence in legal authorities because they saw it as an absolute form of authority that cannot be unethical.

Even so, tech workers in both contexts found their interventions to be unsuitable for the precarious situation of tech work. In the US, tech workers stated these universal guidelines were difficult to implement into their company's work culture despite many claiming to have implemented certain ethical considerations. However, many employees saw this as performative. Similarly, in China, tech employees found that the exponentially developing tech sector was "situated in ethically gray areas", where legal guidelines could not make justifiable decisions.

Making Ethical Compromises

Tech workers in both national contexts cannot find a set of ethical guidelines that effectively reconcile the tension between their sense of ethics and their companies' (un)ethical behaviors. As a result, tech workers resort to compromises where they suppress parts of their sense of ethics while perceiving their superiors as responsible for making tech work more ethical.

In the US, this could manifest through tech workers removing themselves from any project or assignment that would violate their ethical principles. Robert, a respondent, stated, "You have to decide what is the right balance [of comfort between ethics and profits] for you." In Chinese tech companies, workers compromised by separating their sense of ethics from their job. Specifically, the structure of tech work makes few people accountable for the ethical implications because the tasks are divided among many persons. Thus, while each worker contributes to the problem of unethical profit-chasing, no single worker can be blamed for the situation in its entirety. It would fall on the tech company's leadership to address it instead.

The constant challenges to maintaining a sense of ethics reveal the troubling culture of the tech industry and the consequences it perpetrates for the individual worker and beyond. This study, therefore, highlights the barriers to promoting tech ethics in the global capitalist tech industry.

10.12

MULTIVOICED DISCUSSION ON PLATFORM WORK IN GERMANY AND FINLAND – APPROACHING THE THEME THROUGH CRITICAL DISCOURSE RESEARCH

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Abstract

In my doctoral thesis, I study the discussion on platform work, its status and the meanings it receives from the perspective of different actors and influencers in the EU's economic and cultural area.

Platform work has become one of the key phenomena of the platform economy, and its importance is growing in the labour market, social debate, decision-making and legislation. According to estimates by EU Commission (European Commission 2021), around 11 % of EU workforce have provided services through a platform. Also, the European Commission proposes a set of measures to improve the working conditions in platform work and to support the sustainable growth of digital labour platforms in the EU. These measures are one of the top priorities of the EU in 2019-2024. (European Commission 2021). Platform work is also a current research and debate topic. In the EU and Europe context, platform work related research has been focusing on labour law challenges (e.g. Aloisi 2022; Thelen 2018), working and employment conditions (e.g. Eurofound 2018; Schoukens 2020), challenges and needs for regulation (e.g. Garben 2021; Jesnes et.al. 2021) and in-depth analysis on labour within the platform economy (e.g. Drahokoupil & Vandaele 2021; Poutanen, Kovalainen, Rouvinen 2020; Pesole at.al. 2018).

With a linguistic approach to the theme 'platform work', it is possible to define its role from the point of view of public debate, in which different kind of contributions and voices can be recognized; e.g. the voice of platform worker, the point of view of labour market actors, and the aspects of platform companies that intermediate work. In my first article, I examine how platform work is described in German and Finnish e-newspapers in 2017-2021. My aim is to define the general role platform work as phenomena has in the media. I have collected a large data for the first article, total of 2917 German and 986 Finnish newspaper articles. The selection and analysis process for the final data set for the first article is currently active. The data will be analysed with a combination of text and content analysis, on the basis of critical discourse analysis (Fairclough 1989, 1995), hopefully resulting to answer the questions *what* is discussed regarding platform work and *how* it is described.

This abstract is to outline the preliminary frame for my second article. I am planning to concentrate on the context of the public discussion using the recognized and collected German and Finnish e-newspaper data. In my second article my aim is to examine:

1.) *who* actually takes part in the discussion on platform work, and

2.) in *which context* this contribution is given.

Greef et.al. (2017) has made a comprehensive analysis on platform economy and crowdworking in Germany, and what kind of strategies and actors are seen in the economy. They recognized three different groups of actors: 1.) social partners and civil society actors, 2.) political actors and 3.) international actors. The early content analysis of my data shows, that the same actors are visible in the public discussion as well. In addition, there are many articles giving space to international scholars as well. The contributions are partly direct, partly indirect, maybe hiding a certain, different agenda behind the utterance. In research debate regarding platform work in Finland, same kind of mapping with same kind of data set has not been done.

This second level of analysis of the e-newspaper data is interpretive and seeks to understand the text and discourse in the data more broadly. Understanding focuses on the meanings that the texts, and the discourses they represent, have in their contexts: the data is placed in its contextual and social context. I am interested in finding out, how e.g. different text genres represent platform work, and does these representations differ, when these two languages are compared.

In discourse research, context is a multi-layered and wide-ranging concept. A context is formed because it refers to all the different factors that influence the formation of the meaning platform work receives. The multilayered nature of the context, on the other hand, means that very different contexts of different sizes can be present at the same time. Language use reflects and always includes the views of society on the theme at hand, in this case platform work, that occur in the context. At the same time, the individual language user and the use of language in each situation affect the image that is formed for platform work in these e-newspapers. The micro-level of language use and the macro-level of society overlap. (e.g. Pietikäinen & Mäntynen 2009; Fairclough 1998). Platform work earns and needs to be examined in this research frame as well. The results of this study will give novel information on who has been given space to contribute to the discussion, and what is the context around this contribution.

10.13

EXPERTS IN LITERACY DOING DIGITAL CARE

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Abstract

Contemporary societies are transforming, visible in the changes in work contents, knowledge claims and roles of expertise in communities and societies. These transformations are partially related to macro-level societal factors such as the ageing population and mature economies, and they are intensified by processes such as digitalisation and significant conflicts and upheavals caused by unpredicted phenomena such as pandemics. Digitalisation thus entrenches most if not all activities of society, but there are sectors, which require closer analyses, to address the meaning, importance and consequences of the transformations. These transformations concern both the public and private sectors in societies, and concern all citizens and their public services. However, not every citizen holds the needed skills and requirements for navigating and acting in a digitalized society, where many skills and knowledge related to digital technologies are necessary for active citizenship and everyday life.

On the one hand, digitalization changes professions and jobs, and on the other hand, digitalization, by pervading institutions and their functioning logic, requires constant updates of digital skills, and the ability to function in a digitalized world. In welfare societies such as Finland, this means building up a support network to combat exclusion from the digital society. The objectives of Finland's Ministry of Finance include that citizen services should be mainly attended to through digital channels by 2023 (VM 2023a). Decreasing digital inequality and increasing the digital inclusion of citizens is one of the objectives of digital support (VM 2023c).

Even though according to DESI -comparison, Finland has the highest rate of usage and skills related to digital technology in the European Union (European Commission 2022), there is also a growing number of people outside of these skills, for a variety of reasons. According to European Commission, 20 per cent of Finns has worse than basic-level digital skills (European Commission, 2022). Therefore, it is societally important to increase digital inclusion and take care of citizens with lower digital skills by providing them with support and possibilities to use digital devices and citizen services. It is worth noting that institutions and places to get digital support for citizens are not clearly identified in Finland.

This paper is based on this mentioned paradox of support for citizens in digital services and will analyze the digital care work performed by experts in libraries in Finland. The paper discusses the gradual expansion of digital support work in the expert tasks in libraries and poses the question of a new type of expert work that is often invisible and most times falls outside of own expertise, yet serves an important task in digitalized society.

10.14

EMOTIONAL AGENCY IN STRATEGY IMPLEMENTATION (POSTER)

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Abstract

This poster presents a recent research project (2021-2023) focusing on emotional agency, emotional climate and strategy implementation. The aim of the research was to seek deeper understanding of how individual organizational members' emotional agency (i.e. emotional competence and their influence on their own and others' emotions at work) is related with strategy implementation. In addition, the role of emotional climate in this relationship was investigated. Previous research has noted the relevance of emotions in strategy but there is still a lack of knowledge about whether individuals' emotional agency and the emotional climate of the workplace support strategy implementation.

The main concepts of this study are emotional agency, emotional climate, and strategy implementation. Following a sociocultural approach, emotional agency is looked at as individual competencies and skills as well as actual behavior to influence emotions in everyday work practice and interaction. Emotional climate is defined as organizational members' perceptions of the extent to which they perceive their organizational environment as conducive to emotions and emotion-related behavior. With this perspective, the focus is on shared perceptions of organizational practices and routines and affective expressions and behavior related to them. Strategy implementation is studied through its cognitive, behavioral and affective aspects. The focus is on the adaptive dynamics in the strategy implementation, that is, on the sense making and enactment processes in practice.

The project, funded by the Finnish Work Environment Fund, was implemented in an intervention context. During the project, an emotion-focused training intervention, consisting of thematic workshop sessions and case clinics, was implemented in three organizations in Finland. The interventions were organized over an 8-month period per each organization. Longitudinal data was collected before, during and after the intervention. Both qualitative (observations, interviews) and quantitative (surveys) methodology was utilized.

The poster presentation summarizes the main main findings of the research project. The findings underline the central meaning of emotional agency and emotional climate in organizations strategy implementation. Further, the intertwined relations between individual's emotional competencies and actions to influence the emotional climate in one's work community, are described in detail. The findings are discussed in terms of both theoretical contribution and practical implications for strategy implementation in current work organizations.

11.01

WORKPLACE PLATFORMS AND THE AFFORDANCES OF THE ALLELOPTIC VISION

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Abstract

Digital platforms are increasingly integrated into work organizations and their growing impact on the content and organization of work and industrial relations has not escaped scholarship in the sociology of work, a body of literature to which this study belongs. Sociologists of work treat platforms as sites of work and employment, as the basis of the gig economy, as a location of emergent forms of digital surveillance and algorithmic control of work and workers, and as a major challenge for labour unions and government regulation and taxation of platform work.

A defining, yet neglected feature of many workplace platforms is their technological affordance to provide an 'alleloptic vision' -- an ability for mutual viewing of work-related data streaming in real-time into a network composed of a large number of workers and managers. This affordance, in its nascent form, was first identified by Zuboff in her 1984 seminal book 'In the Age of the Smart Machine', where she positions the ability of managers to provide mutual viewing within the panoptic framework, and highlight emerging forms of distant management. Zuboff is also sensitive to the potential of mutual viewing to enhance online communication among team members who are spatially dispersed. In the past four decades, the technological affordance of workplace algorithms that manage platforms has rapidly developed, opening-up new venues for harnessing the alleloptic vision to achieve various managerial goals, and more intrusive control of work and workers. Workers' agency to employ the alleloptic vision to strengthen individual and occupational autonomy, also developed and became more sophisticated.

This article strives to identify and analyze the various practices and meanings attributed to the alleloptic vision in Israeli start-up firms in the software sector. In this context, the article focuses on highly skilled workers who engage and make sense of the algorithm of a popular workplace platform named 'Jira', employed mainly for the management of complex software development projects. The second author (by order of appearance) conducted 20 semi-structured interviews with software engineers and team managers in 13 Israeli start-up firms that use Jira on a daily basis. The article will examine how software workers perceive the alleloptic vision afforded by Jira, and asks do they see the elleloptic vision as a managerial extension, or if they see it also as an independent social agent, that can promote individual and occupational goals that diverge from the initial managerial goals.

The term "allelopticon" is meant to connote the Greek idea of "mutual viewing" and it makes reference to, and creates a distinction from, the concept of the "panopticon," coined by Bentham (1843) to describe a design of a modern prison. Panopticism,

that guided critical thinking about workplace surveillance and control through most of the 20th century, is predicated on individuation of the workforce, spatial separation of persons, and centralization of information about individuals gathered through surveillance. This information is categorized and flows upward through a hierarchical power grid. By contrast, this article argues that many workplace platforms promote a shift from panopticism to alleopticism, and that the platform-based affordance of the alleoptic vision is predicated on a strikingly different principal - the technological ability to easily create online communities of workers and managers within the workplace. Management implements algorithms to govern the community, supervising and collecting data about individual and team performances, often relying on workers' self-documentation, and formulating these data to evaluate the workforce. Then, workplace platforms can facilitate the online streaming of work performance and the mutual viewing of all members of the community of all other members' work performance. The engagement in mutual viewing, is coupled with workers' ascription, on the basis of platform induced performance measures, of differential levels of skill to different members of the community. Based on these measures, workers and managers can constantly compare themselves against the performance measures of others across a variety of work-related tasks and skills. Workplace platforms such as Jira that implement the alleoptic vision in software development teams often depend on workers' input and sustained documentation of their work. Thus, workers become a crucial element of the application of the alleoptic vision, and when the platform depends on in-depth documentation of skilled work, managers need to entice or obligate knowledge workers to seriously engage with the platform and to document and explain their decisions at different junctures of the software development process. The article will document and analyze the socio-technical implications of the alleoptic vision within software development teams.

11.02

'I DON'T KNOW WHO EXACTLY I AM WHILE DELIVERING, BUT I'M NOT PART OF DELIVEROO': SOCIOMATERIAL (DIS)IDENTIFICATION AS RESISTANCE IN FOOD DELIVERY WORK

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Abstract

This abstract is based on a study that is part of an ongoing project focusing on the processes through which individuals develop self-concepts while operating on digital platforms. In this project, we are interested in the (dis)identification processes of low-skilled platform workers – explicitly the ones operating on food delivery platforms - considering the "(in)visibility" that guides their operation, as workers are discernible while performing their job, yet fail to be "seen" as legal workers (Gruzska and Bohm,2020). We specifically ask:'How is platform technology interlinked with workers' (dis)identification processes?'

Theoretical Background

When platformization reaches the world of work and changes the way people work, it also affects sensemaking at work (Vallas and Schor, 2021) and may impact on how workers define themselves (Vallas and Christin, 2018).

Organisations, and the different roles that people acquire within them, have traditionally been regarded as key determinants of identification processes whereby individuals develop 'perceptions of belongingness to some human aggregate' (Ashforth and Mael, 1989:21) and accordingly formulate their self-concepts (Who am I?). Considerable research has examined the cognitive processes through which individuals develop self-concepts vis-à-vis their connections with organisations. While we know a great deal about processes of identification, we know far less about processes of disidentification, whereby people can formulate self-concepts based on the organisations from which they consider themselves separate (Elsbach and Bhattacharya,2001). The literature in management has only minimally engaged with disentification and is yet to explore this phenomenon in contexts where technological interactions prevail and organisational commitment is replaced by gig tasks, such as in platform work.

Methodology

The first author has far conducted 21 in-depth interviews with platform workers on major UK food delivery platforms. She has further collected data from a 13-months netnography of the UK-based Facebook groups and Reddit forums that workers utilise. While continuing interviewing workers, from April 2023 onwards, the first author will conduct an autoethnography, working as a delivery rider to better understand what 'working on platforms' means. Non-participant observations will lastly be conducted

by the first author who will sit as a passenger in delivery drivers' cars to gain a real-time perspective on their technologically entangled (dis)identification processes.

We overall aim to understand the intersection of (dis)identification and technology on platforms. By platform technology we refer to the algorithmic infrastructures that platforms rely on for their operation. Given the importance of this technology, we have so far adopted a sociomaterial lens (Orlikowski, 2007) and consider platforms as technology and workers as those who perform tasks through them. In our data analysis, platforms are therefore seen as algorithmic entities that are continuously entangled with the social for the formation of work realities.

Preliminary findings
Preliminary findings suggest that the incongruence between individual and organisational values that exists on food delivery platforms triggers identity work (Sveningsson and Alvesson,2003) in the form of disidentification through which platform workers formulate cognitive distinctions between themselves and platform delivery firms as a form of resistance. Adopting a sociomaterial lens, we have (so far) witnessed how workers (a) exploit (game) the algorithms to indicate their disagreement with the manifestation of ritualised performances that intend to performatively create a sense of 'oneness' with platform firms, (b) engage in sensemaking in trying to figure out how the algorithm operates to acquire a sense of empowerment over platform technology's instrumental elements that are seen as inducing certain ways of thinking and/or acting, and (c) become imbricated with the materiality of other digital platforms – namely Facebook and Reddit - that co-shape a collective narrative of disidentification with food delivery platform firms. These three entangled practices constitute identity work, aiming at forming a coherent narrative of 'who I am not'. We are confident that the preliminary findings elucidate potential mechanisms through which platform workers indulge in disidentification processes to show resistance against platform firms. Our work further indicates the ways through which individuals and groups develop counter-institutional identities on platforms, whereby social humans shape the materiality of platforms, and the materiality of platforms impacts self-definitions.

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11.03

"JUST A JOB": INDIVIDUAL PERCEPTION OF AND RESPONSE TO CORE STIGMA IN THE GIG ECONOMY

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Abstract
In the last two decades, stigma has become a major area of interest within the field of management and organization research (Helms et al., 2019; Hudson, 2008; Zhang et al., 2021). Organizations suffering from stigma regularly lack crucial support of audiences (Pollock et al., 2019) because they perceive the organization as "deeply flawed and discredited" (Devers et al., 2009, p. 155). Stigma is especially severe for organizations when it is connected to permanent attributes such as those of value-creating activities (Hudson, 2008).

Past research on organizational stigma has two significant blind spots. First, stigma research has less studied the process of the individual-level perception of and response to stigmatization (Zhang et al., 2021) and, instead, has treated audiences as uniform, collective entities (Pollock et al., 2019) without considering the potential heterogeneity of the members forming these audiences (Helms et al., 2019). This is problematic, as subjective interpretations of personal experiences result in differing attitudes and behavior depending on situational factors and individual disposition (Barlow et al., 2018). Second, by locating audiences in the organizational environment, stigma research has yet not studied the organization's core audience of workers in their role as potential stigmatizers.

Addressing these blind spots is of theoretical importance because neglecting the potential heterogeneity of audiences has prevented research from examining the contingencies and boundary conditions that induce whether and to what extent audience members perceive and evaluate an organization as stigmatized (Gonzalez & Pérez-Floriano, 2015; Zhang et al., 2021). Furthermore, by neglecting workers as core audience, contemporary research lacks insights regarding the internal dynamic relationship between core value-creating activities of organizations and the multiplicity of individual perceptions that is relevant to explain phenomena such as varying degrees of stigmatization and sanctioning by audience members (Helms et al., 2019). Thus, we ask: When do members of the core audience perceive an organizational setting as stigmatized, and how do they respond to that stigmatization?

Empirically, this paper discusses the case of the organizational stigma of the ridesharing company Uber which can be viewed as a core stigmatized organization considering that it is a widely known representative of the gig economy, a "new contested industr[y]" (Hudson et al., 2022, p. 13) with a disruptive business model (Vallas & Schor, 2020). The company provides an excellent case to address our research question as one of Uber's core audiences, Uber drivers, are essential for the organization's success and directly exposed to the organizational stigma. Their potential experience of stigma and the response to it was captured via interviews as well as written online forum posts. We carry out a qualitative analysis and develop a model showing the individual-level stigmatization process of the core audience.

Interestingly, our results suggest that––although the drivers experience the stigma––they accept it as long as the working conditions at Uber fit their current vision of life. This means that stigma is perceived through the media, public discourses as well as peers and leads to a negative evaluation of Uber. Yet surprisingly, in many cases the drivers did not take action. The acceptance of organizational stigma without actively responding to it appears to be specific to core audiences that perceive themselves as relatively independent of the organization. The examined Uber drivers did not seem to feel a need to actively use strategies to protect themselves from the stigma.

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11.04

THE PLATFORM IS NOT NEUTRAL: HOW ALGORITHMIC MANAGEMENT SHIFTS ACROSS BORDERS, A MULTI-NATIONAL COMPARATIVE ETHNOGRAPHY OF THE RIDE-HAILING INDUSTRY

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Abstract

Because of their increasingly important role in the contemporary global economy, platforms have received attention from scholars from across the social sciences. For example, strategy scholars have explored how platforms rely on 'ecosystems,' or a heterogeneous set of complementary components (McIntyre and Srinivasan, 2017; Kretschmer et al., 2022). These scholars have defined platforms as hybrid organizations that connect multiple organizations, actors, activities, and interfaces, which

are underpinned by interrelated social or economic value propositions or business models (Rietveld et al., 2019). Scholars of work, by contrast, have examined the experiences of workers in these platform ecosystems. Defined as as "platform labor" – or, rather, digitally mediated service work, composed of short-term assignments between workers and customers – scholars have explored how workers navigate "algorithmic management," or rather the managerial functions performed by algorithms (Aneesh, 2009; Lee et al., 2015; Ajunwa & Greene 2019; Stark and Pais, 2020; Kellogg et al., 2020; Cameron & Rahman, 2022). They argue that this form of management is a means of "despotic" control (Griesbach et al., 2019), which produces a "digital" or "invisible" cage for workers (Vallas and Schor 2020; Rahman, 2021). Moreover, scholars have also documented how platform labor is often economically precarious for workers (Cameron, Thomason & Conzon, 2021; Scholz, 2016; Ravenelle, 2019; van Doorn, 2017; Rahman and Thelen, 2018).

