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ETERNAL OVERTIME OF THE WIRELESS WORLD

IMPACTS OF BLACKBERRY TO WORK/LIFE BALANCE

M.A. Thesis

NİSA GÜLENER YILDIRIM

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ABSTRACT

Digital revolution brings incredible technologies in every part of life and people accept all inventions with amazing curiosity. With the integration of web and cell phones, individuals of digital age lost the definite line between work and the rest of life. Smart phones are making the life easier by their various features. They offer flexibility, efficiency and productivity outside the office or on non-working hours. However smart phones have been affecting work/life balance in many ways as a result of being connected to work 24/7. According to many researches, in the long term use of smart phones might have negative impacts such as overuse may cause stress and no relax time as a result of 'always on' mode. At first, the idea of being always connected with work seemed very effective for employers. Evenings, weekends also vacations, they could reach their employees whenever they want. Then the idea of working outside the office seemed very flexible to employees. At the end the invasion of smart phones spread and these small gadgets have become parts of the modern work life by introducing us 24/7 overtime of wireless world. I preferred to choose a specific ICT tool for my research; Blackberry was a suitable option due to its popularity among professionals. In my research, I studied the impacts of Blackberry to work/life balance by observing using habits of its users in Turkey.

ÖZET

Dijital devrim, hayatın her bölümü için inanılmaz teknolojiler getiriyor ve insanlar bu icatları hayret verici bir merakla kabul ediyorlar. Web ve cep telefonların entegrasyonu ile dijital çağın bireyleri iş ve iş dışındaki hayatları arasındaki belirgin çizgiyi kaybettiler. Akıllı telefonlar birçok özellikleri ile hayatı kolaylaştırıyor. Ofis dışında veya mesai saatleri dışında esneklik, verimlilik ve üretkenlik sunuyorlar. Bununla birlikte, akıllı telefonlar, işle 7/24 bağlantıda olunması sonucu iş/yaşam dengesini birçok yönden etkiliyor. Birçok araştırmaya göre, akıllı telefonlar uzun dönemde, aşırı kullanım kaynaklı stres ve sürekli bağlantıda olma durumunun yarattığı boş zaman yokluğu gibi negatif etkilere neden olabiliyor. İlk olarak sürekli bağlantıda olma fikri işverenlere çok verimli göründü. Akşamlar, hafta sonları hatta tatiller, ne zaman isteseler çalışanlarına ulaşabileceklerdi. Sonrasında ofis dışında çalışabilme fikri çalışanlara çok esnek göründü. En sonunda akıllı telefonların istilası yayıldı ve bu küçük cihazlar bizi kablosuz dünyanın 7/24 mesaisi ile tanıştırarak modern iş yaşamının bir parçası haline geldi. Araştırmam için belirli bir iletişim teknolojisi aracı tercih ettim. Blackberry profesyoneller arasındaki popülerliği nedeniyle uygun bir seçimdi. Araştırmamda Türkiye'deki kullanıcıların kullanım alışkanlıklarını gözlemleyerek, Blackberry'nin iş/yaşam dengesi üzerindeki etkilerini inceledim.

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I. INTRODUCTION

'Modern man thinks he loses something - time – when he does not do things quickly. Yet he does not know what to do with the time he gains - except kill it.' (Erich Fromm)

It has been long we forgot the traditional way of communication with letters and the speed came with the email, affected the whole work life of people. Now we feel the world is turning faster and faster. We were sitting then we stood up and now we are running. We all control our life with wireless devices glued to our hands. Most famous smart phone is Blackberry because it is mostly preferred name by professionals for work. Some of the companies are giving Blackberries to employees. Blackberry makes them independent from office and let them work wherever they are. The flexibility and opportunity of multitasking are the most appealing features of Blackberry. User can respond to clients, colleagues, and friends whilst being on the move. There is no need to wait to return to the office to return calls or emails. In summary, the device offers increase in productivity and efficiency, more flexibility for work. On the contrary many researches shows that in the long term the idea of 'always on' the device promote cause stress and unable to relax on non working times. At this point we should think about the promised freedom. Does Blackberry liberate us or is it a new way of slavery? In digital age, some rules in the world economy have changed. The competitive economy, force us to work more than ever. New technologies are presented to improve our standards. The last and smarter than ever phones have leading impact on professional work power.

However with the blurring of line between work and the rest of life, maintaining a healthy work/life balance has never been as difficult as it is today. In my research I investigated the using habits of Blackberry owned professionals in my country to find out impacts of Blackberry on work/life balance.

I tried to find answers to my question. What are the impacts of Blackberry to work/life balance? Firstly, Blackberry offers independence from office, however it make employee has to work after the work hours also at the weekends or on vacations. This independence causes dependency to a gadget and 24/7 overtime. Is this contradiction means being independent is not easy as it was promised? Secondly, 'always on' mode causes brain unable to relax because the brain is constantly processing information. No time to refresh ideas and really focus on what is going on out of work. When we consider the results of some researches made on this topic, some device owners complain about the stress caused by overuse of their gadgets, however most of them admit they have become addicted to their Blackberries. At this point devoted fans of Blackberry cause a contradiction about using a smart phone is an obligation or a choice. Does individual think it is a career essential or a hi-tech toy for professionals? Also some researches - mostly made by company of the product- shows that, Blackberry is what we need for work/life balance because we are more independent with it. What is the reality about Blackberry? Are we the one who could not adjust our work/life balance? Are we shooting the messenger by blaming the communication technologies, or is the suspect in our hand?

1. Research Design and Hypotheses

In today's wireless world, mobile ICTs are providing solutions for more flexible work. Web integrated cell phones with corporate network applications are offering opportunity to continue working outside the workplaces. As a result working hours are no longer definite. Since wireless technology broke the borders of workplaces, always connected individuals are facing with another common issue; work life balance. As smart phones became unique partners of working individuals, it is impossible to stay away from work in non work hours.

In this study, I focused on a specific ICT tool; Blackberry due to its popularity among professionals. I investigated the impacts of Blackberry to work life balance and my research question was 'What is the impact of the Blackberry to work/life balance?'

The hypotheses to investigate my research are presented below;

H1: Users think that Blackberry complicate achieving work/life balance.

H2: Users think that Blackberry helps them to enable work/life balance.

H3: Blackberry preferred by users who are always connected to work.

H4: Users think that Blackberry reduces the time user spent with family.

H5: Users think that Blackberry reduces the time user spent with friends.

I used quantitative method for my research and presented the survey using an online questionnaire. For construction of the questionnaire Survey Monkey was used. Respondents were from different sectors in Turkey. SPSS was used to import responses from online survey. General descriptive statistics were calculated in SPSS.

2. Questionnaire Design

In the questionnaire, the demographic questions about age interval, gender, education status, marital life, work sector, work role and finally their income were asked at the final part.

All questions close ended; yes-no questions, scale questions, numerical questions and categorical questions were used. No open ended questions were used. The questions can be classified into two aspects; work related and personal life related questions.

Work related questions were to investigate impacts of Blackberry to individual's work life in non work hours. In the beginning to learn the time they are using their phone, the question; 'How long have you been using Blackberry?' was asked. Next, with the question; 'Are you obliged to use Blackberry in the company you work for?' identifying the reason why they use Blackberry tried to be finding out. Then for the respondent who answer the question 'yes', it was asked if they are not obliged to use Blackberry anymore in their company, would they give up using. The aim of the question was to find out if they are pleased to use their Blackberry, or it is just an obligation. Next question was 'Are you obliged to be in contact with work in your non work hours'. This was one of the leading questions of the survey. For the respondents who answered 'no', were asked 'Even though you are not obliged to be in contact with your work in non work hours, do you answer your e mails?' The aim of this question was to find out if being in contact with work is user's own choice or not. Then the questions; 'Do you think Blackberry is a career essential' and 'Do you think Blackberry give you a professional look' were asked to understand how the users perceive the device. The questionnaire continued with the questions to find out if users check their

messages before work hours and after work hours. Another work related question of the survey was 'Do you receive mails about work in non work hours'. For the respondents who answered yes, number of mails they receive was asked. With the next question number of personal mails they receive was asked. By asking the question 'Do you think Blackberry ease your life' it is aimed to make user think about the impacts of the device to their life and to prepare them for next question; 'Do you think you are always connected to your work'. For respondents who admitted feeling always connected were asked if being always connected make them more stressful.

