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This week it's CSCW in the home. Both papers start with a narrow definition of 'work'; that work is your paid work, the primary work. The home healthcare paper ends with concluding that what is home work can be primary or secondary, depending on the context, the other paper on Norwegian taxes end with that there are work which is not paid work. Unsurprisingly they reach about the same conclusion given that they share a common author.

1 Moving healthcare to the home: the work to make home care work

Smart homes were supposed to accommodate for elders in need of home care. But they don't really provide 'care', only monitoring if certain values exceeds some threshold (ECG, blood pressure, flood detector, etc). They alleviated the need for care workers to constantly visit, but the work of operating these devices fell on the recipients instead. Monitoring their health became primary work for them.

This paper also argued that machines also do work. But I disagree. They have functions, but they don't have a goal to achieve, only purpose to fill.

2 Do-it-yourself services and work-like chores: on civic duties and digital public services

"Third wave HCI": Work as purposeful and efficient, and leisure as mindless or emotional experience. Location is no longer a concern. Everything is designed as part of a larger network.

This paper disagrees that there is a sharp division between work and leisure.

Taxes in Norway is mostly automated. But there are still tasks the citizens must do on their tax forms:

- **Redundant tasks**
Task covered by automation, but still attempted by user.
- **Residual tasks**
Task that could not be covered by automation. E.g. donation deduction.
- **New task inside automation**
Task caused by the automation system. E.g. overriding default form values.
- **Genuine new task outside automation**
Making the tax forms available online it was decided that citizens didn't have to give employers consent to view their tax card information. But

it was found that some unexpected employers accessed tax cards. Who access the tax card is known to the citizens, and up to them how to deal with the matter.