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12-13-2018

# Dialectics of Routine Performance: A Framework for Investigating Technology Adoption as a Process of Routine Disruption and Renewal

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### Recommended Citation

Smith, Tim and Grant, Gerald, "Dialectics of Routine Performance: A Framework for Investigating Technology Adoption as a Process of Routine Disruption and Renewal" (2018). *DIGIT 2018 Proceedings*. 18.

<https://aisel.aisnet.org/digit2018/18>

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# **Dialectics of Routine Performance: A Framework for Investigating Technology Adoption as a Process of Routine Disruption and Renewal**

*Completed Research Paper*

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## **Abstract**

*Usage, though necessary for IT value generation, can be inappropriate, unexpected, changing, and often counter to the productive intentions that motivated its deployment. This paper introduces a rather novel conception of usage and adoption as a dialectic process of disruption and renewal that incorporates aspects of the IT artefact into new organizational routines. Fundamental to our contribution is the assertion that digital technology introduction disrupts established routines and that our understanding of the process through which such disruptions are resolved to produce renewed routines is not well understood. We present a dialectic framework through which to understand the interaction between organizational routine disruption and renewal processes. This work expands our ability to analyze the process through which IT effects on organizational effectiveness and performance can manifest.*

**Keywords:** *Dialectics, IT Usage, Technology Change, Organizational Routines, Usage as a process*