

OVERVIEW SMARTPHONE STUDIES

Integrating research fields

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SMARTPHONES

Facilitate work contact during after work hours

Online access to real time information → control

Anytime, anyplace → everywhere all the time

Connectivity, immediacy, blurring of boundaries

Expectations regarding availability have changed

Intensification of work (micro breaks)

Can be (extremely) addictive

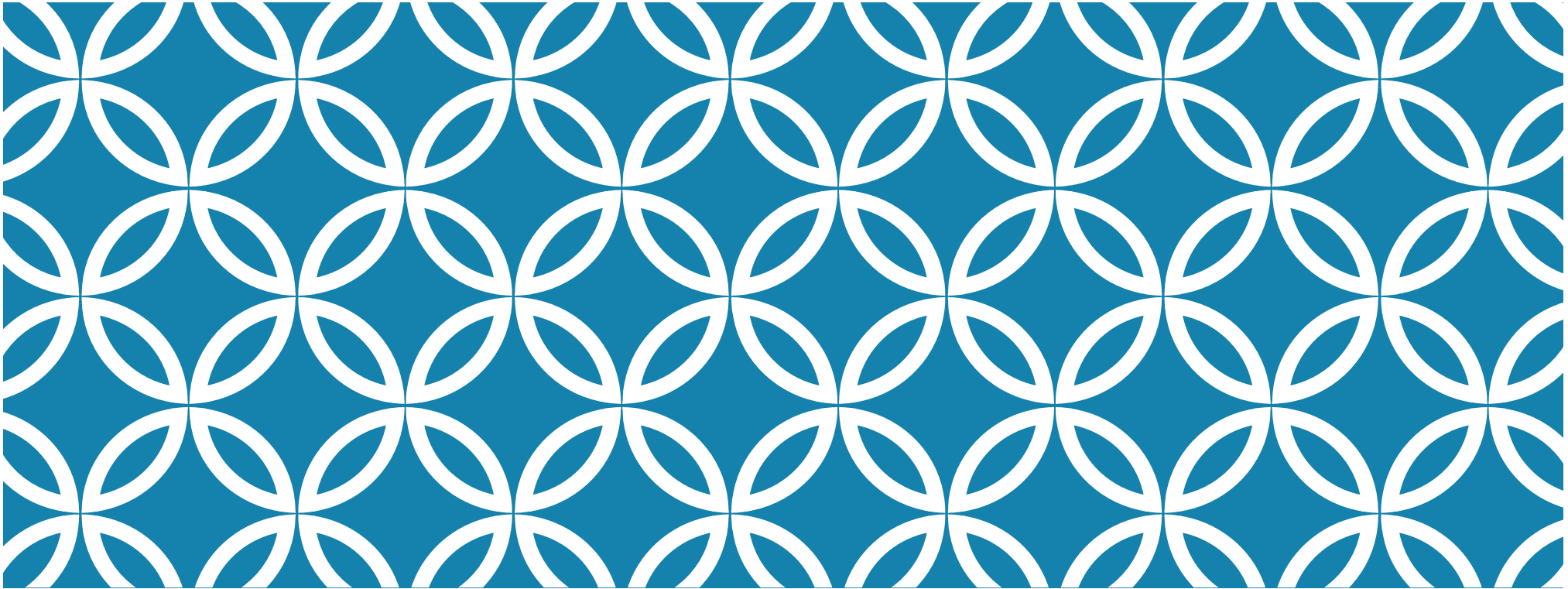
WHAT DO WE KNOW ALREADY???

Smartphone use is associated with:

- Increased WFC
- Increased burnout symptoms (exhaustion and cynicism)
- Lack of psychological detachment
- Difficulties to undertake recovery activities
- Lower relationship satisfaction (both partners)
- *Family role performance*

Important moderators:

- Perceived segmentation norm @ workplace
- Expectations supervisor + norms colleagues
- Daily work engagement
- *Segmentation preference*



SMARTPHONE USE, WFC AND FRP

The moderating role of
segmentation preference

WORK FAMILY INTERACTION

Two dominating theories:

Greenhaus & Beutell (1985)

- Role responsibilities are incompatible
- 3 components: Time, strain, behavior

Boundary theory (Ashforth et al., 2000; Clark, 2000)

- Boundary permeability and flexibility
- Boundary management preference (trait-like)
 - Segmenters versus integrators
- Boundary management enactment (short-lived)

Main difference: boundary theory focuses on individual differences; spillover is not necessarily experienced as conflict.

