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Appendices

Appendix 1 Interview guide

Research Questions
1. What are the key content elements of a teleworker's psychological contract?
2. Does teleworking lead to conflicting obligation between work and home life?
3. What role does modern technology play in conflicting obligations between work and home life?
4. What impact do conflicting obligations have on the well-being of teleworkers?
5. How do teleworkers resolve conflicting obligations?

Introductions	PC questions
This study looks at the experience of what I will refer to as teleworking, but you may be more familiar with flexible working, home working or agile working, essentially, I'm interested in people who split their working time between work and home locations. • Please tell me a little about what you do? • and where you do it? • May I ask who you share your home with? • How would you describe your role at home? • When did you start working non-traditionally? • What were the reasons for this?	• Contracted to telework? • Tell me about how you communicate with your mangers/colleagues • Tell me about your relationship with your line manager • What do you expect from your employer in terms of your teleworking arrangements? • What do you believe your employer expects from you? • What do you feel you need to do to work well when at home? • What do your family expect from you on teleworking days? • PC relationship at home?

Obligation questions	Tech questions
• What are your obligations when teleworking? • How did these come about? (Implicit/explicit) • Are you easily able to meet these obligations? • What techniques due you use to do this/what would you do differently? • What happens if these obligations aren't met?	• Talk me through the range of devices you use when you are working outside of the office? • What do you do if you receive work communications outside of working hours? • Do you feel obliged to respond? • What about if this is reversed, personal communications during working time? • Do you use the same devices for personal use?
I-deals? • Do others in your organization have the same deal? • When and how did you negotiate this deal? • Before or after you started working?	• How has your teleworking changed your life, big of small [what changes have flexible working made to your life? Big or small?] • Is there anything you'd like to add? • Can I ask you to spread the word?

Appendix 2 Participant consent form

Interview Research on Teleworking

My name is Harvey Moyne and I am student at Royal Holloway University of London, studying for my PhD within the School of Management.

I am carrying out a research for my PhD on the topic of teleworking. To help create a better understanding of teleworking I will be using a concept called the psychological contract. I will be asking you a range of questions on your home and work obligations and the interview shouldn't take more than an hour.

If you would like to discuss any aspect of the research you can contact myself, (Harvey.Moyne.2012@live.rhul.ac.uk), 07891191175 or alternatively, my supervisor, Prof. Neil Conway (Neil.Conway@rhul.ac.uk).

If you decide to take part in the research only myself and my supervisor will be able to access your data and in the study you will be known only by an alias, thus all information you provide is completely anonymous and confidential. Copies of this anonymous information may be made available to other bodies for further secondary research.

Please note, you do not have to take part in this study if you don't want to – your participation is entirely voluntary. If you decide to take part, you may withdraw at any time without needing to give a reason.

Please feel free to ask any questions before you complete the consent form. This study is compliant with Royal Holloway's GDPR policy and this consent form will be stored separately from the anonymous information you provide for the research. This study has been reviewed and approved by the Management Department's internal ethical procedure at Royal Holloway, University of London.

Please complete the consent form to indicate whether or not you agree to take part in this study.

Thank you for taking the time to read this information. Please do contact us should you require further information or have any questions.

Kindest regards,

Harvey Moyne

Consent Form

Please tick

☐ I have read the information explaining the purpose of the study.

☐ I understand that I can contact Harvey Moyne (Harvey.Moyne.2012@live.rhul.ac.uk; 07891191175) or Prof. Neil Conway (Neil.Conway@rhul.ac.uk) to ask further questions.

☐ I understand that my right to privacy and confidentiality will be respected at all times.

☐ I understand that I may withdraw from the study at any point during the research.

☐ I agree that I would like to participate in the research.

