

IB9860 Digital Working & Organisational Transformation

John Baptista

View Online



1

Hatum A. The new workforce challenge: How today's leading companies are adapting for the future. Basingstoke: : Palgrave Macmillan 2013.
<http://0-www.palgraveconnect.com.pugwash.lib.warwick.ac.uk/doi/finder/10.1057/9781137302991>

2

Maitland A, Thomson P. Future work: how businesses can adapt and thrive in the new world of work. Basingstoke, Hampshire: : Palgrave Macmillan 2011.
http://encore.lib.warwick.ac.uk/iii/encore/record/C__Rb2537477

3

Vodanovich S, Sundaram D, Myers M. Digital Natives and Ubiquitous Information Systems. Information Systems Research 2010;**21**:711–23. doi:10.1287/isre.1100.0324

4

Aral S, Dellarocas C, Godes D. Social Media and Business Transformation: A Framework for Research. Information Systems Research 2013;**24**:3–13. doi:10.1287/isre.1120.0470

5

Yi C, editor. The impact of ICT on work. Singapore: : Springer 2016.
http://encore.lib.warwick.ac.uk/iii/encore/record/C__Rb3016199

6

White M. The intranet management handbook. Medford, N.J.: : Information Today 2011.
http://encore.lib.warwick.ac.uk/iii/encore/record/C__Rb3182495

7

Kietzmann JH, Hermkens K, McCarthy IP, et al. Social media? Get serious! Understanding the functional building blocks of social media. Business Horizons 2011;**54**:241–51.
doi:10.1016/j.bushor.2011.01.005

8

Kaplan AM, Haenlein M. Users of the world, unite! The challenges and opportunities of Social Media. Business Horizons 2010;**53**:59–68. doi:10.1016/j.bushor.2009.09.003

9

Leonardi PM, Huysman M, Steinfield C. Enterprise Social Media: Definition, History, and Prospects for the Study of Social Technologies in Organizations. Journal of Computer-Mediated Communication 2013;**19**:1–19. doi:10.1111/jcc4.12029

10

Treem J, Leonardi P. Social Media Use in Organizations: Exploring the Affordances of Visibility, Editability, Persistence, and Association. SSRN Electronic Journal Published Online First: 2012.<https://ssrn.com/abstract=2129853>

11

Rice R, Evans S, Pearce K, et al. Organizational Media Affordances: Operationalization and Associations with Media Use. Journal of Communication 2017;**67**:106–30.
doi:10.1111/jcom.12273

12

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

13

Damsgaard J, Scheepers R. Managing the crises in intranet implementation: a stage model. *Information Systems Journal* 2000;**10**:131–49. doi:10.1046/j.1365-2575.2000.00076.x

14

Damsgaard J, Scheepers R. Power, influence and intranet implementation. *Information Technology & People* 1999;**12**:333–58. doi:10.1108/09593849910301630

15

Banck B, Nyström CA. Intranet use: a study of five Swedish organizations. *Journal of Organisational Transformation & Social Change* 2005;**2**:153–80. <https://arlr.iii.com/nonret~S0&atitle=Intranet+use:+a+study+of+five+Swedish+organizations&title=Journal+of+Organisational+Transformation+&+Social+Change&aufirst=Bjrn&aunit=&aualast=Banck&issn=14779633&eissn=2040056X&coden=&volume=2&issue=2&spage=153&epage=180&quarter=&ssn=&date=2005&sid=&reqtype3>

16

Townsend AM, DeMarie SM, Hendrickson AR. Virtual teams: Technology and the workplace of the future. *Academy of Management Perspectives* 1998;**12**:17–29. doi:10.5465/AME.1998.1109047

17

Lai Y, Burchell B. Distributed work: communication in an 'officeless firm'. *New Technology, Work and Employment* 2008;**23**:61–76. doi:10.1111/j.1468-005X.2008.00203.x

18

von Krogh G. How does social software change knowledge management? Toward a strategic research agenda. *The Journal of Strategic Information Systems* 2012;**21**:154–64. doi:10.1016/j.jsis.2012.04.003

19

Zammuto R, Griffith T, Majchrzak A, et al. Information Technology and the Changing Fabric of Organization. *Organization Science* 2007;**18**:749–62. <http://0-search.ebscohost.com.pugwash.lib.warwick.ac.uk/login.aspx?direct=true&db=bth&AN=27156594&site=bsi-live>

20

Turkle S. *Alone together: why we expect more from technology and less from each other*. Third edition. New York: : Basic Books

