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REPORT

WORK AFTER WORK: DIGITAL INTRUSION INTO PERSONAL TIME AND STRATEGIES FOR COPING

INTRODUCTION

As part of the Collaboration and Educational Technology Hub project, an important task is to determine how technologies influence different aspects of users' lives, well-being, and overall user experience. Without this understanding, it is difficult to build an effective collaboration strategy for technology integration.

Given this, the primary objective of this study is to identify real scenarios of how people interact with technologies, determine key challenges, behavioral patterns, and emotional responses, and develop recommendations for improving these experiences.

This research was based on a series of interviews. The main focus was placed on personal usage scenarios, emotions, and individual behavioral strategies.

The study is intended for multiple groups of stakeholders: Educators, who need to account for user reactions to technologies when designing educational products; EdTech experts, for whom understanding user responses is essential to developing effective models of technology adoption; Users themselves, who may benefit from strategies to regulate technological stress and establish a healthy balance in their use of technology.

The report is structured as follows: a brief description of the research design, an analytical section based on the interviews, key findings, and recommendations.

RESEARCH DESIGN

To investigate the influence of technologies on users and the role of technologies in collaborations, interviews were used to ensure a multifaceted examination of the issue. As is widely known, this qualitative method allows researchers to gain a deeper understanding of how technologies affect employees' well-being, their families, and their work–life balance. This approach complements the focus group data (presented in the report) and enables a more balanced and comprehensive analysis of the information.

CORE QUESTIONS

The interview was based on three core questions:

Question 1. Can you describe a recent situation where you used technological devices (e.g., smartphone, laptop) for work purposes during your personal or family time? Please provide some examples.

Question 2. When you handle work-related demands during your personal time, what emotions do you experience towards your family and towards your work? Did you feel guilty for working during non-work time? Did you feel able to fulfill work demands?

Question 3. How do you, if at all, try to manage or mitigate the impact of work on your family life when using technology outside of working hours?

RESULTS

This paragraph presents the summarized findings from the interview.

Table 1. Summary of focus groups results.

Question 1 - Can you describe a recent situation where you used technological devices (e.g., smartphone, laptop) for work purposes during your personal or family time? Please, make some examples. - Video Transcript	Question 2 - When you handle work-related demands during your personal time, what emotions do you experience towards your family? and towards your work? Did you feel guilty for working during non-work time? Did you feel able to fulfill work demands? Please describe. - Video Transcript	Question 3 - How do you, if at all, try to manage or mitigate the impact of work on your family life when using technology outside of working hours? Please, describe. - Video Transcript
<p>There's been a few times where I've used a uh device during my family time to complete some work assignments or work-related task, um, using my smartphone often to get work-related emails or text messages, um, specifically if they're coming in from clients that need information from me, uh, it's usually pretty urgent and can be responded very quickly through, uh, my phone, which, you know, I typically have on me. Uh, laptop, there has been some times where I've had to review some pro like product information and so forth, where I'll pull up the laptop. Um, one time recently was when me and my wife were at home together. We just finished dinner, watching a little TV and, you know, I knew there was some other assignment that I needed to close out and make sure it was done and completed. So I just grabbed my laptop and kind of quickly surf through the</p>	<p>Uh, sometimes when I'm using my personal time to fix up, um, or do some, uh, work, uh, don't really feel like that's a big issue when it's family time and so forth. I don't feel guilty about it. Uh, if anything, it kind of improves the quality of work cause I'm at home with my, with my family, um. Just getting some assignments done and getting caught up on something if, if I wasn't able to do it during typical work hours. Um, it's kind of actually relieve some pressure, um. And translates into getting more work done, more quality work at that. Um, I wouldn't go as far to say I would do this during, say, like a vacation or something, but certainly if it's just a regular weekday, um, spending time with my wife or my kids, and I just needed to get something done. Um, obviously, I wouldn't want to be pressured into having to take work home so much, but occasionally it does happen. And I'm more than happy to complete that assignments when needed to.</p>	<p>Uh, to mitigate any kind of issues that might arise from using technology outside of work hours, uh, specifically for work, um, I can get that stuff done before my wife arrives home from work or after we've kind of spent some time together, had dinner and then, you know, all those things. She usually takes a shower and I can get things done, um, while she's, you know, occupied or when my daughters. Uh, you know, in swim practice, if I need to get something done, I can always do it during that time. And, you know, it doesn't really affect too much as far as getting in the way of the day to day, um. So, a lot of times it's just finding the odd time to fill it in. If we do have to sacrifice, um, maybe like an outing or activity to get some work done, we'll,</p>