Please fill in your age here _____

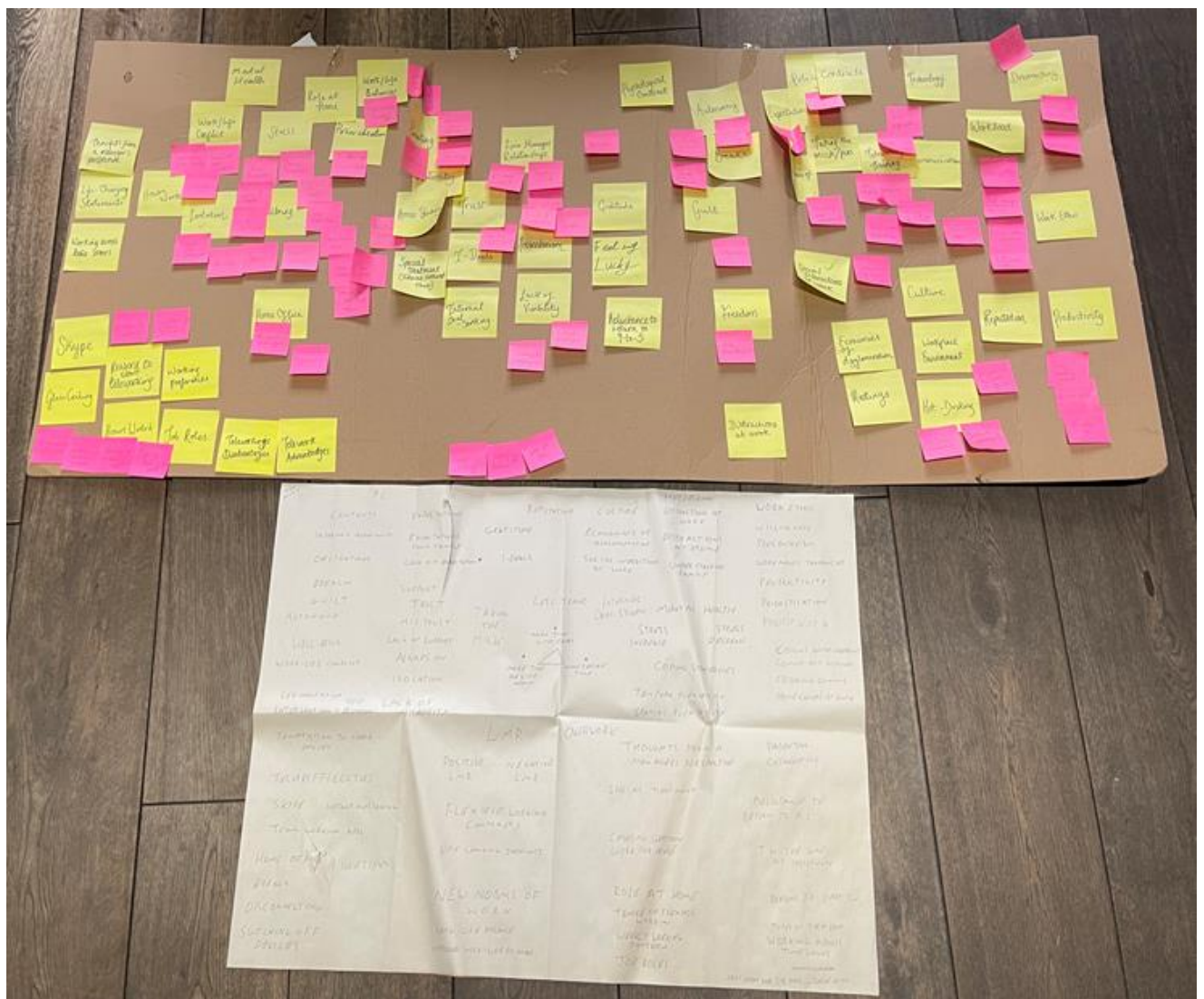Participant name: Participant signature: Date:

Researcher name: Researcher signature: Date:

Appendix 3 Photographs of physical coding process

Appendix 4 Table of participants and their key characteristics

	Pseud-onym	Sector	Job Role	Age	Gen-der	Telework Frequency	Home Sharing	Group	Interview Location
		14 Public 27 Private		**40.3**	**23 M 18 F**			**Parent 21 Partner 15 Junior family member 5**	
1.	Trevor	Public	Analyst	58	M	Up to 10 days in a row	Wife	Partner	Home
2.	Jeff	Private	Sales Manager	48	M	1 day per week	Partner	Partner	Skype/Telep-hone(Home)
3.	Bernard	Private	Sales Manager	46	M	1 day per week	Wife, 2 school age children, one live in Nanny	Parent	Home
4.	Stephen	Private	IT Consultant	27	M	1-2 days per week, part-time	Partner	Partner	Neutral meeting room
5.	Lance	Public	Data Analyst	26	M	Generally, 1 day per week	Partner	Partner	Home
6.	Jane	Private	Payroll Service Manager	57	F	1-2 days per week	Husband	Partner	Coffee shop
7.	Lisa	Public	Senior Analyst	40	F	1 day per week, working 3-4 days long	Partner, 18 M/O daughter	Parent	Phone call (Home)
8.	Millie	Public	Operational Researcher	27	F	Generally, 1 day per week	Partner	Partner	At work
9.	Jenna	Public	Social Researcher/ Research Officer	23	F	Generally, 1 day per week	Parents	Junior family member	At work
10.	Jackson	Public	Operation Research Analyst	25	M	Generally, 1 day per week	Parents and sibling	Junior family member	At work
11.	Flynn	Public	Senior Economic Analyst	59	M	1 day per week	Wife	Junior family member	At work
12.	Justin	Public	Research Assistant	25	M	1-2 days per week	Parents, younger brother	Junior family member	At work
13.	Sally	Public	Directorate Coordinator	41	F	1 day (3 days PT)	Husband, school aged son	Parent	At work

	Name								
14.	Anna	Public	Analyst	41	F	1 day (3 days PT)	Husband, 2 school age sons	Parent	Coffee shop
15.	Richard	Private	Payroll Consultant	53	M	3 days from home	Wife, 2 grown-up daughters	Parent	Home
16.	Rose	Private	Regional Student Recruitment Coordinator	25	F	2 days from home, 3 days in the field, 1 day per month in the office	Fiancé	Partner	Public house
17.	Bruce	Private	Regional HR Business Lead	44	M	2 day per week	Wife, 3 school age children	Partner	Coffee shop
18.	Patricia	Public	Senior Statistician	51	F	Up to 4 days per week	Husband, sporadically foster children	Parent	Coffee shop
19.	Gail	Private	Business Manager	50	F	1-2 days per week	Husband, children	Parent	Telephone
20.	Miranda	Private	Finance Manager	47	F	1 day per week (out of 4 days)	Husband, 2 school age children	Parent	Coffee shop
21.	Lydia	Private	Overseas Employee and Compensation Aid	38	F	1-2 days (out of 4 days)	Husband, infant child	Parent	Telephone
22.	Ruby	Public	Senior Electric Vehicle Infrastructure Policy Advisor	26	F	1 day per week	Parents	Junior family member	Neutral meeting room
23.	Sven	Private	Sales Manager	46	M	Varied	Partner	Partner	Neutral meeting room
24.	Kris	Private	Retail Director	40	M	1 ½ days per week	Wife and young child	Parent	Neutral meeting room
25.	Linda	Public	Independent Reviewing Officer	57	F	Up to 4 days a week, plus home visits	Partner/husband Children, stepchildren	Parent	Home
26.	Victor	Private	Software Engineer	25	M	2-3 days per week	Wife	Partner	Neutral meeting room
27.	Graham	Private	Project Accountant	37	M	Varied, previously almost entirely remote, recently office based	Wife and young child	Parent	Coffee shop
28.	David	Private	Internal Auditor and Director of Business Assurance	50	M	Generally, 1 day per week	Wife and school age child	Parent	Home
29.	Daisy	Private	Lead Business Architect	41	F	Minimum 1 day per week, flexibility to take more	Husband, 1 school age child, 1 young child	Parent	Coffee shop