The survey continued with personal life related questions. First one was; 'Do you check your phone while you are having dinner with your friends or your family' and following was 'Do you respond your mails while you are having dinner with your friends or your family'. Next it was asked if they check their Blackberry while driving car waiting at the red light. One of the private questions was about checking the Blackberry in a concert or in a theatre, and continued with more private question if they take their Blackberry with them to the bathroom. Then, the question 'Do you switch off your phone while you are sleeping' was asked and for respondents who answered 'no' asked if they keep their Blackberry beside their bed or not. Another two leading questions of the survey were 'Do you hear complaints from your family members about the time you spent with your Blackberry' and 'Do you hear complaints from your friends about the time you spent with your Blackberry'. Next it was asked if they think using Blackberry decrease the time they spent with their family and friends in two different questions. The continuing two questions were about to find out if users switch off their Blackberry at weekends and on vacations.

The aim of the next question 'Did you ever cancel or discontinue an important event or moment for you because of a mail received to your Blackberry' was to prepare the respondent for the question about work life balance. The question; 'Did you ever use a mail received to your Blackberry as an excuse to leave a place where you do not want to be in' was one of another private question and for the respondents who answered positively to this question, were asked if they think using Blackberry make them more convincing or not.

When the respondent answered whole these questions asked until this part of the survey, some ideas about Blackberry and its impact to him/her was shaped in his/her mind even he/she has never consider these details before. So the respondent was prepared for the most important question of the survey.

At the final part of the survey, the question which will determine the result of my research was asked; 'Do you think using Blackberry complicate achieving work/life balance'. The respondents who said 'no' were asked 'Do you think using Blackberry helps to enable work/life balance'.

When these two questions were answered, another important issue Blackberry was tried to clarify. The respondents were asked; 'Do you think you are a Blackberry addict'. Next question after this bothersome question, it was asked users if they would prefer they hadn't bought Blackberry. Finally the last question of the survey was; 'Will you continue to use Blackberry in the future'. The aim of the last question was to clarify the intention of users and to get the data to compare with the results of questions which were asked to find out users satisfactions and dissatisfactions about Blackberry.

II. LITERATURE REVIEW

1. Challenge of Digital Age; Work/Life Balance

There had been a basic integration between work and life until the second half of the 18th century. With the industrial revolution individual met the concept of work/life balance as a result of changing workplaces. The most difficult outcome of the revolution was managing the time for work and non work responsibilities for the mankind. However balancing work and life has never been as challenging as it had been in last decade. Even though wireless communication technologies are presenting solutions promising flexibility for work, it is not easy to define the line between work and non work in our digital age.

1.1. Definition of Work/Life Balance

Delecta (2011) simply defines the work/life balance as an individual's ability to meet their work and family commitments, as well as other non-work responsibilities and activities. In today's world, individual's works do not finish when they left the workplace. With the web integrated cell phones, e-mails, text messages or calls from colleagues or employers continues to reach them. 'In this 24/7 world with job instability, employees often feel like they can't turn off; they have to stay tuned in to work' (Long J.). In some companies employees are given smart phones mostly Blackberries and being always connected is an obligation for them. This cause for

individuals an eternal overtime and they feel as they work 24/7. 'Temporal boundaries between work and other activity have become blurred in the late 20th and early 21st centuries and individuals have to simultaneously negotiate and manage their work and other aspects of their lives within various conceptions of time' (Williams, Pocock, Skinner, 2008). With the loss of the definite line between work and non work hours, individuals face increase in stress as the outcome of the always on mode. 'When one is connected to the world at all times, it becomes difficult to find time to focus on just being, relaxing, exercising, gardening, or whatever fulfills a person' (Lang J.).

It has been long we forgot the traditional way of communication with friends and family. It is the same at the work side too. Everything is faster now and individuals are working more than ever. There is no definite workplace and we can continue to work wherever we are. The impact 'always on' mode cause no personal time. Even though the technology offer increase in life quality, by various communication tools, the interruption in individual's personal life is the main cause of the stress. 'It is hard to relax when the constant barrage of messages demands our attention. Like Pavlov's dog, we become continued to respond immediately to electronic messages. Our nerves and senses become keenly attuned, we viscerally need to respond, and we therefore contribute to the constant hum of information and message flow and exchange' (Hanson 2007).

1.2. Outcomes of the Work/Life Imbalance

'The stress based conflict occurs when one of the roles of the individual at work or in the family causes stress on the individual and this stress affects the other roles of the individual. The behavior stress occurs when the behavior at work and out of work

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are dissonant and conflicting' (Delecta 2011). Lockwood (2003) declares that; 'Scientists agree that in moderate amounts stress can be benign, even beneficial, and most people are equipped to deal with it. However, increasing levels of stress can rapidly lead to low employee morale, poor productivity, and decreasing job satisfaction. Some of the specific symptoms that relate directly to productivity in the work environment are abuse of sick time, cheating, chronic absenteeism, distrust, embezzlement, organizational sabotage, tardiness, task avoidance, and violence in the workplace. Other serious repercussions are depression, alcohol and drug abuse, marital and financial problems, compulsive eating disorders, and employee burnout.'

The long term consequences of work related stress can be studied by classifying into two aspects; work productivity and individual's mental health. Employees are more productive because they are connected to corporate network, however the idea of being connected 24/7 make it impossible to leave work mentally. 'We can work anywhere, any time. No excuses. But the end result is that for many people, the end of the day or week never comes. Work has infiltrated our every waking minute and has a constant 24/7 presence in our lives. We're way too busy and don't have enough time to recover, recharge and renew' (May 2007).

'The fact of the matter is it is neurologically impossible to concentrate on two tasks simultaneously. Your brain can't do it. You can't do it. What most people mean by multi-tasking is shifting their attention from one task to the next in rapid succession. Go from texting, to talking to you, to watching television, and you shift very rapidly so it kind of gives the illusion that you are doing all of them simultaneously but you cannot. And it is a very dangerous illusion' (Hallowell 2009).

2. Master of the New Economy; ICTs

Since the second half of the 90's internet has been diffused throughout the world with an incredible speed. 'The development of the Internet, in particular, is said to have profound implications for the organization of economic activity and for increasing productivity' (Castells 2001). In our digital age, industries started to use specific software applications such as ERP, CRM to increase productivity. One of the most popular applications is wireless solutions for enterprises which promise more flexible work. Emailing is now the main communication way for enterprises, as a result web integrated cell phones -the smart phones -become the unique partner for working individuals. In the last decade, mobile communication tools have evolved due to requirements of the workforce for more flexibility and productivity. Opportunity to be able to work out of the office promised changing dead time to productive time for individuals.

The term ICT which stands for Information and Communication Technologies was used by Dennis Stevenson in 1997 for the first time. 'No doubt, ICT is changing the structures of our economy i.e., the value system, fundamentally and with growing speed. At the same time the shape of information is changing: access media such as personal computers, organizers, the internet and further manifestations of ICT are continuing to conquer ever-growing amounts of time throughout our population while providing an ocean of information' (Schmid B.F). With the arrival of smart phones which offer stay connected with work also in non work hours, new dynamics started to shape the individual's personal life. 'The use of ICT which forms a vital part of the new media sector has expanded the temporal and spatial range of paid work and thereby

provided the necessary flexibility and time sovereignty to enable people to combine interesting, enjoyable, intellectually challenging and highly satisfying work with family life' (Perrons 2003).

In today's world, ICTs are shaping modern life. Many researches have been made to study the impacts of mobile communication on individual's life. Results of the researches generally show that ICT provides more flexible work, however loss of boundary between work and personal life perceived by user is the outcome of technology. 'A study of the Canadian office work force indicated that employees have conflicting views about the impact technology has had on them and their ability to do their work. While 70% of the respondents said technology had increased their workloads and increased the amount of stress they were under, 68% said it had made their jobs more interesting and 65% said that it had made them more productive. While one group of employees (38% of the sample) said technology had made it easier for them to balance work and family, a similar sized group indicated that technology had, in fact, made balance more difficult' (Duxbury and Higgins 2001).