21

Turkle S. *Reclaiming conversation: the power of talk in a digital age*. New York, New York: : Penguin Books 2016. http://encore.lib.warwick.ac.uk/iii/encore/record/C__Rb3451851

22

Mazmanian M, Orlikowski W, Yates J. The Autonomy Paradox: The Implications of Mobile Email Devices for Knowledge Professionals. *Organization Science* 2013;**24**:1337–57. doi:10.1287/orsc.1120.0806

23

Kossek E, Lautsch B, Eaton S. Telecommuting, control, and boundary management: Correlates of policy use and practice, job control, and work–family effectiveness. *Journal of Vocational Behavior* 2006;**68**:347–67. doi:10.1016/j.jvb.2005.07.002

24

Symon G, Pritchard K. Performing the Responsive and Committed Employee through the Sociomaterial Mangle of Connection. *Organization Studies* 2015;**36**:241–63. doi:10.1177/0170840614556914

25

Wajcman J, Rose E. Constant Connectivity: Rethinking Interruptions at Work. *Organization Studies* 2011;**32**:941–61. doi:10.1177/0170840611410829

26

Wajcman J, Bittman M, Brown JE. Families without Borders: Mobile Phones, Connectedness and Work-Home Divisions. *Sociology* 2008;**42**:635–52. doi:10.1177/0038038508091620

27

Martini A, Corso M, Pellegrini L. An empirical roadmap for intranet evolution. *International Journal of Information Management* 2009;**29**:295–308. doi:10.1016/j.ijinfomgt.2008.10.001

28

Clarke K, Preece D. Constructing and using a company Intranet: 'it's a very cultural thing'. *New Technology, Work and Employment* 2005;**20**:150–65. doi:10.1111/j.1468-005X.2005.00150.x

29

Corporate Intranet Implementation: Managing Emergent Technologies and Organizational Practices.
https://www.researchgate.net/publication/220580381_Corporate_Intranet_Implementation_Managing_Emergent_Technologies_and_Organizational_Practices

30

Roberta Lamb, Elizabeth Davidson. Understanding Intranets in the Context of End-User Computing. *Database for Advances in Information Systems*; **36**:64–85. <http://0-search.proquest.com.pugwash.lib.warwick.ac.uk/docview/196635756/F1434F4CF4BD4CECPQ/8?accountid=14888>

31

Duane A, Finnegan P. Managing empowerment and control in an intranet environment. *Information Systems Journal* 2003;**13**:133–58. doi:10.1046/j.1365-2575.2003.00148.x

32

Scheepers R. Key roles in intranet implementation: the conquest and the aftermath. *Journal of Information Technology* 2003;**18**:103–19. doi:10.1080/0268396032000101162

33

Curry A, Stancich L. The intranet — an intrinsic component of strategic information management? *International Journal of Information Management* 2000;**20**:249–68. doi:10.1016/S0268-4012(00)00015-3

34

Annabi H, McGann S. Social Media as the Missing Link: Connecting Communities of Practice to Business Strategy. *Journal of Organizational Computing and Electronic Commerce* 2013; **23**:56–83. doi:10.1080/10919392.2013.748608

35

Fayard AL, Weeks J. Photocopiers and Water-coolers: The Affordances of Informal Interaction. *Organization Studies* 2007;**28**:605–34. doi:10.1177/0170840606068310

36

Kitchin R. Towards geographies of cyberspace. *Progress in Human Geography* 1998;**22**:385–406. doi:10.1191/030913298668331585

37

Jacqueline Vischer. Strategic Work-Space Planning. *Sloan Management Review* 1995;**37**. <http://0-search.proquest.com.pugwash.lib.warwick.ac.uk/docview/224968966/1FAD2B635774924PQ/8?accountid=14888>

38

Flecker J, editor. *Space, place and global digital work*. London: : Palgrave Macmillan 2016. http://encore.lib.warwick.ac.uk/iii/encore/record/C__Rb3049968

39

Andriole S. Business impact of Web 2.0 technologies. Communications of the ACM 2010;**53**. doi:10.1145/1859204.1859225

40

Jacoby GA, Luqi. Intranet model and metrics. Communications of the ACM 2007;**50**:43–50. doi:10.1145/1216016.1216019

41

Murgolo-Poore M, Pitt L, Ewing M. Intranet effectiveness: a public relations paper-and-pencil checklist. Public Relations Review 2002;**28**:113–23. doi:10.1016/S0363-8111(02)00114-5

42

Lai VS. Intraorganizational communication with intranets. Communications of the ACM 2001;**44**:95–100. doi:10.1145/379300.379324