information and pull up and highlighted the information that was relevant.

we'll address that and see if there's a way to compromise and make things better further down the road. And that's kind of the general some of that.

I, uh, use a computer almost every evening. I log into my work systems, um, every night after I put my child to bed. And typically work about um. 88 p.m. until 9 or 10 p.m. Uh, it's, uh, usually a variety of things. If I, uh, whatever I couldn't get around to during the work day. I, uh, last night, for instance, I used that time to review papers that I had committed to read that week and provide feedback on. And, and did not um get a chance to do that during office hours. Another example, uh, would be, I've been working on performance reviews lately, so I make notes about myself and all of my employees to, um, um, gather some data about, uh, what, what, what things will eventually go into the outline for that performance review.

I always try to maintain a positive attitude toward my family. Um, it, it is not their fault that I have a job that requires me to, to work into the evening, even though I, I do not like working into the evening. I'm often, uh, quite resentful of my employer. Um, this is a, a, a chronic situation that I've tried to correct for years now. Uh, the reason why I need to work every night, uh, beyond normal working hours is because my team does not have enough people to do the work that we are required to do. And as the leader of that unit, it, uh, I feel it is my responsibility to complete that work, but I feel resentful. Um, and, uh, usually not angry, but I, I definitely have, uh, sort of a fuck those guys attitude about, about my employer, usually by the, by the time I, I can log off and have some fun in the evening.

I will only, uh, do my, do my work, log on to work systems during times after my, my son is, uh, in bed or, um, the, the, there's typically a, a, a period of a few hours every Sunday where, uh, my son goes to, he, he goes to Chinese school with, uh, with, with, uh, my wife. And so that's the time that I have to myself and, and generally speaking, at least half of that time is going to be spent, uh, getting caught up on work or getting, um, getting ahead of next week's work. And, um, I always try to maintain a clear separation between, you know, this is family time and this is work time and unless it is truly an emergency. Uh, work time does not get to impinge on family time.

Yes, a lot of times when I'm at home, I'll get work calls, and then I'll have to use my personal cellphone to talk on the phone or I get on my personal desktop to go do work things for somebody while I'm at home.

Yes, quite frequently I use my personal smartphone to check work email and to check messages on Teams from my colleagues um during personal or family time. Um, sometimes I get distracted and I'm having dinner with my family, and I will look at a work. Email, and I'll even sometimes feel like I need to respond to it right then and there. A lot of times though, I don't need to respond, and I just um I reading the email and I can save my response for the

I usually get frustrated when I have to do it. Um, it's annoying to have to take time away from my family to do stuff that I'm not getting paid for for work. Um, I feel bad about it and I feel guilty, but it's something I have to do. I know my family doesn't like it and appreciate it, and I feel bad taking time away from them when I should be spending it with them and not giving it back to my work when I'm not being paid for it. Um, normally, I can always fulfill whatever work needs from my house or my cell phone, so it's not like a huge deal. But again, it's definitely frustrating and something I wish I didn't have to do. Um. And yeah, I always feel bad for my family because I'm taking time away from them when I don't get a whole lot of time with them to begin with anyway.