Despite the fact that platform ecosystems and subsequent platform labor are a global phenomenon, scholarly research on platforms has been largely decontextualized. And, when it has been placed in context, it is often located in the United States and Europe. In this way, few studies have comparatively examined how workers navigate the challenges of platform across different national and regulatory contexts, and particularly in the Global South. Yet, as platforms have expanded globally, they often encounter different social, cultural, and political landscapes which shape both how the platform ecosystems are structured as well as how that impacts how work is experienced by workers. Accordingly, there is an opportunity to theorize the experience of working in the platform economy with a fuller and more global perspective. As Thelen (2018) notes, these variations mean that tensions that workers experience "mobilize different actors, inspire the formation of different coalitions, and shape the terms on which conflicts … are framed and fought" (p. 939). Furthermore, this echoes the call by Hinds and colleagues (2011) that what has been claimed to be research on global work is rarely truly global. By oversampling on Western samples we miss opportunities to build theory from novel and diverse cultural context (Chen et al., 2010). There are vast differences in the physical infrastructure, geo-political arrangements, social safety net, and income level between the Global North and the Global South, which, in terms of day-to-day work often translates into how much capital workers can access and how they navigate problems that arise in their work lives. This article centers on two questions: How do platform ecosystems change as they expand globally, and what are the consequences of those changes for platform laborers?

We pursue this question through a global comparison of the largest segment of platform workers, ride-hailing drivers, in both the Global North (The United States, Canada, the United Kingdom) and the Global South (Ghana, India, Nigeria, Kenya, Nigeria and South Africa). Our multi-layered data includes interviews (n = 221 drivers), scraped web data from online driver communities, and participant observation. We analyze this data using the best practices of the comparative case approach (Bechky & O'Mahoney 2015; Burawoy 2009). Building on insights from the literature on algorithmic management and global work, we show how algorithmic management loosens in the Global South, which simultaneously establishes distributed agency in a multiple stakeholder environment and increases precarity for drivers. We conclude by exploring the implications of these findings for global platform labor.

11.05

PLATFORMIZATION OF RECRUITMENT – CONSEQUENCES OF RECRUITERS (OVER) DEPENDENCE ON LINKEDIN

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Abstract

Studies exploring platform work have highlighted how platform workers' dependence on a platform provider raises several concerns for worker equality and the overall dynamics of the labor market. This paper targets an understudied segment of the labor market in platform studies by analyzing recruiters' use of digital platforms in their daily work. The presentation aims to inspire more discussion about digital platforms' role as socio-technical intermediaries in labor market matchmaking and to articulate the possible outcomes of over-centralization. Recruiters play a pivotal role between the supply and demand sides of the labor market, therefore their (over)dependence on a digital platform can have even greater societal and market implications compared to platform workers' dependence on a specific platform provider. In the professional context, LinkedIn is by far the most utilized digital platform for both job seekers and recruiters alike, hence the focus of the presentation is on the aforementioned platform. LinkedIn offers recruiters various tools for talent acquisition, such as targeted job advertising and

job recommender systems. This presentation targets its main focus on active sourcing, i.e. recruiter's active search of potential job candidates through platform-provided search tools.

The presentation is based on an analysis of qualitative interview data of 41 HR professionals, gathered in 2021. The aim of the analysis is two-fold: the first aim is to explore recruiters' motivations for using LinkedIn in their daily work, especially in identifying and attracting potential job candidates. The second aim is to examine the potential negative consequences of recruiter's reliance on LinkedIn. In the presentation, I will answer why and how much recruiters use LinkedIn in their daily work, and how recruiters themselves perceive the consequences of their dependence on LinkedIn.

Preliminary analysis suggests that excluding blue-collar positions, LinkedIn´s role in contemporary recruiting is extensive. Especially in industries with high labor shortages, recruiters try to find potential job candidates almost exclusively from LinkedIn´s user base. The main motivators for LinkedIn usage are related to typical platform incentives, such as network effects and reduced transaction costs. Recruiters acknowledge how their dependence on a single platform can affect equal opportunities by ignoring job seekers outside the platform. Still, recruiters feel forced to ignore these concerns as no other viable and efficient options are available. In the presentation, I will discuss how digital platform's algorithmic infrastructure and monetization incentives can affect matchmaking processes, and how policymakers should take these questions into consideration when promoting an equal and efficient job market.

11.06

DISCUSSING THE 'BLACK BOX': INFORMATION SHARING IN THE CONTEXT OF ON-DEMAND FOOD DELIVERY PLATFORMS

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Abstract
Food delivery platforms offer an example of how digital labour platforms use algorithmic management strategies to control couriers' work experience. Central to this control is the "black box" nature of food delivery platforms' machine learning algorithms that are used to implement and monitor several key features of these types of multi-sided matchmaking platforms, e.g. courier search and ranking, task acceptance, route optimisation and progress tracking, fee-setting, performance evaluation, and algorithmic sanctioning (Heiland, 2021; Lippert, 2023). Unsurprisingly, studies have also started to look at different strategies platform workers adopt to undermine algorithmic control by exploiting what Ferrari and Graham (2021) call fissures in algorithmic power, whereby workers spontaneously experiment with the affordances and limitations imposed by the platform to game the system (Möhlmann & Zalmanson, 2017). However, there is still a lack of research as to how and to what extent such "tips and tricks" – or algoactivistic approaches, as put by Jiang et al., (2021) – are shared amongst other couriers who are potentially perceived as competitors, across different online and offline fora (Maffie, 2021). Understanding couriers' information sharing behaviour in relation to food delivery platforms' algorithmic management strategies is important for both understanding this emerging phenomenon better, but also for developing labour platforms towards greater transparency and more democratic governance models.

To that end, two empirical studies are conducted. Study 1 analyses seven global food delivery companies' reporting material (n=38) through document analysis, highlighting a general lack of information on the transparency of the platforms' algorithms. Study 2 adopts a netnographic approach to conduct interviews (n=11), a survey (n=258), and a qualitative template analysis of food delivery workers' online discussion forum posts (n=830), focusing on two multinational food delivery platforms that operate in Finland. Utilizing the categories of algoactivistic practices perspective put forward by (Jiang et al., 2021), four practices to mitigate algorithmic control are found: 1) App-related, i.e. algoactivistic practices related to the platform's mobile application and its underlying algorithms, 2) Task-related, i.e. algoactivistic practices related to the core service provided, i.e. optimising the delivery task, 3) Work-related, i.e. algoactivistic practices related more broadly to day-to-day work experience of a food delivery courier, 4) Community-related, i.e. algoactivistic practices related to building informal camaraderie and a global-local worker community to help cope with the demands of food delivery platform work.

The conference presentation will explore the theoretical and practical implications of these findings, along with other related, further research endeavours that are currently underway and ready to present at the time of the conference.

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11.07

JOB QUALITY GAPS BETWEEN MIGRANT AND NATIVE GIG WORKERS: EVIDENCE FROM POLAND

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Abstract

The gig economy has grown worldwide, opening labour markets but raising concerns about precariousness. Using a tailored, quantitative survey in Poland, we study taxi and delivery platform drivers' working conditions and job quality. We focus on the gaps between natives and migrants, who constitute about a third of gig workers. Similarly to other Central Eastern European countries, Poland enforces labour market regulations weakly and lags behind Western European countries in attempts to regulate or even set standards for platform work. At the same time, Poland is a New Immigration Destination where networks and institutions to support migrants are weak.

We have found substantial and multipronged gaps between native and migrant workers. First, migrants take up gig jobs primarily for negative reasons, such as a lack of income or other job opportunities. Recent migrants – those who used platform work as an arrival infrastructure – are strongly driven by a lack of alternatives and work solely on platforms. At the same time, natives do it more often for positive reasons such as autonomy and flexibility. Second, while precarious, temporary contracts dominate the Polish gig economy, migrants work without any contract or health insurance almost three times more often than natives. Third, migrants' usual weekly hours worked are much higher, and their work-life balance is much worse than that of similar native workers. This translates into migrants' significantly higher risk of multidimensional job quality deprivation and considerably lower chances of job satisfaction. Again, recent migrants stand out, particularly with extremely long working hours that vastly exceed the EU norm of 48 hours per week, and with a high incidence of multidimensionally low job quality. Fourth, we find job quality differences between seemingly similar gig jobs. Taxi platforms exhibit lower job quality than delivery platforms. Recent migrants work taxi gig jobs much more often than other groups. Our study does not allow disentangling to what extent the inferior working conditions of recent migrants result from characteristics of taxi platforms, and to what extent they reflect a selection of more desperate migrants into this segment. This question can be a topic of further research.

Our research suggests that in New Immigration Destinations, such as Poland, the gig economy operates in the void created by weak networks and underdeveloped institutional support for integrating migrants. Platform work's low entry barriers may turn it into a widely used arrival infrastructure. However, it may also become a trap if the poor working conditions on platforms exacerbate the vulnerabilities of migrant workers. At the same time, high work intensity may hinder their ability to search for better jobs. For migrants, the opportunities and challenges that platform work brings might widely differ from those experienced by natives. Taking up a platform job, while also having the advantages of flexibility, is more often driven by a lack of other opportunities, and a gig may become a dead-end. Therefore, setting the gig economy's labour standards should complement strengthening institutions aimed at labour market integration of migrants, recognition of education and skills, and job intermediation.

11.08

JUST KEEP ON SMILING! AFFECTIVE LABOR DIGITALLY EXPOSED – ON PLATFORMS AND DOMESTIC WORK

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Abstract

Domestic work has been suffering from a range of ages-old illnesses. The devaluation thereof roots back to the division of paid and unpaid work that emerged during the industrial revolution, and have continued since then (Jaffe, 2021; Komlosy, 2018). Housework is still generally excluded from national accounts, thus stripped of economic value (Jaffe, 2021; Mazzucato, 2017). The invisibility of work that happens behind closed doors of private homes is multidimensional and intersectional, and its persistence is driven by socio-cultural, socio-legal and socio-spatial mechanisms that render work more or less obscure (Hatton, 2017). Despite numerous ongoing attempts of breaking away with the dynamics of undermining the value of housework, for example, through challenging gender stereotypes or increased formalization of the sector, appreciation for workers providing household services remains low.

Importantly, as platformization of this sector proceeds, novel possibilities to explore the evolution of the above mentioned (de)valuation and its current trajectories unfold. The digital infrastructures of platforms are not coincidental. As tools of quality assurance and algorithmic management and control, they expose certain aspects of what is valued and appreciated in the provision of a particular service (Gruszka et al., 2022; Ticona & Mateescu, 2018; van Doorn, 2017).

In this contribution, I focus on one aspect of domestic work that seems to be leaving quite pronounced digital traces on platform infrastructures: affective labor. Affective labor can be defined as "labor that produces or manipulates affects such as feeling of ease, well-being, satisfaction, excitement, or passion" (Hardt & Negri, 2004, p. 108). The workers, thus, provide a particular service, while simultaneously producing affection through how they work.

In my presentation, I simply ask: taking into consideration the problematic characteristics of domestic work, what does it mean that affective labor entailed therein becomes exposed via digital intermediation? Based on over two years of the research project "Platform Cleaners. The potentials and risks of platform mediated cleaning in Germany", where we studied the case of Helpling (a dynamic Berlin-based platform mediating house cleaning), I reflect on how affective labor comes to light both in the netnographic data and interview findings. An iconic example of the surfacing of affective labor is the rating of "friendliness" of cleaners by their clients on a scale of one to five, along with their "reliability" and the "quality" of the cleaning itself. I complement my reflection with a review of the existing literature in the field (e.g., Bor, 2021; Digital Future Society, 2021; Rathi & Tandon, 2021), in search for further traces of affective labor in studies of platform mediated housework, and conclude with potential implications for the future of (de)valuation of domestic work.

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RELATIONAL POWER AND PLATFORM FEATURES: HOW DO PLATFORM FEATURES AFFECT GENDER-SPECIFIC EXITS FROM THE DIGITAL PLATFORM TWITCH?

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Abstract

More people make a (partial) living by creating digital content on platforms like YouTube or Twitch—this growing group of creators has tremendous cultural reach, making representation an important issue. Creators' success hinges on capturing audiences in precarious "winner-takes-all" systems. Interactions between creators and audiences are mediated by digital platforms and their technological features (Vallas and Schor 2020, Nagy and Neff 2015). This paper examines the digital features and asks *how platform features affect creator-viewer relationships and, thereby, the likelihood that men and women creators will stay on the platform.*

We integrate Relational Inequality Theory and Socio-materiality. Relational Inequality theory emphasizes that power is embedded in the relationship between groups (Tomaskovic-Devey and Avent-Holt 2019). Organizations can change internal power relations via policies and practices (Nagy and Neff 2015). We draw on socio-materiality to understand and examine how specific platform features shape gender-specific participation.

We conduct a quantitative case study of the Amazon-owned platform Twitch, which has a male-dominated, gaming-focused culture. During live streams, creators typically have a webcam and microphone while audiences interact via live chat. Creators' dependence on audience support and acceptance implies that viewer-creator relationships are key to understanding who stays on the platform. We argue that platform features can influence that relationship. Specifically, any features shifting power towards the viewers (e.g., a feature to report a content creator's alleged violation of the Terms of Service) make the platform less welcoming and quicken creators' exit. Women should be at higher risk of exiting when viewer power grows because viewers might misuse power to harass creators (Uttarapong et al. 2021).

H1: Female content creators exit the platform faster than men.
H2: Features empowering viewers accelerate all creator exits.
H3: Features empowering viewers accelerate women's exits more than men's.

Other features may empower the creator vis-à-vis their audiences, for instance, creators can use moderation tools to remove hostile viewers from the live chat. Features empowering creators may make the platform more welcoming to (marginalized) creators. We expect all creators, especially women, to remain on the platform longer when features shift power towards creators.

H4: Features empowering creators slow creator exits.
H5: Features empowering creators slow women's exits more than men's.

We test these hypotheses using a unique panel of 4,200 Twitch creators between 2015-2021. Creators represent a stratified random sample of all English-speaking channels. The panel links three data sources: 1) Monthly activity logs of creators on Twitch. 2) A monthly timeline of Twitch features and policy updates. 3) Streamers' presenting gender identified by two coders. We map creators' activity logs to monthly changes in Twitch features to examine whether these features affect creators' exit from the platform depending on their presenting gender.

We use an Accelerated Failure Time Event History Model with a generalized gamma distribution to estimate the timing between the first stream and exit. We control for how long and regularly streamers broadcast, their presenting race, age, and country of residence. Preliminary analyses of 2000 of 4,200 profiles (~ 68,000 person-months) find that 26% of creators exited during our observation period, and 13% present as women. Figure 1 suggests that creators exit the platform faster when more policies empower viewers vis-à-vis creators. In contrast, Figure 2 suggests that features empowering creators vis-à-vis viewers slow exits. Women tend to exit faster than men. Our findings are consistent with Hypotheses 1, 2, and 4.
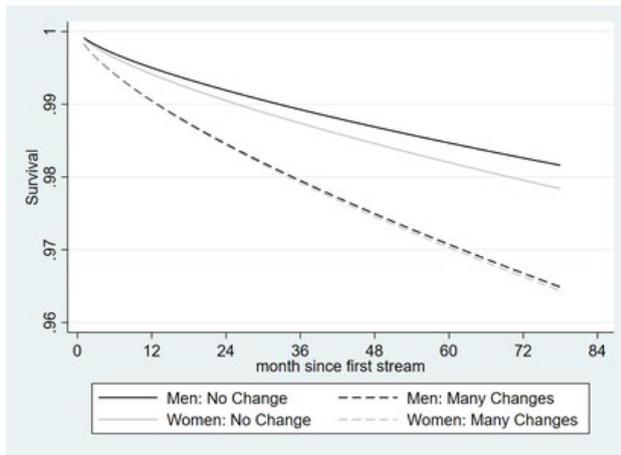
Figure 1
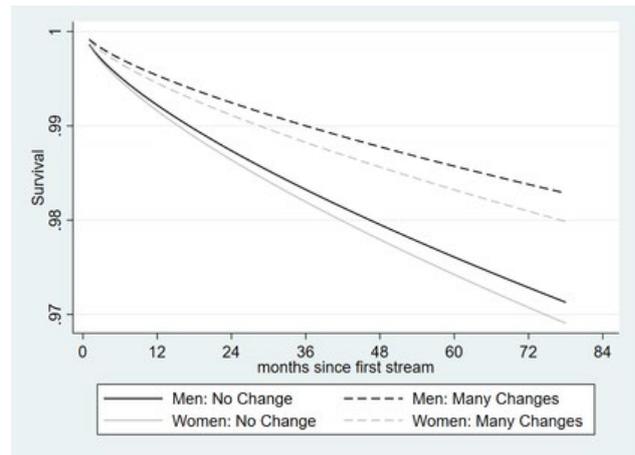
Figure 2

Counter to H3 and H5, interactions between gender and platform features suggest that men are more sensitive to feature changes than women: Men exit faster when viewer power grows and stay on the platform longer when creator power grows. However, interactions do not reach statistical significance in the preliminary data. This finding is consistent with policy research in "traditional" organizations indicating that men react stronger to changes in personnel practices.

Our preliminary results suggest that creators' participation on the platform depends on power differences in the creator-viewer relationship. The platform can manipulate the triangular service relationship between creators, viewers, and the platform via its features. It, therefore, maintains much of the overall power (Vallas and Schor 2020). Our study highlights how technological features are devices of power that affect the viability of precarious platform work.

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11.10

BUILDING RELATIONSHIPS WITH AUDIENCES: CONTROL AND RESISTANCE IN THE PLATFORM ECONOMY

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Abstract

What are new possibilities for worker resistance in the platform economy? Sociologists of work have shown that relationships with customers can increase the resistance capacity of workers against managerial control as in certain cases of service work (Lopez, 2010). Yet, due to the importance of customer evaluations for the platforms (Vallas & Schor, 2020); prior research on platform workers demonstrates mostly the antagonism between customers and platform workers and discusses different resistance tactics of workers against customers (Cameron & Rahman, 2022; Wood, et.al, 2019; Wood et.al, 2021). Also, it shows how the extra, and mostly unpaid, work that platform workers perform to satisfy the customers ends up in reproducing the algorithmically-mediated customer control (Cameron, 2022; Rahman, 2021). So, the existing research does not elaborate much on how having a good relationship with the customers can increase the resistance capacity of platform workers.

Drawing on a case study of content creators on YouTube in Turkey, this study seeks to explore how content creators' relationship with their audience affects their resistance capacity. Based on 38 semi-structured interviews with content creators who make

content with pecuniary interests, it aims to answer how the relationship with the audience can enable content creators to resist advertisers' control over their labor process. Using the insights from the literature on service triangle and interest alliance framework (Leidner, 1993; Lopez, 2010), this study argues for the importance of relationships and interest alliance between creators and their audience for the resistance capacity of creators.

To explain which creators are able to use their relationship with the audience as a resistance, I propose a new model which I call income paths of platform labor. The term of income paths simply refers to how platform workers earn income via and outside the platform. This model shifts our attention to questions like how labor is paid and how the relationship with customers turns into income. Similar to Schor and her colleagues (2020), the income paths model considers the degree of financial dependency on platform income important to understand the degree of freedom of platform workers. This model enables us to explain further how other income paths (e.g. alternative opportunities to monetize relationships with the existing customers) affect the resistance and control in the platform economy. Exploring different income paths provides us a better understanding of how the relationships with customers can be oppressive or empowering.

Content creators constitute an interesting case of platform workers, because who consumes the product and who pays for the labor are often different people. Unlike platforms where customers both consume the product/service and pay for the labor; social media platforms enable customers (i.e., audience) to consume the products of creators (e.g. videos) without necessarily paying for them. Rather, these platforms generate income, as advertisers pay these companies to show their ads on the platform. Sometimes, advertisers can indirectly pay for the labor of creators, since certain platforms, like YouTube, share a part of their advertising revenue with the creators. How much money creators make through revenue shares depends on their audience engagement metrics and the cost that advertisers pay for 1000 impressions of their ads (i.e. CPM). Secondly, advertisers can directly pay for the labor of creators, because they can sponsor a content in return for creators promoting their products/services in the content. Due to the lower CPM for Turkey compared to high-income countries like the US, the importance of sponsorships increases for content creators in Turkey.

Without building a good relationship with the audience, content creators cannot sustain the monetization of their content via YouTube's advertising revenue shares, and/or brand sponsorships. However, since advertisers pay for the labor of content creators and creators depend, more or less, on monetizing their content through sponsorships, advertisers can exercise a significant control over the labor process of content creators. So, how can creators resist the control attempts of advertisers?

