

MASTERS AS SERVANTS– Organisational agility as a source of dissatisfaction

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INTRODUCTION

Traditional forms of organizing tasks have been changed by ubiquitous computing and the virtue of constant connectivity and attention to work. Organizations have become more agile. Several routine tasks are allocated to people who are not hired to perform them, and their resources are wasted while conducting secondary chores instead of primary ones. Such reallocation of labour causes frustration among professionals and it has ill effects on organizational dynamics, performance and well-being at work.

DATA AND FINDINGS

The data was gathered in series of HCI research conducted among professionals in research, finance and insurance, accounting, law, public services, and medicine. Total number of participants was 51 persons. Certain themes started to saturate as people filled surveys and they were interviewed, shadowed and measured.

Key findings were:

- Blurred professional identity
- Motivational factors in work
- Spillover
- Performance/underperformance
- Procrastination
- Information ergonomics

IMPLICATIONS AND FUTURE WORK

The findings open new vistas on the issues of changing and restructuring work organizations and how those affect different employee groups.

Future work on digital work environment should be focused on better task-skill –fit, social work conventions, individual habits vs. norms, and distinction of work and leisure

References

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