

Digitalization for Good: Introduction to the Dark Side of Information Technology Mini-track

Hamed Qahri-Saremi
Colorado State University
Hamed.Qahri-Saremi@colostate.edu

Ofir Turel
The University of Melbourne
oturel@unimelb.edu.au

Isaac Vaghefi
Baruch College
isaac.vaghefi@baruch.cuny.edu

As digital technology progresses at an increasing rate, making once-impossible ideas, such as self-driving cars and metaverse, possible, we observe more and new instances and types of its negative (typically unintended) effects on the individual and collective users. Notwithstanding the significant benefits of digitalization for human society, the negative consequences of digitalization for users and societies are undeniable. From the spread of false information on digital platforms that endanger our health and disrupt elections and economies (Aral, 2020) to technology mediated dangerous behaviors (Qahri-Saremi & Turel, 2022; Turel, 2021; Turel & Qahri-Saremi, 2016) and negative effects of digital technology on productivity and psychological wellbeing of users (Qahri-Saremi et al., 2021; Vaghefi et al., 2020) are a few examples of such negative consequences. Therefore, identifying the dark sides of digitalization, their drivers, and investigating remedial interventions to improve them are equally valuable strides. This endeavor will guide us toward digitalization for good manifested in realizing digital technologies that can make the life truly better around the world.

In pursuance of this goal, for the seventh consecutive year, this mini-track offers a forum for studies on the dark sides of digital technology. This year's mini-track comprises eight carefully selected, insightful papers that shed light on renewed and different aspects of the dark side of digital technology, and offer theoretical and practical insights for future.

Two of the papers investigate the spread of false information. Suntwal and colleagues investigate the relationship between false news and presence of emojis via two studies. They find that tweets with emojis are more common in false news than true news, and that emojis are more popular with false news compared to true news. Moreover, they show how the functional usage (replace/emphasize) of emoji affects the spread of false information. In a similar vein, Syed and Shinde examine how false information related to COVID19 on social media exacerbates individuals' perceptions of health threats. Based on analyzing over 5000 fact-

checked articles, they identify thirteen topics targeted by false information related to COVID19, with most of them targeting the perceived benefits of preventive actions, undermining the severity of the pandemic, and questioning the trustworthiness of official sources such as health agencies and research institutes communicating about the pandemic. Their findings have important implications for the efforts to nullify the false information.

The third paper by Herrala and colleagues shed light on the ambivalent nature of personal finance management systems for young users. Via an interpretive study of qualitative data, they show that these systems emancipate young people by promoting agency (the freedom to act), while oppress them by hindering rationality (the freedom to think) due to stress. They offer remedial suggestions for the development and research on personal finance management systems to reduce their oppression and promote emancipation in young people. This study extends the growing body of works on ambivalence, which can emerge from the use of many IS, and highlights their positive effects and negative influences duality (Qahri-Saremi & Turel, 2020; Turel et al., 2021; Turel & Qahri-Saremi, 2022). On a related topic, the fourth paper by Schoch and colleagues investigate how gamification integrated into IS can improve the challenge appraisal and reduce threat appraisal of system demands for the users. It contributes to our growing knowledge base about techno-stress processes.

The fifth and sixth papers shed light on two types of technology-mediated dangerous behaviors. Fang and colleagues shed light on "doxing", which is the public release of personal information with harmful intentions. Doxing is an emerging malicious online practice that is used in social protest movements, for personal revenge, as well as a means of cyber-warfare. In this paper, Fang and colleagues summarize the current state of knowledge based on a systematic review of 28 doxing papers and identify future directions for doxing research. They propose a series of research questions to guide the future research on the role of digital

technologies in doxing. Foxing on another undesirable online behavior, Kordyaka and colleagues shed light on toxic behavior in multiplayer online games. They draw on the motivational theory of basic desires to explain the causes of toxic behaviors and identify 16 basic desires as important antecedents in this regard.

The seventh paper by Jia and colleagues builds on the autism research literature to present a new theoretical model that integrates cognitive absorption and interruption. They present these elements as two sides of the same phenomenon, called autistic inertia. Drawing on this concept, this paper explores impacts of neurodiversity on remote work. Finally, the last paper by Vaezi revisits our assumptions about digital technologies and reconsiders individual and organizational roles and responsibilities toward these technologies. It questions the well-established logic that protects technology makers against the users' misuse of their digital technologies and offers possible remedial solutions within the context of digital social networking and media platforms.

References

- Aral, S. (2020). *The Hype Machine: How Social Media Disrupts Our Elections, Our Economy, and Our Health-and how We Must Adapt*. New York: Currency.
- Qahri-Saremi, H., & Turel, O. (2020). Ambivalence and Coping Responses in Post-Adoptive Information Systems Use. *Journal of Management Information Systems*, 37(3), 820-848.
- Qahri-Saremi, H., & Turel, O. (2022). Situational Contingencies in Susceptibility of Social Media to Phishing: A Temptation and Restraint Model. *Journal of Management Information Systems*, Forthcoming, 1-50.
- Qahri-Saremi, H., Vaghefi, I., & Turel, O. (2021). Addiction to Social Networking Sites and User Responses: Toward A Typological Theory and its Relation to Users' Personality Traits. *ACM SIGMIS Database: the DATABASE for Advances in Information Systems*, 52(4), 65-91. doi:10.1145/3508484.3508489
- Turel, O. (2021). Technology-Mediated Dangerous Behaviors as Foraging for Social-Hedonic Rewards: The Role of Implied Inequality. *MIS Quarterly*, 45(3), 1249-1286.
- Turel, O., & Qahri-Saremi, H. (2016). Problematic Use of Social Networking Sites: Antecedents and Consequence from a Dual System Theory Perspective. *Journal of Management Information Systems*, 33(4), 1087-1116. doi:<https://doi.org/10.1080/07421222.2016.1267529>
- Turel, O., Qahri-Saremi, H., & Vaghefi, I. (2021). Dark sides of digitalization. *International Journal of Electronic Commerce*, 25(2), 127-135.
- Turel, O., & Qahri-Saremi, H. (2022). Responses to ambivalence toward social networking sites: A typological perspective. *Information Systems Journal*, Forthcoming, 1-32. <https://doi.org/10.1111/isj.12407>
- Vaghefi, I., Qahri-Saremi, H., & Turel, O. (2020). Dealing with social networking site addiction: a cognitive-affective model of discontinuance decisions. *Internet Research*, 30(5), 1427-1453.