Smart phones promise more time, users complain about no time. At this point, an important questions arises, is the technology cause for lack of time for personal life. Castells argues that; 'If there is a sentence that would capture the essence of the current empirical record on the social implications of new ICTs it probably would be that there is a dramatic gap between our technological overdevelopment and our social underdevelopment. Because of the power of new technologies, trends which are rooted in the organization of societies become extraordinarily amplified, so that, overall, we seem to be heading towards social and economic crises of unprecedented magnitude,

instead of collecting the harvest of human creativity.' Again if we consider the results of the researches, even though users who talk about the stress and work overload, do not think to give up their gadgets. As Cunliffe (2007) shares; 'Death and taxes are the two unavoidable things in life, or so the saying goes. If it were up to me, I'd add Information and communication technologies (ICT) to the list too. After all, the Internet was designed to survive a nuclear war. There is a difference though–whereas many people would arguably like to avoid death and taxes; digital communications have so many benefits that a lot of people- myself included- would find it hard to picture life without them.'

'There are those who sit on public benches, buses, or subways, cars tapping their thumbs on miniscule keyboards and protected by an invisible bubble from any human contact. All of these people seem oblivious to the world around them' (Hanson 2007). As the ICTs invasion spread over individuals, the time everybody tries to save has been spent with small gadgets. Most of them are not switched off even at weekends and on vacations. Being always connected is very convenient for work, however in non work hours interruptions caused by always on devices force individual to cope with time management. Liberty that was promised does not seem easy. ' The structural trend toward time compression (the acceleration of life) and toward the blurring of sequences (first home, then work, then transportation, then home, and so on), which define what I conceptualized as timeless time, is materially supported by a technology that allows us to 'kill time' in free moments by calling someone or checking the Blackberry, so filling in with activity every second of our existence as well as blurring working time, family time, leisure time, and any content time around networks that converge in us in

relentless waves from the ocean of communication. Not that we become slaves of the technology. Rather we select technology to enslave our freedom because we are free to do so.' (Castells 2008)

'E-mail is widely used as the primary method of communication for employees at all levels. Nowadays, there is a universal expectation that everyone reads and responds to e-mails on a constant basis. It is not uncommon for colleagues to exchange e-mails late in the evening, and many individuals are now in the habit of clearing out their e-mails before going to bed at night. We allow work to impinge on our family. We willingly allow the organization into our home, through the internet and portable computers. We willingly take work home, skip family meals to work late, travel on weekends, and so on' (Duxbury and Higgins 2005).

'Users were strongly committed to their patterns of use, showing evidence of fixation and compulsion. They used their devices on bicycles, in cars, airplanes, trains, taxis and buses, at all times of day and night. They used them while on vacation (rationalizing this behavior as a way of staying in touch) and took them to the beach and to the park. They used them in meetings, while on the telephone and when watching television. When the device 'buzzed', many users could not resist the urge to immediately check the new email message it signaled' (Middleton and Cukier 2006)

3. Flexible Than Ever; The Blackberry Dilemma

A Canadian Company Research in Motion (RIM) released their smart phone Blackberry in 2002. Specific to the product, company provides two services; BIS (Blackberry Internet Service) and BES (Blackberry Enterprise Server). BIS is for individual usage and it allows up to 10 email accounts to be accessed and BES is for professional use of enterprises. 'Email is not a new communication medium, but the BlackBerry wireless email system enables users to engage with email in relatively new ways. The system automatically and continually forwards email from a corporate server to mobile devices via cell towers. The speed and reliability of the wireless connection is subject to signal strength and coverage, but is reported to exceed that for cell phones. Blackberries thus allow relatively easy receipt of email from almost anywhere. Users need not be at work, a home office, or even in a laptop wireless zone. Assuming the device is on, no time is wasted starting a computer, logging into the internet connection, or waiting for email to download. The system persistently 'pushes email' to the users, who can view and reply to these messages' (Mazmanian, Orlikowski and Yates, 2005).

RIM use phrases like; 'act on inspiration', 'do more, faster', 'carry your friends in your pocket' and 'master your every day' for the marketing of devices to declare the potential effects of Blackberry. (http://uk.blackberry.com/devices)

When we consider the phrases, we are faced with a device just what we do need. We are promised total freedom, speed, friendship and control with a small gadget. All over the world Blackberry has devoted fans and number of them is fabulously rising day by day.

'Blackberries and similar technologies are having a fundamental impact on how we can engage with work in space and time, and on the organizational expectations engaged behaviors. As competitive advantage is increasingly driven by the flow of information, the conditions surrounding work are being altered by the capacity of technology to change how we interact with work. By affecting how, when and where we engage with work, the boundaries between work and nonwork life are blurring, shifting our understanding of the work paradigm' (MacCormick and Dery, 2008).

With all beneficial facilities of the device like increasing flexibility and work efficiency, Blackberry has been the subject of many researches in last years with it is impacts on work life balance. By not taking into account the researches with intention to promote device sales, results of the equitable researches are completely conflicting. The contradictions in results of the different studies make the subject open area for most future researches. According to Granat's research on Domestication of Mobile Email in the Corporate Environment 'It has been found that, in a general sense, BlackBerry users appreciate being continuously reachable. They can react faster, are flexible, and perceive themselves as much more efficient, although the number of working hours has

increased. A significant number of users feel social pressure to answer email quickly and continuously and perceive it to be difficult to deal with the increasing flow of information. BlackBerry influences both professional life and the private environment negatively.'

A research made in a private firm (Mazmanian, Orlikowski and Yates, 2005), shows that; 'given the emergent BlackBerry culture in the firm, with its shifted social expectations about availability and accessibility, there appeared to be no easy or accepted way to turn off the Blackberries. Members believed it would be unprofessional and irresponsible to not to be in touch all the time. Usage at work blends with home life. While this may have improved efficiency (and perhaps effectiveness), it has also impinged on personal and quiet time, as well as time with family and friends. It has reduced opportunities for downtime and reflection, possibly increasing stress and burnout in the long term.' According to an online survey made by Digital Life America asked 1600 Americans whether devices like the Blackberry 'chain you to work more than they liberate you.' 'Blackberry users are more likely to work long hours than those who are not. 19 percent of Blackberry-owning survey respondents reportedly worked more than 50 hours a week, compared to only 11 percent of the general population. A higher percentage of Blackberry owners also felt that they didn't have enough personal time in their lives - 53 percent, compared to the 40 percent average.'

'Blackberries not only make it easier for workers to contact their colleagues, but they also make it more difficult for workers to ignore their emails. Consequently, half of all employed email users check their work emails over the weekend. In fact, 25% of regular internet users report that the internet increased the amount of time they spent

working at home without reducing the time spent at work. Unfortunately, in many workplaces, such dedication is not a choice, but a requirement. Twenty-two percent of employed email users are expected to check their work emails after hours. A BlackBerry only increases this expectation: 48% of BlackBerry owners are required to respond to work emails on nights and weekends, and 70% are required to respond to after-hours phone calls. Perhaps workers should blame the marketers for their employer-directed advertising campaigns that declare: 'Your employees don't have to be in the office to stay productive' ' (Rothe 2010). Pritchard and Symon (2010) admits 'the impact of not only being able to 'carry your friends in your pocket' but of having your boss in there too'.

According to Towers, Duxbury and Thomas's research (2005) 'The use of a Blackberry, is positively associated with an increased workload for a large proportion of the sample. The Blackberry produces strong feelings, with nearly as many people reporting that it increased stress as that it reduced stress. 46% of the sample says that a Blackberry has increased their ability to manage their work-life balance, 28% say it has had the opposite impact'.

On the contrary, Wajcman, Bittman, Johnstone, Brown and Jones (2008) asked the question 'What impact has the use of your mobile phone had on your ability to balance your work and home/family/personal life?' Very few respondents report that the mobile phone has a negative impact on their work-life balance (4%). A high proportion of respondents (45%) say that it has had no effect. Notably, however, half of the respondents believe that the mobile helps them to balance their family and working lives.

3.1. Addicted to Red Blinking Light

We shape our tools,

and thereafter our tools shape us.

(Marshall McLuhan)

Instead of conflicting results of existing researches, Blackberry addiction has became another popular subject for researchers. Remarkable amount of Blackberry users talk about their devotion to their gadget. No matter work overload, life balance, stress or time scarcity they don't even think to give up their addiction.

'Some smart phone users exhibit behavior patterns reflecting that of a habitual drug user when using their devices and show a significant amount of anxiety, very similar to chemical withdrawal, when removed from their devices' (Richard 2009).