With a focus on different income paths of content creators, I demonstrate that creators, who do content creation as a side job, can be more selective about sponsorship requests compared to full-time creators. Also, these creators can resist more certain demands of advertisers, which would damage their relationship with the audience.

Among the full-time creators, there is a variation in terms of how much they can resist the demands of advertisers. I find that this variation stems from the existence of additional income paths besides YouTube's ad revenue shares or sponsorships. If creators' audience supports them financially via paid subscriptions or donations, they can be pickier about the sponsorship requests. Similarly, they can be more selective about sponsorship requests, if creators can establish their own brand and sell their products to their audience. Also, those creators can prioritize more their audience's priorities while working with brands than creators who don't have such alternative income paths.

11.11

EMPLOYMENT STATUS PREFERENCES AND SOCIAL SECURITY OF ONLINE PLATFORM WORKERS

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Abstract

The platform economy has created new forms of non-standard employment for an increasing variety of tasks. While research often focuses on location-based services such as delivery, online platform work performed from home has been far less researched. This is an important gap in the literature, as the often-precarious working conditions and unsuitable legal status of such workers are a challenge for policymakers, especially with regard to social security. While many workers in location-based services have partly reached the status of being employees, the online work sector is lagging behind. As they exclusively accomplish their tasks

remotely and constitute a very heterogeneous group, platform online workers are currently left isolated. Although there is a consensus in the literature that the dichotomy between dependent employment and self-employment needs to be overcome, there is little guidance on how online platform work should be treated. Our paper contributes to this open question by providing empirical insights into the preferred employment status and desired support tools from the perspective of the workers. We aim for a cross-platform comparison between different types of online platform work in terms of preferred employment status, insurance, and support tools that workers perceive as helpful in strengthening their rights and addressing precarious employment.

This contribution is based on a mixed-methods study of health and precarity among online platform workers. We conducted 30 qualitative interviews and a quantitative survey (n = 2,000) on five different platforms. The platforms offer jobs ranging from simple click work to various types of online freelancing, such as software development, content creation or translation services. Our sample includes two main groups of online platform work: highly skilled macro work and rather monotonous micro work. For both groups, we conducted interviews and surveys on different platforms. This allows us to compare platform workers, different platforms, and the two main types of platform work.

To categorize platform workers in terms of their preferences, we make three different types of group comparisons: First, we group workers according to sociodemographic variables such as gender, age, and socio-economics status. Second, we categorize workers according to their working time use by conducting a cluster analysis using their self-reported working hours on platforms and in other forms of employment. Third, we categorize workers according to their income mix by conducting another cluster analysis using different income sources self-reported by the workers. This threefold approach not only allows us to draw inferences about the determining characteristics of various work-related preferences among online platform workers but also to detect potential discrepancies between their current and preferred work situations.

Initial findings of the qualitative interviews show online platform workers as a very heterogeneous group with large differences in income levels and employment status (preferences). While some of them are in precarious situations, others are able to maintain a relatively high income level while working flexibly from home. Meanwhile, our online survey, which we plan completing by end of March 2023, has already been completed for half of the platforms. It has already revealed large differences between working hours, wages, and monthly incomes across platforms. Workers on one platform may have fundamentally different preferences than those on another.

Another finding in our sample is a high level of hybrid employment (i.e., workers who have a traditional employment contract in addition to their platform job). As such, our cluster analysis of work time use will provide novel description of the situation of these workers, which will in turn help better understand specific needs and challenges. For instance, platform workers who also have a standard form of employment have a lesser need for additional insurances, as they are already part of the social security system.

Our main contribution is an empirically based categorization of employment status preferences between different types of online platform work. This will allow further research in this area to gain a better understanding of the heterogeneity and challenges to developing a social security framework in this emerging employment field. The main difference is believed to be between micro and macro workers, but this has yet to be substantiated by empirical results. It will also provide policy makers with a clearer picture of the actual situation and preferences of workers. In addition, we present data on workers' requested support instruments, which will help to set the right priorities and provide new insights into the employment situation.

11.12

FREE RIDERS? MAPPING LABOUR RELATIONS IN THE EMERGING EU PLATFORM WORK DIRECTIVE REGIME

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Abstract
"Smart Groceries is actually a good employer, right?"
(Question by a customer as I handed over her groceries)

'Smart Groceries' (not the company's real name), where I work in a German university town as a rider, is a grocery delivery company – or 'flash supermarket.' Billion-dollar, techno-capitalist platforms like 'Smart Groceries' have been criticised for

their exploitative and alienating labour relations (Woodcock & Graham, 2019). Smart Groceries itself, however, has enjoyed a reputation as beneficent (see quote above). Many precarities considered characteristic of platform labour (Vallas & Schor, 2020) are absent. Workers at Smart Groceries are: employed on unlimited contracts, earn above the minimum wage, take breaks on sofas (and talk personally with the local manager) in the hub, and wear rain jackets, trousers and helmets and ride E-bikes provided by the company. One colleague described working at Smart Groceries as 'totally wicked' ('voll geil'). Given this – and, more broadly, progress on the EU's platform work directive – it appears that, in Europe at least, a new regime (Schaupp, 2021) of benevolent platform capitalism is emerging.

Yet, struggle continues. Riders and pickers working for Smart Groceries in Berlin have attempted to found a works council in response to arbitrary firings. They have met strong resistance from Smart Groceries, which has solicited support from experienced union busters (Wigand, 2022). Furthermore, as is typical in the platform economy (Altenried, 2021), working conditions at Smart Groceries have worsened over time. In contrast to relaxed conditions when Smart Groceries first opened, colleagues have recently experienced biased micro-management, intense workplace surveillance, unfair and faux-automated shift assignment, and, in broad terms, a toxic and exploitative work environment.

In this research project, I attempt to go beyond Manichean imagery of good ('wicked') and evil ('toxic') to make a map (Deleuze & Guattari, 1987) of labour relations at Smart Groceries. To do so, I follow Van Doorn (2022) in understanding the platform as a fix to crises of capitalism, which reinvokes and reinforces the social contract upholding white capitalist imperialist patriarchy. Within this framework, much of the critical literature on platform labour might be summed up as describing a general trend towards 'post-colonial proletarisation of feminised labour' (e.g. Altenried, 2021, Schaupp, 2022, Betti & Boris, 2023). This process consists of specific elements, including: neoliberal/entrepreneurial subjectivation of workers (Haider & Keune, 2021), algorithmic surveillance and control mechanisms (Vallas & Schor, 2020), bleeding boundaries between work and non-work (Altenried, Dueck & Wallis, 2021), liminal precarisation of labour (Van Doorn, 2022), social isolation (Aroles, DeVaujany & Dale, 2021), and targeted exploitation of migrant workers (Van Doorn, Ferrari & Graham, 2020). These elements, in turn, constitute obstacles to organised worker resistance (Altenried, 2022).

My critical ethnographic research (Thomas, 1992) is investigating in how far and in what ways these tendencies continue to characterise labour relations in the emerging EU Platform Workers Directive regime, taking Smart Groceries as a case study. Alongside this academic research aim, the project is inspired by the notion of 'workers inquiry' (Woodcock, 2021), and will thus be tied to and contribute towards worker-led 'politics from below' (Schaupp, 2022). Colleagues and I have begun to identify specific complaints at our hub, and we are attempting to build organisation amongst fellow workers with the initial aim of founding a works council, granting workers' greater rights in the company. Accordingly, I have been conducting semi-structured interviews not only for academic knowledge production, but also to aid the 'translation' (Mezzadara & Neilson, 2012) required to generate a common and active subjectivity amongst the heterogeneous workforce of Smart Groceries. The research, then, underscores the activism. Hopefully the activist process will, likewise, contribute to the research, and to the production of a map of labour relations at Smart Groceries that will help people elsewhere who look to transform platform capitalism from below.

11.13

VARIETIES OF PLATFORMIZATION: FINANCE, LABOR AND REGULATION IN TURKEY

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Abstract

Over the past decade, scholars have noted the emergence of a new set of economic actors and relations that now occupy dominant positions in multiple sectors in many economies around the world. These so-called "platform firms" eschew traditional economic models of employment and business-to-consumer relationships. Instead, they develop and exploit proprietary platforms that bring together people willing to offer goods and services and others willing to buy or rent them. The story of the platform firm is now a global phenomenon and the expansion of large platforms across national borders and the emergence of local competitors has been an important, albeit relatively understudied, aspect of the ongoing economic restructuring. Understanding platform firms in institutional contexts other than the US and Western Europe is critical to studying this global transformation.

The emerging literature in this area highlights three primary factors that shape platforms: financing, political actors and the labor regime. For platform firms, securing financing is the central determinant of success, especially early in their operations. Finance has always played a critical role in the emergence of new firms, however the typical business trajectories of platform firms (at least the most successful ones) point to the growth of venture capital, which diverts otherwise excess capital in the search of highly profitable "unicorn" investments, as a critical feature that has enabled the development of platforms. Platform firms are also shaped in fundamental ways by the political context they operate in and the political actors that they interact with. This has been extensively studied in the US, where the intellectual property regime and the selective application of laws and regulations at multiple levels of government have been fundamental to the success of many platforms. We also know that state involvement in the sector can significantly affect platform activities, as the travails of ridehailing platforms in China shows. Finally, platforms are shaped by their interactions with the labor regimes in the areas where they operate. Many platforms rely on having access to abundant and cheap labor. This has meant that platforms pursue an increased "casualization" of the labor regime, avoiding a formal employment relationship with the people that work on their platforms.

In this paper, based on interviews with founders, employees and labor providers of multiple platform firms operating in Turkey, we offer an initial theory of differential platformization - where platforms respond in variegated ways to these forces. We argue that the specific combination of these three factors (finance, labor regime and political context) allow the emergence of platforms that operate in unique ways, and that such differences can be maintained even when platforms are operating in the same fields, or even as competitors.

Platforms with access to international capital experience significant pressures to mimic well-known platform firms, particularly American ones, as this allows them to communicate their business models, challenges and goals more effectively to their financiers. Platforms that are relatively isolated from these funding streams are significantly more responsive to the local labor regime, giving up their ability to strictly control the labor process in return for greater buy-in from labor providers. This creates platforms with novel business models and new types of relationships between platforms instead of the monopolistic competition that is often described in the literature.

The labor regime plays a role in how platform firms operate beyond shaping some business models. Given that many platforms we studied operated in areas that were dominated previously by gray market practices (delivery drivers, house cleaners, etc.), many workers on the platforms experience them not simply as drivers of "casualization," as much of the literature in the global north argues. In the Turkish context, the platforms actually formalize and structure these economic activities, bringing people into contractual relationships, clearly defining their work and making them visible to authorities. This has resulted in the ability of these workers to organize and bargain for themselves in ways that they otherwise would not have been able to.

Finally, the political context can be a key determinant of platform success or failure. We show that platforms actively court patronage relationships, by appointing to their various corporate boards people affiliated with power holders, people related to conventional capital and sometimes former bureaucrats. These interlinked appointments are likely to result in a reduction of competitive behavior as platform firms become connected with each other in networks of patronage. We propose that this might be one of the factors explaining the varied platform ecosystem in Turkey.

11.14

TOWARDS A COLLECTIVE AGREEMENT? GERMAN WORKS COUNCILS IN THE GIG ECONOMY

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Abstract

Digital capitalism has become a reality due to the platformization of the economy. For this reason, platform logic is gaining more social power and is exerting influence on it. The long-term processes of change in the labor market toward flexible, deregulated employment relationships are reaching a new dimension through platformization: The use of communication technologies that enable new forms of control (Törnberg, 2023) Moreover, the dominance of the financial markets to which the other sectors are subordinated (Altrenried, 2021). Furthermore, digital technologies make precise work control possible through data collection and algorithms structuring the working process. As a result, various social actors are dealing with this and striving for change.

Gig work is always data work because of the underlying algorithmic infrastructures required to perform the work (Lata et al., 2023). This realization holds extraordinary relevance for the world of work: through standardization and modularization, platforms create precise organization, control, and measurement of work. Moreover, labor relations in the gig economy do not have a classic employer-employee relationship. The platform operator is an intermediary between the platform as an employer and the employee as a recipient. This fact and the isolation of the individual driver make organization difficult. Surprisingly, drivers in the delivery industry are now quite well organized. Since 2016, an internationally, transnationally, and nationally coordinated resistance by drivers against working conditions and pay structures in several platform-based companies has been emerging. The workers' revolt lies in the underlying mechanisms of digital capitalism and platformization: precarious working conditions and the asymmetry of power relations.

Cooperative unions and the 'social partnership 'tradition have a long history in Germany (cf. Keller 2020). In Germany,w from 2017 onwards, bike-messenger of different companies worked together with the (basic) trade unions FAU (an association of independent, democratic grassroots labor unions), Ver.di (united service union), and NGG (food and restaurant union). Over time some work councils in Germany has been established. However, several attempts to set up a works council were blocked (Labournet, 2023). At Foodora, there were only two works councils in 2018, which expanded to more than eight locations with the transition to Lieferando.

In the early days of this movement, the few influential works councils could not lead to a collective agreement in the first place. In general, works councils in the food delivery industry have gained more bargaining power than in the early days of 2016. However, the new forms of works councils we are currently seeing in the delivery industry are partially breaking with the organization of traditional works councils. On the one hand, the already diverse constellation of employees (migrants, short-term employees, and part-time employees) and their different motivations lead to difficulties in organizing due to language barriers and commitment and necessity for each to participate in the election to the work council. On the other hand, the members of the just-forming works councils needed to gain experience with the organization and the required negotiations of collective agreements. They could not bring any experience from their previous employment. As one interviewee mentioned, they were young and far from any experience in trade union work.

Nevertheless, hybrid initiatives operate supra-regionally, such as the "Liefern am Limit" ('Deliver at the Limit') campaign, which has its roots in 2018. In 2023, it launched a new campaign demanding a collective agreement. This hybrid arrangement is more than works council work due to its cross-regional networking. At the same time, this union work is only partially done by unionized members, although the NGG supports this campaign. Furthermore, it remains open here, however, whether Lieferando is acting as a social partner in this case because there has not yet been an official response from the company.

Our paper focuses on the relationships between the company and the works council or works councils and unions. The paper analyzes, based on a qualitative document analysis of the campaign "Liefern am Limit" and interviews with workers and works councils, how workers organize themselves against the background of algorithmic work, how they articulate their protest, and which different strategies works councils develop to achieve better working conditions. We compare two ways of working on works councils in Northern and Western Germany. Finally, the article aims to shed light on the strategies of these two workers' councils in Germany, considering the power resource approach and examining how they have used their associational power from an organized bottom-up initiative in the different works councils over time.

ALGORITHMIC COMPETENCIES AS A SOURCE OF POWER? HOW PLATFORM WORKERS ACCUMULATE AND USE THEM TO GAIN CONTROL

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Abstract

Drawing on a sociotechnical perspective, this study examines the role of algorithmic competencies in the dynamic relationship between a platform worker and algorithmic management. Although platform workers undoubtedly have a disadvantageous bargaining position towards the platform, they should not be viewed as passive subjects of algorithmic decisions (Jarrahi et al.,

2021). In the environment of opaque algorithmic management rules, platform workers seek to gain knowledge and experience, enabling them to understand and interact with the system. It remains unclear, however, how important the collective ways of algorithmic competencies accumulation are in comparison to individual strategies, and how effective they are in providing workers with the capacity to influence the organizational structure to their own advantage.

We aim to describe the strategies that Wolt, Bolt, and Uber drivers and couriers in the Czech Republic use to accumulate algorithmic competencies individually or collectively and how they are able to effectively utilize them as a resource to gain control over the organization of their work through the platform. We employ a mixed methods approach, combining qualitative data and procedures with online user-generated content (UGC) and text mining methods. Online discussion groups provide a rare opportunity for isolated platform workers to share knowledge and experience collectively. Therefore, we collect a large textual data sample of posted comments in several public Facebook groups of Czech delivery platform workers and analyse both the entire corpus and a filtered subset of posts specifically related to algorithmic management. We use techniques such as term frequency-inverse document frequency (tf-idf), and structural topic modelling (STM). In addition, we conduct 20 semi-structured interviews with Czech delivery platform workers and platform's representatives. We approach both active and passive members of the online groups as well as non-members to differentiate their strategies for competencies acquirement.

Prior related research (Sutherland et al., 2020; Jarrahi & Sutherland, 2018; Bucher et al., 2021; Cheng & Foley, 2019) has predominantly focused on freelance platforms (Upwork) and hospitality (Airbnb), which are relatively capital-intensive segments. Given the stark differences in platform work conditions, we bring to the discussion insights from another segment, rather labour-intensive. Results of the present study also have implications for discussions on power imbalances in platform work since algorithmic competencies can be understood as a form of capital that is unevenly distributed among workers. Additionally, our research covers a new under-researched geographical context.

11.16

'SELBSTSTÄNDIG? ABHÄNGIG!' – THE ROLE OF PLATFORM WORK IN GERMAN AND FINNISH E-NEWSPAPERS IN 2017-2021

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Abstract

In my doctoral thesis, I study the discussion on platform work, its status and the meanings it receives from the perspective of different actors and influencers in the EU's economic and cultural area. Platform work has become one of the key phenomena of the platform economy, and its importance is growing in the labour market, social debate, decision-making and legislation. According to estimates by EU Commission (European Commission 2021), around 11 % of EU workforce have provided services through a platform. Also, the European Commission proposes a set of measures to improve the working conditions in platform work and to support the sustainable growth of digital labour platforms in the EU. These measures are one of the top priorities of the EU in 2019-2024. (European Commission 2021).

Platform work is a current and global research and debate topic. In the EU and Europe context, platform work related research has been focusing on labour law challenges (e.g. Aloisi 2022; Thelen 2018), working and employment conditions (e.g. Eurofound 2018; Schoukens 2020), challenges and needs for regulation (e.g. Garben 2021; Jesnes et.al. 2021) and in-depth analysis on labour within the platform economy (e.g. Drahokoupil & Vandaele 2021; Poutanen, Kovalainen, Rouvinen 2020; Pesole at.al. 2018). My research takes part in the research debate by identifying the discourses in the public debate of the platform work. The analysis of the use of language when platform work is discussed has potential in reveling the meanings this much-debated phenomenon receives in public discussion. Much of our public understanding of platform work and ongoing debate of its impacts comes through the media, such as newspapers.

In this work-in-progress article my aim is to define the role of platform work from the point of view of public debate in Finland and in Germany. I am interested in finding out *what* is said about platform work, and *how* it is said, and do these aspects differ between these countries and languages. To achieve this goal, I seek to answer these questions:

1. How is platform work generally described in the German-language and Finnish-language e-newspapers in 2017-2021?

2. How the meanings of platform work differ between these languages and e-newspapers?

The data for this research has been collected via news archives found on e-newspapers' websites. The target German newspapers are Die Süddeutsche Zeitung, Die Zeit and Die Handelsblatt. The target Finnish newspapers are Helsingin Sanomat, Aamulehti and Kauppalehti. The data has been collected using altogether 24 search phrases per language, including different terms for platform work and different platform companies intermediating work via platform in each country. The search was done in timeframe 2017-2021.

This yielded a large dataset total of 2917 German newspaper articles and 986 Finnish newspaper articles. The dataset was reduced substantially by skimming through the data and removing articles that did not mainly discuss the theme platform work or the reference was only incidental or appeared in articles unrelated to the theme platform work. The total number of articles, which are currently in the selection process for the final data set, is 464 articles in German data (283 in Die Süddeutsche Zeitung; 57 in Die Zeit; 124 in Handelsblatt) and 279 articles in Finnish data (124 in Helsingin Sanomat; 51 in Aamulehti; 95 in Kauppalehti). The quantity of the articles show the active discussion revolving around the topic, but the analysis of the data will be conducted qualitatively. Also, to have an in-depth analysis of the public debate, the final data set will be selected based on the contents of the texts.

The data will be reviewed inductively by means of text analysis whereby the articles are individually read, thematic categories produced and codes established. The categories will be produced by listing of themes that are repeatedly featured in the data. A 3D-model, a tool developed to conduct critical discourse analysis (Fairclough 1989, 1995) will be used as a discourse research approach for analyzing the data. Fairclough (1989, 1992, 1995, 2001) described that a text is not a process rather than is a product and is just a part of discourse, the whole process consisting of social interaction. He developed this three-dimensional framework of CDA consisting of three stages: description, interpretation, and explanation. In this research I will focus on the first dimension of the model, the text analysis.

The analysis of the data is in process. The main categories for analysis identified so far are: 1.) micro level, aka. the conditions and features of the platform worker, 2.) the intermediate level, aka the types of platform work and technology, and 3.) the macro level, aka. global and local context, supranational actors and societies. The results of this research will give information about the status of platform work in public debate in Germany and Finland.

