

Introduction to the Social-Technical Issues in Organizational Information Technologies Minitrack Organizational Systems and Technology Track HICSS-54

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The Social-Technical Issues in Organizational Information Technologies minitrack focuses on information systems research areas impacting the intersection of humans and technology in an organizational context. Social issues related to organizational information technologies (IT) represent one of the most often discussed underpinnings in information systems research throughout the tenure of the information systems (IS) field, and cover research topics that are closely aligned with the human factor in terms of information systems planning, development, innovation, implementation, and utilization. These topics are addressed either by conceptualizing of specific social-technical issues and their processes of emerging and enacting/performing, or by engaging in empirical illustration and/or validation of established or new conceptual perspectives.

Papers in the last several years have addressed issues such as conflicting roles of CIOs, open innovation and dynamic capabilities, job stress in the context of software development, technical security issues, diversity in organizational social media adoption, and organizational culture and leadership, as well as matchmaking issues in platform ecosystems, IT management strategies, and post-merger integration practices.

This year's minitrack papers have a common focus on digital transformation and organizational change, examining organizational practices, strategies and stressors in relation to the digitalization of both workplaces and personal communication. For HICSS-54, eight papers (five empirical and three conceptual) were accepted for presentation.

Paper 1: *Managing Digital Transformation with Sociotechnical Micro-Foundations: A Dynamic Capabilities Approach*, is an in-depth case study of the digital transformation of a large hotel chain over a five-year period. The authors introduce and then empirically analyze the sociotechnical micro-foundation concept. The outcomes show that sociotechnical micro-foundations were identified in

each of the three organizational capacities, - sensing, seizing, reconfiguring -, that enabled the hotel chain's digital transformation.

Paper 2: *Acceptance of Anthropomorphic Technology: A Literature Review*, examines the anthropomorphic technology (AT), a technology that is human-like in design and motivates anthropomorphism. The paper provides a systematic literature review that synthesizes studies on user responses to AT published in major IS journals. This conceptual paper advances a formal categorization of the different categories of anthropomorphic design and identifies the moderators influencing user response to AT.

Paper 3: *Developing Ambidextrous Routines in the IT Service Provider Industry*, explores ambidextrous practices and distinctive leadership styles in interorganizational settings of two SME IT service providers. Drawing on the theory of routines-as-practices and on the organizational ambidexterity, the authors identify two distinct modes of contextual ambidexterity: 'exploration for exploitation' and 'exploration through exploitation'. This empirical paper provides a context-specific illustration of how the two firms adapted to their environment, shaped their value propositions and the underlying structures and processes of delivery in order to successfully balance exploitation and exploration activities.

Paper 4: *Context-Aware Digitalization – Adapting solution development to the organizational context of SMEs*, identifies the lack of knowledge about which IS development method (ISDM) is most suitable for a specific project as one of the reasons that ISD projects fail. This conceptual paper integrates elements from the literatures on digital business development and IS development and proposes a conceptual model for selecting the ISDM in various business settings in the context of small and medium enterprises (SME).

Paper 5: *Unlocking Perceived Algorithmic Autonomy-Support: Scale Development and*

Validation, addresses the recurring themes of platform workers' autonomy and agency in the research domain of the gig-economy. This work-in-progress research paper draws on the theory of self-determination to reconceptualize the notion of autonomy-support for the techno-organizational phenomenon of algorithmically-managed platform work. The authors propose and validate the new construct, the Perceived Algorithmic Autonomy Support (PAAS), by pre-testing it via online survey on Prolific (a crowdworking platform). This paper aims at providing new insights on how perceptions of algorithmic autonomy-support can affect job satisfaction and perceived organizational support.

Paper 6: *Techno-Eustress: The Impact of Perceived Usefulness and Perceived Ease of Use on the Perception of Work-Related Stressors*, considers technostress as challenges rather than threats which leads to positive perceptions of stress, specifically eustress (psychological stress understood as being beneficial for the experiencer). Drawing on the concepts of perceived usefulness (PU) and perceived ease of use (PEU) as antecedents of technology acceptance, this empirical study analyses the relationships between these two beliefs, the perception of challenge stressors, and the psychological response in terms of perceived eustress. The analysis of the data collected from 135 employees via survey shows that PU and PEU are determinants of work-related challenge stressors increasing the perception of eustress.

Paper 7: *Non-Inclusive Online Security: Older Adults' Experience with Two-Factor Authentication*, addresses the risks related to the access to online resources such as bank, retirement, and health insurance accounts by older adults (>60yrs) in the context of the digital transformation of public services. This qualitative research analyses the adoption and use of security keys tools by older population. Data analysis suggests a limited adoption of the technology. Several concrete solutions to improve technology adoption by the older population are identified and discussed.

Paper 8: *Coping with Organizational Information Technology Events: A Perceived Organizational Support and Relationship-Focused Coping Perspective*, suggests that social-contextual factors are the antecedents of individual coping strategies and coping outcomes during the processes of technology acceptance and use. This study aims to provide managers a conceptual tool for designing organizational change management strategies that will take into consideration the concept of perceived organizational support as a key social-contextual factor.

In sum, these eight papers address current and relevant social-technical issues within organizational IT. In doing so, they add a variety of perspectives to the knowledge base of the field and enlarge our understanding of the complex interplay of social and technical issues and how they affect organizational and personal life. In addition to their research contributions, the papers also outline valuable implications for practitioners.