43

Smithson, Steve. Analysing information systems evaluation: Another look at an old problem. European Journal of Information Systems; Basingstoke 1998;**7**:158–74. <https://0-www-tandfonline-com.pugwash.lib.warwick.ac.uk/doi/abs/10.1057/palgrave.ejis.3000304>

44

Coakes, ElayneBradburn, Anton. What is the value of intellectual capital? Knowledge Management Research & Practice;**3**:60–8. <http://0-search.proquest.com.pugwash.lib.warwick.ac.uk/docview/203469989/17353D92383D456BPQ/3?accountid=14888>

45

Vasilis Serafeimidis, Steve Smithson. Information systems evaluation in practice: a case study of organizational change. Journal of Information Technology 2000;**15**

:93-105.<http://0-search.proquest.com.pugwash.lib.warwick.ac.uk/docview/216207257/D85B1888CF824254PQ/2?accountid=14888>

46

Mennie P. Social media risk and governance: managing enterprise risk. 1st Edition. Philadelphia, PA: : Kogan Page 2015.
<http://lib.myilibrary.com/browse/open.asp?id=837922&entityid=https://idp.warwick.ac.uk/idp/shibboleth>

47

Mennie P. Social media risk and governance: managing enterprise risk. London: : KoganPage 2015. http://encore.lib.warwick.ac.uk/iii/encore/record/C__Rb2866389

48

Aula, Pekka. Social media, reputation risk and ambient publicity management. Strategy & Leadership 2010;**38**
:43-9.<http://0-search.proquest.com.pugwash.lib.warwick.ac.uk/docview/761420153/8B1E132A12504579PQ/6?accountid=14888>

49

Watson MA, Lopiano GR. Should We Fire Him for That Post? Harvard Business Review 2016;**94**
:103-7.<http://0-search.ebscohost.com.pugwash.lib.warwick.ac.uk/direct.asp?db=bth&id=HBR&scope=site>

50

R Phelps, M Mok. Managing the risks of intranet implementation: an empirical study of user satisfaction. Journal of Information Technology 1999;**14**
:39-52.<http://0-search.proquest.com.pugwash.lib.warwick.ac.uk/docview/216214002/13B932C547B54C7DPQ/3?accountid=14888>

51

Davison R, Ou C. Digital work in a digitally challenged organization. Information &

Management 2017;**54**:129–37. doi:10.1016/j.im.2016.05.005

52

Doherty N, Anastasakis L, Fulford H. The information security policy unpacked: A critical study of the content of university policies. International Journal of Information Management 2009;**29**:449–57. doi:10.1016/j.ijinfomgt.2009.05.003

53

Doherty N, Fulford H. Aligning the information security policy with the strategic information systems plan. Computers & Security 2006;**25**:55–63. doi:10.1016/j.cose.2005.09.009

54

Richard Baskerville, Mikko Siponen. An information security meta-policy for emergent organizations. Logistics Information Management 2002;**15**:337–46.<http://0-search.proquest.com.pugwash.lib.warwick.ac.uk/docview/220030046/FAF05147A38D4ED2PQ/4?accountid=14888>

55

Knapp K, Morris F, Marshall T, et al. Information security policy: An organizational-level process model. Computers & Security 2009;**28**:493–508. doi:10.1016/j.cose.2009.07.001

56

Karyda M, Kiountouzis E, Kokolakis S. Information systems security policies: a contextual perspective. Computers & Security 2005;**24**:246–60. doi:10.1016/j.cose.2004.08.011

57

Kayworth T, Whitten D. Effective Information Security Requires a Balance of Social and Technology Factors. MIS Quarterly Executive 2010;**9**:163–75.<http://0-search.ebscohost.com.pugwash.lib.warwick.ac.uk/login.aspx?direct=true&db=bth&AN=53382596&site=bsi-live>

58

von Solms R. Information security management (1): why information security is so important. Information Management & Computer Security 1998;**6**:174–7.
doi:10.1108/EUM0000000004533

59

Dhillon G, Backhouse J. Current directions in IS security research: towards socio-organizational perspectives. Information Systems Journal 2001;**11**:127–53.
doi:10.1046/j.1365-2575.2001.00099.x

60

Nosworthy J. Implementing Information Security In The 21st Century — Do You Have the Balancing Factors? Computers & Security 2000;**19**:337–47.
doi:10.1016/S0167-4048(00)04021-9

61

Thomson ME, von Solms R. Information security awareness: educating your users effectively. Information Management & Computer Security 1998;**6**:167–73.
doi:10.1108/09685229810227649

62

Siponen MT. A conceptual foundation for organizational information security awareness. Information Management & Computer Security 2000;**8**:31–41.
doi:10.1108/09685220010371394

