# IB9860 Digital Working & Organisational Transformation

John Baptista



[1]

Andrew McAfee 2006. Enterprise 2.0: The Dawn of Emergent Collaboration. MIT Sloan Management Review. 47, 3 (2006), 21–28.

[2]

Andriole, S. 2010. Business impact of Web 2.0 technologies. Communications of the ACM. 53, 12 (2010). DOI:https://doi.org/10.1145/1859204.1859225.

## [3]

Annabi, H. and McGann, S. 2013. Social Media as the Missing Link: Connecting Communities of Practice to Business Strategy. Journal of Organizational Computing and Electronic Commerce. 23, 1–2 (2013), 56–83. DOI:https://doi.org/10.1080/10919392.2013.748608.

#### [4]

Aral, S. et al. 2013. Social Media and Business Transformation: A Framework for Research. Information Systems Research. 24, 1 (2013), 3–13. DOI:https://doi.org/10.1287/isre.1120.0470.

#### [5]

Aula, Pekka 2010. Social media, reputation risk and ambient publicity management. Strategy & Leadership. 38, 6 (2010), 43–49.

# [6]

Avgerou, C. 2001. The significance of context in information systems and organizational change. Information Systems Journal. 11, 1 (2001), 43–63. DOI:https://doi.org/10.1046/j.1365-2575.2001.00095.x.

# [7]

Banck, B. and Nyström, C.A. 2005. Intranet use: a study of five Swedish organizations. Journal of Organisational Transformation & Social Change. 2, 2 (2005), 153–180.

# [8]

Baptista, J. et al. 2016. Social Media and the Emergence of Reflexiveness as a New Capability for Open Strategy. Long Range Planning. (Aug. 2016). DOI:https://doi.org/10.1016/j.lrp.2016.07.005.

# [9]

Baptista (John), J. et al. 2010. Paradoxical effects of institutionalisation on the strategic awareness of technology in organisations. The Journal of Strategic Information Systems. 19, 3 (Sep. 2010), 171–183. DOI:https://doi.org/10.1016/j.jsis.2010.07.001.

# [10]

Beynon-Davies, P. 2011. Significance: exploring the nature of information, systems and technology. Palgrave Macmillan.

## [11]

Birkinshaw, J. 2016. Reflections on open strategy. Long Range Planning. (2016). DOI:https://doi.org/10.1016/j.lrp.2016.11.004.

# [12]

Bjelland, Osvald MWood, Robert Chapman 2008. An Inside View of IBM's 'Innovation Jam'. MIT Sloan Management Review. 50, 1 (2008), 32–40.

# [13]

Butler, T. 2003. An institutional perspective on developing and implementing intranet- and internet-based information systems. Information Systems Journal. 13, 3 (2003), 209–231. DOI:https://doi.org/10.1046/j.1365-2575.2003.00151.x.

# [14]

Chesbrough, H. and Appleyard, M. 2007. Open Innovation and Strategy. California Management Review. 50, 1 (2007), 57–76.

# [15]

Clarke, K. and Preece, D. 2005. Constructing and using a company Intranet: 'it's a very cultural thing'. New Technology, Work and Employment. 20, 2 (2005), 150–165. DOI:https://doi.org/10.1111/j.1468-005X.2005.00150.x.

## [16]

Coakes, ElayneBradburn, Anton What is the value of intellectual capital? Knowledge Management Research & Practice. 3, 2, 60–68.

# [17]

Corporate Intranet Implementation: Managing Emergent Technologies and Organizational Practices:

https://www.researchgate.net/publication/220580381\_Corporate\_Intranet\_Implementation\_ Managing\_Emergent\_Technologies\_and\_Organizational\_Practices.

## [18]

Curry, A. and Stancich, L. 2000. The intranet — an intrinsic component of strategic information management? International Journal of Information Management. 20, 4 (Aug. 2000), 249–268. DOI:https://doi.org/10.1016/S0268-4012(00)00015-3.

## [19]

Damsgaard, J. and Scheepers, R. 2000. Managing the crises in intranet implementation: a stage model. Information Systems Journal. 10, 2 (2000), 131–149.

DOI:https://doi.org/10.1046/j.1365-2575.2000.00076.x.

# [20]

Damsgaard, J. and Scheepers, R. 1999. Power, influence and intranet implementation. Information Technology & People. 12, 4 (1999), 333–358. DOI:https://doi.org/10.1108/09593849910301630.