'A new complaint in family and business life is that it is hard to know when one has the attention of a Blackberry user. A parent, partner, or a child can be lost for a few minutes to an alternate reality. The shift of attention can be subtle; friends and family sometimes not aware of loss until the person has returned. Indeed, Blackberry users may not even know where their attention lies. They report that their sense of self has merged with their prosthetic extensions and some see this as a new 'high'. But this exhilaration may be denying the cost of multitasking' (Turkle 2006).

On Price's research (2010); 'the data show a clear relationship among Blackberry users between time spent outside working hours on email and dimensions of stress;

however, stress experienced as a result of the time spent using Blackberries outside working hours appears to be less of an issue for Blackberry users than the anxiety they experience when not checking messages'. Gray Mazo (2010) shares his feelings in his book; 'The Blackberry brought push email to my world. And like all new Blackberry users, I became hocked on the instant gratification of my getting my email where I was. Without realizing it, I developed a habit of looking for that little red light that indicates a new message has arrived at least once a minute or so. I also found myself grabbing my Blackberry each time the red light went off or the device vibrated, even when I was behind the Wheel'.

Samuel (2009) described the nature of cell phones as fluid and immersive. He pointed out that nature of cell phones make 'people forget that they are using them, and in many ways, they become one with their machines. With the immersive fluidity of cell phones, people often claim that they are addicted to the use of this technology and that they suffer from withdrawals when they are forced to not use these machines.'

Nonetheless Blackberry addicts have a common declaration that, they all have complains about the time they spend with their phones from their families, friends or colleagues. In Middleton' study (2007); 'Many people, especially friends and family of BlackBerry users, do not share the belief that Blackberries create balance. It works for the BlackBerry users; it may not work for those around them. It is possible that the covert uses are a response to the shortcomings of an integrated approach, allowing individuals to avoid disapproval and conflict by reverting to absence and secrecy to conduct their work in non-work domains'.

'My coworkers hated the device. One time, I was out for lunch with everyone, telling a story with a few minutes of setup. Then in mid-sentence, I saw the red flashing light and stopped dead to grab my Blackberry. I just left everybody hanging. And so it continued. My priority was the Blackberry, and that meant that everything and everybody else is secondary' (Trautschold 2010). 'My increased personal time started to morph into increased and never ending working time. My family started to question and complain about my Blackberry use. When I disappeared for a few minutes, my wife Julie would begin to ask: 'Were you checking your Blackberry?' I am a terrible liar, so I had to confess immediately. I'd start to relish times when I could check my Blackberry without anyone else seeing my growing habit. Many times, the solitude of the bathroom was now 'Blackberry time' ' (Michaluk 2010).

Philip Street

Barack Obama has known with his Blackberry addiction, in his own words; 'In just the first few weeks, I've had to engage in some of the toughest diplomacy of my life. And that was just to keep my Blackberry'. 'No doubt his wife, Michelle, had mixed feelings. An amateur video clip taken in Chicago showed her slapping her husband's hand when he took his Blackberry

from his holster to check his e-mail during his daughter's soccer game. He quickly put it back. Later in the game, the clip showed him patting his holster absentmindedly but not daring to pull out the device' (Sweeney 2009). Tina Brown, the editor in chief of The Daily Beast and Newsweek wrote about Obama's addiction too. 'President Barack Hussein Obama has changed everything about America already - not just by being what he is but by being who he is. He is not just the first black president. He is the first Blackberry president'. A similar case from France; 'President Nicholas Sarkozy clearly had a problem with his Blackberry manners. By 2007, he was becoming known as 'the King of Bling' for his serious attachment to clunky watches, Ray-Ban aviators, and obsessive Blackberry use. The French were shocked when he risked offending Pope Benedict by sneaking a peek at his Blackberry during an audience with the pontiff' (Sweeney 2009).

'Addiction to organizational pervasive technologies can affect one's family life, work, and the way he or she perceives the technology. Thus, the overuse of such pervasive technologies can potentially lead to undesirable outcomes which should be carefully weighed against the potential productivity gains' (Turel, Serenko and Bontis, 2008). In opposition to Blackberry addicts, there are some examples like Tom Stocky, a product marketing manager at Google who rejected to own a Blackberry offered him by the company, says that 'I like to have a clear delineation between work and the rest of my life, and I don't want e-mail following me everywhere. The bet I'm making is that I will be happier and more efficient in the long term if I set limits. I may get a little less done this week, but at the end of the year, I will be in much better shape personally and professionally.' (MIT Sloan Alumni Magazine, 2005)

III. RESULTS

1. Analysis of Survey Responses

For the statistical analysis of the research SPSS was used. While evaluating the data descriptive statistics methods (Frequency, Percentage, Mean, Standard Deviation) were used. For comparing the quantitative data, Pearson Chi-Square Test was used. Results were evaluated in 95% confidence interval and $p<0,05$ significance level were used.

Table 1. How long have you been using Blackberry?

	Frequency	Percentage (%)
Less than 1 year	22	40,7
1-2 years	24	44,4
More than 2 years	8	14,8
Sum	54	100,0

The participants of the research have been using Blackberry with distribution of 22 (40,7 %) of them less than 1 year, 22 (40,7 %) of them 1-2 years and 8 (14,8 %) of them more than 2 years. Research shows that Blackberry became more popular in Turkey in last two years.

Table 2. Are you obliged to use Blackberry in the company you work for?

	Frequency	Percentage(%)
Yes	13	24,5
No	40	75,5
Sum	53	100,0

13 (%24,5) of the participants of the research said Yes, 40 (%75,5) of the participants said No, to the question 'Are you obliged to use Blackberry in the company you work for?'. According to data, we can say that most of the users bought their Blackberries not because of an obligation, with their own preference.

Table 3. If you are not obliged to use Blackberry anymore, do you give up using?

	Frequency	Percentage(%)
Yes	4	25,0
No	12	75,0
Sum	16	100,0

4 (25,0 %) of the participants said Yes, 12 (75,0 %) of the participants said No, to the question 'If you are not obliged to use Blackberry anymore, do you give up using?' Research shows that most of the obliged Blackberry users are satisfied with their phones.

Table 4. Are you obliged to be in contact with work in your non work hours?

	Frequency	Percentage(%)
Yes	32	60,4
No	21	39,6
Sum	53	100,0

32 (60,4 %) of the participants have to be in contact with their work in non work hours, 21 (39,6 %) of the participants do not have to be in contact with work in non work hours. According to research, we can say that Blackberry is mostly preferred by the users have to be in contact with their work.

Table 5. Even though you are not obliged to be in contact with your work in non work hours, do you respond your e mails?

	Frequency	Percentage(%)
Yes	15	65,2
No	8	34,8
Sum	23	100,0

15 (65,2 %) of the participants responds their emails even though they are not obliged to be in contact with their work in non work, 8 (34,8%) of the participants do not responds their emails even though they are not obliged to be in contact with their work in non work. Research shows that users, who don't have to be in contact with their work, also respond their work related mails. We can say that carrying work in non work hours is some of users own preference.

Table 6. Do you think Blackberry is a career essential?

	Frequency	Percentage(%)
Yes	22	41,5
No	31	58,5
Sum	53	100,0

22 (41,5 %) of the participants think Blackberry is a career essential, 31 (58,5 %) of the participants don't think Blackberry is a career essential.

Table 7. Do you think Blackberry give you a professional look?

	Frequency	Percentage(%)
Yes	31	57,4
No	23	42,6
Sum	54	100,0

31 (57,4 %) of the participants think that Blackberry give them a professional look, 23 (42,6 %) of the participants don't give them a professional look. When we evaluate results of Table 6 and Table 7, users' perception of Blackberry is more about its professional appearance.

Table 8. Do you check your mails before work hours?

	Frequency	Percentage(%)
Yes	51	96,2
No	2	3,8
Sum	53	100,0

51 (96,2 %) of the participants said Yes, 2 (3,8 %) of the participants said No to the question; 'Do you check your mails before work hours?'. Here we see that, Blackberry users do not wait until they arrive to the workplace and check their work related mails before they start to work.

Table 9. Do you check your mails after work hours?

	Frequency	Percentage(%)
Yes	50	92,6
No	4	7,4
Sum	54	100,0

50 (92,6 %) of the participants said Yes, 4 (7,4 %) of the participants said No to the question; 'Do you check your mails after work hours?' Similar to the previous result of the research, users can't leave job completely after their work hours finished. We can say that work follows Blackberry users wherever they go.

Table 10. Do you receive mails about work in non work hours?