I'm actually incredibly grateful in this modern day and age that I can do some personal things during work time, and similarly, I can attend to work responsibilities on my own personal time. I'm a busy mom of two teenagers. I also provide care for my aging mother-in-law, and it's really, really helpful for me to be able to take an hour or two away from work during the workday to attend to personal needs. And similarly, I really don't mind putting in a couple of hours of work on a Sunday afternoon when nothing's going on, so that I can be free and feel like I have free, free time to do

I try to minimize it the best I can, um, unless it's something super important, you know, I'll try to ignore it, unless, you know, they keep calling or it's again, something important that needs my immediate. Uh, response or action. Other than that, I try and really limit it. Um, I'll try and wait if possible till my daughter goes to sleep that way I'm not losing any time away from her. Um, I'll try and always go someplace in the house that way they don't have to hear it or get involved with it either. Um, but it's not something I like doing, and I really try and minimize working during family time hours because I feel it's very important to spend time with my family and I don't want to be wasting that on my work.

So, as I just mentioned, I really um I'm happy that I'm able to do uh some work-related tasks during personal time at home. Um, it is true that sometimes I might be distracted by a work email or a work issue during family time, and, um, for that I do apologize, but I also think it's natural, um, you know, I think it's common for people to need to talk through a

next workday. I'm sorry, how many more times do you want me to talk? I also use my work laptop for all my personal needs. I don't have a second computer, so I use my work laptop to shop for clothing online or um read the news, um, even send, you know, longer emails, um.

I have used my phone during um personal time, just relaxing on the weekend, uh, family time, you know, even during dinners with family to um submit time sheets, um. Check, you know, my, my qualifications, make sure that everything is in line, um, even if maybe I don't need to be doing that during that time, um, but definitely. Use my phone to um Complete work tasks. Uh, I mean, even through connect, um, watching a movie with family, I find myself using my phone, um, to complete those tasks. Um, I also use my iPad, um. Sometimes it's easier to use my iPad screen is bigger, so I can see more of the window. Most often, I'm using it to work on time sheets or. Send emails, that sort of thing.

personal business during the work week. Um, I don't, so I don't feel guilty, um, working in non-work time, and I don't feel Um I don't feel upset about work-related demands um being fulfilled during personal time at all.

Uh, when I handle work-related things during personal time, um, I find myself sort of irritable, um, at any interruptions that I'm facing despite it not being like normal work hours, um, I'm sending emails or working on studies or anything that kind of has my focus and My husband is trying to show me something or talk to me and my brothers are trying to talk to me. I definitely um experience maybe a little bit of irritability because I feel like the task that I'm working on is very important. It's not that, you know, the things that my family trying to talk to me about are not important, but Um, I guess being distracted from a task that I have like prioritized, um, definitely causes a little bit of irritability, um, in terms of feeling to my work, um. I know that I could set the boundary um to not Doing these things after certain hours, but I feel like It makes my week a little bit easier if I can spread things out a little bit. Um. I do feel guilty for working during my work time. I feel frustrated but I feel like I have to. Um, sometimes I feel like I never really get to

work problem. Um, during personal time with a spouse, um, or You know, sometimes be distracted during dinner with a work problem. Uh, I can if I need to, or if I'm concerned about needing to give my family attention, put my phone away. There's nothing that's ever terribly urgent in my work that would require me to be available at all times. So yes, I can do that and mitigate the impact of my work on my family if needed.

Um, a big way that I try and manage the impact of work on my family life, um, is setting boundaries. There are certain days where I really try hard to be present on the weekends specifically, um after After certain hours on the weeks, I try to, but it Sort of being in Like engaged away sort of like an on-call type situation, I guess. Um, I feel like there's little I can do outside of my normal days off. Um, I, I will admit that I find myself doing things that I could do during working hours, um. That I do kind of in my off time, um. I am not really sure how to Work on that. I think that I need to I'm just trying to be more present, pay attention to the things

go home and shut off the day. Um, I do feel able to fulfill work demands. I am definitely burned out.

that are in front of me, not thinking about the coming week or the week prior. I think it would help a lot mitigating the impact of work on my family life. Sitting, setting my phone down, so even turning it off sometimes would help.

