Introduction to the Socio-Technical Issues in Organizational Information Technologies Minitrack Organizational Systems and Technology Track HICSS-55

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The Socio-Technical Issues in Organizational Information Technologies minitrack focuses on information systems research areas impacting the intersection of humans and technology in an organizational context. Central to this research agenda is exploring and understanding the role of digital technology and information in the constitution of organizational life.

Social issues related to organizational information technologies (IT) are addressed both by conceptualizing specific socio-technical issues and their processes of emergence and enactment, and by engaging in empirical illustration and validation of established or new conceptual perspectives.

Papers in the last several years have addressed issues such as open innovation and dynamic capabilities, matchmaking issues in platform ecosystems, and organizational culture and leadership, as well as organizational practices, strategies, and stressors in relation to the process of digital transformation.

This year's minitrack papers have two main inter-related foci: 1. Practices and strategies related to digital transformation; and 2. Socio-technical perspectives on organizational change. For HICSS-55, nine papers (six empirical and three conceptual) were accepted for presentation.

Paper 1: *Is it More than Allocating Funds? Exploring the Effect of Enterprise Crowdfunding on Employee Engagement* is a quantitative inquiry of the relationship between enterprise crowdfunding and the engagement of participating employees. The authors find that increased levels of employee engagement are contingent upon employees' participation in enterprise crowdfunding.

Paper 2: *Making Gameful Work Work: The Gamification of Strategic Human Resource Management*, is a conceptual paper that examines the evolution of gamification in Human resource management. By integrating the rationale of gamification design, the authors propose three

evolutionary gamification levels – structure, process, and dynamic capability – to explain how gamification in HR matures from a beginner level to a master level.

Paper 3: *Off to New Pastures: Exploring Tensions Between Followers and Leaders in the Automotive Industry Challenging the Adoption of Digital Leadership*, explores the tensions in the follower-leader relationship in the context of digital leadership. Based on 25 interviews, the authors identify four configurations of digital leadership adoption stages causing tensions in the follower-leader relationship which hinder the adoption of digital leadership and propose four strategies for managing these tensions.

Paper 4: *Organizational Identity in the Digital Era*, examines how organizations within the IT industry and with varying degrees of innovativeness define and manage their identity in the context of digital innovation. Based on a quantitative methodology the authors identify differences in the framing of organizational identities through company mission statements and discuss the complexity of dealing with the "identity-challenging" nature of digital technology.

Paper 5: *The Past Decade View of the IS Workforce and Gender Literature: A Systematic Review*, examines, through a systematic literature review, research on gender and the IS workforce from the last decade. The authors propose a conceptual model with four constructs that they use to classify the articles in the review: Individual/individual identity; workforce; individual influences; and environmental influences. They show that while most articles focused on multiple factors, individual factors relating to gender and workforce were studied the least, and that the most recent research focuses on workforce requirements and opportunities, individual influences such as mentors, family support and resources, and environmental influences.

Paper 6: *Employees' Compliance with ISP: A Socio-Technical Conceptual Model*, considers that employees' compliance with Information Systems

Security Policies is critical for protecting organizational data. Building on Social Impact Theory this theoretical work aims at bridging the gap between the technical and social sides of compliance. The authors suggest that transparency of use is associated with the three main components of social influence: perceived strength, immediacy, and number of influencing sources, which generate normative and informational forces towards compliance.

Paper 7: *Interdependence and Handoff Coordination in Resuscitation Teamwork: A Socio-Technical Perspective*, analyzes the impact of socio-technical interdependencies on coordination in hospital resuscitation teamwork. Based on a qualitative case study, the authors find that activities involving complex tasks create multiple interdependencies. This research reveals how socio-technical interdependencies are managed in complex and uncertain work environments, and with what consequences for work coordination.

Paper 8: *Companions Growing Apart: Exploring Actors' Perceptions with Narratives and Masterplots in ERP Systems Development*, introduces a narrative approach to system development projects and shows that collaboration in the context of an ERP development effort is hampered by developers' and clients' diverging perceptions. Adopting an interpretive stance, the authors examine how parties' (a large global manufacturer and a small local ERP solutions vendor) different perceptions on collaboration and their unaligned masterplots affect the result of the ERP project.

Paper 9: *Fluid Socio-Technical (Trans)formation of an AI system*, draws on a flow-oriented perspective to examine how temporal conditioning of the flows of people and digital technologies dynamically shape socio-technical formation and the transformation process of a system. Rich data from an in-depth case study of a financial accounting service suggest that delays to an AI system deployment can arise from impediments to the dynamics of creation, sensing, and undergoing of possibilities for action. It also shows that the flows of practices cannot reach favorable conditions to form correspondence along the (trans)formative system-development path.

In sum, these nine papers address current and relevant socio-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 inferences for practitioners.