30.	Dilbert	Public	Regional Intelligence Analyst	63	M	2/3 times per month	Wife	Partner	Telephone
31.	Louise	Private	Service Delivery Manager	31	F	Almost entirely remote worker	Partner	Partner	Neutral meeting room
32.	Alan	Private	Global Marketing Executive and Part-Time Church Minister	50	M	2 days per week from home	Wife, 2 nursery aged children	Parent	Work/Church meeting room
33.	Tarquin	Private	Forecasting Manager	54	M	2-3 days per month	Two grown-up sons, partner's eldest son	Parent	Neutral meeting place
34.	Poppy	Private	Head of Communications	32	F	1 day per week	Partner	Partner	Telephone
35.	Ludavic	Private	Research Specialist	23	M	1-2 days per month	Father, brother (out of term time) and partner	Partner	Public house
36.	Susanne	Private	PA to Head of a Private School	41	F	2 days a week from 3	Husband and school aged children	Parent	Coffee shop
37.	Gordan	Private	Continuity and Resilience Manager	41	M	1-2 days per week	Wife, school aged children	Parent	Telephone
38.	Gary	Private	Economic Manager	42	M	1 day per week	Wife, school aged children	Parent	Coffee shop
39.	Ron	Private	Demand Planner	32	M	1 day per week	Parents	Junior family member	Their home
40.	Simon	Private	Software Developer	42	M	1 day per week	Wife, school aged children	Parent	Telephone
41.	Angela	Private	Senior Solicitor	28	F	1 day per week	Husband, toddler	Parent	Telephone

Appendix 5 Post script invitation to contribute

Dear [participants name],

You may remember partaking in my study on the experience of teleworking a few years ago. Firstly, let me just thank you again for taking part, your contribution has been invaluable!

Secondly, I'm glad to tell you that the PhD I was writing is nearly complete and I will make sure to send you a completed electronic copy once everything is signed and sealed. I will also remind you of your pseudonym so you can find the parts where your quotes feature.

In the meantime, I would like to ask one more favour. Your responses represent one of the final snapshots of the teleworking environment before the Covic-19 pandemic, (which in itself is very interesting!) but I would also like to include your experiences of telework during the initially period of the pandemic (lockdown, working from home directives, etc.) and what your working arrangements look like now, two years on.

I would be most grateful if you could reply with your thoughts on:

1. How did you cope with teleworking full-time during lockdowns – how did this compare to your experiences prior and was your own well-being effected?

2. How did the relationship with your home sharers change during this period?

3. How did the relationship change with your line manager during this period?

4. What form of teleworking have you returned to now?

Please don't feel restricted to just answering those question and additionally if you don't feel they are relevant, just pass.

You I am also happy to receive audio if you wish to send me something in that format.

Please don't hesitate to reply if you have any other questions.

All the best, Harvey

Appendix 6 NVivo codebook

Name
Autonomy
Autonomy for Availability
Autonomy for Productivity
Freedom
Anti-Presenteeism
Lack of autonomy
Breaks
Burnout
Change of behaviour
Communications
Comms with colleagues
Communicating out of hours
Filtering Communications
Home Comms at Work
Work Comms at Home
Contracts
Flexible Working Contracts
Standard Working Contracts
Culture
Workplace Environment
Distractions at work
Economies of Agglomeration
Social Interactions at Work

Name
Hotdesking
Hotdesking frustration
Disconnecting
Switching Off Devices
Emotions
Gratitude
Feeling Lucky
Guilt
Panic
Home Office
Ergonomics
No Standalone Office
Home Sharing
Children
Distractions
Partner and Children
Partner-Wife-Husband
Relationship Issues
Understanding Family
With parents and or siblings
Hours Worked
Choosing Certain Work for Home Days
Daily Working Hours
Over Work

Name
Making Hours Up
Weekly Working Pattern
I-Deals
Special Treatment (Ideas around this)
Job Fit
Work Load
Job Roles
Tenure of flexible working
Lack of Visibility
Maintaining visibility
Life Changing Statements
Line Manager Relationships
Negative LMR
Positive LMR
Maternity
Meetings
Virtual Meeting
Mental Health
Stress
Coping Strategies
Stress Decrease
Stress Increase
Motivation
Better Morale

| Name |
|---|
| New Norms of Work |
| Daunting new experience |
| No Obligations |
| Policy |
| Productivity |
| Prioritisation |
| Internal Deal Striking |
| Psychological Contract |
| Contents - The Deal |
| Informal Agreements |
| Beliefs |
| Obligations |
| Breach |
| Violation |
| Clash |
| Home PC |
| Fulfillment |
| Obligations to Home Sharers |
| Caring Obligations |
| Household and Admin Obligations |
| Interaction Obligation |
| Obligations to the Organization |
| Availability Obligations |
| Productivity Obligations |