I'm a union steward, so I have to engage in professional activities outside of work kind of regularly, um, whether it comes to grievances or strategizing with other union people, uh, for the path forward, how to handle different situations. Um, Recently, we were preparing for a general membership meeting and we were doing this outside of work hours, each of us from home. Uh, I used my personal laptop, uh, to go through work materials that were saved on, uh, shared drives, um, and to access my work email, to access our union email, uh, and to communicate through those methods and, uh, text messages. Uh, with the other members of union leadership, uh, to. Uh To plan the membership meeting to go over the issues that we had outstanding, um, including multiple member grievances. Um, that was all just this

What emotions do I experience towards my family? Um, it's just me and my spouse at home, uh, my spouse is very understanding, um, when I commit personal time to these work-related issues. Um, so I feel appreciation, uh, to my family, um, outside of what I'm working. When I'm working, I'm focused on that. Um, I feel, uh, When it comes to feelings toward work, uh, I feel dedicated, I feel interested. Um, I'm trying to help, I mean, myself sometimes and most of the time other people, uh, through what I'm doing. Um, so I get focused. Uh, I don't feel guilty for working during non-work time, uh, in this way, uh, because I'm improving the work time and non-work time for myself and, uh, for a group of another 100 people, um, with the issues that I'm trying to address, uh, when I do work, outside of work time. Um, I'm still able to fulfill work demands that all works out just fine. I work in person at the library and most of my work is hands-on. Uh, those two pursuits don't interfere with each other.

Managing or mitigating the impact of work on my family life when using technology outside of working hours. Um, Mostly I just try to make sure I'm not taking away from shared activities with my spouse. Um, And that's usually not that difficult. I can set aside a time when she's working on something else, uh, or she has something else going on, or rely on her patience and understanding, which is easy to do because she is patient and understanding. Um, I, I mean, obviously I try to, well, on my family life, um. No, I don't really have to do much of anything. I don't have to make an effort to manage. I don't have to make an effort, uh, to mitigate the impact of work on my family life. Um. We are stable enough

weekend, uh, over the last couple of days.

that it works out just fine. Uh, and she believes in what I'm doing when I'm doing it, so we just don't really have that issue.

Um, about 2 weeks ago, we had a lot of work that kind of surged in. Pretty much I did a full work day. And towards the end of the evening that night when I only had my time off, I decided to hop on my work computer and try to get a, a couple more jobs done to help us catch up and not get overwhelmed throughout the rest of the week. Um. It was only like an hour or two, and I was only able to get a few jobs done, but just working on that kind of helped ease my mind about how much work we had. You know that I was putting in as much effort as. Keep up with The large work with that we certainly got and normally that time would have been spent for my personal time or spending with my wife, but Yeah, I was just sort of Trying to keep up with the the work demand and sort of sacrifice my personal to do so.

I'm hoping. I OK. stressed out As far as like towards my family. Of course I'm spending time working. Disconnected from them. I feel like I can't have as much personal time. I would like as well, so I feel a little bit sad about that a little bit, yeah. Um. Yeah, I do feel guilty for working more time guilty, uh. For my family. That's time that they deserve, that's the time they should have. Uh And ultimately my work is sort of stealing that from them or me working is is stealing that. Um, And yeah, I mean, the, the type of work I have, it's always constantly flowing. So even when I do help out for a day and spend that extra time, it doesn't necessarily drop the, the workload completely, so. It's not always like a fulfilling feeling like I'm, you know, meeting the demand of the work. Yeah.

Pretty much the main thing I do is just try to reduce it down to a certain amount of time and You know, something that I think is a reasonable amount. Obviously, I'm not gonna spend the entire night working on my computer. Um. My goal is when the demand is there, that maybe I can devote an extra hour or two to it I just focused work time, um, to feel better about the workload. Uh, and cut it off there, just an hour or two set that time before I even get started. And then, um, you know, when I hit that time [PII], I just call it and You know, get back to my family or, you know, get ready for bed, whatever is next on my list. But yeah, I just had a, a strict time limit when it comes to managing working outside of normal work time.