11.17

PLATFORM WORKERS' PERCEPTIONS OF FAIRNESS – THE IMPACT OF CONTROL ON EXPECTATIONS TOWARDS ONLINE LABOR PLATFORMS

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Abstract

Digital online labor platforms (OLPs) operate as digital intermediaries for labor exchanges. They frequently act as distributors and organizers of simple short-term tasks, as well as longer-term expertise-requiring projects. The amount of control and responsibility over workers, task distribution, paid compensation, and work content vary between OLPs depending on the type of work they intermediate, the stakeholders with whom they work, and what is strategically optimal for their businesses. It is common for OLPs to centralize control in some areas while allowing autonomy in others. OLPs are fundamentally marketplaces, and while control schemes guide workers' actions in desired directions, the market mechanism has the same managing effect. Thus, what is the proper balance of control, responsibility, and offered freedom is OLP-specific.

The fairness of OLPs has frequently been questioned in cases where workers operate under extensive control and where it is questionable whether workers have autonomy over their work and income. This has raised concerns about the fair treatment of platform workers. While there is an increasing research interest in platform work fairness, many studies have focused on worker experiences in extensively algorithmically managed OLPs and sectors like ride-hailing and food delivery. While these studies have highlighted important fairness themes such as income insecurity, algorithmic transparency, and the impact of

dependency on fairness perceptions, they have neglected to recognize the versatility of OLP control. According to studies, the way workers perceive the relationship between them and the OLPs has a significant impact on their fairness experiences. However, it has not been sufficiently researched whether the differences in control affect what platform workers expect from OLPs and how they experience this relationship.

This study will examine whether OLPs' control appears to affect the type of economic and social responsibility workers expect from OLPs. The psychological contract theory, which is derived from social exchange theory, is used in this study to express workers' subjective perceptions of a "fair deal" between participants in social exchange, in this case, workers and OLPs. In social exchange theory, the exchanges are divided into economic and social exchanges. The aim of the study is to outline, how much responsibility and control workers expect from OLPs in their ideas of a fair deal.

This question is addressed by comparing the experiences of 32 platform workers in three different control contexts. The control contexts are theorized with two control and HRM classification models. The study outlines how workers' expressions of fairness, unfairness, criticism and positive feedback reflect their expectations of how OLP companies should operate in relation to them. It is also critical to understand how much of this expectation is based on individual needs and differs between workers in the same OLPs. Previous research has shown that fairness experiences are influenced by factors such as OLP income dependence, and it cannot be assumed that the control would fully explain different expectations of OLPs. This is why workers' motivations to use OLPs are also compared with expectations.

Tentative results show that workers generally look at the realization of fairness in the OLP relationship from quite similar themes of interaction and support, transparency, income sufficiency, and autonomy despite using different OLPs. However, control schemes influence what kinds of content these fairness themes receive. Workers utilizing OLPs that manage the distribution and implementation of tasks have a higher expectation of personal support and fair pay from OLPs. Expectations of autonomy vary depending on what type of autonomy do OLPs provide. The results suggest that those in more controlled OLPs expect more comprehensive support for their work and greater responsibility from OLPs than those in less controlled ones. While it appears that the majority of platform workers value autonomy and self-determination, the distribution of responsibilities between them and OLPs, as well as the definition of autonomy, varies across OLP contexts.

Results also indicate that the same OLPs are used for very different needs. The exclusion criteria and competence requirements of some OLPs direct the formation of worker groups in a homogeneous direction. Those who offer opportunities at a low threshold, on the other hand, attract workers with a variety of backgrounds and needs. The perception of fairness may not be necessarily dependent, or at least entirely dependent, on the amount of control and responsibility, but rather on whether it is in line with the needs of workers. When those working casually and those building client-base compete in the same OLP systems against workers with income dependencies and limited options in traditional labor markets, we may end up with diversity in fairness experiences. The same OLP operations may cause experiences of both fairness and unfairness.

11.18

THE PLATFORMISATION OF DOMESTIC WORK: CLIENT PERCEPTIONS ON PLATFORM-MEDIATED CLEANING

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Abstract

Demographic change and the increased labour-market participation of women in the last decades have exacerbated the crisis of social reproduction. Female employment has increased substantially in many parts of the world, but men's involvement in unpaid work has not grown accordingly. Especially for middle and upper classes, female careers are increasingly enabled by outsourcing care and housework. However, jobs in the domestic sector are traditionally characterised by low pay, precarious working conditions and informal arrangements. A pattern evolves where domestic work is still mainly done by women, but relocated to women from less wealthy countries. Performed behind closed doors of private homes, this kind of work also lacks social recognition, and institutional control.

In recent years, platforms mediating labour have also spread to the domestic sector. While platforms promise to provide an alternative to informal labour, previous research has raised concerns about their potential to improve working conditions

and reduce precarity in this sector (e.g., van Doorn 2017). As most platforms in the sector rely on self-employed cleaners, workers remain isolated, have little or no space to develop collective power, and the actual impact on the levels of formality of domestic work seems limited. Studies repeatedly stress the issue of power and information asymmetries, where clients are usually on the favoured position that is e.g., reflected in the platform designs of rating systems, or codified in platform terms and conditions (e.g., Ticona and Mateescu 2018). Importantly, the perspectives of clients in platform-mediated domestic work (and labour platforms in general) are remarkably under-researched.

Against this background, this contribution explores the perspectives of clients who hire domestic cleaning services via online labour platforms. Our research focuses on Helpling in Germany, the leading platform for domestic cleaning services in Europe. Founded in 2014, Helpling provides a digital infrastructure for matching households with workers who offer household-related services, primarily cleaning. Helpling mostly relies on self-employed cleaners and charges a fee of 25 to 39 percent. In 2020, around 10,000 persons offered their services via Helpling in Germany. Since 2021, it is also possible to book cleaners via Helpling who are employed by a partner company.

This research is based on ten semi-structured interviews with clients who hire cleaners via Helpling. The interviews were conducted between November 2020 and October 2021 and provide valuable insights into the motives of clients to hire cleaners via labour platforms. We also conducted eleven interviews with cleaners who offer their services via Helpling, which provide further insights into the relationship between cleaners and clients from the cleaners' perspective. In addition, a netnographic study (Kozinetz 2010) was conducted to explore the digital infrastructure of Helpling, including e.g. an autoethnographic "walk-through" the booking process, a content analysis of the short reviews for cleaners written by clients, or the of client-relevant terms and conditions. The material was analysed with a grounded theory approach (Charmaz 2014).

By focusing on the perspective of clients, this contriburion aims at identifying the needs and requirements of households that Helpling is apparently able to meet successfully. More specifically, this research is expected to shed light on the following questions:

- Why do clients who hire a cleaner choose a labour platform (instead of 'conventional' options, such as traditional intermediaries or word-of-mouth recommendations)? What makes Helpling attractive?

- What is the role of ratings and reviews for customers, e.g. in creating trust towards unknown persons entering one's private sphere?

- To what extent are platforms like Helpling able to alleviate the time squeeze many households experience, often resulting from the difficulties to combine (full-time) gainful employment and care responsibilities?

- Platforms like Helpling promise to provide an alternative to informal labour. How do clients relate to the issues of undeclared work, low pay and precarious working conditions in the sector of domestic work?

- How do the clients experience the relationship with cleaners? How does the platform infrastructure shape this relationship? Whether and how are the clients reflecting on the information (and power) asymmetries between different platform users? How are the relationships structured by gender and migration?

Looking at these questions, this paper provides an original contribution to the thus far neglected role of clients in the use of platform work. It includes the perspectives and motivations of households in the picture of domestic work, and contributes to understanding the role of outsourced, platform-mediated domestic work in the crisis of reproduction.

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HUSTLE CULTURE AND THE SPIRIT OF PLATFORM CAPITALISM

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Abstract

If platforms are changing everything, how and why do workers come to agree to this new form of social relations? Sociologists note the rise of a new economic regime, giving rise to the gig economy and making all work conditions more precarious: "platform capitalism." In this article, I contend that the rise of platform capitalism creates a new cultural set of beliefs, symbols, and rituals, catalyzed in predominately white middle-class online communities, which I term "hustle culture." This paper explores hustle culture and proceeds with four core arguments. First, I argue that hustle culture emerges from platform capitalism as a means to make sense of the precarity brought on by thus this new economic order. Second, I demonstrate that distinct from other cultural forms like the American Dream, hustle culture and its adherents believe that entrepreneurialism and the platforms themselves will lead to financial freedom. Still, hustle culture co-opts a historical notion of "the hustler" articulated by Black communities. Yet, hustle culture still perpetuates colorblind racism and sexism by waxing over the consequences of structural inequality. In response to economic and technological change, I show that self-described "hustlers" believe that social mobility results from an "entrepreneurial mindset" and the savvy use of platforms. In this paper, I define and articulate hustle culture's central beliefs, locate its origins born from platform capitalism and the gig economy, and expose hustle culture's connection to (and dismissal of) racial inequality using a digital ethnography of hustle culture from the popular social media platform, "TalkBox." This work offers the literature a deeper articulation of hustle culture to better account for how individuals make sense of, legitimate, and perpetuate rising inequalities in the era of platform capitalism and the gig economy.

GETTING FROM LAGOS TO CAPE TOWN VIA SAN FRANCISCO: HOW UBER DRIVERS EXPERIENCE GLOBAL CONNECTIONS AND GLOBAL BELONGING

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Abstract

In this paper, we examine theories of connection and belonging to explore how individuals experience working with a global company and interacting with global clientele. Connection is the dynamic, living tissue (Bersheid & Lopes, 1997) that exists between two people when there is some contact between them involving mutual awareness and social interaction. Belonging occurs when "one believes others are (or would be) happy to include one as a valued part of those others' social worlds." (Hirsch & Clark, 2019; p. 239). While there is an extensive body of research on working in global teams and organizations, scholars know little about the results of belonging to a global workforce. In fact, scholars have focused on the challenges of connecting and belonging in a global work force. In particular, status hierarchies between the global north – developed economies and Western countries, where English is spoken, such as the United States and Germany – and the global south – developing economies and non-Western countries, such as Uganda and Guatemala – have meant that workers from the Global South are often excluded from roles (Al Dabbagh, Bowles & Thomason 2016), relationships (Neeley, 2013) and collaborations (Leonardi & Rodriguez-Lluesma, 2013; Metiu, 2006). A lack of belonging is particularly relevant today as the "gig economy," in which workers are socially isolated and atomized (Schor & Vallas, 2021; Vallas & Schor, 2021), is growing around the world. Scholars have posited that belonging may be even harder to achieve as work becomes more individual and isolated (Spreitzer, Cameron & Garrett, 2017). Our research finds that drivers valued international clients to local ones and working for a global organization as opposed to a local one. This positive spark of global connection and belonging was associated with several pro-active behaviors. When drivers experienced global connection, they described pro-active job behaviors and future planning,

both of which are unexpected based on the literature about gig workers and thus another important consequence of locals entering a global market.

12.01

THE FORMATION OF PRECARIOUS EMPLOYMENT IN THE DIGITAL WORLD: A QUALITATIVE STUDY BASED ON THE PANDEMIC LOCKDOWN IN CHINA

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Abstract

The COVID-19 pandemic has led to the global adoption of digital technologies to maintain social distancing and reduce the spread of the virus. In China, the government has imposed a strict lockdown policy in "high-risk areas" (i.e., areas with positive infections) to ensure compliance with the "dynamic zero" policy. Under such circumstances, the brick-and-mortar economy has largely ceased to function in most areas, forcing people to resort to the digital world to provide a living. However, this is shown to be polarized: the professional class and employees within the political system can keep enjoying a stable salary and welfare by telecommuting, while the low-skilled and self-employed (often cross-over) have to give up their original jobs and turn more to the recreational digital services industry, with higher mobility. This article explores how precarious employment shifts to the digital world became part of the employment pattern during this lockdown and concludes with a brief report on the subsequent observation.

The article begins by reviewing previous research on the definition of "precarious employment" and presents data from China that suggests that during the intermittent lockdown, a significant number of workers move from the real economy to more precarious digital employment. After defining the phenomenon, a description of the analysis methodology follows: based on in-depth interviews with 34 webcasters from four video platforms in China between 2021 and 2022. The recordings were transcribed and uploaded to NVivo software for encoding and analysis. As China still adheres to a "dynamic zero" policy during this period, the interviews were taken online.

Three key factors that shape this employment framework were discerned.

First, there was social support. Younger generations encouraged and taught their elders to continue their activities online. The transfer to the digital world is often carried out by others in the family who provide social support to elders when they find themselves learning digital skills that deviate from the social norms and practices applied in their past jobs. This social support, which is strongly intergenerationally related, also feeds back into structural differences in digital employment, reflecting the reproduction of age consumption preferences.

The second is pension insurance. In Chinese society where the family is the core unit, usually, a family contains at least one of the two, a young person with a stable income and a retired elderly person with a monthly pension. But notice the expansion of higher education in China over the last few years and the mismatch between employment and the education system, the number of young people with steady jobs is less than the number of retirees with pensions. This is confirmed by the interviews and the emergence of the phrase "gnawing at the elderly" which has regained currency during this time, so at this point, the article suggests that the latter is more relevant. These "funds" are stable enough to be used as a "reserve" during the beginning of the transfer to the digital world. This minimum security allows for continued, albeit unstable, the movement toward employment rather than violent political movements.

Third, there are cultural norms and beliefs surrounding work and employment. Interviewees repeatedly mentioned the phrase, "You can't go without work." In China, there is a strong cultural emphasis on hard work and dedication, which may lead people to be willing to be rewarded with uncertainty in order to maintain employment.

In general, for the self-employed who bear the most risk of the pandemic, the shift in employment to the digital world is a necessity that is forced upon them. The article ends by adding observations from tracking these workers after the dramatic policy shift at the end of 2022, finding that while some employed people pick up their former occupations again, digital employment as a whole persists as a primary or ancillary means.

12.02

PRECARITY OF TECH WORKERS: IMPACT OF FUNDING MEASURES ON VIDEO GAME DEVELOPMENT IN GERMANY

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Abstract

The tech industry has been booming for years, and companies like Amazon and Microsoft dominate the stock market landscape despite economic gloom in 2023. Tech workers typically earn high salaries for developing, designing or managing digital technologies and digitally mediated services. Video game developers are a sub-group that adds a cultural and creative layer to the core programming work. Game production is a high-risk market, especially for small independent studios; failure and precarity for workers can be seen as endemic. Precarious work thereby includes low pay, insufficient and variable working hours, short-term contracts and limited social protection rights. In the absence of trade unions and organised labour, state funding activities are coming into research focus concerning their potential to mitigate precarity for tech workers. In Germany, financial support structures with a volume of 70 million euros at the federal level were introduced to strengthen the country as a business and technology location. In addition, smaller amounts with a maximum budget of 3.5 million euros are available at the regional level. The funding usually aims at the development of a single project. But what criteria and objectives do these measures follow? What strategies do video game developers pursue to obtain funding? And how do the funding measures affect precariousness in development?

These questions were explored via semi-structured interviews with game developers and representatives from funding institutions. In addition, the funding guidelines at the national and regional levels were analysed. On the developer side, the focus has been on smaller independent teams that are central to the growth of the sector in Germany and not interwoven with larger corporate conglomerates. The findings suggest that funding schemes for smaller development teams come with challenges in the application and deadline process and thus require specific presentation and application skills from the teams. On the institutional side, this is accompanied by compound funding goals that consist of innovation, cultural and economic funding, primarily aiming at the economic strengthening of gaming studios. Essentially, the German funding measures can lead to a fundamental reduction in precariousness if they make the establishment and continued existence of companies possible. The financial well-being of the studios is thereby closely linked to the realisation of individual projects and has a huge impact on the working conditions of the tech workers. In contrast to funding institutions, which aim mainly at economic benefit, the developers pursue the idea of fulfilling their personally motivated project ideas. Sufficient project planning is interlinked with phenomena such as excessive and health-risky workloads, referred to in the industry as the "crunch". So, the teams' ability to manage available resources remains crucial to working conditions regardless of the underlying funding. Furthermore, funding measures can also reinforce existing inequality dynamics since economic resources, above all, function as a prerequisite for funding financial measures.

Ultimately, the findings show that a national funding strategy in the digital games market, which is dominated by a few platforms, has only limited influence on the fundamental economic logic in the field. Thus, there is a risk that precarity cannot be mitigated in a sustainable way and that the teams end up in a state of dependency on the support measures. This article addresses the broader and international discussion on tech workers, which increasingly focuses on concerns about work culture. But so far, only a few approaches consider countermeasures to prevalent problems - apart from a few first steps regarding trade union work in the sector. The empirical findings thus add to a so far under-researched perspective within the literature on tech workers and precarity.

INVOLUNTARY TEMPORARY AND PART-TIME WORK AND JOB QUALITY REVISITED

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Abstract

Background and objective: Job quality and its improvement is an important policy concern, as quality of jobs are crucial for higher labour force participation, higher well-being and increased economic performance. (Eurofound). The aim of this paper is to study the association of job contract types with perceived job quality taking into account also the motive for doing temporary and part-time work. Of job quality aspects the focus is on skills development possibilities which has been regarded as one of the core dimensions of job quality. Skills development is measured by training possibilities, participation in training paid by employer during the last twelve months, career possibilities, possibilities to learn and grow at work.

Data and methods: The analysis utilises Finnish Quality of Work Life Surveys (QWLS) from the year 2018, which is the most recent QWLS available. The association of the type of job contract on different skills development outcomes is studied using ordered probit regressions in cases where the self-reported indicator of skills development possibilities is ordinal.

Results: The preliminary results suggest that involuntary temporary workers, involuntary part-time workers and other part-time workers experiences of their training possibilities and career possibilities are weaker compared to permanent and full-time workers. No such difference between other temporary workers and permanent & full-time workers are found. Involuntary part-time and other part-time experiences are also weaker as regards possibilities to learn and grow at work. Interestingly, no difference between involuntary and other temporary workers compared to permanent & full-time workers is detected.

THE EXPERIENCE OF UNDEREMPLOYMENT IN THE UK: CONTRASTING SIMILARITIES AND DIFFERENCES BETWEEN GIG AND 'TRADITIONAL' FORMS OF PRECARIOUS EMPLOYMENT

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Abstract

Underemployment is a key societal challenge as it renders workers more vulnerable to the fast and continuing economic fluctuations resulting from industrial changes, recessions and austerity measures, Brexit in the UK, the Covid-19 pandemic, and its aftermath. These labour market ruptures saw underemployment increase, as employers sought to optimise profits despite considerable staff and skills shortages, altering the way people work and live. Therefore, we are experiencing a dangerous reframing of flexibility from its original intention of work-life balance to the exact opposite, a situation of precarious employment where workers are expected to prove their flexibility by being permanently available, yet never secure.

This paper investigates the different kinds of precarious work in the digital world and focusses, in particular, on the distinctions between gig and platform precarious work on the one hand (Wood and Lehdonvirta, 2022) and other forms of precarious work in traditional sectors, for example in the wholesale and retail as well as the care and social services sectors. The latter can be described as traditional work because much of the activity involved has to be undertaken in person and face to face and therefore cannot be outsourced or moved online (Daly and Armstrong, 2016). Precarity in such sectors is long established and

therefore differs from both gig work as a newer area of precarious employment and professional work where precarity is not usually expected (Ayala-Hurtado, 2022). Despite such differences, there is precarious work in both of these two areas, that we (for now) label as 'gig' and 'traditional' respectively, meaning that there are significant similarities as well. We investigate these differences and similarities through the lens of underemployment, which we define as work that involves fewer working hours than is preferred, pays less than is required to get by or when compared to similar employment in other areas, and does not make use of all the skills that an individual has. Each of these three indicators of underemployment (our time, wages and skill (TWS) framework) plays out differently for 'gig' and 'traditional' work.

The paper puts forward two key arguments. First, that there are forms of precarious work in 'old' and 'new' economic sectors and that utilising the TWS underemployment framework is a useful way to explore similarities and differences between them. Second, that due to the proliferation of 'new' or 'gig' work, individuals who are underemployed in more traditional areas are overlooked.

Our arguments are derived from the initial stages of a three-year study of underemployment in the UK, which includes a mixed-method and longitudinal investigation of underemployed individuals lived experiences, within and outwith the sphere of employment.

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12.05

DOES NON-STANDARD EMPLOYMENT INCREASE UNPAID OVERTIME AMONG YOUNG WORKERS? A MULTILEVEL ANALYSIS OF EU-28 MEMBER STATES

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Abstract

The objective of this study is to analyse the relation between non-standard employment and unpaid overtime among young workers in all EU-28 countries. The flexibilization measures adopted in recent years have led to an increase in non-standard employment and a convergence of social welfare policies that has reduced employees' job security. The 2008 financial crisis has not only prompted higher unemployment in certain European countries, as it has also accelerated this process, particularly among young workers. Working from home has once again raised the issue of unpaid overtime, especially as a result of the COVID-19 pandemic. However, the debate on unpaid overtime is broader because it involves other factors, such as the lack of security linked to other forms of non-standard employment.