# [21]

David Wagner, Gabriele Vollmar, Heinz-Theo Wagner 2014. The impact of information technology on knowledge creation: An affordance approach to social media. Journal of Enterprise Information Management. 27, 1 (2014), 31–44.

## [22]

Davison, R. and Ou, C. 2017. Digital work in a digitally challenged organization. Information & Management. 54, 1 (2017), 129–137. DOI:https://doi.org/10.1016/j.im.2016.05.005.

## [23]

Denyer, D. et al. 2011. "Social", "Open" and "Participative"? Exploring Personal Experiences and Organisational Effects of Enterprise2.0 Use. Long Range Planning. 44, 5–6 (2011), 375–396. DOI:https://doi.org/10.1016/j.lrp.2011.09.007.

## [24]

Dhillon, G. and Backhouse, J. 2001. Current directions in IS security research: towards socio-organizational perspectives. Information Systems Journal. 11, 2 (2001), 127–153. DOI:https://doi.org/10.1046/j.1365-2575.2001.00099.x.

#### [25]

Dixon, K.R. and Panteli, N. 2010. From virtual teams to virtuality in teams. Human Relations. 63, 8 (2010), 1177–1197. DOI:https://doi.org/10.1177/0018726709354784.

[26]

Doherty, N. et al. 2009. The information security policy unpacked: A critical study of the content of university policies. International Journal of Information Management. 29, 6 (2009), 449–457. DOI:https://doi.org/10.1016/j.ijinfomgt.2009.05.003.

# [27]

Doherty, N. and Fulford, H. 2006. Aligning the information security policy with the strategic information systems plan. Computers & Security. 25, 1 (Feb. 2006), 55–63. DOI:https://doi.org/10.1016/j.cose.2005.09.009.

## [28]

Drucker, P.F. 1988. The Coming of the New Organization. Harvard Business Review. 66, 1 (1988), 45–53.

## [29]

Duane, A. and Finnegan, P. 2003. Managing empowerment and control in an intranet environment. Information Systems Journal. 13, 2 (2003), 133–158. DOI:https://doi.org/10.1046/j.1365-2575.2003.00148.x.

## [30]

Dubravka Cecez-Kecmanovic, Debra Moodie, Andy Busuttil, Fiona Plesman 1999. Organisational change mediated by e-mail and Intranet An ethnographic study. Information Technology & People. 12, 1 (1999), 9–26.

## [31]

Faraj, S. et al. 2011. Knowledge Collaboration in Online Communities. Organization Science . 22, 5 (2011), 1224–1239. DOI:https://doi.org/10.1287/orsc.1100.0614.

## [32]

Fayard, A.L. and Weeks, J. 2007. Photocopiers and Water-coolers: The Affordances of Informal Interaction. Organization Studies. 28, 5 (2007), 605–634. DOI:https://doi.org/10.1177/0170840606068310.

[33]

Flecker, J. ed. 2016. Space, place and global digital work. Palgrave Macmillan.

# [34]

Giovannucci, D. and Ponte, S. 2005. Standards as a new form of social contract? Sustainability initiatives in the coffee industry. Food Policy. 30, 3 (Jun. 2005), 284–301. DOI:https://doi.org/10.1016/j.foodpol.2005.05.007.

# [35]

Haefliger, S. et al. 2011. Social Software and Strategy. Long Range Planning. 44, 5–6 (2011), 297–316. DOI:https://doi.org/10.1016/j.lrp.2011.08.001.

# [36]

Hatum, A. 2013. The new workforce challenge: How today's leading companies are adapting for the future. Palgrave Macmillan.

# [37]

Hautz, J. et al. 2017. Open strategy: Dimensions, dilemmas, dynamics. Long Range Planning. 50, 3 (2017), 298–309. DOI:https://doi.org/10.1016/j.lrp.2016.12.001.

# [38]

Holmqvist, B. et al. eds. 1996. Signs of work: semiosis and information processing in organisations. Walter de Gruyter.

## [39]

Hu, Q. et al. 2012. Managing Employee Compliance with Information Security Policies: The Critical Role of Top Management and Organizational Culture\*. Decision Sciences. 43, 4 (2012), 615–660. DOI:https://doi.org/10.1111/j.1540-5915.2012.00361.x.