Name
Expectations
Expectations from Family
Lack of Expectation
Reasons to Start Teleworking
Reluctance to return to 9-5
Acceptance of a return to 9-5
Reputation
Taking the Mick or the Piss
Similar statements
Results Driven
Role at Home
Housework
Multi-Tasking
Parenting
Co-parenting
Spatial Flexibility
Support
Lack of Support
Technology
Anxiety
Instant Messaging
IM Frustration
Integration
Technology Causing a Blurring of Work-Life Boundaries

Name
Temptation to check devices
Mismash of apps and comms
Screens
Segmentation
Skype
Team working apps
Tech causing distractions
Types of Tech Used
Telework Advantages
Better Connectivity with Colleagues
Breaking up the week
Less Distractions
Less Tiring
Sleep
Less Travel
More Leisure Time
More time for life admin
More time with family
Telework Disadvantages
Always On
Distanced from Children
Distanced from Colleagues
Isolation
Lowered Morale

Name
Tech Difficulties
Telework Training
No Training
Training
Training to Aid the Organization
Temporal Flexibility
Thoughts from a Manager's Perspective
Manager perceptions
Managers own experience dictates their treatment of teleworkers
Trust
Mistrust
Unfairness
Glass Ceiling
Well-Being
Physical Well-Being
Well-Being Improvement
Well-Being Regression
Well-Being X Conflicting Obligations
Work Ethic
Willingness
Presenteeism
Workaholic tendencies
Working the commuting equivalent
Working Across Time zones

Name
Working Preferences
Preference to work at home
Preference to work in Office
Telework the same as office work
Work-life Balance
Improved Work-Life Balance
Good Family Fit-Home Dynamic
Work-Life Conflict
Bringing work home on in work days
Low conflict

Appendix 7 The corrections process
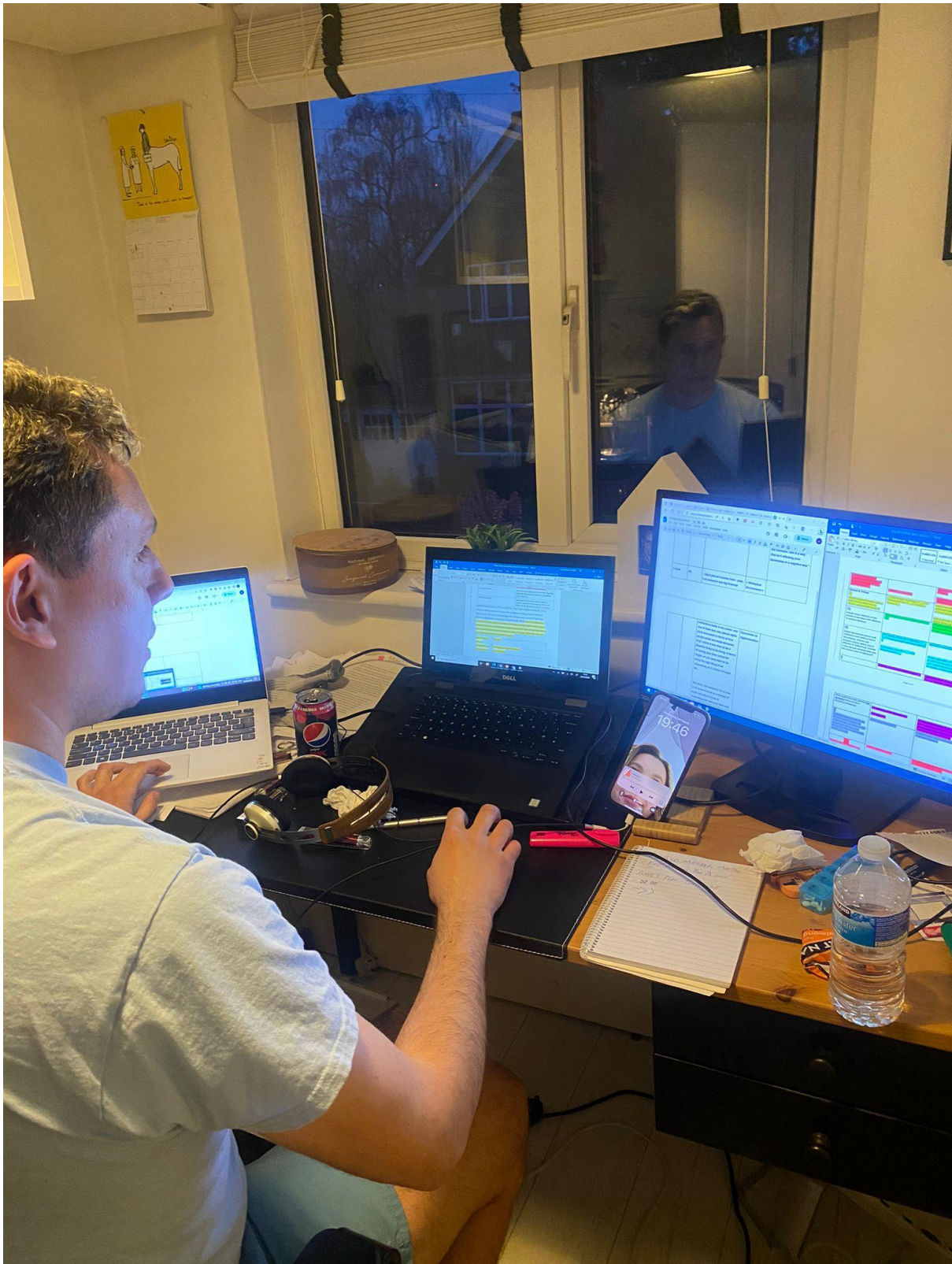
Post Script

