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This is a story of how work gets done. It is also a study of how field service technicians talk about their work and how that talk is instrumental in their success. In his innovative ethnography, Julian E. Orr studies the people who repair photocopiers and shares vignettes from their daily lives.

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The machines are the third party to the triangular relationship of service. In a sense, the machines create and partially determine the world of service, in that the relations between customers and technicians that have been described in the preceding chapters occur because of the presence and behavior of machines.

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Heralded as a book which demonstrates "an uncompromising ethnographic eye on work practices (1996:xiv)", Talking about Machines by Julian Orr does not live up to its advertising. While being thorough (overly so) in his explanations of the "interactions" of technicians who travel to clients throughout Silicon Valley, he is sadly lacking in providing the ethnography he claims to be striving towards.

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An Ongoing Machine Ethnography. Toward a machine-centered ...

Technicians are quite explicit about how much they value independence. They also talk about how much they like the fact that they have to think about their work. With advantages like these, unhappy customers and erratic machines are not major drawbacks; they are opportunities to be heroic and material for better stories. The Challenge to Management...

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