There have thus far been several studies on the effect of part-time employment or working from home on unpaid overtime in certain European countries, such as the UK and Germany. Nonetheless, and to the best of our knowledge, there is no prior evidence on the relationship between all types of non-standard employment and the propensity for unpaid overtime among young people. Neither have been found any comparative analyses involving EU-28 member states. This research contributes to the study of the relationship between unpaid overtime and the non-standard forms of employment among young people through a comparative analysis of EU-28 member states. A further contribution involves the study of how certain variables that differ across European labour markets (e.g., unemployment expenditure, the level and extension of collective bargaining agreements and protection against dismissal) affect unpaid overtime.

The aim of this research is to analyse the influence that non-standard employment has on the propensity to work unpaid overtime among young people aged 15-34 in EU-28 member states. The analysis is based on data gathered from the European Union Labour Force Survey (EU-LFS) for 2019, as provided by Eurostat. This database is the source for a large uniform and

harmonised sample of young employees across all EU-28 member states, thereby allowing us to conduct a comparative analysis. This article estimates several multilevel logistic regression models with both fixed and random effects for analysing the influence of variables at individual and country level, such as non-standard employment, collective bargaining agreements and public institutions, amongst others.

In the analysis carried out, differences were found between the European countries reflecting the diversity of the labour markets and the influence of each country's public institutions. Furthermore, certain differences on the probability of working unpaid overtime are observed when analyzing the socio-demographic characteristics of young workers. The main results obtained in this research are:

1. The estimations made regarding non-standard employment reveal that temporary employment and working from home have a positive effect on the probability of working unpaid overtime. We found that the probability of working unpaid overtime is two times greater among those young individuals who work from home. Also, the number of hours worked per week have a positive effect on unpaid overtime. By contrast, this effect is negative for part-time employment and temporary employment agencies.

2. Working afternoons and Saturdays increases the propensity to do unpaid overtime, while shift work reduces it, probably because of the greater protection associated with it. Furthermore, the analysis reveals statistically significant differences for two sociodemographic variables, namely, age and level of education. In this case, among young people aged 15-34, the older ones and those with more education are precisely the ones with a greater propensity to work unpaid overtime.

3. The findings show that the probability of working unpaid overtime among young people depends in part on certain country-level variables. This increases due to lower unemployment expenditure, the greater extension and level of collective bargaining agreements and higher rates of involuntary part-time work and of employees working more than 48 hours per week. This means that the different contexts and institutions and the specific nature of each labour market across EU-28 member states affect young people's decision to work unpaid overtime. Unpaid overtime increases in contexts in which, in this case, young people feel more insecure, and the safeguards afforded by collective bargaining agreements are weaker.

It is important to bear in mind that the differences found reflect the diversity of the non-standard forms of employment and their different effect on unpaid overtime, which has major implications for policymakers. Within a context in which the EU is proposing to boost flexicurity, non-standard employment has not stopped growing. European countries should therefore seek to strike a balance between boosting employment and its associated security. It is vital to regulate working time following the increase in working from home brought about by the COVID-19 pandemic and the intensification of work, as these have a direct influence on working time and unpaid overtime.

13.01

EXPLORING HOW TECHNOLOGY SHAPED IDENTITY IN THE CASE OF FREELANCERS UNION

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Abstract

Introduction
This study explores how technology is used to form the identity of workers. The case study under examination is Freelancers' Union that was set up in Brooklyn, New York in 1995 to cater to a large subset of high-skilled freelance workers such as lawyers, programmers, graphic designers and so on. The question is interesting because freelance workers are unlike traditional workers who have a workplace and an identity that is easily given to organizing via trade unions, grass roots unions or worker collectives. Because of the diversity of professions and geographical dispersion, freelance workers are compelled to articulate their identity through digital media and organize and collectivize through non-traditional means. Therefore, they use their associational power rather than the structural power to gain rights and benefits (Joyce, Stuart and Forde 2021). Rather than collective bargaining, these

workers use legislative campaigns to earn workplace rights (Greenhouse 2013). Similarly, instead of demanding benefits from employers, they engage in direct provision of benefits such as health insurance (Horowitz et al. 2008). These workers are part of the type of movement they describe as "new mutualism" because of the above characteristics (King 2014).

Data sources

The main source of data is the website of the Freelancers' Union and publicly available documents concerning the union such as legislations, public policy documents of interest, internal survey and reports. The primary source of data is to be supplemented with secondary sources such as research articles, journalistic articles, news reports and books on the union. All the data sources covered for this project are in English. These sources are to be supplemented by inputs from select stakeholders in the organization through semi-structured interviews. Snowballing technique will be used to select the stakeholders.

Data analysis

The study proposes to examine the question by taking three time points in the history of the Freelancers' Union and analysing the assemblage of organization, strategy and tactic used at that time point. The three historical moments are chosen based on a pivotal event that used technology to form the identity of its members. The first moment is in the period 2001-2005 when the website and portable benefits network was created to bring the freelance workers together. The second moment is the period 2009-2011 when the union used an internal survey to understand the problems most relevant to its members and campaigned successfully to eliminate unincorporated business tax for its workers. The third moment is the period 2017-2020 when the union actively campaigned for legislation to include freelance workers in the larger pool of workers and earn them workplace rights through wage payment bill for the state of New York, amendment to human rights law and unemployment insurance during the pandemic.

Jasanoff's framework (2004) of coproduced assemblage is the theoretical framework used to understand the historical moment in terms of the stakeholders, technology and organization used. The expected results are that the first period corresponded with identity formation when the members defined themselves as freelancers by setting up a website and a portal of information for its users. The second period is believed to be that of identity solidification when instruments such as internal survey and campaigns begin making gains for freelancer workers. The third period is that of identity expansion when freelance workers enter the larger collective of workers and campaign for workplace rights such as wage payment, human rights and unemployment insurance.

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13.02

FULL-TIME REGIME, HIRING PRACTICES AND ATTITUDES TOWARDS PART-TIME WORK IN FINLAND.

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Abstract

Part-time work has been labeled as non-normal work, which is done out of necessity when one cannot get or do full-time job (Leskinen, 2019). In a study conducted by Rosa Frauenknecht, part-time workers reported that others have a negative perception about them, and that they feel that they need to have an explanation for working part-time and settling for a lower income level (Frauenknecht, 2020). If one willingly chooses to work part-time, they are also not entitled to receive adjusted unemployment benefit to complement their income (TE-toimisto/Kuntakokeilu, 2022).

Part-time work in Finland is most common in low-paying work for example personal assistants for the elderly and disabled, waitpersons, cooks and sales clerks, for which there is also high demand currently (TE-toimisto/Kuntakokeilu, 2022). Few jobs

for leading personnel or personnel in positions with good career prospects are offered part-time, hinting at perceptions of part-time work as being insufficient for success, not productive enough, and part-time workers as less committed to their work compared to full-time workers. Ingrid Biese and Marta Choroszewicz showcase the agency of 4 women from Finland and the US, who left their careers in top management positions amidst pressures from masculinist corporate working cultures that demand 'long hours, dedication and constant availability', to opt in for part-time work as a more sustainable work option with the aim of reorganizing their lives to fit both work and motherhood (Biese & Choroszewicz, 2019).

There is a multitude of research pointing towards work time being associated with health outcomes. Particularly worthy of mention here is the study of Larsen et al. who examined payroll data of 6,970 nurses in Finland and found that there was a higher risk of sickness absence for workers with long work weeks (Larsen et al., 2020). The study by Ropponen et al. for the Finnish Institute of Occupational Health also provided evidence that supports that full-time workers are more likely to take long (over 12-day) sickness absences compared to part-time workers (Ropponen et al., 2021). Our current full-time regime shows major cracks, that if unaddressed can lead to massive adverse health and social impact for a big chunk of the population in the long run. That's why the research on alternatives becomes crucial.

In her paper examining the identities of part-time workers in RAY, Kukka Almgren agreed that the shift towards part-time work might also be a more profound identity shift, as people want more freedom and choice to live their life more spontaneously, not just work through it, which can present challenges to employers (Almgren, 2013). Frauenknecht goes further to argue for the environmental benefits of part-time work, as often those who adopt it, want to lead a life with less consumerism, potentially less commute depending on the nature of the part-time job, and a shift from dropping the mindset of continuous growth and moving towards a mindset of achieving a sufficient standard of living.

According to preliminary data from SAK's working conditions barometer, 69% of employees want to reduce their working hours, however 67% also state that switching to part-time work has not been made widely possible or easily facilitated by their employers (Toivanen, 2022). On the other hand, Frauenknecht's research in the arts and culture field shows that employers may use part-time workers to actually cut costs by assigning them more tasks for less hours of work. Thus more research is needed about these employer hiring practices and the regulatory framework that constrains or supports them.

As Finland is faced with an aging population and worker shortages in many fields, the researcher is exploring whether the fringe area of part-time could be part of the solutions. This study examines and questions the prevalent attitudes towards part-time work through interviews with:

- 10 part-time employees from various occupations where part-time work is common (personal assistant, nurse, waitperson, cook, interpreter, salesperson, telesalesperson, teacher, social worker, school attendance assistant),
- 10 full-time employees from a diverse pool of occupations, gender diversity and salary levels (personal assistant, nurse, doctor, waitperson, salesperson, teacher, social worker, software developer, bank representative, architect),
- 10 employers hiring people in the above occupations (healthcare provider, restaurant, interpretation service, store, telesales business, technology company, Helsinki City, bank, architecture company) and
- 3-4 public servants in the employment services and 1-2 policy makers in the Ministry of Employment

Interviewees are recruited in March-April 2023 through the already existing network of the researcher in various of the above fields as well as in the Helsinki Employment Services.

The aim of the interviews is to show the prejudices that exist against part-time work and workers in Finland, the structural biases supporting those prejudices, and their impact on hiring practices of employers. Rosa Frauenknecht's study in the arts and culture field is particularly valuable in fine-tuning the direction of the present research methodology.

INTERPERSONAL CONFLICTS AND SILENCE IN BUSINESS TRANSITION AND THEIR CONSEQUENCES FOR WORK PRODUCTIVITY AND WELL-BEING AT WORK

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Abstract

Agricultural production in Finland is largely based on family businesses. Due to recent changes in geopolitical situation, the significance of the continuity in agricultural production business has become emphasized. For the family business to continue successfully, the following generation needs the support of the previous generation in taking control of the business. Business transition can be extremely stressful for the family members taking part in the transition process. It changes their lives and usually highlights interpersonal conflicts affecting their relationships as well as agricultural productivity.

In our study on the conflict silence at work in the transition of agricultural family business, we have interviewed 25 family entrepreneurs, their family members, and business transition experts of agricultural work field. One of our findings is that the parties of conflict are inclined to use psychological defense mechanisms in order to avoid interpersonal clashes at the expense of the materialization of human risks. The business transition experts tend not to recognize the conflicts or there are no relevant services available to properly deal with them. The most typical defensive mechanism seems to be silence.

Similar conflict behavior mechanisms have been identified in other types of work as well and they have been found to be associated with increased work-related stress and lower productivity. According to organization theories, organizations get defensive because of persons acting defensively; the personnel become antisocial behavior by learning as part of internalizing the organizational culture. Antisocial behavior in turn enforces the tendency to escape into silence. The parties do not necessarily recognize their own behavior and how it negatively affects their work, its productivity, and their own well-being.

It is apparent that latent conflicts in work environments need to be identified, intervened and managed in order to improve personnel well-being and work productivity. On one hand, more evidence is needed on the consequences of conflicts in terms of decreased well-being and productive at work. On the other hand, we need indicators to alert of the presence of latent conflicts. We believe that breaking the circle of silence of interpersonal conflicts at work can greatly help to resolve increased work-related stress and decreased labor productivity.

ENTREPRENEURSHIP AS AN EMPLOYMENT STATUS AND CLASS POSITION: ESTONIAN MIGRANTS' PERSPECTIVES IN FINLAND

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Abstract

Entrepreneurs, especially self-entrepreneurs, fall between two stools with respect to the definition of their employment status (especially their entitlement to social provisions) and class position. The notion of entrepreneurship needs to be seen in connection to social class, but the class position of entrepreneurs remains unclear. Entrepreneurship constitutes a flexible and transformational social category that enables to easily and flexibly redefine oneself.

Migrants constitute a group of new entrants in national labour markets that encounter many obstacles to fit in and earn living through salaried employment, let alone the possibilities to do jobs that fit their educational level and experiences. Entrepreneurship may emerge as one of more flexible, potential spaces where meaningful job and decent income can become possible besides the opportunity to self-realisation and being in control. As the recent Statistics Finland (Myrskylä 2023) report shows, immigrants are more prone to become entrepreneurs than native Finns, but it is justified to ask, whether this tells us more about the limitations of the Finnish labour market or migrants' elevated interest in entrepreneurship.

Considering the high number of Estonian migrants in Finland, they are not seen as particularly entrepreneurial. This study seeks to investigate the Estonian migrants' entrepreneurship in Finland and shed light on the question: how do Estonian migrants navigate in-between the employment statuses of employee and entrepreneur, in the first hand, and social classes, on the other. We look closer at the motivations, negotiations and outcomes that surround Estonian migrants' entrepreneurship and seek to understand, what is their entrepreneurship conditioned by and what purpose does it serve. Taken that Estonian male and female entrepreneurs are active in fields with different work cultures and business logic, the former ones overwhelmingly in construction and the latter in cleaning and beauty services, we assume that the gendered nature of entrepreneurship is particularly important to pay attention to. We also regard entrepreneurship in this context as not an individual matter but negotiated within families. Our analysis draws on thematic interviews with Estonian migrants in Finland.

Regarded as easily employable and salaried workers in Finland who appreciate the social security provided via trade unions or the state (Alho & Sippola 2019), it is worthwhile to ask, what is the trade-off Estonian entrepreneurs receive from entrepreneurship that has long been associated with risks and loosing social protection? As it reveals from our recent studies, despite the positive employment, Estonian migrant workers are locked in positions according to their employment relationship, depending on the nationality of the owner of the company and the employment status as a worker/self-entrepreneur (Sippola & Kall 2016). There are also indications that Estonian migrants' growing aspirations for middle class are difficult to realise solely through salaried positions (Sippola & Kingumets forthcoming). Levelling up one's social position requires performativity to impress and convince others about the social change, easier to communicate under the position of entrepreneur rather than worker. And finally, young Estonians are increasingly grown into the neoliberalist middle-classist values of autonomy, self-fulfilment, and diligence which urge the entrepreneurship and disregard employment.

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15.01

INFORMATION BEHAVIOURS OF INTERNATIONAL STUDENTS IN THE AUSTRALIAN GIG ECONOMY

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Abstract
This paper investigates the changing information behaviours of international students as they seek, navigate and experience gig work (e.g., driving for Uber) in Australia. Newly arrived international students can lack the local knowledge they need to navigate everyday life, access available services, and work in a new labour market. The research applies an extended version of Reijo Savolainen's Everyday Information Practice model[1] and argues that holism must be brought to information behaviour research: the information practices international students develop in gig work are not simply an outcome of a separate activity called 'work' but part of the whole person's experience of everyday life. To address this, our research brings a holistic [2] and sociomaterial[3] approach informed by practice theory to understand information practices in the everyday life of international students as gig workers. The paper discusses the roles international students undertake in the Australian gig economy and the information behaviours international students develop to resolve the problems they encounter in doing gig work.

Studying abroad is a major life change for international students; the routines and activities of everyday life in their home country are disrupted and may not serve them in their new life in the host country[4]. In Australia, the gig economy has become an important

source of work for international students. The sector employs at least 250,000 people, and a 2019 survey of on-demand food delivery riders in Victoria shows that two-thirds of workers are international students[5]. Gig work requires advanced information skills given the use of digital platforms to communicate data connecting workers with on-demand jobs, including assigning tasks, matching workers with customers, and tracking work hours without human intervention. Understanding how international students engage with digital technologies as gig workers and how they develop new information practices to support their new life is important. While several studies mention precarious work environments, including poor work conditions and underpayment, very little research examines international students' experience of digital engagement in gig work. With technology integrated in our daily lives, the growth of gig work has become valuable for international students to join the workforce and everyday life in a new country. This study will help us to understand the role international students are playing in shaping gig work, it will support the students' understanding of their own work practices and may contribute to the development of relevant gig work policy.

The methodology for this research is informed by previous information behaviour research that points to the importance of holistic approaches to studying everyday life[1,2]. The study extends Savolainen's Everyday Information Practice model by investigating how international students resolve gig work problems and develop new information behaviours alongside other daily information activities (e.g., managing personal finances, seeking housing). As communication technologies blur the borders between work life and daily life, our research applies holism to study not only international students' work lives in doing gig work, but also how this affects other aspects of daily life. The paper addresses the conference theme through the lens of sociomateriality to consider how gig work is shaping international students' engagement with the information environment and how the environment shapes what they do[3].

This paper will report on an environmental scan and preliminary survey of international student-gig workers. The scan and survey have been conducted as the first phase of a larger project that will include interviews and device walkthroughs with the student-gig workers as they engage with the digital platforms required in their work. Research commenced with an environmental scan and thematic analysis of publicly available information, including websites and labour market reports about the Australian gig economy. This analysis is supported by preliminary findings from a survey undertaken to establish a descriptive profile of international students currently doing gig work.

The significance of this study resides in its exploration of technology in the everyday life of international students as gig workers. The research findings will help us to understand how international students are navigating technology-driven work and developing information practices to resolve problems and thrive in everyday life.

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15.02

EVERYDAY CONVERSATION: THE EFFECT OF ASYNCHRONOUS COMMUNICATION AND HYPERCOMMUNICATION ON DAILY INTERACTION AND SOCIOTECHNICAL SYSTEMS

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Abstract
Technology's effect on social systems begins with its impact on conversation. Digital communication often leads to difficulty in interpreting tones and intentions as compared to in-person conversation (Begg 2016). Using a year of in-depth theoretical research, ~78+ in-depth interviews, and survey data, I analyze the effect of asynchronous communication and

hypercommunication on sociotechnical systems and daily interaction. The theoretical component of this work centers around both American and French sociological texts from the 1940s to 2020s, mainly within three categories: everyday life and its alienation under capitalism; conversation trends over time viewed through a socio-technical lens; and community building viewed through a symbolic interactionist lens. Findings link changes in conversation patterns to the alienation of everyday life under technocapitalism, and I theorize that a lack of unmediated experiences in everyday life prevents meaningful connection through conversation its traditional form. This experiential deficit can lead to negative effects in personal and professional relationships, as well as to a large-scale erosion of community and collective solidarity. The internet, social media, and cell phones play a large part in this crisis of community present in modern-day communication, although I theorize that détournement of everyday communication at scale could change this. This research seeks not only to expand upon conversation and technology theories, but also to leverage qualitative data to provide a potential blueprint for increasing satisfaction and alignment in sociotechnical systems and everyday conversation — in part through what I refer to as "progression to analog".

15.03

TO BREAK RULES OR NOT? -WHEN SOCIAL ACCELERATION CHALLENGE THE MORAL ORDER OF PROFESSIONALS

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Abstract

An often-espoused notion of professionalism is the notion that professionals adhere to and follow a professional ethos. This view has been challenged early on from various perspectives. Today mainstream professional theory hold that professionals have autonomy to carry out professional work subject to discretionary judgement within their field of expertise, but their jurisdiction is negotiated in several arenas. In the extreme, empirical research, for example as carried out by Strauss and Strauss, demonstrate that professionals may not even be educated to follow ethos but rather to be cynical in their professional practice and yield to other interests. In this paper we will argue that it is not enough for professional to rely on discretionary judgement. To be true to their professional ethos they need to break rules set up to govern them. We will support our argument using Hartmut Rosa's theory of social acceleration occurring in three domains: technical acceleration, acceleration of social change, and acceleration of the pace of life. While change in professional life earlier was generational change it has turned intragenerational and it is likely that professionals will see several shifts in the governance of their profession, in what is considered best practice and in what technology they use during their time as professionals.

Taking a cue from the theory of moral orders we will argue that today's professionals increasingly find that their decisions can be challenged from different moral orders. Luk van Langenhove proposes that different groups have their own moral orders or system of values that guide their decision-making. Moral orders are not fixed but shaped by history, culture and society. In the paper, we argue that it has become common for professionals in different occupations to be challenged in this way? Social acceleration contributes to the growth in moral orders, hence to governance professionals have to relate to. Their profession provides one value-system but since jurisdiction tends to be contested they need to take other moral orders into account when they make decisions. Andreas Berg (2010) for example, asserts that teachers' conceptions of quality are challenged by the judicial and economic moral orders these days. These orders have a greater appeal and explanational value when judging quality and teacher can be held accountable to them. Subsequently, teachers find themselves dealing with quality using models from disciplines outside their expertise instead of from the educational moral order where their professional competence lies. Their jurisdiction is being threatened. Following Berg, we come to the conclusion that these days teachers find themselves at a disadvantage when arguing for quality in their own professional field.