[40]

Huang, J. et al. 2015. Communicational ambidexterity as a new capability to manage social media communication within organizations. The Journal of Strategic Information Systems. 24, 2 (2015), 49–64. DOI:https://doi.org/10.1016/j.jsis.2015.03.002.

## [41]

Huang, J. et al. 2013. Reconceptualizing rhetorical practices in organizations: The impact of social media on internal communications. Information & Management. 50, 2–3 (Mar. 2013), 112–124. DOI:https://doi.org/10.1016/j.im.2012.11.003.

#### [42]

Jacoby, G.A. and Luqi 2007. Intranet model and metrics. Communications of the ACM. 50, 2 (2007), 43–50. DOI:https://doi.org/10.1145/1216016.1216019.

#### [43]

Jacqueline Vischer 1995. Strategic Work-Space Planning. Sloan Management Review. 37, 1 (1995).

#### [44]

JARVENPAA, S.L. and TANRIVERDI, H. 2003. Leading Virtual Knowledge Networks. Organizational Dynamics. 31, 4 (Jan. 2003), 403–412. DOI:https://doi.org/10.1016/S0090-2616(02)00127-4.

#### [45]

João Baptista (John) 2009. Institutionalisation as a process of interplay between technology and its organisational context of use. Journal of Information Technology, suppl. Special Issue on Institutional Theory in Information. 24, 4 (2009), 305–319.

[46]

Kaplan, A.M. and Haenlein, M. 2010. Users of the world, unite! The challenges and opportunities of Social Media. Business Horizons. 53, 1 (2010), 59–68. DOI:https://doi.org/10.1016/j.bushor.2009.09.003.

# [47]

Kappos, A. and Rivard, S. 2008. A Three-Perspective Model of Culture, Information Systems, and Their Development and Use. MIS Quarterly. 32, 3 (2008), 601–634.

# [48]

Karyda, M. et al. 2005. Information systems security policies: a contextual perspective. Computers & Security. 24, 3 (May 2005), 246–260. DOI:https://doi.org/10.1016/j.cose.2004.08.011.

## [49]

Kayworth, T. and Whitten, D. 2010. Effective Information Security Requires a Balance of Social and Technology Factors. MIS Quarterly Executive. 9, 3 (2010), 163–175.

# [50]

Kietzmann, J.H. et al. 2011. Social media? Get serious! Understanding the functional building blocks of social media. Business Horizons. 54, 3 (May 2011), 241–251. DOI:https://doi.org/10.1016/j.bushor.2011.01.005.

# [51]

Kitchin, R. 1998. Towards geographies of cyberspace. Progress in Human Geography. 22, 3 (1998), 385–406. DOI:https://doi.org/10.1191/030913298668331585.

## [52]

Knapp, K. et al. 2009. Information security policy: An organizational-level process model. Computers & Security. 28, 7 (2009), 493–508. DOI:https://doi.org/10.1016/j.cose.2009.07.001.

## [53]

Kolb, D. 2008. Exploring the Metaphor of Connectivity: Attributes, Dimensions and Duality. Organization Studies. 29, 1 (2008), 127–144. DOI:https://doi.org/10.1177/0170840607084574.

#### [54]

Kolb, D. et al. 2012. States of Connectivity: New Questions and New Directions. Organization Studies. 33, 2 (2012), 267–273. DOI:https://doi.org/10.1177/0170840611431653.

#### [55]

Kolkowska, E. and Dhillon, G. 2013. Organizational power and information security rule compliance. Computers & Security. 33, (Mar. 2013), 3–11. DOI:https://doi.org/10.1016/j.cose.2012.07.001.

#### [56]

Kossek, E. et al. 2006. Telecommuting, control, and boundary management: Correlates of policy use and practice, job control, and work-family effectiveness. Journal of Vocational Behavior. 68, 2 (2006), 347–367. DOI:https://doi.org/10.1016/j.jvb.2005.07.002.

#### [57]

von Krogh, G. 2012. How does social software change knowledge management? Toward a strategic research agenda. The Journal of Strategic Information Systems. 21, 2 (Jun. 2012), 154–164. DOI:https://doi.org/10.1016/j.jsis.2012.04.003.

#### [58]

Lai, V.S. 2001. Intraorganizational communication with intranets. Communications of the ACM. 44, 7 (2001), 95–100. DOI:https://doi.org/10.1145/379300.379324.