	Frequency	Percentage(%)
Yes	41	75,9
No	13	24,1
Sum	54	100,0

41 (75,9 %) of the participants receive mails about work in non work hours, 13 (24,1 %) of the participants don't receive mails about work in non work hours. According to research, level of the percentage of who receive mails in non work hours is no surprisingly high because of Blackberry is mostly preferred by individuals who are always connected.

Table 11. How many mails do you receive about work on average in a day?

	Frequency	Percentage(%)
5-10	14	34,1
10-15	13	31,7
15-20	10	24,4
20+	4	9,8
Sum	41	100,0

Average numbers of the work related mails participants receive in a day are; 14 (34,1 %) of them 5-10, 13 (31,7 %) of them 10-15, 10 (24,4 %) of them 15-20, 4 (9,8 %) of them 20+ .

Table 12. How many personal mails do you receive on average in a day?

	Frequency	Percentage(%)
1-5	5	9,3
5-10	5	9,3
10-15	7	13,0
15-20	13	24,1
20+	24	44,4
Sum	54	100,0

Average numbers of the personal mails participants receive in a day are; 5 (9,3 %) of them 1-5, 5(9,3 %) of them 5-10, 7(13,0 %) of them 10-15, 13(24,1 %) of them 15-20, 24 (44,4 %) of them 20+.

Table 13. Do you think Blackberry make your life easy?

	Frequency	Percentage(%)
Yes	34	63,0
No	20	37,0
Sum	54	100,0

34 (63,0 %) of the participants think Blackberry make their life easy, 20(37,0 %) of the participants don't think Blackberry make their life easy. According to research, even though Blackberry ties users to work in non work hours, higher amount of users believe that their phones ease their life.

Table 14. Do you think you are always connected to your work?

	Frequency	Percentage(%)
Yes	39	73,6
No	14	26,4
Sum	53	100,0

39 (73,6%) of the participants think they are always connected to work, 14 (26,4%) of the participants don't think they are always connected to work. As we saw in previous tables due to Blackberry's popularity between always connected users, the result here is prospective.

Table 15. Is being always connected to work make you more stressful?

	Frequency	Percentage(%)
Yes	23	54,8
No	19	45,2
Sum	42	100,0

23 (54,8%) of the participants who are always connected to work feel more stressful, 19 (45,2%) of the participants who are always connected to work don't feel more stressful. Research shows that, users admit that being always connected to work is a reason to increase stress level.

Table 16. Do you check your Blackberry while you are having dinner with your friends or your family?

	Frequency	Percentage(%)
No	7	13,2
Rarely	19	35,8
Mostly	20	37,7
Always	7	13,2
Sum	53	100,0

7 (13,2%) of the participants don't check their Blackberries while they are having dinner with their friends or their family. 19 (35,8 %) of the participants rarely, 20 (37,7%) of them mostly, 7 (13,2%) of them check their Blackberries while they are having dinner with their friends or their family. According to research, Blackberry users do not break their connections with their phones even in one of the place where work shouldn't intermeddle; dinner table.

Table 17. Do you respond your mails while you are having dinner with your friends or your family?

	Frequency	Percentage(%)
No	19	35,2
Rarely	21	38,9
Mostly	10	18,5
Always	4	7,4
Sum	54	100,0

19 (35,2%) of the participants don't respond their mails while they are having dinner with their friends or their family. 21 (38,9%) of the participants rarely, 10 (18,5%) of them mostly, 4 (7,4%) of them respond their mails while they are having dinner with their friends or their family. Research shows that, Blackberry users not only check their mails during dinner they also respond to their mails. This seems one of the main reasons why people around Blackberry users are not as pleased with their phone as they are.

Table 18. Do you check your Blackberry while you are driving car waiting at the red light?

	Frequency	Percentage(%)
No	19	35,2
Rarely	14	25,9
Mostly	12	22,2
Always	9	16,7
Sum	54	100,0

19 (35,2%) of the participants don't check their Blackberries while they are driving car waiting at red light. 14 (25,9%) of the participants rarely, 12 (22,2%) of the participants mostly, 9 (16,7%) of the participants always check their Blackberries while they are driving car waiting at red light.

Table 19. Did you ever check your phone when you are in a concert or in a theatre?

	Frequency	Percentage(%)
Yes	39	72,2
No	15	27,8
Sum	54	100,0

39 (72,2%) of the participants said Yes, 15 (27,8%) of the participants said No to the question; 'Did you ever check your phone when you are in a concert or in theatre?' Table 18 and Table 19 prove that, concentrating in a particular job is not easy for a Blackberry user because they accept checking their phone as a duty.

Table 18. Do you take your phone with you to the bathroom?

	Frequency	Percentage(%)
Yes	17	31,5
No	37	68,5
Sum	54	100,0

17 (31,5%) of the participants said Yes, 37 (68,5%) of the participants said No to the questions; 'Do you take your phone with you to the bathroom?'

Table 19. Do you switch off your phone while you are sleeping?

	Frequency	Percentage(%)
Yes	9	17,0
No	44	83,0
Sum	53	100,0

9 (17,0%) of the participants said Yes, 44 (83,0%) of the participants said No; Do you switch off your phone while you are sleeping?

Table 20. Do you keep your Blackberry beside your bed?

	Frequency	Percentage(%)
Yes	30	65,2
No	16	34,8
Sum	46	100,0

30 (65,2%) of the participants keep their Blackberries beside their bed, 16 (34,8%) of the participants don't keep their Blackberries beside their bed. Table 21 and 22 show that for a Blackberry user, switching off their phone is not easy at night too.

Table 21. Do you hear complaints from your family members about the time you spent with your Blackberry?

	Frequency	Percentage(%)
No	19	35,8
Rarely	15	28,3
Mostly	13	24,5
Always	6	11,3

	Frequency	Percentage(%)
Sum	53	100,0

19 (35,8%) of the participants don't hear complaints from your family members about the time they spent with their Blackberries. 15 (28,3%) of the participants rarely, 13 (24,5%) of them mostly, 6 (11,3%) of them always hear complaints from your family members about the time they spent with their Blackberries.

Table 22. Do you hear complaints from your friends about the time you spent with your Blackberry?

	Frequency	Percentage(%)
No	24	44,4
Rarely	21	38,9
Mostly	7	13,0
Always	2	3,7
Sum	54	100,0

24 (44,4%) of the participants don't hear complaints from your friends about the time they spent with their Blackberries, 21 (38,9%) of the participants rarely, 7 (13,0%) of them mostly, 2 (3,7%) of them always hear complaints from your friends about the time they spent with their Blackberries.

When we consider Table 23 and 24, we see that friends are more patient than family members about Blackberry time. However hearing complains about the time they spent with their Blackberry from people around them is not unusual for Blackberry users.

Table 23. Do you think using Blackberry decrease the time you spent with your family?

	Frequency	Percentage(%)
Yes	17	31,5
No	37	68,5
Sum	54	100,0

17 (31,5%) of the participants said Yes to the question 'Do you think using Blackberry decrease the time you spent with your family? 37 (68,5%) of the participants said No.

According to the research, instead of family members' complains, most of the Blackberry users don't believe if the time spent with their family decrease the reason is Blackberry.

Table 24. Do you switch off your Blackberry at the weekends?

	Frequency	Percentage(%)
Yes	1	1,9
No	52	98,1
Sum	53	100,0

1 (1,9%) of the participants said No, 52 (98,1%) of the participants said Yes, to the question 'Do you switch off your Blackberry at the weekends?'

Table 25. Do you switch off your Blackberry on vacations?

	Frequency	Percentage(%)
Yes	4	7,4
No	50	92,6
Sum	54	100,0

4 (7,4%) of the participants said Yes, 50 (92,6%) of the participants said No to the question; 'Do you switch off your Blackberry on vacations?'

Table 26. Did you ever cancel or discontinue an important event or moment for you because of a mail received to your Blackberry?

	Frequency	Percentage(%)
No	28	51,9
Once	3	5,6
More than once	21	38,9
Usually	2	3,7
Sum	54	100,0

28 (51,9) of the participants said No, 3 (5,6%) of them said Once, 21 (38,9%) of them said More than once, 2(3,7%) of them said Usually to the question; 'Did you ever cancel or discontinue an important event or moment for you because of a mail received to your Blackberry?' According to the research, more than half of the users have no unexpected memory about Blackberry. Remaining of the results proves that being always connected to work, sometimes cause interruptions in personal lives of users.