FAMILY ROLE PERFORMANCE

2 dimensions

- Relationship related performance (facilitating social context)
- Task accomplishment (getting things done in family life)

How many cross-role interruptions are expected/accepted?

- Integrating versus segmenting

Connected to work @ home versus doing overtime @ the office

WHY... POSSIBLE CONTRIBUTIONS

Debate

- Both benefits and pitfalls of the impact of smartphone use on work-life balance
- Including a moderator that might qualify this relationship

Outcome variable in family domain

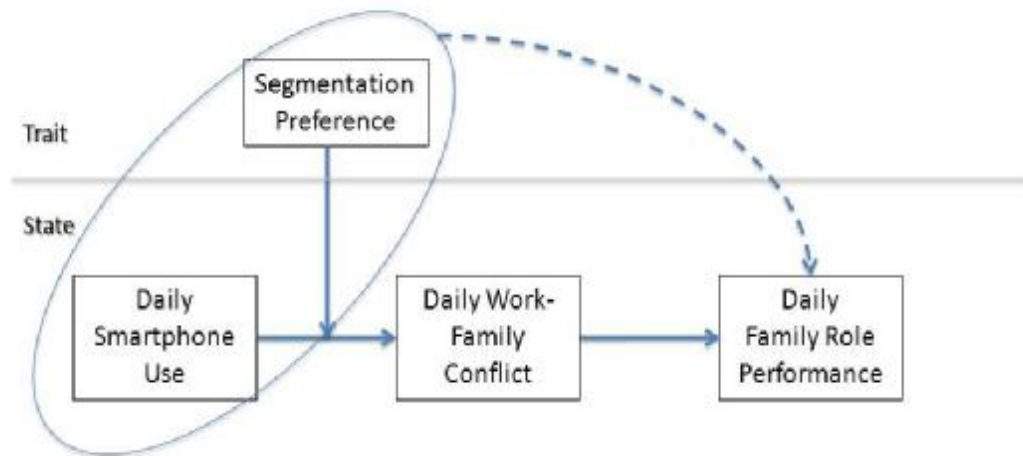
- Most studies focus on work-related outcomes
- Work-related smartphone use during after work hours affects family life

Examples in practice, practical relevance

- BMW shutting down the servers in the weekend to "protect" employees
- Microsofts policy aimed at discouraging email-contact after work

Is this really helpful for everyone?

RESEARCH MODEL



METHOD

71 employees (4 successive work days)

265-280 data points

40  31 

37.8 years (SD=13.09)

Worked on average 37.5 hours a week

Diverse professional background

Highly educated (60% college or master degree)

63% living together with a partner, 37% with children living at home

Days nested within persons → multi-level analyses (MLwiN)