63

Kolkowska E, Dhillon G. Organizational power and information security rule compliance. Computers & Security 2013;**33**:3–11. doi:10.1016/j.cose.2012.07.001

64

Hu Q, Dinev T, Hart P, et al. Managing Employee Compliance with Information Security Policies: The Critical Role of Top Management and Organizational Culture*. Decision

Sciences 2012;**43**:615–60. doi:10.1111/j.1540-5915.2012.00361.x

65

Giovannucci D, Ponte S. Standards as a new form of social contract? Sustainability initiatives in the coffee industry. Food Policy 2005;**30**:284–301. doi:10.1016/j.foodpol.2005.05.007

66

Dubravka Cecez-Kecmanovic, Debra Moodie, Andy Busuttil, Fiona Plesman. Organisational change mediated by e-mail and Intranet An ethnographic study. Information Technology & People 1999;**12**:9–26. <http://0-search.proquest.com.pugwash.lib.warwick.ac.uk/docview/222356590/452338D38B514D41PQ/1?accountid=14888>

67

Sotirios Paroutis, Alya Al Saleh. Determinants of knowledge sharing using Web 2.0 technologies. Journal of Knowledge Management 2009;**13**:52–63. <http://0-search.proquest.com.pugwash.lib.warwick.ac.uk/docview/230323798/DF80BE80A9524E22PQ/4?accountid=14888>

68

Mackenzie M. Manager communication and workplace trust: Understanding manager and employee perceptions in the e-world. International Journal of Information Management 2010;**30**:529–41. doi:10.1016/j.ijinfomgt.2010.04.001

69

JARVENPAA SL, TANRIVERDI H. Leading Virtual Knowledge Networks. Organizational Dynamics 2003;**31**:403–12. doi:10.1016/S0090-2616(02)00127-4

70

João Baptista (John). 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 2009;**24**

:305-19.<http://0-search.proquest.com.pugwash.lib.warwick.ac.uk/docview/216214069/89B-A7B10EA424259PQ/3?accountid=14888>

71

Baptista (John) J, Newell S, Currie W. Paradoxical effects of institutionalisation on the strategic awareness of technology in organisations. *The Journal of Strategic Information Systems* 2010;**19**:171-83. doi:10.1016/j.jsis.2010.07.001

72

Butler T. An institutional perspective on developing and implementing intranet- and internet-based information systems. *Information Systems Journal* 2003;**13**:209-31. doi:10.1046/j.1365-2575.2003.00151.x

73

Holmqvist B, Andersen PB, Klein H, et al., editors. *Signs of work: semiosis and information processing in organisations*. Berlin: : Walter de Gruyter 1996.
http://encore.lib.warwick.ac.uk/iii/encore/record/C__Rb3298203

74

Wanda Orlikowski. *The Duality of Technology: Rethinking the Concept of Technology in Organizations*. *Organization Science* 1992;**3**:398-427.
http://0-www.jstor.org.pugwash.lib.warwick.ac.uk/stable/2635280?seq=1#page_scan_tab_contents

75

Orlikowski WJ. Sociomaterial Practices: Exploring Technology at Work. *Organization Studies* 2007;**28**:1435-48. doi:10.1177/0170840607081138

76

Beynon-Davies P. *Significance: exploring the nature of information, systems and technology*. Basingstoke: : Palgrave Macmillan 2011.
http://encore.lib.warwick.ac.uk/iii/encore/record/C__Rb2485241

77

Avgerou C. The significance of context in information systems and organizational change. *Information Systems Journal* 2001;**11**:43–63. doi:10.1046/j.1365-2575.2001.00095.x

78

Kappos A, Rivard S. A Three-Perspective Model of Culture, Information Systems, and Their Development and Use. *MIS Quarterly* 2008;**32**:601–34. <http://0-search.ebscohost.com.pugwash.lib.warwick.ac.uk/login.aspx?direct=true&db=bth&AN=33436507&site=bsi-live>

79

David Wagner, Gabriele Vollmar, Heinz-Theo Wagner. The impact of information technology on knowledge creation: An affordance approach to social media. *Journal of Enterprise Information Management* 2014;**27**:31–44. <http://0-search.proquest.com.pugwash.lib.warwick.ac.uk/docview/1490992058/17B44981E48D4E77PQ/2?accountid=14888>

80

Newell S, Scarbrough H, Swan J. From Global Knowledge Management to Internal Electronic Fences: Contradictory Outcomes of Intranet Development. *British Journal of Management* 2001;**12**:97–111. doi:10.1111/1467-8551.00188

