

0:00:00.0 N: This is an interview for research methods 2, today the date is 29th of november 2011, i am niels braakensiek and i will be talking to Ronny Wichers Schreur. We'll be talking about the organization in which Ronny works.

0:00:17.8 R: Oke Fine

0:00:21.0 N: Could you please, in a few words introduce yourself?

0:00:24.0 R: yea, so i'm Ronny Wichers Schreur, i'm a scientific programmer at ICIS, the Computing science institute. I've been working here all my working life so thats for twenty three years now and i've studied at hbo, a polytechnic in enschede computing science after my study i had to do military service which still existed in those days and then i started working at the university. I first worked in Rinus Plasmeiers group which is about functional programming so for many years i worked on the compiler for the functional programming language clean and i think about 6 years ago i moved to digital security and so i have been working for security on different projects, various projects and for example the ov chip. I was one of the people that managed to crack this chip.

0:01:38.9 R: I could tel more about my job and so my job as a scientific programmer has different aspects, participating in research of the group also as a programmer but also as a researcher and part of my job is also to support the people in my group with IT problems. and also about one day a week i work for the institute as a whole for example maintaining websites and different services for the computing science institute

0:02:14.4 N: you've told a lot {both laughing} [R: i hope i have not] ... N: No thats good [R: spoiled your question{not completely clear what is said since we both talk at the same time}] thats good. the more . the more you tell the better. well one of the points we want to ask you about is the eh the role that communication plays in your work and we are wondering would you be able to do your work at all if you couldn't communicate with your colleagues?

0:02:51.6 R: well obviously no, so most of the work i do is with other people and communication is essential

0:03:04.1 N: just to get an idea what kind of things would go wrong?

0:03:11.6 N: if you imagine not communicating with people...

R: the first aspect of communicating is knowing what is going on because most of my work is in a group if i'm working by myself and don't communicate i probably can spend all day but i'm not sure if it is relevant or what i'm doing so i think it's already important to know whats going on what what other people.. even if you're not directly working with them to know what other people are working on, what their expertise is and what their involvement is. so for this communication is essential so there are a lot of times that i'm sitting by my computer and working by myself but everyday, i think, it is important to meet other people and to know what's going on and also to communicate what i'm doing.

0:04:09.6 R: and obviously if you're closely working with somebody if you're working on research you communicate a lot and exchange you're results

0:04:24.4 N: So it's mainly making sure that everybody knows what everybody else is doing?

R: yeah

N: oke, so that you know that you're doing something together ?

R: ja

N: and what means do you mainly use for communicating with your colleagues? boss.

R: well i like to to have direct contact so to talk to them but also we use email and i think those are the two most important ways of communicating.

N: do you prefer talking? or you prefer email?

0:05:20.5 R: well it depends, i prefer talking but email has advantages. Obviously you don't have to be in the same room but also you can refer to it later so if you send someone an email and for example ... or someone sends me an email in which he says that i should do

something then its obvious that i receive this email and then it's sort of set in stone that this has been communicated

**N:** so there's different kind of communication that you

**R:** yeah

**N:** prefer talking and prefer emailing about

**R:** yeah and also sometimes if you talk to people and then afterwards i send an email

.. oke this and this is what we discussed and this is what i am going to do {?? }

make sure that you on the same page

0:06:11.3 **N:** does the organization provide a good setting for communicating? I mean not just the good also the bad, i mean does the organization do anything to improve or hinder communication between people?

0:06:35.4 **R:** well there is no problem with communicating, people are open in the organization so i am not afraid to talk to anybody and most people are accessible, i hope i am also accessible for other people if they have questions and so in that case the circumstances for communication are good

**N:** so this is something that the organization has provided or do you think

**R:** i am not sure if its

**N:** it s an accident

**R:** yeah i'm not sure if is a deliberate choice i think it is a deliberate choice {dit laatste stukje door elkaar heen gepraat.} that it's an informal organization i mean its a research organization and its eh its i think its .. as far as computing science is concerned its an open organization and those are the people i'm normally involved with and i think thats a deliberate choice, to keep this open and accessible and... because its a research ..., i mean you have to communicate with each other and its not very formal that you have to make an appointment with my boss if i want to see him i just open his door and talk to him.

