



BALANCE NETWORK

**EPSRC**

Engineering and Physical Sciences  
Research Council

# Business Travel, Mobile ICTs and Work-Life Balance: Day Workshop & Research Network Building

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# Business Travel, Mobile ICTs



- Increase in proportion of workers who regularly require to travel for work
- Increased portability and power of Mobile ICTs provide anytime/anywhere access to email/internet/communication
  - Ubiquity of mobile ICT as work tool for travellers

# Business Travel, Mobile ICTs and Work-life balance

- Diverse paradoxical implications
  - Positives...
    - Autonomy and spatio-temporal flexibility to use mobile ICT where/when convenient
    - Productive use of travel time and availability when travelling
  - Negatives ..
    - No escape? – constant connectivity demands ..
    - Blurring of work-life boundary .. Travel time as purely work time..

# Aim for Balance Network Workshop

- Aims to facilitate an interdisciplinary approach to research and practice relating to Work-Life Balance issues within the Digital Economy
- Networking
- Identification of key issues/challenges related to how mobile ICT use by business travellers affects experience of work-life balance
  - Identification of business implications for travel industry (i.e. train operators, airports, airlines..)
- Initiation of potential research collaboration

# Workshop Attendees

- Aim for balance of academics & non-academic stakeholders
  - Recruiting non-academic stakeholders was challenging ... dominance of academics at event
  - 25 attendees
    - 3 non academic stakeholders
    - Academics from UK and Northern Europe from diverse disciplinary backgrounds

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London 13 April 2016

# Digital Age Rail Travel

Glenn Lyons

Centre for Transport & Society

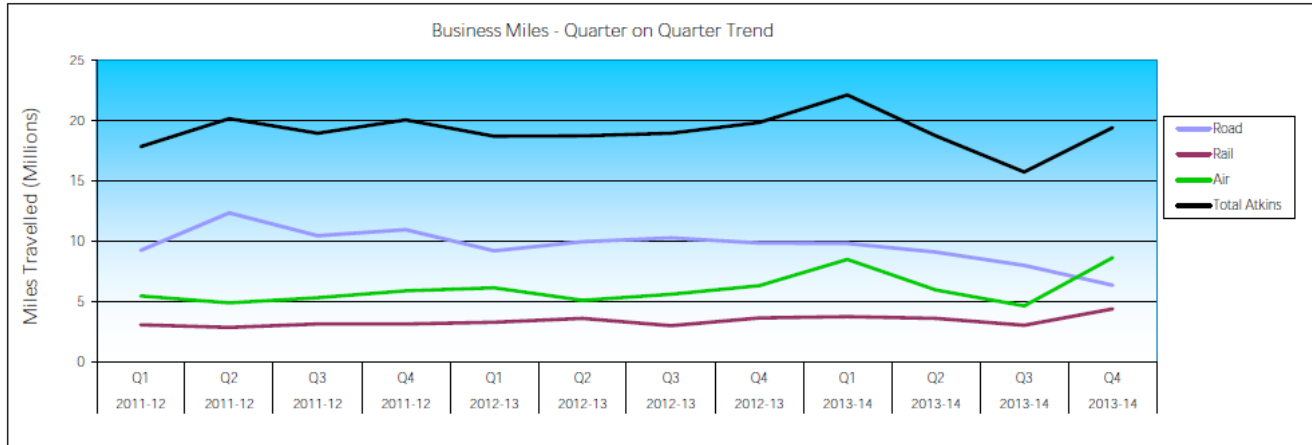
Thank you to my co-researchers:  
Juliet Jain and Iain Weir



# Demanding business travel

James Faulconbridge, Lancaster University, UK

Jillian Anable, Iain Jones, Greg Marsden, University of Leeds



# Business travel, work-life balance and mobile ICT use: key issues/agendas

## Small group discussion and feedback

- In three groups, delegates spent 20-30 minutes identifying 1-2 key issues/questions that could be explored to improve knowledge on the impact that mobile ICT use by business travellers has on their experience of work-life balance
- For these issues/questions identified, they sketched out how they could be investigated, including benefits/role of relevant travel organizations
- Each group prepared a brief flipchart poster to be presented to all delegates





# Business travel, work-life balance and mobile ICT use: key issues/agendas

## Small group discussion and feedback

- Key Questions/Issues to examine?
- What research methods might be most appropriate?
- Business/organizational benefits from collaborating on such projects?
- Type of organizations to be involved?
- Challenges related to examination of issues?

# Wifi on aeroplanes



# Wifi on aeroplanes

- Friend or foe?
  - Time-zones, tiredness, refreshed on arrival?
- Being connected and the compulsion to work?
  - Security? Accessibility?
- Companies demanding airlines with wifi
- What sort of work do you do on airlines?
- Research methods?
  - Qualitative, surveys

# Digital 'fresh air'



# Digital 'fresh air'

- Intensification of work vs. downtime?
- Who drives demand?
- 'slow travel' and opting-out
  - 'detox' rail carriages!
- Being immobile
- Social media as method
  - Discourse analysis
- Cross-cultural research methods

# Safety and security



# Safety and security

- Organisations' duty of care
  - Employees
- Gender
  - Lone-female travellers
- Cross-border commuting?
- Electronic security
  - Hard and software; data storage
- Cross-cultural research
  - Longitudinal research
  - Quantification vs. qualitative

# Ongoing Activity

- Embryonic plans to build on event network to develop funding application for relevant research project



# Business Travel, ICTs and W-L Balance: Meta questions

- What is driving growth in business travel when mobile ICT capabilities are developing?
  - In what circumstances can ICT-mediated communication be a substitute for f2f?
- What is driving constant connectivity impulse in travellers?
  - Client demands?
  - Employer pressure?
  - Workload levels?
  - Self-imposed?

# A Stakeholder Perspective

- Clive Wratten
  - CEO for CTI Travel since December 2015
  - 20 Years of travel industry expertise