81

Bjelland, Osvald M Wood, Robert Chapman. An Inside View of IBM's 'Innovation Jam'. *MIT Sloan Management Review* 2008;**50**:32–40. <http://0-search.proquest.com.pugwash.lib.warwick.ac.uk/docview/224960315/3A84CF4D6DCB441CPQ/10?accountid=14888>

82

Mohajerani A, Baptista J, Nandhakumar J. Exploring the role of social media in importing logics across social contexts: The case of IT SMEs in Iran. *Technological Forecasting and Social Change* 2015;**95**:16–31. doi:10.1016/j.techfore.2014.06.008

83

Hautz J, Seidl D, Whittington R. Open strategy: Dimensions, dilemmas, dynamics. Long Range Planning 2017;**50**:298–309. doi:10.1016/j.lrp.2016.12.001

84

Birkinshaw J. Reflections on open strategy. Long Range Planning Published Online First: 2016. doi:10.1016/j.lrp.2016.11.004

85

Whittington R, Caillaud L, Yakis-Douglas B. Opening Strategy: Evolution of a Precarious Profession. British Journal of Management 2011;**22**:531–44. doi:10.1111/j.1467-8551.2011.00762.x

86

Haeffliger S, Monteiro E, Foray D, et al. Social Software and Strategy. Long Range Planning 2011;**44**:297–316. doi:10.1016/j.lrp.2011.08.001

87

Chesbrough H, Appleyard M. Open Innovation and Strategy. California Management Review 2007;**50**:57–76. <http://0-search.ebscohost.com.pugwash.lib.warwick.ac.uk/login.aspx?direct=true∓db=bth&AN=27340265&site=bsi-live>

88

Stieger D, Matzler K, Chatterjee S, et al. Democratizing Strategy: How Crowdsourcing Can Be Used for Strategy Dialogues. California Management Review 2012;**54**:44–68. doi:10.1525/cmr.2012.54.4.44

89

Baptista J, Wilson A, Galliers R, et al. Social Media and the Emergence of Reflexiveness as

a New Capability for Open Strategy. Long Range Planning Published Online First: August 2016. doi:10.1016/j.lrp.2016.07.005

90

Tavakoli A, Schlagwein D, Schoder D. Open strategy: Literature review, re-analysis of cases and conceptualisation as a practice. The Journal of Strategic Information Systems Published Online First: February 2017. doi:10.1016/j.jsis.2017.01.003

91

Denyer D, Parry E, Flowers P. "Social", "Open" and "Participative"? Exploring Personal Experiences and Organisational Effects of Enterprise2.0 Use. Long Range Planning 2011;**44**:375–96. doi:10.1016/j.lrp.2011.09.007

92

Huang J, Baptista J, Newell S. Communicational ambidexterity as a new capability to manage social media communication within organizations. The Journal of Strategic Information Systems 2015;**24**:49–64. doi:10.1016/j.jsis.2015.03.002

93

Huang J, Baptista J, Galliers RD. Reconceptualizing rhetorical practices in organizations: The impact of social media on internal communications. Information & Management 2013;**50**:112–24. doi:10.1016/j.im.2012.11.003

94

Faraj S, Jarvenpaa SL, Majchrzak A. Knowledge Collaboration in Online Communities. Organization Science 2011;**22**:1224–39. doi:10.1287/orsc.1100.0614

95

Majchrzak A, Malhotra A. Towards an information systems perspective and research agenda on crowdsourcing for innovation. The Journal of Strategic Information Systems 2013;**22**:257–68. doi:10.1016/j.jsis.2013.07.004

96

Drucker PF. The Coming of the New Organization. Harvard Business Review 1988;**66**:45–53. <http://0-search.ebscohost.com.pugwash.lib.warwick.ac.uk/direct.asp?db=bth&jid=HBR&scope=site>

97

Andrew McAfee. Enterprise 2.0: The Dawn of Emergent Collaboration. MIT Sloan Management Review 2006;**47**:21–8. <http://0-search.proquest.com.pugwash.lib.warwick.ac.uk/docview/224963703/DD44A2F5F66A40ADPQ/6?accountid=14888>

98

Dixon KR, Panteli N. From virtual teams to virtuality in teams. Human Relations 2010;**63**:1177–97. doi:10.1177/0018726709354784

99

Kolb D. Exploring the Metaphor of Connectivity: Attributes, Dimensions and Duality. Organization Studies 2008;**29**:127–44. doi:10.1177/0170840607084574

100

Kolb D, Caza A, Collins P. States of Connectivity: New Questions and New Directions. Organization Studies 2012;**33**:267–73. doi:10.1177/0170840611431653