What we have described up till now, are situations where professional judgment is challenged by other moral orders. Following the theory of moral orders we argue that these orders often clash and that calls for action may clash to the extent that to follow one call you need to be deaf to other calls. This becomes problematic when there is a strong call from the ethos of the profession that clashes with calls from other moral orders for example from legal moral orders (Aili and Nilsson, 2018). We found many examples of situations where teachers using digital technology had to break rules to be able to carry out their job. New governance, however, implies that they can be held accountable for decisions they have made not knowing which moral order they will be judged from. From that perspective breaking god or breaking bad has become an important issue for discretionary judgement.

BOOSTING THE IT IDENTITY OF PUBLIC SECTOR AUDITORS: THE CASE OF EUROSAI IT WG

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Abstract

Extended Abstract

Purpose - The public sector of the 21st century is subject to numerous transformations with the emergence of new regulations, climate change, digitalization, etc. Came into the picture about 20 years ago, digital advancements demand enterprises to continuously adapt to new technologies and trends ever since (Bakhshi et al., 2020). This is an ongoing process with the growing challenges to meet the opportunities, demands, and threats of the electronic age (Barrett Ao, 2022). As a result, affecting also the future of the public audit, accounting and auditing profession, as well as the environment in which public sector audit operates (Cordery & Hay, 2021).

The audit profession is expected to be rapidly advancing in response to changes in its environment. As auditors start to engage with new business areas, changing their auditing processes and role, the implications for their professional identity are growing (Justesen & Skærbæk, 2010; Power, 1997; Robson et al., 2007; Skærbæk, 2009). With the integration of new technologies into personal and work life, individuals' technological experiences are now increasingly linked with the notion of identity (Hassandoust & Techatassanasoontorn, 2022). Identity is a complex "process of becoming" in which individuals continually construct, deconstruct and reconstruct their subjectivity (Burke & Stets, 2009). Concerning digital changes, "IT identity" can be conceptualized as a new material identity, referring to the extent to which an individual views the use of technologies as integral to his or her sense of self (Carter & Grover, 2015).

Nevertheless, auditors have been slow to respond to technological changes (Salijeni et al., 2019; Tricker, 1982). The advantage gained from the technological investments depends on individuals making use of successfully implementing technologies (Carter & Grover, 2015). However, auditors are facing challenges to keep up with the rapid changes in the business environment and need to go through the IT identity construction process of exploration, learning, and adaptation (Hassandoust & Techatassanasoontorn, 2022; Kotb et al., 2012). To foster the integration of technologies into public sector auditing, Supreme Audit Institutions (SAIs) created working expert groups which are carrying out capacity-building activities to beef up the auditor's digital skills, going in hand with the change in culture and people (Otia & Bracci, 2022). Recognized in the literature under the concept of "epistemic communities", such transnational groups of experts with shared values and a common policy project are developing and implementing the standards of normal behavior (Christensen et al., 2019). Within the European Organization of Supreme Audit Institutions (EUROSAI) the IT Working Group (IT WG) is created to stimulate SAIs joint explorations of the strategic consequences of IT-related developments, with regard to their audit domains and to their own use of IT (ITWG, 2020). Therefore, this study aims to examine how EUROSAI IT WG boosts the IT identity of public sector auditors to position themselves as digital actors through their professional cooperation and institutional capacity development of SAIs.

Design/methodology/approach - This study applies a qualitative methodological approach. The focus is on the case of the regional SAIs group - the EUROSAI and the activities of its IT WG exploring the strategic consequences of IT-related developments. Regarding the empirical data, the authors have done document analysis, observations of the meetings of the group and interviews with active members of the IT WG from Estonia, Switzerland, the Czech Republic, Poland, and Portugal.

Preliminary findings –We find that the SAIs are involved in the process of fostering the IT identity of public sector auditors. This is exercised through their epistemic community created under the title of the EUROSAI IT WG which promotes the development of the auditors' IT identity by boosting their digital capabilities and increasing the auditors' level of self-efficacy for the change (Craig et al., 2019).

Originality/value - This study contributes to the literature in several ways. First of all, it adds to the general discussion to close the gap in the literature on the accounting and auditing transformation with insights from the technologically driven changes (Agostino et al., 2021; Antipova, 2019; Mattei et al., 2021; Otia & Bracci, 2022). It also contributes to the public sector auditing literature and the existing knowledge of the auditors' identity (Justesen & Skærbæk, 2010; Power, 1997; Robson et al., 2007; Skærbæk, 2009). By mobilizing the identity theory (Burke & Stets, 2009), it adds to the underdeveloped stream of literature on

the connection between the identity and IT (Craig et al., 2019; Hassandoust & Techatassanasoontorn, 2022; Nach, 2015) with the knowledge on the ways to stem the IT resistance and leverage the IT identity (Carter & Grover, 2015). For practitioners, the results of this study can be used to inform actions, policies, and programs to foster the development of the IT identity.

15.05

TIMED: DISCUSSING METHODOLOGIES FOR CONCEPTUALISING TEMPORALITIES OF DIGITAL TECHNOLOGY

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Abstract

Over the past two decades, there has been a significant increase in the use of digital technology, affecting various aspects of people's lives. These changes became even more prominent since COVID-19 as the pandemic further accelerated the trend towards digital technology usage, from telework and online education to leisure and interpersonal communication.

Such increases in the prominence of digital technology in everyday life call for up-to-date research into the conceptualisation of digital technology. It is paramount to look into how digital tech is used in a post-COVID world, how it impacts work and personal life, and how these factors may vary based on the intersectional interplay of one's age, gender, level of education and the local/cultural context.

This paper draws on a multidisciplinary project, TIMED (TIMe experience in Europe's Digital age), which explores the post-COVID-19 conceptualisation of digital technology in residents of the Czech Republic, Germany, Poland, Switzerland and the UK. The project's objective is to determine the most prevalent digital practices in these countries and to explore their specific effects on people's professional and personal lives, implications for mental health and well-being, and experience of temporality. The novelty of the research lies primarily in its focus on temporality in the context of everyday life as an ever-present yet under-theorised aspect of digitalisation. The project uses interdisciplinary research to determine how digital tech's effects on temporality can be conceptualised, deploying four methodological approaches – qualitative interviews, quantitative questionnaires, real-time behavioural assessment, and lab studies – in five working packages over 36 months. The TIMED project encompasses one of the most extensive qualitative analyses of cross-cultural conceptualisations of digital technology ever conducted. The findings, therefore, offer an invaluable insight into European digital practices and their implications for well-being post-COVID-19.

The paper explores the methodological implications of the project's design for studies focusing on technology use and everyday life. It elaborates on how we used a qualitative study (300 semi-structured interviews across six European countries) as an opening exploratory phase that generated themes and insights for the quantitative inquiry (N=1000 per country recruited through Qualtrics panels) focusing on the relationship between digital media usage and demographic factors (gender, age, education, employment socio-economic status). Using such a large qualitative study as an exploratory base for further multidisciplinary inquiry presents a methodologically good example of how to approach studies focusing on digital technology, temporality, and everyday life, putting peoples' individual perspectives in the research design first.

Lastly, since the project emphasises possible practical take-away as it provides much-needed insights into the primary uses and concerns of people across Europe, the paper also elaborates on how the research findings can inform the relevant policies and recommendations.

POLARISATION OR APPROXIMATION? SOFTWARE EFFECTS ON TASKS AND WORKPLACE CHARACTERISTICS OF SKILLED VS. SPECIALISED SKILLED NURSES IN GERMANY

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Abstract

Digitalization has engendered a profound societal transformation and can be understood as a megatrend in the current and future development of society and, in particular, working worlds. Thereby the digital transformation does not simply relate to technological innovation but rather can be understood as a complex socio-technical process, which is socially prepared, technically enabled, discursively negotiated, and ultimately individually mastered. As a result, the digitalization of working worlds is characterised by multiple dimensions and processes that evolve and proceed unevenly, interacting in complex ways and not uncommonly contradicting each other. Hence, the diffusion and implementation of digital technologies transform working worlds in various manners and is likely to affect job profiles, work practices, skill demands, and training requirements.

The elaboration of the relation of work and technology as well as their modifications was and still is – especially due to the digitalization – a chief aim in the field of sociology of work. Technological innovations and their implications on work have been at the very centre of the research agenda for decades. While a multitude of different research findings makes it clear that technology as a variable must by no means be overlooked when analysing the transformation of work, there is still a lack of quantifiable and generalizable evidence, especially on the occupational and sectoral level.

Against this background this paper takes a closer look at a specific kind of technology – software – and its influence on workplace characteristics. We focus on software introductions in the healthcare sector – more specifically nursing and geriatric care occupations – in Germany, because we assume that digitalization distinctively affects different occupations and segments of the labour market. In Germany there have been increased efforts to drive digitalization in healthcare in recent years. The latest measure was the law on digital treatment and modernization of care (DVPMG) that came into force in June 2021. Nursing is of particular interest due to a growing shortage of skilled workers (today of 18,200 nationwide) and the assumption that this shortage of skilled workers can be mitigated by digitalization. Initiatives such as the "Bündnis Digitalisierung in der Pflege" or the Caritas campaign of 2019 "Sozial braucht Digital" have increasingly developed in recent years and address the potentials, obstacles, and limitations of digitalization in nursing.

We ask to what extent the implementation of new software influences workplace characteristics for skilled nurses and specialised skilled nurses in different ways. Based on a mixed methods approach, we use data from a company case study to form hypotheses, enhance the interpretation of the quantitative results and reflect our findings with sector-, domain-, and occupation-specific aspects from interviews and observations. The qualitative results support the idea that new software complements work and tasks of nurses at supervisory and executive positions, while new software intensifies work and increases the number of tasks of professional care staff. Using the nationally representative BIBB/BAuA Employment Surveys' cross-sections from 2006, 2012 and 2018, we test whether software introductions differentially affect the two groups of employees by looking at task variety and volume as well as at problem solving, autonomy of action and work intensity.

Preliminary results from propensity score matching models on software introductions indicate that the introduction of new computer programs in the workplace does not extend the difference in workplace characteristics between nurses at professional and specialist positions, on average. If anything, a certain approximation of task variety, volume, and work requirements seems to take place between the two groups. In particular, professional nurses provide more counselling and information, increase their use of computers and the internet and perform testing and quality control tasks more frequently, when they deal with new software.

Overall our study provides first insights into dominant trends engendered by digitalization in nursing care by focusing on changes in workplace characteristics and thereby adds to the debate on shifted skill profiles and new related qualification requirements. This is important to understand future skilling needs to prepare the workforce and meet new challenges resulting from the digital transformation of nursing work.

16.02

BREAKING THE FRAMES FOR EMPATHY? INTERACTION BETWEEN CARE WORKERS AND CLIENTS IN HOMECARE VISITS

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Abstract

The ageing population structure and diminishing public resources have pushed Nordic countries to search means to make elderly care services more efficient. The elderly care service system in the recent decade has favored homecare services instead of institutional services. Living at home as long as possible, in turn, has been supported by welfare technologies based on some kind of surveillance of the health, wellbeing and security of the elderly clients. However, recognizing social needs and loneliness of the elderly may have been left in the shadow. The visits of the homecare workers may be the only human contacts for some clients during the day.

In our study we observed and video-recorded seven entire work shifts of homecare workers in two Finnish municipalities. We analyze the interaction between care workers and clients with the help of positioning theory (e.g. Harré et al. 2009). The care workers' educational background was either nurse or practical nurse. We analyze how caring and empathy are constructed and displayed in interaction. Caring means more than just responding to the needs of another person. According to care theorists, caring aims at transformation of social relations undistorted by dependency or force, and thus including three virtues: attentiveness, responsiveness and respect (Noddings 1984). Without empathy, these virtues may not actualize in the social relationship (Blum 1994). Empathy, in turn, means being able to imagine oneself in another's position and adopting his or her viewpoint (Piaget 1932).

Our research questions are: In what ways empathy and caring is manifested in interaction between care workers and clients during home care visits? In light of the positioning theory, we ask: How the medical frame of the nurse and the frame of basic care of the practical nurse are displayed and re-positioned to create an empathic relationship during the client encounter? The concept of frame derives from Erving Goffman's writings (1986) referring to stability of the story-line, in which the social actions emerge, unfold and become justified in interaction.

In the paper, we show examples of how the anticipated professional frames of nurses and practical nurses differ from each other in different client encounters. We pay attention to how the use of technologies during the homecare visit influence the positioning of the care worker. We interpret how "the right or duty" to say certain phrases in different professional positions vary in different homecare visits. Re-positioning or breaking out of one's own professional frame may open up opportunities to encounter the client not only as a patient but as a person, from whom the care worker may learn, as suggested in the person-centered care (Fazio et al. 2018).

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DISCOURSES OF DIGITALIZATION AND SUBJECT POSITIONING IN PRIMARY HEALTH: HOW WORKERS' AGENCY IS ENABLED AND RESTRICTED DURING TECHNOLOGY INTEGRATION

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Abstract

The primary health services are subjected to intensified digitalization with the aim of transforming care provision. Various smart and assistive technologies are introduced to handle the growing elderly population and enhance the opportunities for independent living among patients in need of continuous care. Research has shown how such digitalisation processes evolve in the intersection of different and often competing discourses, oriented towards different phenomena such as service efficiency, client-centred care and digital competence development. The way discourses are negotiated in work contexts and their affiliated mechanisms of inclusion/exclusion has received less attention. This article analyses how care workers in the primary health sector are discursively positioned during processes of technology integration, and how this positioning constitutes spaces for professional agency. We employ an organizational meso-level perspective on discourses and subject positions (Alvesson & Karreman 2000; Burr 1995) to analyze strategic documents, individual interviews and group interviews with care workers in a larger Norwegian city. We show how discourses that focus narrowly on the implementation and mastery of individual technologies provide restricted spaces for workers to exert influence on their work situation, while discourses that highlight broader technological and organisational relations provide resources for a variety of agentic contributions. The way care workers take up and negotiate the offered subject positions varies with their value orientations, tasks and assumed responsibilities. We discuss the need to move beyond the discourse of 'solutionism' in efforts to digitalize care work, in order to provide inclusive spaces for the agentic contributions of various workers.

FROM CARE PRACTITIONERS TO BACK OFFICE SERVICE INTEGRATORS: FRONTLINE CARE WORKERS' FORMATION IN DIGITAL PLATFORM-BASED CARE PRACTICE

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Abstract

The paper aims to gain better understanding on how frontline professionals navigate their professional agency by means of dominant discourses in health care currently available for them, which appear in various representations in organizational development activities they participate in. The context of the study is a phase in which the frontline care professionals are about to take responsibility in reorganizing care work with a new digital platform-organized care management application. To further develop this field of study, a conceptual framework is presented that integrates discursive valuation of practices and subject positions, vocabularies of practice, and narratives, as central concepts. By adopting narrative approach and identifying vocabularies of practice and their valuation in relation to subject positions, the paper interprets how frontline professionals make use of different discursive resources to make sense of their relation to new platform-based expert work system. Additionally, it is elaborated on how they, through sense-making, re-negotiate their professional agency, in particular their identity as health care practitioner. This analytic approach asks how the value of subject positions is constructed, and how hierarchies between them are established in discursive practices.

The findings are based on a case study of a development and planned launch of a platform-based care work management system in primary health care, to be used by frontline care professionals as part of their daily work. Data consists of 9 in-depth

interviews with frontline professionals during the time when they were awaiting the transfer to the new work system, and 2 interview with management level representatives. In addition, organizational strategy documents and planning documents are analyzed to show how the dominant discourses in health care are represented in local work context.

It is argued that frontline care professionals use vocabularies of practice to assemble narratives that help them to navigate between a plurality of discourses in a liminal space between the "old" and the "new" that they live. It further reveals that professionals move fluently from one narrative to another, questioning the ideas of adherence to an emergent dominant discourse, while in some instances also adjusting to it. The paper finalizes with discussing on the significance of discursive capital among frontline health care professionals in their identity work in being able to identify themselves - as well as being represented to others - as competent, valued professionals in the digital health care era.

17.01

THE CHANGE IN WORK–FAMILY RECONCILIATION DURING THE TRANSITION TO FIRST-TIME PARENTHOOD AND THE INTENTION OF HAVING A SECOND CHILD

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Abstract

Background
Concerning the topical issue of the declining fertility rates across Finland and other high-income countries, first-time parents with one child not intending to have another one has been acknowledged as a considerable reason for the decline (e.g., Hellstrand et al., 2020). According to the most recent Finnish Family Barometer (Sorsa et al., 2023), the second most significant reason for first-time parents to postpone or withdraw from having the second child is the perceived difficulty to reconcile work and childcare. Indeed, previous studies indicate that experiencing work–family conflict is particularly pronounced among parents of young children (e.g., Erickson et al., 2010; Nomaguchi & Fettro, 2019), which is expected due to the increased time and energy inputs in the new family duties after becoming a parent that may be perceived as incompatible with the responsibilities associated with the work role (Greenhaus & Beutell, 1985). Yet, the engagement in one of these two roles can also be perceived to improve the performance in the other role (Greenhaus & Powell, 2006). Accordingly, some studies have demonstrated that, alike conflict, parents experience more work–family enrichment than childless couples and individuals (Innstrand et al., 2010; Mauno et al., 2011). These findings suggest that the overall experience of reconciling work and family responsibilities potentially intensifies after becoming a parent. What is less clear, however, is how and to what extent the change in the experience of work–family reconciliation during the transition to parenthood is associated with subsequent childbearing intentions.

Aims and methods
The present study utilizes longitudinal survey data collected as part of the CopaGloba research consortium from Finnish employed first-time parents (N = 179) in three waves (2020–2022), prepartum, 4–6 months postpartum, and 18 months postpartum. We aim to explore the extent to which the experiences of work-to-family and family-to-work conflict and enrichment change during the transition to parenthood for mothers and fathers, and whether the change is associated with first-time parents' intentions of having a second child.

Expected results and originality
We expect to find significant changes in the experience of work–family reconciliation after the transition to parenthood for mothers and fathers. An issue of specific interest will be whether the change is associated with the parents' intentions of having another child. The study will contribute to both work–family and fertility literatures by providing new knowledge about the potential impact of first-time parents' work–family related experiences on childbearing from a Finnish perspective. By employing a gender perspective and studying the work–family enrichment along with the conflict perspective, the study addresses the need for studying men's work–family experiences alongside those of women as well as the positive side of work–family reconciliation during the transition to parenthood and their impact on subsequent childbearing intentions.

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17.02

FLEXIBLE WORKING TIMES AND PLACES AND FATHERS' CHANGING PRACTICES OF CHILDCARE

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Abstract

One of the aims of gender equality policy in Finland is a more equal sharing of childcare responsibilities between women and men. Thus, recent parental leave reforms have introduced longer and more flexible leave quotas for fathers. Although fathers' use of parental leave as well as the daily time fathers spend in childcare have been increasing, the change has been rather slow.

Previous research has identified various obstacles for fathers' leave-taking including the gender pay gap, financial and work insecurities, gendered attitudes and less family-friendly workplace practices and cultures. A vast body of research shows that meso-level factors such as work characteristics affect parents' leave take-up and thus also their participation in childcare more generally. With an increase in knowledge work, working life has for many employees become characterized by autonomy and flexibility, including flexible working times and places. The substantial increase in remote working has further been accelerated by the Covid-19 pandemics. Workplace flexibility has been shown to support parents in reconciling paid work with family responsibilities, and during the pandemics, remote working also increased fathers' participation in housework and childcare in some countries. However, more research is needed on how flexibility policies may affect take-up patterns of parental leave by fathers.

We aim to study the interconnections between flexible work and fathers' participation in childcare, especially their parental leave use. Work flexibility has been described as a double-edged sword, having paradoxical consequences for employees; while it could enable parents to better reconcile their work and family lives, flexible schedules and remote working could also lead to more work, longer working hours and less time for other spheres of life. Research findings on fathers' time spent on childcare have been contradictory: some findings have shown that flexibility increased fathers' participation in childcare while others have shown a decrease. In Finland as well as in many other countries, parental leave has been taken more commonly by highly educated fathers in white-collar occupations – precisely the fathers who also more commonly have access to flexible workplace policies. On the other hand, even when fathers do take parental leave, those working in boundless time cultures of knowledge-intensive branches sometimes find difficulties in setting limits to their work and to the expectations about an ideal worker.