Table 27. Did you ever use a mail received to your Blackberry as an excuse to leave a place where you do not want to be in?

	Frequency	Percentage(%)
No	38	73,1
Once	3	5,8
More than once	9	17,3
Usually	2	3,8
Sum	52	100,0

38 (73,1%) of the participants said No, 3 (5,8%) of them said Once, 9 (17,3%) of them said More than once, 2 (3,8%) of them said Usually to the question; 'Did you ever use a mail received to your Blackberry as an excuse to leave a place where you do not want to be in?'

Table 28. Do you think using Blackberry make you more convincing in that situation?

	Frequency	Percentage(%)
Yes	13	65,0
No	7	35,0
Sum	20	100,0

13 (65,0%) of the participants said Yes, 7 (35,0%) of them said No to the question; 'Do you think using Blackberry make you more convincing in that situation?'

Table 29 and 30 shows that users mostly don't embezzle their work related mails, however little amount of users who had to live experiences like this, admits the impacts of their Blackberry to their persuasiveness.

Table 31. Do you think using Blackberry decrease the time you spent with your friends?

	Frequency	Percentage(%)
Yes	16	29,6
No	38	70,4
Sum	54	100,0

16 (29,6%) of the participants think that using Blackberry decrease the time they spent with their friends an 38 (70,4%) of them don't think that using Blackberry decrease the time they spent with their friends. Research results are not different from Table 25, the complaints which users hear from their friends don't change the idea of Blackberry users; they don't believe the reason is Blackberry if the time they spent with their friends decreases.

Table 29. Do you think using Blackberry complicate achieving work/life balance?

	Frequency	Percentage(%)
Yes	12	22,2
No	42	77,8
Sum	54	100,0

12 (22,2%) of the participants think that using Blackberry complicate achieving work/life balance, 42 (77,8%) of the participants don't think that using Blackberry complicate achieving work/life balance. According to the research, users who talks about their almost never switched off phones and the stress they have due to being always connected to work, users don't perceive Blackberry as a reason for work/life imbalance.

Table 30. Do you think using Blackberry helps to enable work/life balance?

	Frequency	Percentage(%)
Yes	31	73,8
No	11	26,2
Sum	42	100,0

31 (73,8%) of the participants think that using Blackberry helps to enable work/life balance, 11 (26,2%) of the participants don't think that using Blackberry helps to enable work/life balance. Research also shows that, users believe that Blackberry is a convenient tool to achieve work/life balance which was also supported with the result in Table 14 showing that users think Blackberry eases their life.

Table 31. Do you think you are a Blackberry addict?

	Frequency	Percentage(%)
Yes	17	31,5
No	37	68,5
Sum	54	100,0

17 (31,5%) of the participants said Yes to the question; 'Do you think you are a Blackberry addict?' 37 (68,5%) of the participants said No.

Table 32. Do you prefer you haven't bought your Blackberry?

	Frequency	Percentage(%)
Yes	5	9,3
No	49	90,7
Sum	54	100,0

5 (9,3%) of the participants said Yes, 49 (90,7%) of the participants said No, to the question; 'Do you prefer you haven't bought your Blackberry?'

Table 33. Will you continue to use Blackberry in the future?

	Frequency	Percentage(%)
Yes	48	88,9
No	6	11,1
Sum	54	100,0

48 (88,9%) of the participants will continue to use Blackberry in the future, 6 (11,1%) of the participants will not continue to use Blackberry in the future.

According to the research last two table shows that Blackberry users do not regret owning a Blackberry. They are satisfied with their phone and don't think to give up using.

Table 34. What is your age interval?

	Frequency	Percentage(%)
25-35	37	68,5
35-45	12	22,2
45 +	5	9,3
Sum	54	100,0

Age intervals of the research participants are distributed as; 37 (68,5%) of them 25-35, 12 (22,2%) of them 35-45, 5 (9,3%) of them 45+.

Table 35. What is your gender?

	Frequency	Percentage(%)
Male	30	55,6
Female	24	44,4
Sum	54	100,0

30 (55,6%) of the research participants are male, 24 (44,4%) of them are female.

Table 36. What is your education level?

	Frequency	Percentage(%)
High School	1	1,9
Collage	8	14,8
University	29	53,7
Graduate	12	22,2
Doctorate	4	7,4
Sum	54	100,0

Education levels of the research participants are distributed as; 1 (1,9%) of them High School, 8 (14,8%) of them Collage, 29 (53,7%) of them University, 12 (22,2%) of them Graduate, 4 (7,4%) of them Doctorate.

Table 37. What is your marital status?

	Frequency	Percentage(%)
Single	32	59,3
Married	22	40,7
Sum	54	100,0

32 (59,3%) of the research participants are single, 22 (40,7%) of them are married.

Table 38. How many children do you have?

	Frequency	Percentage(%)
0	39	76,5
1	6	11,8
2	6	11,8
Sum	51	100,0

39 (76,5%) of the research participants have no children, 6 (11,8%) of them have 1 child and 6 (11,8%) of them are who have two or more children.

Table 39. What is your monthly income?

	Frequency	Percentage(%)
1000-2000 TL	24	44,4
2000-3000 TL	14	25,9
3000 +	16	29,6
Sum	54	100,0

Monthly incomes of the research participants are distributed as; 24 (44,4%) of them are 1000-2000 TL, 14 (25,9%) of them are 2000-3000 TL, 16 (29,6%) of them are 3000 TL and more.

Table 40. In which sector you work in?

	Frequency	Percentage(%)
IT	6	12,2
Electronics	6	12,2
Education	8	16,3
Finance	9	18,4
Media	5	10,2
Service	5	10,2
Tourism	2	4,1
Other	8	16,3
Sum	49	100,0

6 (12,2%) of the research participants work in IT sector, 6 (12,2%) of them work in Electronics, 8 (16,3%) Education, 9 (18,4%) of them Finance, 5 (10,2%) of them Media, 5 (10,2%) of them Service, 2 (4,1%) of them Tourism, 8 (16,3%) of them work in other sectors.

Table 41. What is your work role?

	Frequency	Percentage(%)
Employee	20	37,0
Technician	1	1,9
Assistant Specialist	9	16,7
Specialist	12	22,2

Middle Manager	10	18,5
Senior Executive	2	3,7
Sum	54	100,0

20 (37,0%) of the research participants are Employee, 1 (1,9%) of them is Technician, 9 (16,7%) of them are Assistant Specialist, 12 (22,2%) of them are Specialist, 10 (18,5%) of them are Middle Manager, 2 (3,7%) of them are Senior Executive.

Demographic distribution of the research can be summarized as; Blackberry is mostly used by individuals between ages 25 and 35. Male users are more than female users and most frequent education level is university. More than the half of the users are single and only one third of the users have children.

2. Interpretation of Data

H1: Users think that Blackberry complicate achieving work/life balance.

Results of the research showed that 77,8% of Blackberry users don't think that Blackberry complicate achieving work/life balance. H1 is not confirmed.

H2: Users think that Blackberry helps them to enable work/life balance.

Results of the research showed that 73,8% of Blackberry users think that Blackberry helps them to enable work/life balance. H2 is confirmed.

H3: Blackberry preferred by users who are always connected to work.

Results of the research showed that 73,6% of Blackberry users think that they are always connected to work. H3 is confirmed.

H4: Users think that Blackberry reduces the time user spent with family.

Results of the research showed that 68,5% of Blackberry users don't think that Blackberry reduces the time they spent with their family. H4 is not confirmed.

H5: Users think that Blackberry reduces the time user spent with friends.

Results of the research showed that 72,2% of Blackberry users don't think that Blackberry reduces the time they spent with their friends. H5 is not confirmed.

Table 1

	Do you receive mails about work in non work hours?					
Are you obliged to be in contact with work in your non work hours?	**Yes**	**No**	**Sum**	**X²**	**sd**	**p**
Yes — Number	29	3	32			
Yes — Percentage	72,5 %	23,1 %	60,4 %			
No — Number	11	10	21	10,018	1	**0,002**
No — Percentage	27,5 %	76,9 %	39,6 %			
Sum — Number	40	13	53			
Sum — Percentage	100,0 %	100,0 %	100,0 %			

From the participants who said Yes to the question 'Do you receive mails about work in non work hours?', 29 (72,5%) of them said Yes to the question 'Are you obliged to be in contact with work in your non work hours?', 11 (27,5%) of them said No, to the question 'Are you obliged to be in contact with work in your non work hours?'