#### [59]

Lai, Y. and Burchell, B. 2008. Distributed work: communication in an 'officeless firm'. New Technology, Work and Employment. 23, 1–2 (2008), 61–76. DOI:https://doi.org/10.1111/j.1468-005X.2008.00203.x.

[60]

Leonardi, P.M. et al. 2013. Enterprise Social Media: Definition, History, and Prospects for the Study of Social Technologies in Organizations. Journal of Computer-Mediated Communication. 19, 1 (2013), 1–19. DOI:https://doi.org/10.1111/jcc4.12029.

# [61]

Mackenzie, M. 2010. Manager communication and workplace trust: Understanding manager and employee perceptions in the e-world. International Journal of Information Management. 30, 6 (2010), 529–541. DOI:https://doi.org/10.1016/j.ijinfomgt.2010.04.001.

## [62]

Maitland, A. and Thomson, P. 2011. Future work: how businesses can adapt and thrive in the new world of work. Palgrave Macmillan.

#### [63]

Majchrzak, A. and Malhotra, A. 2013. Towards an information systems perspective and research agenda on crowdsourcing for innovation. The Journal of Strategic Information Systems. 22, 4 (2013), 257–268. DOI:https://doi.org/10.1016/j.jsis.2013.07.004.

#### [64]

Martini, A. et al. 2009. An empirical roadmap for intranet evolution. International Journal of Information Management. 29, 4 (Aug. 2009), 295–308. DOI:https://doi.org/10.1016/j.ijinfomgt.2008.10.001.

#### [65]

Mazmanian, M. et al. 2013. The Autonomy Paradox: The Implications of Mobile Email Devices for Knowledge Professionals. Organization Science. 24, 5 (2013), 1337–1357. DOI:https://doi.org/10.1287/orsc.1120.0806.

#### [66]

Mennie, P. 2015. Social media risk and governance: managing enterprise risk. Kogan Page.

[67]

Mennie, P. 2015. Social media risk and governance: managing enterprise risk. KoganPage.

#### [68]

Mohajerani, A. et al. 2015. Exploring the role of social media in importing logics across social contexts: The case of IT SMEs in Iran. Technological Forecasting and Social Change. 95, (2015), 16–31. DOI:https://doi.org/10.1016/j.techfore.2014.06.008.

#### [69]

Murgolo-Poore, M. et al. 2002. Intranet effectiveness: a public relations paper-and-pencil checklist. Public Relations Review. 28, 1 (Feb. 2002), 113–123. DOI:https://doi.org/10.1016/S0363-8111(02)00114-5.

## [70]

Newell, S. et al. 2001. From Global Knowledge Management to Internal Electronic Fences: Contradictory Outcomes of Intranet Development. British Journal of Management. 12, 2 (2001), 97–111. DOI:https://doi.org/10.1111/1467-8551.00188.

## [71]

Nosworthy, J. 2000. Implementing Information Security In The 21st Century — Do You Have the Balancing Factors? Computers & Security. 19, 4 (Apr. 2000), 337–347. DOI:https://doi.org/10.1016/S0167-4048(00)04021-9.

#### [72]

Orlikowski, W.J. 2007. Sociomaterial Practices: Exploring Technology at Work. Organization Studies. 28, 9 (2007), 1435–1448. DOI:https://doi.org/10.1177/0170840607081138.

## [73]

R Phelps, M Mok 1999. Managing the risks of intranet implementation: an empirical study

of user satisfaction. Journal of Information Technology. 14, 1 (1999), 39–52.

# [74]

Rice, R. et al. 2017. Organizational Media Affordances: Operationalization and Associations with Media Use. Journal of Communication. 67, 1 (2017), 106–130. DOI:https://doi.org/10.1111/jcom.12273.

# [75]

Richard Baskerville, Mikko Siponen 2002. An information security meta-policy for emergent organizations. Logistics Information Management. 15, 5 (2002), 337–346.

## [76]

Roberta Lamb, Elizabeth Davidson Understanding Intranets in the Context of End-User Computing. Database for Advances in Information Systems. 36, 1, 64–85.

## [77]

Scheepers, R. 2003. Key roles in intranet implementation: the conquest and the aftermath. Journal of Information Technology. 18, 2 (2003), 103–119. DOI:https://doi.org/10.1080/0268396032000101162.

## [78]

Siponen, M.T. 2000. A conceptual foundation for organizational information security awareness. Information Management & Computer Security. 8, 1 (2000), 31–41. DOI:https://doi.org/10.1108/09685220010371394.

