

Waiting workshop

Organizing Situated Choice and Sedimented Practices:

The emergence of new working practices and routines following IT interventions

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My PhD research aims to study how Mobile ICTs support work that is geographically distributed, as well as contextual and temporal variable. The theoretical framework for this research is based on mobile technology and mobility, computer supported cooperative work and sociology of work studies. The empirical data have been sourced from one-to-one interviews and video recording of highly mobile workers, being the domain for this study Black Cab taxi drivers. The ontology of this research pinpoints to the factors influencing the situated choice attached to the use of Mobile ICTs when doing planned and unplanned work. The convergence between –seen as “new”- contextual and situated choice mixed with the –seen as “old” - sedimented work practices suggests a change to how this type of work is actually completed. Embedding and mixing elements of self-referenced work (discretionary, independent), to working practices in which mutual interdependencies are supported by the use of Mobile ICTs, seems to provide the case for the creation of dynamic organizations in which the temporal and spatial aspects of work are re-negotiated following rhythms and cycles that are idiosyncratic to such domains of mobile work.

I have encountered in my research lots of data relevant to the time mobile workers spend waiting: waiting for work from their Mobile ICTs, waiting in traffic, etc. As well as founding interesting empirical links between waiting times and interruptions at work, when doing mobile work. The technology is being used as a way to relief the contextual perception for waiting time, missing somehow the relevance of learning to deal with stillness in time. I am interested in the workshop as a way to observe the different waiting times based on cultural differences.