考 試 科 目	專業英文	系所(組)別	社會學系公共議題與社會學組一般生	考 試 時 間	5 月 2 日 (星期六) 10 時 00 分～11 時 40 分

The following excerpt came from Ollier-Malaterre, A., Jacobs, J. A., & Rothbard, N. P.'s article, "Technology, Work, and Family: Digital Cultural Capital and Boundary Management "(Annual Review of Sociology, 2019, 45:425–47). Please read carefully and answer the questions (either in Chinese or English) at the end of the excerpt.

The challenges that we identify relative to technology and the boundaries between work and family are not new, but they are being exacerbated by disruptive technological advances. The literature points to three main interconnected challenges.

The first challenge pertains to connectivity management. Research suggests that technological advances such as smartphones and online social media are creating a default state of connectivity or integration between one's multiple identities and roles (Perlow 2012). Of course, access and the ease of connectivity to such technologies vary (Robinson 2009). In addition, there are social groups that have little control over connectivity, as many organizations and occupations impose norms of integration on employees (Foucreault et al. 2016), and many employment platforms expect workers to be constantly connected to the platform so as to respond quickly to gig-related queries (Ticona & Mateescu 2018). However, we argue that most individuals have some leeway over the extent to which they may try to gain some control over when, where, and how they connect with their work colleagues and tasks and with their family members and friends. These individuals are in a position to make active decisions about their use of technology.

A connectivity decision, for instance, may focus on how to use a smartphone intelligently in order to control it rather than be controlled by it. This calls for decisions about when to have the device in one's immediate reach as opposed to stored out of sight (Ward et al. 2017), what content one is notified about audibly and visually (e.g., phone, Skype, or WhatsApp calls; instant messages; work emails; personal emails; and different types of social media updates), and when one needs to check these notifications and act upon them. Some families, for instance, ban smartphones during family dinners; friends may decide to ban them during a meal at a restaurant. Likewise, individuals may have a work smartphone they leave at work, or they may shut it down during set times of the day to reduce their technological dependence (Kossek 2016). Of course, connectivity management extends to tablets, computers, and smart watches and may soon extend to other wearable devices (Cascio & Montealegre 2016). Science fiction already explores how connectivity management may extend to implantable devices such as "grains" in our body that capture our memories and thus erase all boundaries, whether temporal, spatial, or relational.

The second challenge pertains to online self-presentation management, that is, the monitoring and decisions pertaining to how one appears in cyberspace, which depends greatly on the nature of the information and behaviors one discloses online as well as on information about them that other people have volunteered online. Online self-presentation management includes the elaboration and monitoring of personal web sites, electronic communications (e.g., emails), social media publications (e.g., Twitter,
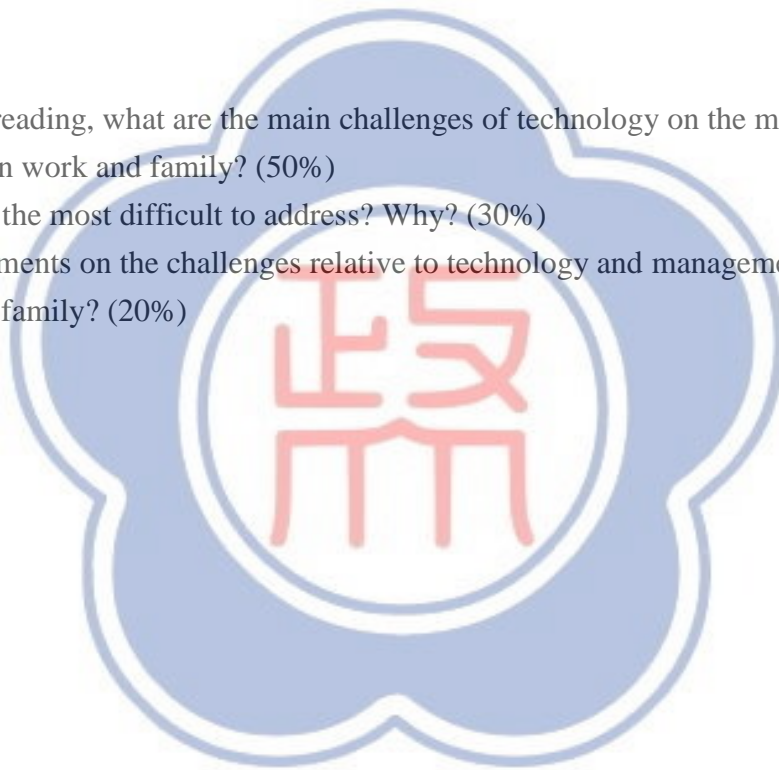
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LinkedIn, Facebook, Instagram, and their equivalents in other parts of the world such as Weibo), and information that is uploaded on the internet, again, by oneself as well as others (e.g., TV and radio interviews and streamlined talks). It can be argued that, insofar as any social behavior and information disclosure may be filmed or reproduced (e.g., screen copy, photo of a private post, and secret recording of a conversation), online self-presentation management extends to a vast array of social spaces and interactions.

