

Representing time in calendar and scheduling systems – on scheduling and temporal coordination in home-care work

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Abstract:

In calendar and scheduling systems time is represented in terms of clock time. Such a representation facilitates an objective, quantifiable, and precise measurement of time. Clock time, however, cannot fully portray people's rich and diverse means of accomplishing temporal structure and alignment. Based on an ethnographic study of home-care work (Nilsson and Hertzum, 2005), I will discuss the affordances and constraints of clock-time specifications in calendar and scheduling systems. Further, I will illustrate how other types of temporal conceptualizations – for instance, rhythms, temporal horizons, temporal boundary objects, entrainment and trajectories – might add to a more adequate understanding of temporal alignment and coordination among cooperating ensembles. Finally, drawing on the ethnographic study of home-care work, I will consider the relation between objective clock-time specifications and more people-based conceptualizations (e.g., rhythms, temporal horizons, trajectories).

Nilsson, M. and Hertzum, M. (2005): Negotiated Rhythms of Mobile Work: Time, Place, and Work Schedules. In *Proceedings of the GROUP '05 Conference on Supporting Group Work*. (Sanibel Island, FL, November 6-9, 2005), pp. 148-157, ACM Press, New York.