From the participants who said No to the question 'Do you receive mails about work in non work hours?' 3 (23,1%) of them said Yes to the question 'Are you obliged to be in contact with work in your non work hours?' 10 (76,9%) said No to the question 'Are you obliged to be in contact with work in your non work hours?' There is significant association (p>0,05) between the question 'Do you receive mails about work

in non work hours?' and the question 'Are you obliged to be in contact with work in your non work hours?'

Table 1, proves that the highest percentage is the cell which show users obliged to be in connected to work and receiving mails in non work hours as it can be predicted. However from the table we can see that users who are not officially obliged to be in connected to work in non wok hours also receive work related mails.

Table 2

Do you think Blackberry give you a professional look?		Do you think Blackberry is a career essential?			X^2	sd	p
		Yes	No	Sum			
Yes	Number	20	11	31	16,281	1	0,000
	Percentage	90,9 %	35,5 %	58,5 %			
No	Number	2	20	22			
	Percentage	9,1 %	64,5 %	41,5 %			
Sum	Number	22	31	53			
	Percentage	100,0 %	100,0 %	100,0 %			

From the participants who said Yes to the question 'Do you think Blackberry is a career essential?', 20 (90,9%) of them said Yes to the question 'Do you think Blackberry give you a professional look?' and 2 (9,1%) of them said No to the question 'Do you think Blackberry give you a professional look?'

From the participants who said No to the question 'Do you think Blackberry is a career essential?', 11 (35,5%) of them said Yes to the question 'Do you think Blackberry give you a professional look?' 20 (64,5%) of them said No to the question 'Do you think Blackberry give you a professional look?'

There is significant association (p>0,05) between the question 'Do you think Blackberry is a career essential?' and the question 'Do you think Blackberry give you a professional look?' According to Table 2, surprisingly number of users who think Blackberry is a career essential and have professional look are equal to the number of users who think Blackberry is not a career essential and haven't professional look. However when the table is examined generally, users who find Blackberry Professional looking is more than users who perceive Blackberry as a career essential.

Table 3

Do you think you are always connected to your work?		Are you obliged to use Blackberry in the company you work for?			X^2	sd	p
		Yes	No	Sum			
Yes	Number	13	25	38	6,386	1	0,012
	Percentage	100,0 %	64,1 %	73,1%			
No	Number	0	14	14			
	Percentage	0,0 %	35,9 %	26,9 %			
Sum	Number	13	39	52			
	Percentage	100,0 %	100,0 %	100,0%			

From the participants who said Yes to the question 'Are you obliged to use Blackberry in the company you work for?', 13 (100,0%) of them said Yes to the question 'Do you think you are always connected to your work?' and 0 (0,0%) of them said No to the question 'Do you think you are always connected to your work?'

From the participants who said No to the question 'Are you obliged to use Blackberry in the company you work for?', 25 (64,1%) of them said Yes to 'Do you think you are always connected to your work?' and 14 (35,9%) of them said No to the question 'Do you think you are always connected to your work?'

There is significant association (p>0,05) between the question 'Are you obliged to use Blackberry in the company you work for?' and 'Do you think you are always connected to your work?'

According to Table 3, all users who are obliged to use Blackberry in their company they work also think they are always connected to work. However high percentage of users who are not officially obliged to use Blackberry in their company they work, are also always connected to work.

Table 4

Is being always connected make you more stressful?		Do you think you are always connected to your work?			X^2	sd	p
		Yes	No	Sum			
Yes	Number	22	0	22			
	Percentage	57,9 %	0,0 %	53,7%			
No	Number	16	3	19	3,748	1	0,053
	Percentage	42,1%	100,0 %	46,3%			
Sum	Number	38	3	41			
	Percentage	100,0 %	100,0 %	100,0%			

'From the participants who said Yes to the question 'Do you think you are always connected to your work?' 22 (57,9%) of them said Yes to the question 'Is being always connected make you more stressful?' and 16 (42,1%) of them said No to the question 'Is being always connected make you more stressful?'

'From the participants who said No to the question 'Do you think you are always connected to your work?' 0 (0,0%) said Yes to the question 'Is being always connected make you more stressful?' and 3 (100,0%) of them said No to the question 'Is being always connected make you more stressful?'

There is no significant association (p>0,05) between the question 'Do you think you are always connected to your work?' and the question 'Is being always connected make you more stressful?'

Table 5

Do you think using Blackberry complicate achieving work/life balance?		Do you think you are always connected to your work?			X^2	sd	p
		Yes	No	Sum			
Yes	Number	10	2	12			
	Percentage	25,6 %	14,3 %	22,6 %			
No	Number	29	12	41	0,758	1	0,384
	Percentage	74,4 %	85,7 %	77,4%			
Sum	Number	39	14	53			
	Percentage	100,0 %	100,0 %	100,0%			

From the participants who said Yes to the question 'Do you think you are always connected to your work?', 10 (25,6%) of them said Yes to the question 'Do you think using Blackberry complicate achieving work/life balance?' and 29 (74,4%) of them said No to the question 'Do you think using Blackberry complicate achieving work/life balance?'

From the participants who said No to the question 'Do you think you are always connected to your work?', 2 (14,3%) of them said Yes to the question 'Do you think using Blackberry complicate achieving work/life balance?' and 12 (85,7%) of them said No to the question 'Do you think using Blackberry complicate achieving work/life balance?' There is no significant association (p>0,05) between the question 'Do you

think you are always connected to your work?' and the question 'Do you think using Blackberry complicate achieving work/life balance?'

Table 6

		Do you think you are always connected to your work?					
Do you think using Blackberry helps to enable achieving work/life balance?		**Yes**	**No**	**Sum**	**X^2**	**sd**	**p**
Yes	Number	21	9	30	0,029	1	0,865
	Percentage	72,4%	75,0 %	73,2%			
No	Number	8	3	11			
	Percentage	27,6 %	25,0%	26,8%			
Sum	Number	29	12	41			
	Percentage	100,0 %	100,0%	100,0%			

From the participants who said Yes to the question 'Do you think you are always connected to your work? 21 (72,4%) of them said Yes to the question 'Do you think using Blackberry helps to enable achieving work/life balance?' and 8 (27,6%) of them said No to the question 'Do you think using Blackberry helps to enable achieving work/life balance?'

From the participants who said No to the question 'Do you think you are always connected to your work?', 9 (75,0%) of them said Yes to the question 'Do you think using Blackberry helps to enable achieving work/life balance?' and 3 (25,0%) of them

said No to the question 'Do you think using Blackberry helps to enable achieving work/life balance?' There is no significant association (p>0,05) between the question 'Do you think you are always connected to your work?' and the question 'Do you think using Blackberry helps to enable achieving work/life balance?'

Table 7

Did you ever cancel or discontinue an important event or moment for you because of a mail received to your Blackberry?		Is being always connected make you more stressful?			X^2	sd	p
		Yes	No	Sum			
No	Number	7	11	18			
	Percentage	30,4 %	57,9 %	42,9 %			
Once	Number	1	2	3			
	Percentage	4,3 %	10,5 %	7,1%			
More than once	Number	14	6	20	5,087	3	0,166
	Percentage	60,9 %	31,6 %	47,6 %			
Usually	Number	1	0	1			
	Percentage	4,3 %	0,0 %	2,4 %			
Sum	Number	23	19	42			
	Percentage	100,0 %	100,0 %	100,0%			

From the participants who said Yes to the question 'Is being always connected make you more stressful?', 7 (30,4%) of them said No to the question 'Did you ever

cancel or discontinue an important event or moment for you because of a mail received to your Blackberry?', 1 (4,3%) of them said Once to the question 'Did you ever cancel or discontinue an important event or moment for you because of a mail received to your Blackberry?', 14 (60,9%) of them said More than once to the question 'Did you ever cancel or discontinue an important event or moment for you because of a mail received to your Blackberry?' and 1 (4,3%) of them said Usually to the question 'Did you ever cancel or discontinue an important event or moment for you because of a mail received to your Blackberry?'

From the participants who said No to the question 'Is being always connected make you more stressful?', 11 (57,9%) of them said No to the question 'Did you ever cancel or discontinue an important event or moment for you because of a mail received to your Blackberry?', 2 (10,5%) of them said Once to the question 'Did you ever cancel or discontinue an important event or moment for you because of a mail received to your Blackberry?' and 6 (31,6%) of them said More than once to the question 'Did you ever cancel or discontinue an important event or moment for you because of a mail received to your Blackberry?'