Take social media for instance. Amid increasing pressures to participate online, to find employment for instance, many individuals manage the impressions others form of them online and curate their professional profiles. Impression management is now more complex because of pressures to present a unified identity, such as one LinkedIn profile (Sharone 2017). It is also more perilous because individuals do not control all that is shared online about them (Boyd 2014), and inferences about one's social and political self can be made based on a person's social network (Sharone 2017). The case of social media sites that collapse several social contexts is particularly interesting (Marwick & Boyd 2011). On these sites, individuals may choose different strategies (Archer-Brown et al. 2018, Batenburg & Bartels 2017, Ollier-Malaterre & Rothbard 2015, Ollier-Malaterre et al. 2013). Indeed Ollier-Malaterre and colleagues (2013) have articulated four archetypical strategies that people may employ. They may share all that comes to mind, which has been termed an open strategy; alternatively, they may choose to segment their professional and personal contacts online by not allowing professional contacts on social media sites they use for personal purposes (e.g., Facebook), termed an audience strategy. Some may choose a content strategy by actively controlling what information they disclose, while others may prefer a custom strategy in which they tailor the content they disclose to different audiences (e.g., using personal and professional lists of contacts on Facebook or Google+). The amount of technology management called for when using these strategies differs greatly. While open strategies are very easy to implement, since one simply uses the platforms as they have been designed, the other three strategies require that individuals think about their audience or the content they broadcast or both, and people who chose these strategies must be able to implement them correctly. For an audience strategy, one must have defined private rather than public profiles and decided whether or not to accept a connection request; the decision may be tricky to make, but it is a single decision by an interlocutor. On the other hand, the content and custom strategies imply a decision for each disclosure: Is this status update, post, or photo adequate for all the people who will see it (i.e., content strategy)? Or with whom should I share this particular status update, post, or picture (i.e., custom strategy)? We argue that this kind of work and everyday decision-making requires technology management in the form of awareness, effort, and skill.

The third challenge, and perhaps the most difficult to address, concerns privacy management. The construct of a private sphere, in Western societies, dates back to ancient Greece, where it revolved around the reproduction and maintenance of life within the household (Arendt 1958). However, modern private life, in which a number of family bodily and affective activities came to be hidden from public sight, did not emerge until the eighteenth and nineteenth centuries (Elias 1994). Many sociologists, philosophers, and

political scientists have since debated the dual movement through which the private and public spheres take over each other (Berrebi-Hoffmann 2009). We argue that technology amplifies the blurring as well as the placement of the boundaries not only because boundaries are increasingly crossed and blurred but also because the very definitions of what is public and what is private are under scrutiny: Information shared on social media, for instance, is sometimes deemed by scholars and lawyers as private and sometimes public, depending on the criteria of analysis (Boyd 2007). In an era in which putting up curtains on windows and planting high trees around houses no longer suffices to safeguard privacy, many new questions arise for individuals around privacy (Brin 1998), visibility (Flyverbom et al. 2016), and surveillance (Lyon 2001, Zuboff 2015) that societies or collective actions may at some point strive to regulate.

Questions

1. Based on the above reading, what are the main challenges of technology on the management of boundaries between work and family? (50%)

2.1 Which challenge is the most difficult to address? Why? (30%)

2.2 What are your comments on the challenges relative to technology and management of the boundaries between work and family? (20%)

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