Due to the nature of the paradigm shift in teleworking brought about by Covid-19, only three months after data collection had been completed, the researcher felt compelled to assess the effect of this change upon the participants. To this end, the researcher contacted each participant individually using the method of their last contact with them (email, Facebook Messenger, text message) to ascertain how working from home full-time had affected their experience of work, their well-being, their relationships at home and at work and finally an inquiry into their new routine (See Appendix 5 for a copy of the invitation to respond). Responses were transferred to a password protected folder in line with previous ethical considerations.

Response rate from that request was 41.4% (17 out of 41) and represented a reasonable variety of the sample. Although specific results were quite diverse, a few themes emerged as prominent.

To begin, it followed that those who had been particularly enthused with teleworking beforehand enjoyed full-time homeworking, whilst those that found teleworking stressful had these feelings amplified.

Relationships with line managers only suffered when starting new relationships. All participants that had already established line mangers reported continued good relations.

Home relationships were generally improved, more time spent with family was a key positive impact on teleworker well-being. The absence of a commute was beneficial for some, but others found this time replaced with working. The winter lockdown periods however were felt to be more negative for home life. This was due to a mixture of the situational novelty wearing off and poor weather.

Negative well-being effects were felt in three distinct ways. Firstly, there was a hard conflict that teleworkers felt between working from home and home schooling their children. Secondly, a soft conflict of over work was present for some, particularly those that had previously used days at home to 'get their head down' and work hard on projects. When this became every day, adjustment was difficult. This typifies a potential compound conflict, with one participant remarking that their wife didn't mind at the start, but it began to cause

issues over a longer period. Finally, workday elongation and overuse of team working apps contributed to stress and irritation. Participants reported being stuck in back to back virtual meetings for entire work days. This increased screen time also resulted in fatigue and was cited as contributing to mental health issues.

Finally, teleworking arrangements have been maintained or increased across the sample, including the addition of more formal teleworking contracts. This suggests, in line with other recent research, that teleworking will remain at higher levels than pre-pandemic. Although this post script comes from a small vignette sample, it denotes that the teleworking experience is highly diverse and immensely important due to its direct influence on well-being.