While I was at home, um, I was checking my emails on my work phone, even though I was at home and I was doing work. So then I was using my personal time. And my family time at home to my work emails to get caught up at work. Mm, I do this probably a few times a week. I only need to bring my work phone home. I don't need to bring my laptop home, so it was just my work phone. Oh no, goodies again. Lovely That is

Yeah, so there's definitely been a lot of times that I will check my work phone or my work iPad. During personal time, definitely, uh, on weekends, I think the one that I can remember them most recently is uh this past weekend, just checking my work phone to see if I had any urgent emails and usually I'll check this on Sunday night to see what I have coming on Monday morning. This generally happens, especially after travels. When I have a lot of emails to catch up from, and this was actually the case over the last week, so I'm still kind of playing catch up.

I get a little stressed when I do work related to my own personal time. Um, sometimes I'll have. Time for the family, so that affects my family life. I don't know Uh, I definitely do feel guilty because I should be spending that time with my family instead of doing work related things, uh, most of the time. I'm able to fulfil the work demands, but sometimes I'm not, sometimes it requires a lot more time and attention, which I gotta go back to work for. Um. Yes, so sometimes uh I feel impatient with my family because I'm working. Even though I have responsibilities, a sort of home responsibilities at home. Uh, yeah.

To be honest, I don't think I feel any. Particular emotion towards my family during these times, I think I. Kind of see it as a break when I am taking time to. Um, You know, check my email, kind of prepare for the week. Uh, this is again, especially during weekends. I will say there are probably some times that I do feel guilty because You know, family time is so precious that I could be spending it doing something else. But instead, I am, you know, checking my email or planning out the week already when I should just be relaxing. But I do feel that. Fulfilling my job demands is very important. For me to be able to provide for the family, so I kind of have to balance those two things out. Sometimes it's tough.

I try my best not to look at any work related things while I'm at home or when I'm with my family. Uh, I try to put away my Or phone and they turn it off. It's a measure to stop looking at it, so I can spend more quality time with the family. Yeah, I try to manage it by uh just not looking at the phone. Send them out of office, um, and my work email as well to try to tell people to email me or I won't be replying to emails from my off hours. And we'll be playing, um. When I'm back at work and in the office.

I will say the way that I try to manage it is by being strategic on when I. Log into my work devices or when I go to check my email. I will definitely do it. Um, Either in the early mornings, when everyone else is asleep or just waking up. Or I will try to do it in the evenings when everyone else is kind of winding down. This, I think, helps to minimize the effect of missing. Kind of valuable time with family. And it just makes it a little bit easier for me. Because the quiet time, you know, really helps. So I can focus at least for. No more than 5 or 10 minutes at a time and figure out

what I need to do, if I need to reply to an email or if I need to plan something out for the week.

Like I mentioned in the previous question, I do try to use just my personal time to do those work-related tasks or using technology outside of working hours. I try to not let it get involved or in the middle of family time or time that I'm trying to spend with my family. Um. Sometimes that's not always successful. Um, I manage a store, so the demands sometimes get in the way, um, because in the end of the day, everything kind of does fall on me, and I have to be the one to pick up pieces if, if something's not able to get done. Um, but I do my best to try and mitigate and manage that outside of work, work. I'll wait till like my kids are at school or my husband's also at his job. Do I get those things done that way when we are together, we're able to just focus on that. And I think 12 years of being able to do it now, um, I've been able to manage it quite well.

Yeah. Part of my job requires me to Shop, uh, competition in my industry and filing a report for it. That needs to be done more often than not during my off time. So, at least once a week, I will be filling out a report on that particular shop, um, during my personal time. uh, and I use a laptop to be able to do that. Let's see I can also think of a few times where I have had to use um my phone for those shops where I go out and I have to take pictures of products, price points, um, video record showrooms with my phone, um, and a lot of that I do also upload uh on my laptop to be able to do that process.

I do feel guilty sometimes for having to use my personal time for work-related tasks. Um, but I have been doing this for almost 12 years, so it's almost per the course. And I try to avoid. Doing those tasks when it is family-related time. I'd rather try and use my own individual personal time to try and get those tasks done versus trying to use time that I could be using with my children or with my husband, um, or when I'm supposed to be doing some other tasks around the house or other chores, um, to do that. Um, I tried to make it to where I'm using my personal time to do that. Um, I am able to fulfill work demands, um. And I, but I do also, and I get good satisfaction knowing that I am able to get those tasks done.