There is no significant association (p>0,05) between the question 'Is being always connected make you more stressful?' and 'Did you ever cancel or discontinue an important event or moment for you because of a mail received to your Blackberry?'

According to Table 7, highest percentage is in the cell where answers; Yes and More than once intersects. Users who feel more stressful due to being always connected to work have memories about interruptions of their work to their personal life. Data present an example to work/life imbalance. When there is no definite line between work

and non work hours, individuals suffer from lack of time which cause increase in stress

level.

Table 8

Do you hear complaints from your family members about the time you spent with your Blackberry?		Do you think using Blackberry decrease the time you spent with your family?			X^2	sd	p
		Yes	No	Sum			
No	Number	1	18	19			
	Percentage	6,3 %	48,6 %	35,8%			
Rarely	Number	4	11	15			
	Percentage	25,0%	29,7 %	28,3%			
Mostly	Number	8	5	13	12,869	3	0,005
	Percentage	50,0%	13,5 %	24,5%			
Always	Number	3	3	6			
	Percentage	18,8 %	8,1 %	11,3%			
Sum	Number	16	37	53			
	Percentage	100,0%	100,0 %	100,0%			

From the participants who said Yes to the question 'Do you think using

Blackberry decrease the time you spent with your family?', 1 (6,3%) of them said No to

the question 'Do you hear complaints from your family members about the time you

spent with your Blackberry?', 4 (25,0%) of them said Rarely to the question 'Do you hear complaints from your family members about the time you spent with your Blackberry?', 8 (50,0%) of them said Mostly to the question 'Do you hear complaints from your family members about the time you spent with your Blackberry?', 3 (18,8%) of them said Always to the question 'Do you hear complaints from your family members about the time you spent with your Blackberry?'.

From the participants who said No to the question 'Do you think using Blackberry decrease the time you spent with your family?',18 (48,6%) of them said No to the question 'Do you hear complaints from your family members about the time you spent with your Blackberry?', 11 (29,7%) of them said Rarely to the question 'Do you hear complaints from your family members about the time you spent with your Blackberry?', 5 (13,5%) of them said to the question 'Do you hear complaints from your family members about the time you spent with your Blackberry?', 3 (8,1%) said Always to the question 'Do you hear complaints from your family members about the time you spent with your Blackberry?'. There is significant association (p>0,05) between the question 'Do you think using Blackberry decrease the time you spent with your family? 'and the question 'Do you hear complaints from your family members about the time you spent with your Blackberry?'.

Table 8 shows that users who think Blackberry decrease the time they spent with their family are all hear complaints from their family members about the time they spent with their Blackberry except 1 user. However almost half of the users who don't think Blackberry decrease the time they spent with their family, don't hear complaints from their family members about the time they spent with their Blackberry. Here we can

suggest that hearing complaints from people around users make them believe that

Blackberry decrease the time they spent with their family.

Table 9

Do you hear complaints from your friends about time you spent with your Blackberry?		Do you think using Blackberry decrease the time you spent with your friends?			X^2	sd	p
		Yes	No	Sum			
No	Number	2	22	24			
	Percentage	12,5%	57,9%	44,4%			
Rarely	Number	8	13	21			
	Percentage	50,0%	34,2%	38,9%			
Mostly	Number	4	3	7	13,234	3	0,004
	Percentage	25,0%	7,9%	13,0%			
Always	Number	2	0	2			
	Percentage	12,5%	0,0%	3,7%			
Sum	Number	16	38	54			
	Percentage	100,0%	100,0%	100,0%			

From the participants who said Yes to the question 'Do you think using

Blackberry decrease the time you spent with your friends?', 2 (12,5%) of them said No

to the question 'Do you hear complaints from your friends about time you spent with

your Blackberry?', 8 (50,0%) of them said Rarely to the question 'Do you hear

complaints from your friends about time you spent with your Blackberry?', 4 (25,0%) of them said Mostly to the question 'Do you hear complaints from your friends about time you spent with your Blackberry?' and 2 (12,5%) of them said Always to the question 'Do you hear complaints from your friends about time you spent with your Blackberry?'

From the participants who said No to the question 'Do you think using Blackberry decrease the time you spent with your friends?', 22 (57,9%) of them said No to the question 'Do you hear complaints from your friends about time you spent with your Blackberry?', 13 (34,2%) of them said Rarely to the question 'Do you hear complaints from your friends about time you spent with your Blackberry?' and 3 (7,9%) of them said Mostly to the question 'Do you hear complaints from your friends about time you spent with your Blackberry?'.

There is significant association (p>0,05) between the question 'Do you think using Blackberry decrease the time you spent with your friends?' and the question 'Do you hear complaints from your friends about time you spent with your Blackberry?'

In Table 9, when we examine the users who don't think using Blackberry decrease the time they spent with their friends, we can see that number of users who hear complaints from their friends about time they spent with their Blackberry are more than who don't hear complains. Here we compare with Table 8, we can suggest that sayings of friends are not as influential as family members' on users while they shape their perceptions.

IV. CONCLUSION

In my research, I aimed to find out impacts of Blackberry on work/life balance, studying responses of Blackberry owned professionals from different sectors in Turkey. Consequences of my research showed that; Blackberry is mostly preferred by individuals who have to be always connected to their work.

Most of the users who are given Blackberry by the company they work, do not think to give up using Blackberry even if their company call off using Blackberry as an obligation. As a result, data here proves that, individuals who met Blackberry as an outcome of the company they work for are satisfied with the phone they use.

According to my research, most of the users who have no obligation to be connected in non work hours also respond to work related mails received in non work hours. Here data suggest that, responding to mails is a choice for some Blackberry users and being in contact with work in non work hours is their own preference.

When we consider the perceptions of Blackberry users about the device, we may find out why there is a strong relationship between the phone and its users. Even though Blackberry users don't think it is as a career essential, they admit that Blackberry make them look more professional. Consequently, here we can talk about the impact of Blackberry on self confidence of its users. Owners of Blackberry perceive it as a statute symbol.

Data present that; users are checking their mails before they go to work and after they leave work, because they continue to receive mails about work in non work hours.

Most of the users think that they are always connected to work and they admit they being always connected make them more stressful. Users who suffer from stress declared that almost all of them had a memory or memories about cancelling or discontinuing an important moment in their private life because of a mail received in their Blackberry.

However, we can conclude from the data users do not put the blame to the Blackberry, because they believe that Blackberry ease their life. Here data proves our argument; research shows that; users don't regret owning Blackberry and think to continue using their phones in the future.

On the contrary, when we consider the data about complains from close environment of user's shows a contradiction. More than the half of the Blackberry users declared that, they hear complains about the time they spent with their phone from their family members and friends. Here we can say that people around Blackberry users are not happy with Blackberry as its users do. However Blackberry users don't believe Blackberry use reduces the time they spent with their family or friends.

My research also shows that checking and responding Blackberry continues during dinners with families or friends. In addition, waiting at the red light while driving car, and watching a concert or a play are not necessary reasons to leave checking Blackberry. For a Blackberry user, being really in a particular place isn't very easy. You may see them however their mind may never be completely be with you. They can easily leave the physical world and start to live in a virtual world with their Blackberry.

Here is another issue that; Blackberry users are not familiar with the switch off button. They prefer keeping their phone beside their bed and they don't use switch off button at weekends and on vacations too. However data presented that Blackberry users do not think they are Blackberry addicts. At this point, we meet a contradiction. Even though, users show some kind of addiction symptoms, they don't seem they would admit the term of addiction.

Finally, my research showed that most of the Blackberry users do not think it complicate achieving the work/life balance. Instead, they declare that Blackberry help them to enable work/life balance.

Achieving work/life balance is a great challenge in today's world. When we consider the responses of research, we see that wireless technologies are focusing life to work. From now on, we hardly talk about definite work hours. Flexibility which was offered by ICT tools brought individual 24/7 work time. As a result there is no personal life for individual in wireless world. Eventhough my research exculpate Blackberry for work/life imbalance, responses of users who talk about stress due to being always connected to work and reachable, complaints from family members and friends, 24/7 receiving work mails and finally never switched off phones are all showing that the freedom which technology promised seems more like slavery.

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