FIGURE 1

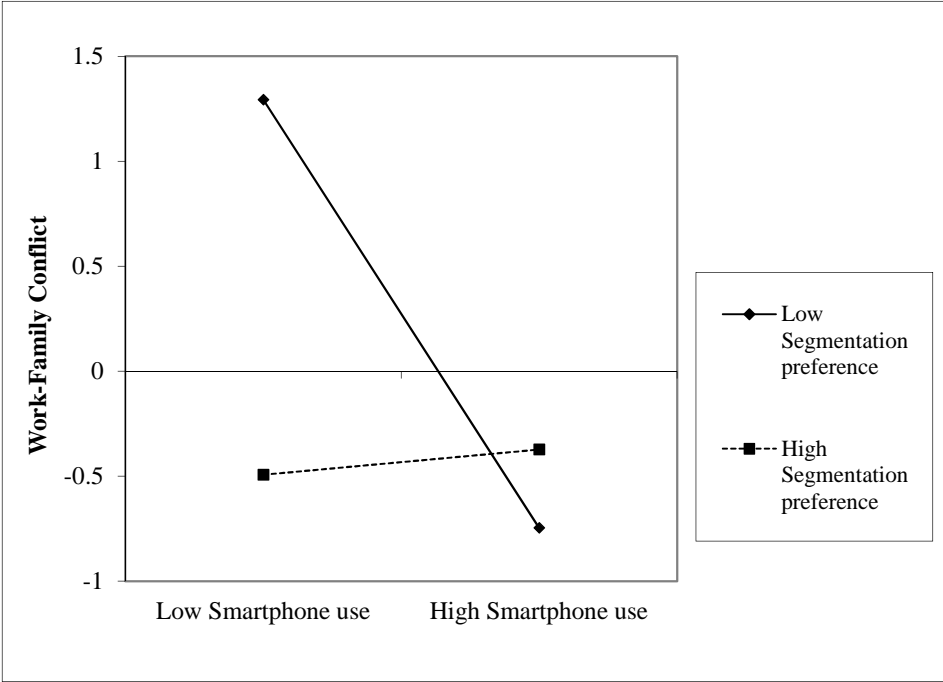
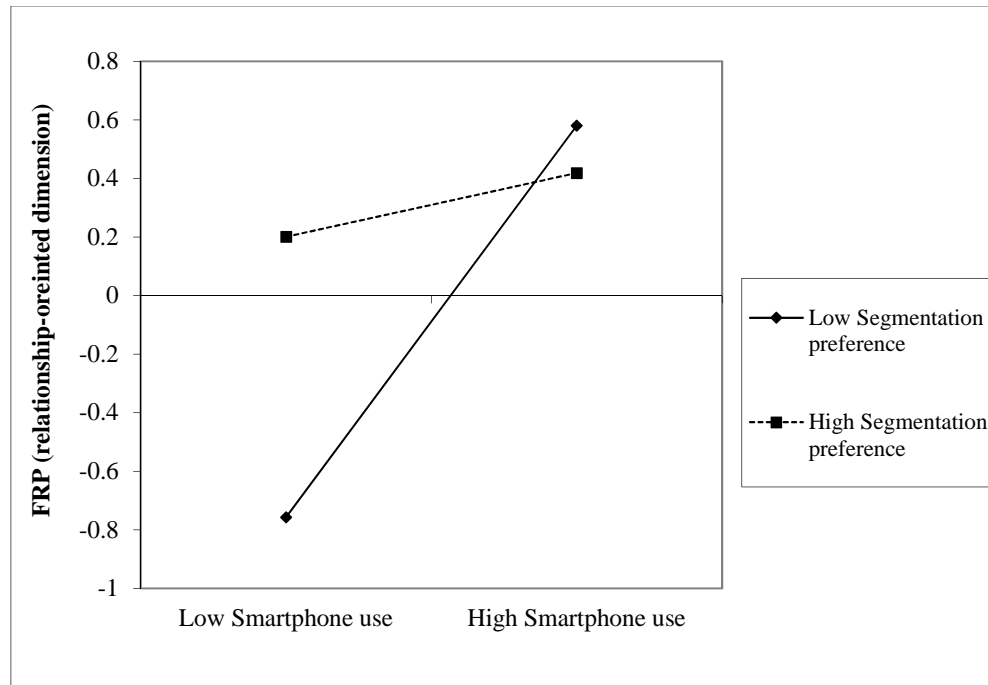


FIGURE 2



MEDIATED MODERATION?

For integrators: YES

For segmenters: NO

So... integrators experience better FRP (relationship-oriented dimension) on days that they use their smartphones more intensively, through reduced WFC.

DISCUSSION

Segmentation preference is indeed an important moderator (correlation smartphone use and WFC is .38**)

For integrators smartphones seem helpful in balancing work and family domains, resulting in higher FRP

- Meeting both family and work demands
- More WFC on days that they do not use their smartphones for work-related reasons (control? Rumination?)
- Family members supported by social media use on the same device?