Last night when I was eating dinner with my family, my phone went off with a notification for an email from a work colleague. Um, looking at me to address, uh, urgent emails, so it took about 15 minutes. Um, to sort out the email and whenever I resumed eating my dinner with my family. And my dinner was cold.

So one time, um, I've used my Cell phone, my smartphone for work purposes during personal family time. Um, well, I it's been multiple times. If I am on a lunch break or it's after hours, I will take a look at my phone to review my work email. I will also have access to Microsoft Teams and any other, um, internal internet pages for our company. So You know, if there are any sort of escalations that might transpire after hours, I will have access to that. So I'll keep uh an eye every couple of hours to refresh or also see if I receive any text messages from. Any of my colleagues that may require assistance after hours for those.

When I have um to handle work-related demands during personal and family time, I feel a mix of emotions, um, mainly. Guilt because I'm taken away from family time and sometimes frustrated cause they don't always seem to um understand the importance of what I have to do at work. Um, as regards to, um, My work demands, I do feel like I am capable of juggling home life and fulfilling work, but sometimes I feel like I'm not as present as I should be or could be.

I think for me the biggest thing here is my feelings towards my family. I, I feel um I feel disappointed for them, and I also feel, you know, bad as this is not something that they want, you know, they're not looking forward to me having to do any sort of work. Uh, details after hours they're expecting and wanting me to be spending time with them directly. But things happen. Um, so that's basically I do feel guilty that I am taking my time away from being with my family when I could be, you know, spending more time with them since I do spend, you know, over 40 hours a week, uh, at work. So how do I feel about towards work? Um, indifferent. I understand the role that I am playing and I understand that there are responsibilities that I will have that may come up after hours. It's just, uh, you know, sometimes you wish that maybe there are others that could also take that load for you, but in the position I am in, it is something that is expected, um, albeit it's not every day, it can be, uh, on the weekends for sure.

Um, I try to manage um the impact of work on family life by setting boundaries like I will only Try, well, I will try to only look at my emails at certain times in the evening or take phone calls at certain times. Um, so, or step into another room so that I'm not distracted.

How do I try to manage or mitigate the impact of work on my family life when using technology outside of work hours? I just tried to make sure I'm present. So, if I am reviewing emails or on Teams, I try to make my, at my very best, I try to do it. When maybe there's not a lot going on, maybe we're just relaxing at this point during the week. It could be, you know, just watching TV and you kind of, instead of doom scrolling on your phone on social media, you can take a look at your emails to make sure that everything is on the up and up. Um, you know, the biggest thing for me is probably the weekends when there's a little bit more of a chance of potential escalations. So it is something that I Just try to make sure that if I just try to make sure I'm present. If, if there's



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something going on, I'm going to be in that with my family, and then when I get a moment, I will look into my phone to see if there's anything that's needed. If I'm actively receiving phone calls from colleagues looking for assistance on something, obviously I will have to at that point, step away from what it is that I'm doing to take that time. So I just try to make sure I uh manage that by making quick. And um wise decisions on what it is we're going to do. So I try to be decisive and not have something waver on. If I can make a decision on something, I will just cut to the point, make the decision, notate what I did on my phone, and then uh follow up on Monday back or, you know, the following day after during business hours to make sure that uh. That I have um detailed what it was that I did to make sure if I require different uh additional approvals or anything of that nature where there's funds related, I make sure that I'm getting that kind of stuff taken care of.