0:08:02.5 **N:** the next couple of questions will be more about structure and of the organization. Could you tell us what the main parts are of the organization you're working for?

0:08:23.7 **R:** There are a lot of level on the university so for me what for me is important is that you have the computer science institute which consists of 3 groups essentially and i do some work for the whole computing science institute so this is what i said, websites, we have some databases that we support i have some stuff i do for students for software that is available for students that we have a license for as an institute and within the institute you have three three groups and one of those groups is the digital security group, and i work for that group

0:09:12.0 **R:** and of course above we have the faculty and we have the university so for support there's i have to deal with this sometimes because for example our mail servers are currently run by the faculty and they will be run by the university in a short while but that has not so much to do with my daily work

0:09:38.9 **N:** is it you think there is a clear distinction between these parts?

**R:** ehm so for support it's sometimes unclear well for me it's normally clear but i can imagine that for other people in the group they're not sure where to go if they have a technical problem,

0:09:59.2 **N:** so for you it was clear or it became clear after you tried to find out how it was?

**R:** so i have the advantage that i've been working here a long time, so i have seen it develop and sometimes i don't know but you just go to the next higher level and go to c&cz {iets met faculty} and they tell me where to go if there not the appropriate people to handle my request.

0:10:25.6 **N:** and the structure in which you work , the departments you described, they influence the way you work a lot? or ..

**R:** so i work for the ICIS for the whole institute and i've clearly marked that one day a week so for me that's Wednesdays, Wednesdays i do work for the institute so that influences how i work {iets wat ik niet versta 1 of 2 woorden} for the rest i have i do programming and do support of the group thats more the other four days, i have not clearly marked days for that so just what happens if someone has a broken computer i have to fix it but

**N:** so you actually organized you're work along the lines of for which part of the organization you work

**R:** one day for the institute and four days for the group

0:11:25.3 **N:** from what you tell me the group is .. plays the most important part in your day to day work

**R:** yeah .. thats right

**N:** you have said a little bit about it but i wonder ... what is the role of the hierarchy? I suppose there is some kind of hierarchy, does it play a big role or what kind of role does it play in your work?

**R:** there is a hierarchy, i think there should be some hierarchy in any organization but still i am to a large extent {?free?} to determine how i fulfill my job so i have actually mainly one boss which is the professor of our group. Within our group there are also other groups and some phd students who have a different boss, there is not one boss for the whole group but for me its actually Bart Jacobs who is my boss and who i ... but i don't have to meet with him every day to know what i am doing. Every now and then i meet with him and i can't really remember that we had large differences about how i should fulfill my job, i mean obviously he gives some direction and but i am normally happy with that.

0:12:51.7 **N:** your tasks, ... you've described them to us already, so there is the part that you do support and application maintainance and website maintainance for the ICIS and support and programming and research for the group. Do i summarize that oke

**R:** yeah

0:13:24.9 **N:** does it happen that you have to wait for other parts for other people to finish their work? i mean are you part of a process in which you sometimes need parts or stuff that other people make and the other way around also do you have to hurry up because , are there people are waiting for your work

**R:** both ways so for support it is easier to explain for example sometimes people in our group have a support question they come to me but i can't handle it because i have to ask c&cz to handle it and then obviously i send an email and then i wait for their {??} to continue and then communicate it back to the user in my group. But also with other projects if you work together on a report obviously you have to wait for others peoples results.

0:14:26.1 **N:** this was the last question. Are there any points that you think well we've missed an important aspect of our work, this organization?

**R:** i really can't think ... i think the most important description of this organization that its quit flexible and open and for me things are going oke

**N:** thank you for your time

**R:** you're welcome.