#### [79]

Smithson, Steve 1998. Analysing information systems evaluation: Another look at an old problem. European Journal of Information Systems; Basingstoke. 7, 3 (1998), 158–174.

[80]

von Solms, R. 1998. Information security management (1): why information security is so important. Information Management & Computer Security. 6, 4 (1998), 174–177. DOI:https://doi.org/10.1108/EUM000000004533.

# [81]

Sotirios Paroutis, Alya Al Saleh 2009. Determinants of knowledge sharing using Web 2.0 technologies. Journal of Knowledge Management. 13, 4 (2009), 52–63.

## [82]

Stieger, D. et al. 2012. Democratizing Strategy: How Crowdsourcing Can Be Used for Strategy Dialogues. California Management Review. 54, 4 (2012), 44–68. DOI:https://doi.org/10.1525/cmr.2012.54.4.44.

# [83]

Symon, G. and Pritchard, K. 2015. Performing the Responsive and Committed Employee through the Sociomaterial Mangle of Connection. Organization Studies. 36, 2 (2015), 241–263. DOI:https://doi.org/10.1177/0170840614556914.

## [84]

Tavakoli, A. et al. 2017. Open strategy: Literature review, re-analysis of cases and conceptualisation as a practice. The Journal of Strategic Information Systems. (Feb. 2017). DOI:https://doi.org/10.1016/j.jsis.2017.01.003.

## [85]

Thomson, M.E. and von Solms, R. 1998. Information security awareness: educating your users effectively. Information Management & Computer Security. 6, 4 (1998), 167–173. DOI:https://doi.org/10.1108/09685229810227649.

## [86]

Townsend, A.M. et al. 1998. Virtual teams: Technology and the workplace of the future. Academy of Management Perspectives. 12, 3 (1998), 17–29. DOI:https://doi.org/10.5465/AME.1998.1109047.

## [87]

Treem, J. and Leonardi, P. 2012. Social Media Use in Organizations: Exploring the Affordances of Visibility, Editability, Persistence, and Association. SSRN Electronic Journal. (2012).

#### [88]

Turkle, S. Alone together: why we expect more from technology and less from each other. Basic Books.

#### [89]

Turkle, S. 2016. Reclaiming conversation: the power of talk in a digital age. Penguin Books.

#### [90]

Vaast, E. and Kaganer, E. 2013. Social media affordances and governance in the workplace: An examination of organizational policies. Journal of Computer-Mediated Communication. 19, 1 (2013), 78–101. DOI:https://doi.org/10.1111/jcc4.12032.

#### [91]

Vasilis Serafeimidis, Steve Smithson 2000. Information systems evaluation in practice: a case study of organizational change. Journal of Information Technology. 15, 2 (2000), 93–105.

#### [92]

Vodanovich, S. et al. 2010. Digital Natives and Ubiquitous Information Systems. Information Systems Research. 21, 4 (2010), 711–723. DOI:https://doi.org/10.1287/isre.1100.0324.

#### [93]

Wajcman, J. et al. 2008. Families without Borders: Mobile Phones, Connectedness and

Work-Home Divisions. Sociology. 42, 4 (Aug. 2008), 635–652. DOI:https://doi.org/10.1177/0038038508091620.

## [94]

Wajcman, J. and Rose, E. 2011. Constant Connectivity: Rethinking Interruptions at Work. Organization Studies. 32, 7 (2011), 941–961. DOI:https://doi.org/10.1177/0170840611410829.

## [95]

Wanda Orlikowski 1992. The Duality of Technology: Rethinking the Concept of Technology in Organizations. Organization Science. 3, 3 (1992), 398–427.

#### [96]

Watson, M.A. and Lopiano, G.R. 2016. Should We Fire Him for That Post? Harvard Business Review. 94, 3 (2016), 103–107.

#### [97]

White, M. 2011. The intranet management handbook. Information Today.

#### [98]

Whittington, R. et al. 2011. Opening Strategy: Evolution of a Precarious Profession. British Journal of Management. 22, 3 (2011), 531–544. DOI:https://doi.org/10.1111/j.1467-8551.2011.00762.x.

#### [99]

Yi, C. ed. 2016. The impact of ICT on work. Springer.

#### [100]

Zammuto, R. et al. 2007. Information Technology and the Changing Fabric of Organization. Organization Science. 18, 5 (2007), 749–762.