ICT’s impact on relationship between individuals and their work

Ophélie Morand (Ph.D student in ergonomics, INRS)

Thesis director: Béatrice Cahour (CNRS, i3 Télécom ParisTech)
Thesis co-director: Marc-Eric Bobillier-Chaumon, GRePS U.Lyon2)
Supervisor: Vincent Grosjean (INRS)
ICT’s and connection

• Strong impact of Information and Communication Technologies on our lives
• Massive use of ICT:
  ■ 9 software per employees (Sarnin, Michel & Bobillier-Chaumon, 2009)
  ■ Number of Smartphones multiplied by 6 since 2008 (Rapport Mettling, 2015)
• Labor law from August 8th, 2016: disconnection's right
• Enterprises use of regulations’ strategies (Félio, 2015)
• Permanent connection:
  ■ Implicit rule of work
  ■ Any disconnection comes with a justification or a sanction (Bobillier-Chaumon, 2012)
  ■ Connection became the norm (Jauréguiberry, 2014)
• Aim: Describe underlying concepts behind the injunction of connection
Spatiality’s modification

• Workspace: Not an exclusive nor major aspect of work (Bobillier-Chaumon, 2012)

• Several ways of working « outside the walls » developed:
  - Telework: 14% of French in 2013 (Bobillier-Chaumon & al., 2014)
  - Satellite office
  - Coworking spaces: 360 in France by the end of 2015
  - Tele-management (Mettling report, 2015)
  - Nomadism: manager « glocalisé » (Bobillier-Chaumon, 2016) & « mobiquité » (Badillo & Roux 2008)

• Consequences:
  - Inadequate work conditions
  - Tele-management: insufficient recognition (APEC, 2011), 56% of misinterpreted mails (Kruger & al., 2005 in Bobillier-Chaumon & al., 2014)
Temporality’s modification

• Emergency’s temporality (Laïdi, 1999, in: Datchary & Gaglio, 2014)
  ■ Permanent reactivity
  ■ Immediacy

• Consequences on work:
  ■ Reflex instead of reflection (Jauréguiberry, 2006, Senett, 2006)
    > Paradox: man modeled by technology
    > Creativity’s place? « No down time » ideology
  ■ Work’s quality deterioration (Aubert, 2008)

• « Instant man » or « tourbillon du branché » (Jauréguiberry 2006, Aubert, 2008)
  ■ Addictive frenesy
Dissolution of frontiers between personal life and professional life

• Reduction or even dissolution of frontiers between personal life and professional life
  ■ Frontier objects (Bobillier-Chaumon, 2012): work’s intrusion on personal life
  ■ Guilbert & Lancry (2007): open window on work
  ■ Broadbent (2011): intimate communication on workplace decreases anxiety levels

• 4 models of permeable frontiers (El Wafi & Brangier, 2013, 2016):
  ■ Segmentation
  ■ Integration
  ■ Hybridization
  ■ Spillover
Normalization, visibility and engagement

• Work is more noticeable (shared agendas, reporting, increasing of traceability) (Dubois & Bobillier-Chaumon, 2007)

• What are the stakes of this need of noticeablity?
  - Recognition as an expert (Domenget, 2014)
  - Justification of our utility (Andonova & Vacher, 2013)
  - Managerial visibility: assert his framing role and his all-time disponibility (Félio, 2013)
  - Career’s stakes:
    - Young managers: investment
    - Senior managers: adaptation (Félio, 2013)
  - Subjective prescription of work (Bobillier-Chaumon & al., 2014).

• Showing their engagement, but what kind of engagement? (Haroche 2004)
Perspectives

- Major concern for prevention

- Emergencies’ pathologies straightly related to immediacy injunction:
  - High price to pay: stress, suffering, burn-out and suicide (Dejours & Bègue, 2009)
  - Sleeping troubles, depressions due to exhaustion, irritability, hypersensitive reactions (Aubert, 2008)
  - Brutal involuntary disconnection due to the "syndrome of the connected". (Jauréguiberry, 2012)

- Connection problem or organizational problem?
- Reflection: debating about technical objects (Bobillier-Chaumon, 2013)
- Successful working group around disconnection issues (Lafranchise & Paquet, 2015)
Thank you for your attention