A recent situation where I actually use a technological device for my work was doing a personal time ku sabun. on my laptop, to make some personal research related to my work. La on Information Technology. I to take a quick research. Just to wing my knowledge on. And I wanted to know, so I have to go my laptop, do online research data. I cross-check information before I make an informed decision, there was a decision to make so for me to make this decision, I have to gather information cross-check data. You know, check research. And. Be sure that I know what I'm getting myself in so. I keep my phone with me at all times in case family or my work needs me for something. Last night, during dinner, my boss FaceTimed me and I had to cut into my family time to answer and help her with something for a new client that we had decided to take on recently. She needed me to pull up some details that I had in an email so that she could process them into our new system. It was a little bit annoying because I literally had to pull away from the dinner table to go upstairs

I would like to start with what emotions do I experience during? My personal time when I have to. Um, and work related demands during my personal time. So for me, I don't like to walk when I'm in my family cause. At that moment, what is like a destruction. So I try as much as possible not to walk when I'm with my family. But when I'm having my personal time, if something that has to do with what comes up. I know how to perfectly. Balance my emotions towards my family, make my family know that's OK, something just came up and I need to sort it out as soon as possible. Do I feel guilty for working during non-work time? No. Because the only reason why I have to do something during long work time is. Mostly it's not expected, maybe he just comes up out of the blue. So I don't feel guilty. So I'm able to fulfill work demands, my proper timing. I know how to schedule my time work, proper time management. So. That's, that's just for me. I know how to manage my time very well. So for, for me to be able to fulfill work demands. I absolutely hate it. I know it's necessary because it's my work and it helps provide for my family. Then again, I'm on my own time during these moments, and it should be utilizing my evenings in a better way with my family. It makes me feel like my family feels like my work is more important than the time I have to spend with them. I feel so incredibly guilty, and I always apologize and make sure to cut out special extra time in other ways. Like I'll go on little personal dates with each of my kids, or I do date nights with my husband. Um, but I need a way to just let work go. When I'm not working, especially, it isn't fair to my family, and it isn't fair to me at

How do I Manage the impact of my work on my family life. Well, like I said, balance. Balance. I'm able to balance. Walk with family. I do not allow. Family and work to mix. So there's a proper time scheduled for work and there's a proper time scheduled for family. So we balance in place I know, OK, this is my work hours. And my family understands that too. So, Letting them know that OK this is my schedule. It's a way of me balancing what I do with my schedule. So when it's not time for work, it has to be time for family. I mean it's time for family. There is no work. So the only time I tend to work within family time is if it is unexpected. It is just comes up without expecting it. I try my best not to answer my phone most of the time when I get calls that are work related. But unfortunately, I have a boss that will inappropriately call back to back to back until they pick up. It's nuts, honestly. It's like she doesn't realize how inappropriate it is. I've even tried talking to her about it a few times, but she just laughs it off like it's really not that big of a

to my office computer to get what she needed. Then she couldn't get her computer to work and wanted to chit chat while I waited. After I was finally able to let her go, everyone had finished dinner and gone off to do things that they normally do after dinner, and my husband was cleaning up everything. I really hate missing out on family time, especially for stuff like this.

all. I'm always able to fulfill my work demands and duties, but it shouldn't be at the expense of the time that I get to spend with my family.

deal. It is ramped up recently, and it's kind of becoming a big problem. So I've just been giving in and picking up the first time she calls, which is extra irritating. But I think I'll start turning my phone off completely during special time with my family. I think that's fair. Hopefully she does too. If she has an issue, she can take it up with me in the office.

Technology outside of work hours at home actually makes it that much easier to want to do it. Uh, yeah, I mean, it makes it easy and I, I mean, I could be working on something and, and watching a video, you know, and, or, you know, my wife is watching something on TV. I can work on my laptop with my headphones and with no problem answering emails, listening to um voice messages. Um, doesn't really, you know, like that, there's not really much of an effort, I guess. Well, this day and age with technology. It's already seamlessly integrated into our lives where comes a family and work. It's, you know, I honestly think it's becoming a thin line of being able to differentiate all the two, but that said,

Work laptop, um, whether it be answering emails or um writing letters and memos or checking. Maintenance reports or maintenance issues, um, any requests from tenants, I would do it at home on my laptop. I mean, I, I work mostly on site, but I do work remotely. So I guess that, um. Works for the purpose of um during personal family time. Uh, sometimes I'll, I'll work, you know, through dinner if I have to or, you know, through lunch or whatever.

