



Johanna Axelsson

Age: 34 years old

Job: Accountant in various research projects

Work Experience: Has worked for 5 years at Uppsala University

Education: Master in business administration from Stockholm university

Family situation: Has a boyfriend and lives in central Uppsala in an apartment that they recently bought

PERSONA CHARACTERISTICS

Johanna is a person that likes details and wants everything to be according to the rules set. She is focused on her tasks and wants to meet deadlines well ahead of time. If she gets tasks to do with a short notice she gets stressed and also if she has to wait for somebody else to finish a task, before she is able to finish hers.

CONTROL AT WORK

Johanna has the competences needed for her work, and she is in complete control in most situations. Having an empty inbox adds to her a sense of control.

DEMANDS AT WORK

Johanna has a demanding work, where accuracy is crucial. Sometimes it is much too demanding as when it comes to foreign invoices. Many tasks are too easy and tedious, and this is a stressor in her work.

SUPPORT AT WORK

Johanna is supported by the central business administration whenever work tasks are too demanding. She has good support from her boyfriend when it comes to difficult questions about computers.

ONE DAY AT WORK

The majority of her time, Johanna works with financials in various research projects. She is proficient in Excel and creates her own templates to compute the economy. She does not believe that there are good listings in the accounting system which counts in the way she wants it, and that researchers at her institution are used to seeing it the way she does it. Over coffee, the usual questions about computer systems come up, and Johanna who feels secure about computers says that she has spoken with the IT support about a printing problem and they said they will solve the problem within a few days. After the coffee break she continues to compile the financial reports.

GOALS AT WORK

- ✓ A good job with the financials of the various research projects
- ✓ To help the others in the administrative group with for example computers
- ✓ An empty inbox in the travel expenses system when the day is over

WORK ENVIRONMENT

Physical work environment:

- Shares an office with Anna Lindgren
- Has two big screens and a PC
- The printer is at the end of the corridor
- Uses 20 computer systems at work

Organizational environment:

- Johanna's manager is enthusiastic and demanding

Social environment:

- The group of administrators help each other in stressful situations
- The IT tech department respond quickly to help requests

Cognitive load:

- The 20 systems that Johanna uses have various user interfaces and uses various terms, sometimes for the same thing
- Johanna often does many things in parallel and is often interrupted by people asking for payments