Segmenters seem successful in segmenting **J**

- Key concepts are unrelated
- Protect family life

PRACTICAL IMPLICATIONS

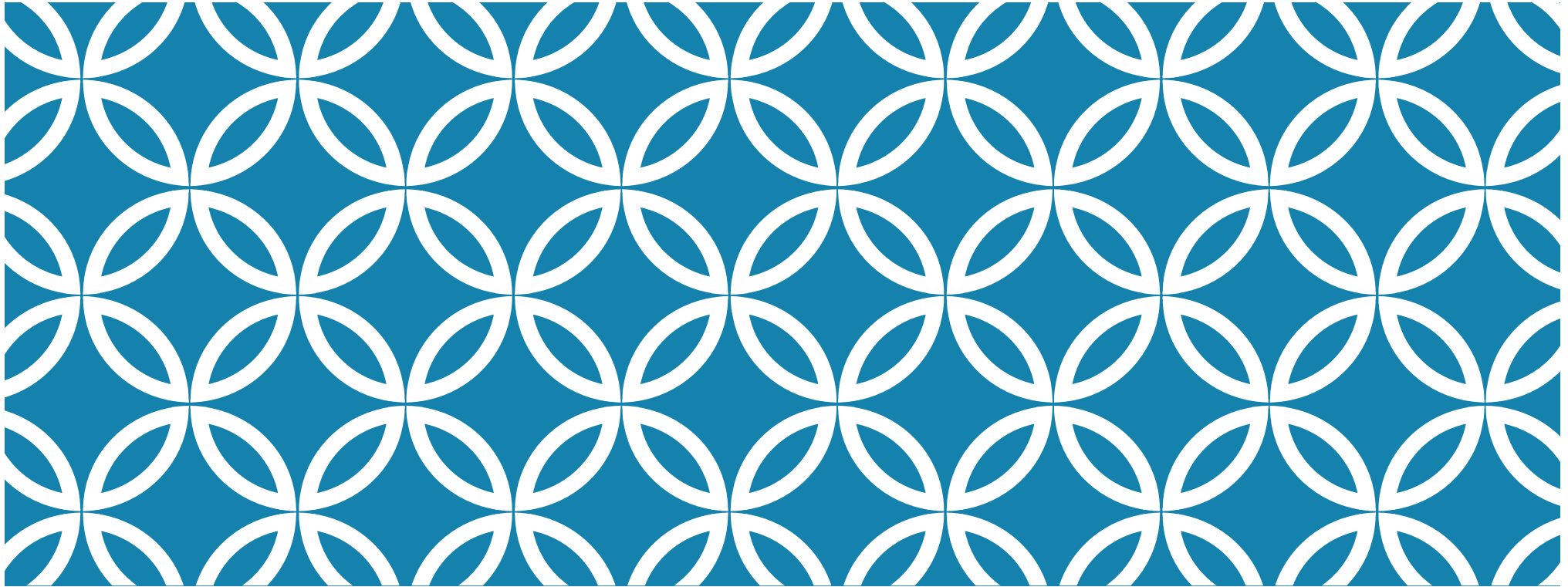
Smartphones have become basic equipment in business

Integrators profit from the advantages, segmenters did not have negative consequences

Transparency about what to expect is important

Limitations & Future research:

- Family-work interference (facilitated by smartphones)
- Boundary enactment
- Smartphone addiction



DREAMS, AMBITIONS... ATTAINABLE GOALS J

Future studies

IDEAS...

Intervention study

- Smartphones
- Work-life balance

Smartphone addiction

- Already some data

Smartphone use during the work day

- Work intensification
- Micro breaks /recovery
 - ESM approach

WHY INTERVENTION... POSSIBLE CONTRIBUTIONS

Evidence-based guideline on work-family conflict

- Extensive literature review → only handful intervention studies (ROWE, family supportive policies)
- Work-family conflict is an important stressor with serious implications

Theory-driven ideas that it should be possible to improve the work-family balance of employees

Communication technologies important role

Examples in practice, practical relevance

- Limiting access to mail in weekends
- Leslie Perlow → making time off predictable

SMARTPHONE USE DURING WORKDAY

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Family-work interference

Work-life centrality / work-family devotion

Work intensification / micro breaks

Cyber loafing versus social support?

Autonomy / control