Rarely have any distractions. For the most part, um, everyone's out the house, either working or at school, when there are people home and I'm home working, they tend not to bother me when I'm working. They know I'm working, so, you know, they're very respectful of that. Um, it does tend to be a little bit distracting sometimes. Um, but for the most part, I, I manage it, it's just about as good as I was physically at work. Um, as opposed to I feel able to fulfill my work demands, yes, I actually sometimes I actually feel like I work better from home. I know what it is. I'm just I guess I'm more focused on the task at hand or trying to fix everything at once while I'm at work, you know, here it's like my more objective to what task I prioritize first.



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Uh, it's easy for me to
manage, um, working at
home, outside working
hours.



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RESULTS INTERPRETATION

Technologies are deeply integrated into everyday life and are used in a wide range of situations. Participants almost constantly use smartphones, laptops, tablets, and work accounts to perform work-related tasks: checking email, responding to clients, completing reports, preparing documents, and engaging in communication. This use takes place: during dinner, family leisure, and weekends, late in the evening after putting children to bed, in transport or while waiting. Many emphasize that the device is “always at hand,” which makes switching into work mode almost automatic.

The boundary between work and personal life is blurred and becoming increasingly thin. The interviews show that: Work responsibilities are regularly shifted into personal or family time. Some perceive this as the “norm of modern life.” For a number of people, a stable “second workday” emerges — after 8–9 p.m. Work seeps into leisure even when the person did not plan to work. At the same time, most still strive to keep boundaries: many deliberately restrict work to time slots that “do not interfere with family activities.”

Users actively seek ways to manage technological load and limit the intrusion of work. Time-management strategies: Strict time limits (“I work no more than an hour in the evening”). Working in “safe” time slots (early morning before the family wakes up, late evening, during children’s activities). Allocating clearly defined hours on weekends. Discussing workload with a partner, Practicing mindful presence (“being with family when with family”). Device-management strategies: Turning off the phone during family time, Working in a separate room from where relatives are resting.

There is a strong demand for clear, non-intrusive, and supportive technological solutions. Minimizing “intrusion”: users want problems not to force them to drop family time for an urgent response. Asynchronous communication: structured interaction without the pressure to “reply now.” Rational task filtering: clearly highlighting what is truly urgent.



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The impact of workload and technologies on well-being differs significantly across participants. Factors that intensify stress: Systematic overload at work, Lack of staff to share functions, Poor management quality (e.g., intrusive supervisor, endless calls).
Overall conclusion: technologies amplify both users' flexibility and their vulnerability



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RECOMMENDATIONS

Based on our research, we have developed several recommendations for different groups of stakeholders.

Recommendations for Business and University Leaders

Support policies that limit unnecessary digital intrusions into students' and employees' personal time. Invest in EdTech tools that promote well-being, reduce cognitive overload, and strengthen digital boundaries. Foster a culture in which technology is used purposefully rather than excessively.

For EdTech Developers

One important recommendation—seemingly minor but in fact highly significant—is to eliminate unnecessary notifications (notification hygiene). Constant alerts create a background of anxiety and worsen users' psychological well-being.

It is essential to include features that help users maintain boundaries between studying, working, and family time. Technical solutions that support healthy time-balancing practices would be especially valuable.

It would also be beneficial to introduce tools that remind users to take necessary breaks, allowing them to balance work and rest more effectively.

For Educators

It is crucial to introduce technologies mindfully, only in cases where they genuinely enhance the learning experience. Educators should take into account students' potential cognitive overload and design learning strategies accordingly. A key recommendation is to build courses based on data-informed design: gathering insights about learners' emotions and behavior, and adjusting the course structure in alignment with these findings.



For Students and Users

Develop personal strategies for managing digital time, including following recommendations on digital hygiene. Optimize one's digital environment: disable unnecessary notifications, plan study and work schedules. Maintain awareness of one's own emotional state and workload to prevent digital fatigue and maintain balance.

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