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**Anna Lampi & Tiina Sihto**

Home care workers' emotions towards technology

In this article, we explore the emotions home care workers feel towards technologies they use at work and the reasons behind those emotions. We analyse an open question from a survey collected in 2019, where the respondents were asked what kind of emotions accompany their use of technology at work. We analysed the responses of 819 participants who were working in home care services. Our analysis shows that the majority of the described emotions were negative, such as frustration, insecurity, and anger. However, there were also positive emotions towards technology, such as joy and enthusiasm. Some respondents reported both positive and negative emotions. Negative emotions were mainly directed not towards the technology itself, but to the conditions surrounding its use, such as the inoperability of the technology, the time pressure felt by the workers, and the overall weak working conditions in home care services.

Keywords: home care, technology, emotions