Finland is characterized by strong public policies at the national level for supporting the reconciling of paid work and parenthood such as parental leave legislation and the right for parents to request shorter working hours. Other flexible arrangements such as flexitime or remote working are, instead, policies that are negotiated at the level of workplaces. We are interested in whether these national level and workplace level entitlements support each other in enabling fathers to spend more time in childcare. We ask whether fathers who have access to flexibility policies also take more parental leave, or whether these fathers take advantage of time-flexibility or the possibility of remote working instead of leave entitlements.

We thus study how flexible working time and place arrangements at workplaces are associated with fathers' parental leave use and sharing of childcare between parents. The analysis is based on a Finnish survey data, collected in 2022, with around 1500 fathers of 1-2-year-old children as respondents. The data contains information on the division of childcare between parents, including leave use, and fathers' work characteristics, the associations between which will be explored with multivariate analysis. We control the results for numerous parental, family, and work-related factors such as the socioeconomic position of the father and his spouse. The study is part of the research project 'Changing forms of work, family leaves and the reconciliation of work and family life', funded by the Finnish Work Environment Fund.

18.01

DIGITAL TECHNOLOGIES IN THE WORK ABILITY RISK MANAGEMENT AND ANALYSIS REQUIRES COMPETENCE FROM OCCUPATIONAL HEALTH CARE PROFESSIONALS (POSTER)

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Abstract

Background
In order to support work ability, manage and analyze work ability risks, extensive competence of Occupational Health Care Professionals is needed. One part of this competence is understanding and utilizing the increasing information produced by digital technologies. Various digital technologies and artificial intelligence are developing in a more proactive direction and constantly producing more ways to identify work ability risks and support work ability. However, there is little information about Occupational Health Care professionals' competence in managing and analyzing work ability risks.

Purpose
To describe Occupational Health Care Professional's competence level to manage and analyze work ability risks.

Methods
A descriptive, cross-sectional study design was used in the study. The data were collected electronically from May to June 2018 using the Comp-WARMA instrument (scale 1 = poor – 4 = excellent) from Occupational Health Care professionals working in Finnish private medical centers (n=169, response rate of 10%). The Comp-WARMA measures Occupational Health Care professionals' self-reported competence level in work ability risk management and analysis. The data were analyzed statistically.

Results
The ability to manage and analyze work ability risks was assessed mainly as good. The level of competence was assessed as good both at the individual level (mean 3.60, SD 0.50) and at the organizational level (mean 3.28, SD 0.61) of managing and analyzing work ability risks. In addition, Occupational Health Care professionals estimate that they know how to comprehensively monitor the working and operating ability of the personnel of customer companies (mean value 3.18, SD 0.66). The weakest competence was assessed in the use of digital technologies and electronic reporting systems supporting work ability (mean value 3.01, SD 0.78).

Conclusions
Occupational Health Care professionals have competence to manage and analyze work ability risks. However, based on the results of this study, more support to use digital technologies and electronic reporting systems is needed. Due to evolving nature of technology in Occupational Health Care, future research could benefit of evaluating how digital technologies serve Occupational Health Care professionals in identifying work ability risks and in managing and analyzing work ability risks at both the individual and organization levels. In addition, a detailed analysis of the competence level of Occupational Health Care professionals in the use of digital technologies could identify targets for future in-service educational activities. The ability to manage and analyze work ability risks must be strong and cannot be based solely on technology-assisted information. Technological solutions and artificial intelligence can support this work, but not guide it.

PATTERNS OF EMPLOYMENT AND USE OF SOCIAL BENEFITS AND SERVICES AMONG PERSONS WITH LIMITED CAPABILITY FOR WORK

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Abstract

In Finland, around third of the working age population consider that their health impairs their work life participation. Despite various labour market programs aimed to support the employment of persons with limited capability for work, and although there exist studies on specific programs and their influence on future employment, less attention has been paid on identifying different subgroups among those not fully capable to participate in the workforce. To understand the different situations of those with limited capability for work, more information is needed on what kind of services and benefits they receive and their diverse paths within the social protection system.

For this study, we gather national register information on individual's employment history, service use (focusing especially on employment services) and social transfers (e.g. unemployment, social assistance, disability and rehabilitation benefits). The data covers the whole working age population (18 to 65 years of age) in Finland for the period of 2005 until 2021. Age, sex and socioeconomic status are considered as background factors. Moreover, we will take into account regional information to control for the possible differences in employment opportunities.

Our study provides knowledge on the different subgroups within those with limited capability for work affecting their working life participation based on their service and benefit use history. Moreover, we will gain knowledge on how these different groups are protected by the welfare state. This study may be useful for policymakers while planning services and developing social welfare to increase sustainable work participation and opportunities for those with partial work capacity and in risk of labour market marginalization.

TECHNOLOGY AS A SOURCE OF STRESS OR INNOVATION FOR TEACHERS – THE ROLE OF SOCIAL ASPECTS OF WORK AND JOB AUTONOMY

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Abstract

Introduction
Due to increasing digital solutions in schools, teachers need to develop ways to integrate technology to pedagogical practices. Especially the Covid-19 pandemic compelled teachers to rapidly adopt technology. Fluent and meaningful application of technology may require that teachers are willing to change their work methods, experiment with technology in teaching, and that they do not feel overwhelmed due to technology. Thus, it is essential to identify conditions that prevent technostress (i.e., negative psychological state following the use of information systems) and help to advance innovative ideas and solutions for the teaching through application of technology (Tarafdar et al., 2019). Prior research has found evidence of the role of school-provided support for technology use and adequate collegial support in preventing the potentially harmful consequences of technology use (Joo et. al., 2016; Al-Fudail & Mellar, 2008). Hence, teachers may experience less technostress and more innovativeness with technology if they are provided with job autonomy, collegial support, and school support. This study examines whether social aspects of work (school support and collegial support) and job autonomy as job resources

and professional isolation as a personal demand are associated with the perceptions of technology as a source of stress or innovation.

Methods
The data were gathered as a part of the larger project "Sustainable Brain Health". All teachers across comprehensive schools of the city of Tampere (N=1300) were invited to take part in a survey via digital communication channel that is used in teachers' daily work (Wilma). A total of 361 survey responses were returned with a response rate of 28 %. We excluded 38 non-teachers from the analysis leading to a total of 323 respondents. The majority were women (85%). Mean sample age was 48 years (SD = 9.1) and most of the participants (52%) worked as elementary school teachers (grades 1-6). Linear regression analysis was conducted to examine the relationship between job resources (school support, collegial support, and job autonomy), professional isolation, and perceptions of technology in terms of technostress and technology-enabled innovation.

Results
Our results indicated that collegial support, school support, and job autonomy were associated with more positive perceptions of technology in terms of technology-enabled innovation. The feeling of professional isolation, in turn, was associated with higher level of technostress (i.e., negative feelings due to technology use). In addition, school support was associated with lower level of technostress. In our model, we controlled for gender, age and teacher job role (elementary school teacher, upper comprehensive school teacher or teaching in both) as demographic variables. We found that older teachers had higher level of technostress and women perceived technology more positively in terms of providing new ideas for teaching (i.e., technology-enabled innovation).

Conclusion
Overall, our results indicate that in efforts to prevent technostress, schools should pay attention to actions that can buffer the feelings of professional isolation among teachers. Regarding technology-enabled innovation, the role of collegial support may be explained by better possibilities to share experiences of ICT-related teaching practices. The role of job autonomy may accompany the freedom to experiment with technology more flexibly due to possibilities to influence working methods and schedules. Practical implications of the study indicate that fostering school support (e.g., organizing work and providing guidance) is beneficial for advancing positive experiences of technology among teachers.

18.04

COACHING LEADERSHIP AS A LINKING PIN BETWEEN INDIVIDUAL AND TEAM LEVEL STRENGTH USE AT WORK

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Abstract
All individuals' have their strengths, which refer to "specific individual characteristics, traits, and abilities that, when employed, are energizing and allow a person to perform at his or her personal best" (van Woerkom et al., 2016, p 960). Utilizing and developing these strengths has been linked to positive outcomes in the workplace, such as work engagement, well-being, reduced stress and burnout, and team-based quality of care (Harzer & Ruch, 2013; Keenan & Mostert, 2013; Meyers et al., 2018; Wood et al., 2011; Buljac-Samardžić & van Woerkom, 2018). Organizational support for strength use at work is essential, especially in high job demand contexts (Els, Mostert, & van Woerkom, 2018; van Woerkom et al., 2022) such as the healthcare sector.

Earlier literature has identified leaders as organizational agents supporting individuals' strength use at work (Ding & Yu, 2021; He & Xixi, 2020; van Woerkom & Meyers, 2015). Within the context of leadership, coaching leadership can be seen as a suitable framework for studying organizational support for strength use at work, as it focuses on supervisory work identifying and developing employees' potential and abilities to promote individual and organizational performance (Bond & Seneque, 2013; Ellinger, Hamlin, & Beattie, 2008; Tanskanen et al., 2018; Viitala, 2004).

However, most studies on organizational support for strength use at work have utilized quantitative methods and focused on individual-level approaches, with little attention paid to the role of team context and leadership practices (van Woerkom et al.,

2022; Yuan et al., 2019). This study aims to address this gap by utilizing qualitative methods to explore how coaching leadership supports strength use at both the individual and team levels. The study draws on the Conservation of resources (COR) theory, which posits that having and gaining resources, such as support for strengths use from a leader, leads to positive spiral and outcomes, whereas if there is a lack or loose of resources, people tend to compensate the gap by seeking other resources. If that is not successful, negative outcomes will follow (Hobfoll, 2022, Hobfoll ym. 2018).

The study analyzes interview data from 17 supervisors and 23 employees working in elderly care organizations, and the findings highlight the importance of individual consideration and personal knowledge of team members for effective leadership in promoting strengths use. The study contributes to the literature by examining the relationship between leadership and strengths use, identifying how coaching leadership can promote strengths use at both the individual and team levels, and examining organizational support for strengths use in challenging work environments. The practical implications of this study suggest that leaders should focus on individualized support and team-level strategies for promoting strengths use in challenging work contexts, such as the healthcare sector.

18.05

ADDRESSING TECHNOLOGY & WORKABLE WORK (AKA JOB QUALITY): A WORKSHOP FORMAT

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Abstract
The topic of job quality is currently highly important within Belgium and also within Europe. One of the reasons is that job quality can assist organisations with attracting and retaining workers. Attracting and retaining workers has become more and more essential due to the recent labour struggles that organisations in various sectors are dealing with. Another significant reason is that job quality influences the impact of current technological developments and the future of work. Current technologies include for instance: collaborative robotic systems that have the potential to reduce heavy and/or repetitive tasks; virtual training environments that could aid operators with familiarise themselves with new work contexts; digital work instruction platforms that could guide operators on the shop floor with product-specific information, and; exoskeletons that have the potential ability to physically support operators. However, technology developers and technology suppliers as well as organisations often view technology as a direct means to an end. In other words, communication by prior parties tends to be characterised by technological determinism. Viewing technology as a direct means to an end is not the best approach to achieve good quality of work given the complex nature of organisational structures, and the type of work that stems from these structures. Therefore, it is crucial that technology developers and social scientists collaborate to improve the communication surrounding technology. By doing so, they can encourage organisations to improve the job quality for their workers.

Bringing both technical and social parties together is precisely an aim and a strong point of the living lab 'Technology for Workable Work' that was launched by the Flemish Minister of Work in Belgium in January 2022. In the context of this living lab, a workshop format has recently been developed in which organisations are given the opportunity to experience and explore one of the nine technology demo's embedded in the living lab project. In addition, the workshop is about envisioning the potential effect of the respective technology demo on the work processes of the participating organisation. People with different roles in the organisation (e.g. an operator, direct supervisor, HR manager and technology manager) are invited to participate. The reasoning behind involving people from different functional areas is that it provides a broader set of insights and knowledge, as input for the discussion. Participants can experience the technology during the workshop and extra information is provided by the developers of the technology. The workshop also includes an interactive discussion which is moderated by experts focused on organisational design/job quality and trust/ explainability. The developers of the technology are also part of this interactive discussion. The content and approach of the workshop was inspired by the Project Canvas, which in turn stems from the Business Model Canvas developed in 2005 by Osterwalder. By making use of the Canvas approach, a discussion format is created that is simple, visual, co-creative, iterative and holistic.

At this stage, the development phase of the workshop has been completed. That is, the aim, content and approach of the workshop have been established. Next, we aim to promote the workshop among the targeted organisations which are Flemish manufacturing industry companies that are considering implementing an Industry 4.0 technology, specifically one

of the technologies that are part of the project. In addition to promoting activities, the designed workshop will be organised at this stage. The plan is to have at least a few workshops conducted by summer 2023 to be able to share some preliminary outcomes.

18.06

WORK WELL-BEING FROM NATURE

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Abstract

As a result of the coronavirus, the well-being of Finns at work has decreased. Burnout symptoms have also increased among those who work in workplaces, so the problem has not only been related to the shift to remote work. Research shows that nature has a lot of benefits from the perspective of both physical and mental health and well-being. The work well-being effects of nature have been achieved not only through being in real natural environments and doing nature-based exercises, but also by adding nature contacts in workplace environments, for example with the help of green plants.

Business and Work Well-Being from Nature, a project by Turku University of Applied Sciences, has aimed both 1) at developing business activities for entrepreneurs in Southwest Finland and 2) at increasing the well-being of employees (and the entrepreneurs themselves) through nature-based methods. In order to increase well-being at work, a series of workshops was developed in which the participants were able to obtain both new information on the well-being effects of nature and practice nature-based methods.

The Well-being at work workshop series included four functional and participatory workshops, two co-creation events in real natural environments, and initial and final measurements. In the first workshop, the theme was oriented to the topic through a personal relationship with nature. The participants learned about the importance of the relationship with nature for well-being and through a functional exercise (phototherapeutic cards and group conversation) they identified natural environments that were meaningful to them. In the second workshop, the participants were able to delve into the well-being effects of nature through a participatory expert lecture, and the workshop included a nature-based image and sensory exercise that increases well-being.

The third workshop focused on the potential of nature in workplace environments (biophilic design perspective). Participants made both individual and workplace-specific plans to incorporate nature into their own well-being at work – for example, through the means of working outdoors. Participants also made concrete mini-green walls for their own workplaces. The last workshop brought together everything learned, and in addition, it also delved into the awareness and strengthening of one's own relationship with nature. Participants identified their own nature-related dreams through a creative exercise (collage), and, in addition, a work community-specific participatory exercise considered the work community's ways of utilizing nature to support well-being at work in the future.

Two meetings aimed at experimenting and developing nature-based methods in real natural environments took place between the workshops. In real nature environments, the participants were able to try out various nature-based methods that have been proven to increase well-being at work in a guided manner. The participants gained experience of nature exercises (e.g., balance exercises, forest yoga) and other nature-based methods based on the Green Care perspective. For example, a favorite place exercise (based on the Flow with Nature Treatment intervention), a sensory path exercise and Forest Bathing exercises were carried out with the participants.

The initial and final measurements (at the beginning and end of the workshop series) included a Firstbeat well-being analysis, which provided participants with concrete information about their own recovery on a general level. In addition, the participants filled out an electronic survey to map their wishes and to assess the effectiveness of the workshop series.

The workshop series was carried out in two different periods with different participants. In total, 28 participants have participated in the workshop series. The first workshop series ended in January 2023 and the second workshop series ends in May 2023. There are no actual results of the workshop series yet (comparison of survey data) but based on the oral feedback collected from the participants, the workshop series has been considered useful and increases well-being at work. For example, the participants have found new ways to maintain and improve their own well-being at work with the help of nature, and

some have succeeded in increasing the time spent in nature. They have also learned to look at work environments more from the nature point of view, and to introduce elements that increase well-being at work. Especially the events held in real natural environments were perceived as good, relaxing and revitalizing.

18.07

SELF-LEADERSHIP SKILLS OF REMOTE WORKERS BUFFER THE ADVERSE EFFECT OF LONELINESS AT WORK ON THE EMPLOYEE PERFORMANCE

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Abstract

The remote work increased rapidly during the COVID-19 pandemic. Physical isolation from work community and digital communication might have had adverse impact on remote workers loneliness at work, which is defined as a psychological pain stemming from perceived relational deficiencies in the context of work. Loneliness at work is connected to poor well-being at work and it affects people's behavior at work as loneliness at work can hinder the performance of employees. However, there are individual differences in coping with this kind of challenging situations. Employees can, for example, have different self-leadership skills, such as the ability to set goals and self-regulate. Self-leadership, referring to the process of behavioral and cognitive self-evaluation and self-influence strengthening the self-direction and self-motivation of employees. Good self-leadership skills could help employees to improve performance and maintain it even when feeling lonely at work. The aim of this study is first to examine the connections of loneliness at work and self-leadership on in-role performance. Second, the buffering effect of self-leadership on the relationship between loneliness at work and performance is analyzed.

The analysis is based on a longitudinal data collected at two time points from one Finnish technology industry organization. The first sample was collected at May-June 2020 (N=1257) and the follow-up data at December 2020 (n=1060). Over half of the respondents worked completely remote (52-66%) during the time of the data collections. The study utilized linear regression analysis and moderation analysis.

Loneliness at work was negatively (β=-0.21, $p<.001$) and self-leadership positively (β=0.12, $p<.001$) related to the in-role performance. The moderation analysis revealed that self-leadership significantly buffered the association between loneliness at work and in-role performance (β=0.08, $p=.046$).

Loneliness at work has remained an understudied phenomenon and especially longitudinal evidence has been lacking in the prior literature. Self-leadership has gained more attention in general, but there are only few studies conducted in the context of remote work. This study indicates that loneliness at work can have serious adverse consequences on the performance of employees. Thus, organizations should pay attention and provide opportunities and encourage employees and teams to develop and maintain social connections especially in remote and hybrid work. Moreover, self-leadership skills related to higher performance, and they buffered the negative effect of work loneliness on performance. Thus, self-leadership skills seem to be beneficial in the context of remote work and therefore we recommend that self-leadership training programs should be implemented.

18.08

THE MEANING OF THE PSYCHOLOGICAL CONTRACT IN MANAGING THE VOCATIONAL TEACHERS WORK

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Abstract
This study is a Finnish-language monograph of the doctoral thesis.

The aim of the study
The aim of the study is to describe the VET teachers and their supervisors perceptions of the factors related to the psychological contract and how these perceptions could be used in the VET organization. In this study, the psychological contract is conceptualized as a VET teachers' subjective cognitive schema of promises related to the employment relationship and job role. In this study, the organization does not represent the other party to the psychological contract. This study assumes that the organization influences the psychological contract of the VET teacher. I am interested in the perceptions of the supervisors in order to draw conclusions about what aspects of the VET teacher's relationship with the supervisors are relevant from a psychological contract management perspective. I had two research questions in the stydy:

What are the perceptions of the VET teachers about the factors related to the psychological contract?

What are the perceptions of the supervisors about the factors related to the psychological contract?

Research approach and method
This is a qualitative study, using a phenomenographic approach. Phenomenography is a methodological research trend and approach (Huusko & Paloniemi 2006, 164). The aim of phenomenographic research is to find ways of thinking that are shared and socially relevant (Marton & Pang 1999). In phenomenographic research, research material is often collected through various interviews (Kakkori & Huttunen 2010).

A psychological contract is a subjective cognitive schema. It is therefore important that the interview can be used to refine the understanding of how employees understand and describe key aspects of the psychological contract. I chose a thematic interview as the data collection method for my study, as it provides a valid method to explore the perceptions of the target groups on the factors related to the psychological contract. I began to outline the interview themes by reviewing previous research on the psychological contract (Maguire 2002; Rousseuau 1995; Conway & Briner 2005; Guest 1998).
The interviews are based on the following themes: job responsibilities, expectations, job appreciation, commitment, trust, interaction and organizational culture. All these themes, with the exception of organizational culture, can be seen as reciprocal factors that influence the employment relationship and the psychological contract of the employee from both the employee's and the employer's perspectives. Organizational culture, despite its complexity and abstractness, is also an important factor influencing psychological contract (Guest 1998, 661.)

Research material
I reached a total of 15 VET teachers and 7 supervisors for interviews. Of the surveyed teachers, 60% were female and 40% male, with an average (median) age of 55. According to Statistics Finland's national statistical database for 2020 (the latest data available at the time of the survey), 55% of VET teachers are female and 45% male. The median age in the age classification of Statistics Finland's database is 55-64 years. The teachers who participated in my study are well representative of the gender and age distribution of vocational education teachers nationwide. On average (median), the teachers surveyed had ten years of experience both as a teacher and in their current role. According to an email survey sent to participating organizations, the average (mean) number of years of experience of working as a VET teacher in their current organization was 11 years. The teachers who participated in the survey are well representative of the VET teachers in the organizations participating in the survey in terms of work experience.

Of surveyed supervisors, 71% are women and 29% men, with an average (median) age of 47 years. On average (median), the supervisors I interviewed have ten years of experience as a supervisor, and seven years of experience in their current position. There were no national statistics available on the number of supervisors in a VET organization. According to the statistics reseived from the organizations partisipating in the study 72.5% are women and 27.5% are men. The average (mean) experience in their current role is 11 years. The respondents are a good representative of the whole target group in the organizations surveyed.

Expected results

The study is not yet complete, but preliminary results are already available. The resulting categorical framework describes the factors related to the psychological contract of the VET teacher from four different perspectives or levels: being a teacher, work community, organization and leadership at the level of the immediate supervisor. Perspectives contain different perceptions, all of which affect the VET teachers' psychological contract. The final results will be presented at the conference presentation.

18.09

THE ASSOCIATION BETWEEN NURSE STAFFING LEVELS AND HEALTHCARE-ASSOCIATED INFECTIONS AMONG PATIENTS: A REGISTER LINKAGE STUDY

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Abstract

Background: Inadequate nurse staffing may have adverse consequences for hospital patients, in terms of health care–associated infections (HAIs). We used routinely collected data from administrative and patient records to examine temporal associations of nurse understaffing and limited work experience with the onset of patient HAIs in one hospital district in Finland.

Methods: We analyzed a total of 261,067 inpatient periods from 40 hospital units between 2013–2019, using survival analyses with moving time windows and taking into account an incubation period of HAI 2 days after exposure. We adjusted the models for patient-level risk factors. The results were reported as hazard ratios (HRs) with 95% CIs.

Results: When the outcome was all-cause HAI, neither nurse understaffing nor limited work experience was associated with the risk of HAI. When the outcome was cause-specific HAI, we found that 1-day exposure to nursing personnel with shorter in-hospital work experience and 1-day exposure to nursing personnel of relatively young in age were associated with a risk of bloodstream infections. Two-day exposure to understaffing, as expressed by low nursing hours relative to target hours, was associated with a risk of surgical-site infections.

Conclusions: These data from time-varying analyses in one hospital district in Finland suggest no overall association of nursing staff levels and limited work experience with the risk of HAI among patients although the risk may be HAI-specific. More research is needed to further examine the associations between nurse staffing and experience levels with specific types of HAI.

This study has been accepted for publication in Medical Care.

18.10

DIGITALIZATION, WORK AND WELLBEING: PROBLEMS AND PERSPECTIVES

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Abstract

Digitalization has put questions about the future of work and the relationship between work and health on the agenda. How are work situations and work demands developing and what influence does digitalization have on this? What opportunities, challenges and problems are emerging? What measures and strategies can be used to create a healthy work environment?

For many years, there have been broad scientific, political and public debates on the health effects of digitalization with far-reaching predictions and conclusions (Tarafdar et al. 2015; Matusiewiecz et al. 2018; Dragano/Lunau 2020; Tisch/Wischniewski 2022; Parker/Grote 2022). The focus is on phenomena such as virtual cooperation/mobile work, the fear of a general deterioration of work due to increasing control, deskilling or digital technostress. It is often assumed that strains are inherent to technology or the result of digitalization strategies. But, it still does not seem to be clear whether and in what way digitalization fundamentally affects work, whether it causes or reinforces e.g. polarization of work, intensification or stress and how important it is to differentiate between sectors, tasks or capitalist varieties. Several years of empirical research on digitalization and work suggest that there are indeed significant changes in some fields of work. However, it has also become clear that digitalization is not the only driving force for the future of work.

Against the background of these debates, the proposed presentation will present findings of empirical research on the connection between digitalization, work and occupational health in Germany. Our understanding of occupational health is linked to the concept of wellbeing (WHO 2020) and a resource-oriented perspective on work (Moldaschl 2007; Bakker/Demerouti 2007, 2017; Siegrist 2021). In our paper, conclusions will be drawn both on questions of organizational design resp. work policies and on the importance of industrial relations, constellations and policies of the social partners, especially worker representatives (trade unions).

The presentation combines the main conclusions from almost ten years of research on digitalization, Industry 4.0 and work in Germany (Ittermann/Niehaus 2018; Pfeiffer/Huchler 2018; Hirsch-Kreinsen 2020; Apitzsch et al. 2021; Bauer et al. 2021; Dehnbostel et al. 2021; Tisch/Wischniewski 2022) with the results of a recent research project with focus on occupational health, covering sectors such as industry, logistics, healthcare, retail and administration (Carls et al. 2020, 2021, 2023; Kuhlmann 2021). The findings are based on in-depth case studies conducted in eleven companies and 25 task areas using a mixed-methods approach, including (1) workplace observations, (2) interviews with employees, management, health experts and works councils as well as (3) a quantitative employee survey. In our analysis we combine a work process and an organizational context perspective.

The presentation will:

(1) Point out main trends and dynamics around digitalization, work and health.

(2) Present findings and conclusions on the impact of digitalization on work and wellbeing - considering that other influences and aspects of working life are also important.

(3) Present findings and conclusions from the mixed-methods research project on how employees perceive, experience and assess the realities of digitalized work, and on the relationship between digitalization, work and health.

(4) Present findings and conclusions on current practices and problems of corporate health management in German companies and a comparative analysis of more or less effective types of corporate health management.

Some of our main conclusions are:

1. On the development of the relationship between digitalization, work and health.
   a) Along the lines of task areas and work policies we found a 'structured diversity' of effects of digitalization on work and health.
   b) Known occupational health problems around issues of ergonomics or work environments, such as physical stress or shift work, are still important and have even increased in some areas.
   c) Work-related strain and health problems are seldom caused by digital technologies itself. Problems are primarily caused by work design processes and how digital technologies are implemented as well as by different ways of integrating new technologies into the work process. Types of work policies matter.

2. On corporate health management.
   a) Although corporate health management is an important aspect of corporate governance policies – in Germany even backed by legislation and public health institutions – there are a range of occupational health problems in connection to digitalization.
   b) Corporate health management is often out of touch with work-related needs of employees. Based on an empirical typology of corporate health practices, it is possible to differentiate between more or less effective forms of corporate health management.
   c) Policies have to be much more oriented towards work process and work organization. The recent discourse about mindfulness, leadership/awareness and the promotion of digital health tools are of limited value or even dead ends.

18.11

DEVELOPMENTAL PROFILES OF LONELINESS AT WORK DURING AND AFTER THE COVID-19 PANDEMIC

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Abstract

The social fabric in organizations has been changing constantly during the COVID-19 pandemic, especially when governmental suggestions and organizational restrictions obligated employees to transfer to working from home. It seems that working from home is, at least to some extent, a permanent part of work arrangements in organizations. Despite the other advantages of working from home and hybrid work, these forms of work could still be a risk factor for the social wellbeing of employees. One direct indicator of the social wellbeing at work is work loneliness, the feeling of psychological pain derived from perceived unsatisfactory social relationships at work.

In this study, we aimed to identify different developmental profiles for work loneliness during and after the COVID-19 pandemic. Additionally, we investigated what type of demographic factors were related to the different developmental profiles, and also to what type of outcomes the profiles were related. This study was based on longitudinal data, which was collected during and after the COVID-19 pandemic. The sample was collected in Finland from a large technology industry corporation, and the sample included a full data from 365 employees across four measurement points over a two-year period from 5/2020 to 12/2022.

We utilized latent profile analysis to examine whether different developmental profiles in the experiences of work loneliness could be identified. We identified three distinct developmental profiles. The first profile included most (53%) of the employees, and this profile was characterized by a low original level of work loneliness which stayed stably at the low level during the two-year period. The second profile included over a third (35%) of the employees, who had a moderate original level of work loneliness which slightly increased over time for the first year, and then decreased significantly. The third profile included the smallest proportion (12%) of employees, and this profile was characterized by a high original level of work loneliness, which further increased between during the first half-year period and then remained at the increased level during the second half-year period, and then finally decreased significantly.

Most of the demographic factors were unrelated to work loneliness profiles, but some differences were observed. Women and less extraverted employees were more likely to belong to the high work loneliness profile when compared to low and moderate profiles. The three identified profiles were linearly related to burnout and work engagement at the fourth measurement point. The low work loneliness profile had the lowest level of burnout (mean=1.95) compared to the moderate work loneliness profile (mean=2.49) and to the high work loneliness profile (mean=3.06). Similarly, the low profile had the highest level of work engagement (mean=5.09) compared to the moderate profile (mean=4.64) and to the high profile (mean=3.67).

The identified developmental profiles indicated that employees, who already were experiencing moderate or high levels of work loneliness at the start of the study, experienced an increase in the feeling of work loneliness, while the employees, who already had a low level of work loneliness, did not experience an increase or decrease in the feelings of work loneliness. The decrease in the level of work loneliness after the pandemic and after the transition to hybrid work was so significant that the levels of work loneliness in the second and third profiles were lower than at the start of the study. Thus, some employees were more negatively affected during the pandemic, and the social wellbeing of a relatively large group of employees could be at risk. The situation after the pandemic and after the transition to hybrid work seemed to be more positive for the employees who were negatively affected during the pandemic, but the mean differences in the levels of burnout and work engagement remained significant between the different work loneliness profiles.

MENTAL HEALTH ACROSS LABOUR MARKET SEGMENTS DURING THE ONSET OF THE COVID-19 PANDEMIC: EVIDENCE FROM ESTONIA

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Abstract

The COVID-19 pandemic evidently affected mental health, but much less is known about how the labour market status and job linked to individuals' mental health at the onset of the pandemic. This paper studies how did the Spring 2020 COVID-19 shock resonate with mental health issues among the Estonian working aged population across various labour market segments. Using data from the biennial Health Behaviour among Estonian Adult Population surveys from 2008-2018 and Spring 2020, we employ recursive structural regression modelling, providing estimates for three self-reported mental health indicators – occurrence of sleep problems, tension and depression, and respective medication use – hypnotics, sedatives and antidepressants, with simultaneous estimates of labour market segment as a mediator variable. The results show that self-reported mental health of the unemployed suffered more during the onset of the pandemic than that of those active on the labour market. Employees with a lower occupational level in the ISCO classification were overall more exposed to perceiving depression. Tension was however less perceived among those with more basic jobs and sedatives were more used among higher occupational levels. Managers and professionals were relatively less exposed to sleep problems during the onset of the COVID pandemic. Also, we find that the mental health of females and singles, particularly single parents, was more adversely affected during the first wave of COVID-19.

REALISATION OF INDIVIDUALITY AND PEER SUPPORT IN VOCATIONAL TAITO REHABILITATION

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Abstract

Introduction

The aim of vocational rehabilitation is to promote the clients' vocational progression, i.e. to enter or continue studies or work, or to clarify their own vocational plans. One recently renewed form of vocational rehabilitation is Taito rehabilitation by the Social Insurance Institution of Finland, which became available at the beginning of 2022. Taito rehabilitation is intended for persons aged 18–64 who have an illness or disability and who are also unemployed, at risk of social exclusion or vocationally in an uncertain situation. Taito rehabilitation in its current form is based on previous Taito courses, which included the same functional elements: individual visits, group meetings and internships. In the renewed implementation, emphasis has been placed on individual visits, while the practices of assembling a group have changed, among other things. Therefore, it is necessary to obtain up-to-date knowledge on the implementation of Taito in order to assess the success of the reform and possible needs for further development.

In this study, we produce practical information on the implementation and developmental needs of Taito rehabilitation by answering the following research question: How is the individuality of clients and their mutual peer support realised in Taito rehabilitation? We examine the question from the point of view of both clients and professionals, and by utilising an action-network approach in which practices of rehabilitation and the dimension of its development is shaped in the interaction between the individual and society as an action network. The research project is conducted by Jamk University of Applied Sciences and is funded by the Social Insurance Institution of Finland.

Data and methods

This study utilises a mixed methods approach and three waves of data collection throughout the project. Thematic interviews, surveys, and observations and recordings of rehabilitation situations are conducted. In this presentation, we focus on the preliminary findings of individual interviews with clients (*N*=10) and focus group interviews (*N*=3; 11) with professionals collected during the first wave between 2022 and 2023. The interviews with clients were conducted via telephone, while focus groups with professionals were organised face to face or via video call. All interviews were voice recorded. Topics such as seeking and being referred to rehabilitation, and the implementation and perceived effects of rehabilitation were discussed during the client interviews. Focus groups with professionals, in turn, dealt with topics such as the target group, clientele and impacts of rehabilitation, the implementation of rehabilitation, and the cooperation and networking related to the implementation of rehabilitation. Reflexive thematic analysis will be applied to analyse the data.

Results

Based on the preliminary findings, Taito rehabilitation clients reported feeling that they were encountered by professionals during their individual visits. They also considered interaction related to individual visits to be an important part of rehabilitation. Nevertheless, the experiences of how the individual needs were heard were twofold: Some clients were very satisfied with the professional support, while others experienced that their individual needs and desires concerning their vocational plans had not been sufficiently taken into account. Furthermore, the changes in professionals were seen as a disruption of interaction and individuality. The professionals, in turn, were pleased with how individual visits enabled individual encounters with the client. On the other hand, they felt that more flexible scheduling of individual visits could better meet clients' individual needs.

Group meetings, on the other hand, responded to clients' needs to create new social contacts and strengthen their social self-esteem. However, the clients' different life situations could challenge the implementation of individual rehabilitation: some clients felt that the diversity of the group made it difficult to form the peer support they desired.

From the point of view of clients and professionals, the preliminary findings also suggest that internships played a significant role in the implementation of individual rehabilitation. Getting an internship responded to the clients' needs to assess their resources, promote their work ability, and plan their future education and careers. Challenges in getting an internship, however, caused concern in clients and generated feelings of frustration and failure.

Conclusions and practical implications

Although the implementation of Taito rehabilitation contains many practices that promote the realisation of individuality and peer support, these practices can be further developed. From the perspective of the action network, interaction between the client and the professionals during the rehabilitation process should be strengthened, and should assess how the client's vocational desires and needs have been heard. Particular attention should be paid to the formation of groups, as well as to practices related to the search for an internship and contacts with working life.

18.14

MEETINGS AND WELLBEING IN DIGITAL AGE

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Abstract

There are numerous reasons to consider meetings and meeting practices as the focal point of everyday activities in organizations as well as fora of their change. Studies have shown that meetings may play significant role at least from the viewpoints of organizational efficiency as well as personnel engagement (Rogelberg 2019). Economic as well as humane consequences of 'bad' meetings are immense. The overall number of meetings has tremendously increased along the rise of the information society, and recently also virtual meetings have become more prevalent globally. At the same time meetings have become more varied and challenging to define as the object of research. In addition to empirical studies on meetings, critical glance at existing studies and methodologies is needed.

After all, only little is known about the outcomes of the meetings in terms of personnel wellbeing let alone productivity. According to the state-of-art literature review conducted by the authors, the fragmentation of the meeting research is accentuated when it comes to actual virtual meetings. Literature seems to lack clear definition of virtual meetings and most of the studies dealing with them are more interested in e.g. virtuality or remoteness than the meetings themselves. In the current

study, these distinctions marking the overall research field are laid out and analyzed to serve future research on both close and virtual meetings.

Research on virtual meetings has also much concentrated on the negative impacts of virtuality or technologically mediated interaction, and the related cognitively and socially adverse consequences - there is an actual boom of Zoom fatigue studies (e.g. Ratan et al. 2022). However, this observation leads us to reconsider the perspectives and methodological standpoints of any meeting research. Several questions arise: If meetings are such a grave threat to wellbeing, why do we have them in the first place? Is it possible to show positive and empowering effects of the meetings? In a wider sense - what is the role of getting together from the perspective of organizational life, and from the perspective of the individual? What actually distinguishes organizational meetings, close or virtual, from any kind of group activity, meet-ings, talks and events? And what comes already close to the focus of the current study: What is the role of individuals' meeting experiences, how they vary, and which factors shape them?

In Finland, meeting research is only in its starting phase, although especially larger companies have absorbed and implemented rogelbergian guidelines to guide meeting conduct also here. Just to mention one idea, the use of time in single meetings has been significantly constricted by some major companies. However, before we are able to proceed to examine the effects of interventions to boost meeting quality, we ought to clarify what meeting outcomes are and what kind of chain mechanisms underlie them.

The current study makes a new opening in this respect. It takes individual meeting experiences as a key phenomenon through which both the meeting dynamics/interaction and the outcomes are viewed. The centrality of meeting experiences is discussed in more depth than usually in meeting research. In terms of outcomes the study concentrates in work engagement (see e.g. Mäkikangas et al. 2022) and work exhaustion and examines the interrelationship between them and meeting attendance, meeting experiences and satisfaction.

The empirical part of the study deals with higher education personnel's meeting experiences, partly also based in virtual settings. The preliminary results suggest that both meeting satisfaction and meeting preparation explained perceived work well-being, especially lower work exhaustion. Attending in a large weekly number of meetings was connected to a decrease in the level of meeting satisfaction. Based on open-ended answers, it was found that lower meeting satisfaction in virtual meetings was related to the lack of participation opportunities in the discussion during the meetings. However, some respondents viewed virtual meetings as more information-oriented than face-to-face meetings, in which case the meeting satisfaction was not compromised by virtuality. In any case it seemed that meetings were strongly associated with the idea of two-way interaction.

The results pave way for understanding the relationship between the meeting dynamics and outcomes. Eventually, research will be able to provide basis for comparisons between organizations and sectors to support developing of meetings by also taking the participant well-being into account. There are also more general returns to this kind of research: the nature of close and virtual meetings will be better understood and hence they may be used to support organizations' strategic purposes.

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18.15

DEVELOPMENT PROFILES OF WELL-BEING IN EXPATRIATES: ITS ANTECEDENTS AND OUTCOMES

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Abstract

Scholars consider work engagement and burnout as forms of workplace well-being. However, investigation of mutual developmental patterns of work engagement and burnout are extremely rare and nonexistent in the expatriate literature.

Burnout is a stress syndrome characterized by exhaustion, cynicism, and reduced effectiveness. Well-being literature presents work engagement as the positive antithesis of burnout, characterized by vigor, dedication, and absorption in work. Demerouti et al. (2010) demonstrates existence of different patterns in the association between sub-dimensions of work engagement and burnout. In the present study, we utilized vigor-exhaustion energy continuum: two unrelated constructs to understand the development of work well-being over time. Using a three-wave longitudinal dataset, this study examines whether discernible work well-being profiles can be identified based on development of vigor and exhaustion over one-year time period working abroad. We also study whether such profiles differ in relation to meaning making (MM) through international work and workplace ostracism. The study also explores if the vigor-exhaustion profiles differ in association with the different turnover tendencies of expatriates. The longitudinal data was collected in 2015 and 2016 with an online questionnaire from two Finnish trade unions, one of them representing academic engineers and architects, and another representing business graduates and economists. Time lag between questionnaires was 6 months and a total number of 527 expatriates answered to the questionnaire at T1, 250 answered at T2, and 177 answered at T3. Attrition analysis did not reveal any significant differences between expatriates who answered the questionnaire and those who did not. We selected only expatriates who were not retired (under the age of 75) or on leave from work during the study period.

Utilizing latent profile analysis, we identified the existence of three exhaustion-vigor profiles; profile 1, labeled "Stable" (n = 240, 58%), indicated stable low levels of exhaustion and stable high levels of vigor; profile 2, labeled "Unenergized" (n = 43, 10%), presented stable medium levels of exhaustion and vigor and finally, profile 3, labeled "Risky" (n = 133, 32%), indicated a stable high level of exhaustion and decreasing high level of vigor. Further we demonstrated that MM and workplace ostracism predicts the developmental profile membership in exhaustion-vigor continuum. Expatriates with higher levels of MM were more likely to belong to either stable or risky profile of exhaustion-vigor continua rather than the unenergized profile. Expatriates with higher levels of workplace ostracism are more likely to belong to risky or unenergized profile as compared to stable profile. The profiles are also seemed to be associated with turnover tendencies in expatriates, such that the expatriates belonging to unenergized group is likely to develop higher levels of both intentions to quit the expatriation period and intention to leave the job. As for expatriates belonging to risky group, they might have higher intentions to leave their job but still show interest in working abroad. This paper has three-folds contributions to expatriation literature. First, the study moves beyond the traditional variable-centered approach to investigating work well-being and explores the possibility to determine how different combinations can exist within a seemingly homogeneous population of expatriates Second, the paper studies vigor (positive well-being) and job exhaustion (negative well-being) profiles simultaneously to investigate the development of well-being in expatriates. Finally, the research is exploring the antecedents and outcomes associated with well-being profiles, namely, workplace ostracism (job demand related to social context of work) and meaning making through work (job resource at task level) as antecedents, and expatriate's intention to quit expatriation period and intention to leave their job as outcomes.

AUTHOR INDEX

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