

# IB9860 Digital Working & Organisational Transformation

John Baptista

[View Online](#)



Andrew McAfee. 2006. 'Enterprise 2.0: The Dawn of Emergent Collaboration'. *MIT Sloan Management Review* 47 (3): 21–28.  
<http://0-search.proquest.com.pugwash.lib.warwick.ac.uk/docview/224963703/DD44A2F5F66A40ADPQ/6?accountid=14888>.

Andriole, Stephen. 2010. 'Business Impact of Web 2.0 Technologies'. *Communications of the ACM* 53 (12). <https://doi.org/10.1145/1859204.1859225>.

Annabi, Hala, and Sean McGann. 2013. 'Social Media as the Missing Link: Connecting Communities of Practice to Business Strategy'. *Journal of Organizational Computing and Electronic Commerce* 23 (1-2): 56–83. <https://doi.org/10.1080/10919392.2013.748608>.

Aral, Sinan, Chrysanthos Dellarocas, and David Godes. 2013. 'Social Media and Business Transformation: A Framework for Research'. *Information Systems Research* 24 (1): 3–13. <https://doi.org/10.1287/isre.1120.0470>.

Aula, Pekka. 2010. 'Social Media, Reputation Risk and Ambient Publicity Management'. *Strategy & Leadership* 38 (6): 43–49.  
<http://0-search.proquest.com.pugwash.lib.warwick.ac.uk/docview/761420153/8B1E132A12504579PQ/6?accountid=14888>.

Avgerou, Chrisanthi. 2001. 'The Significance of Context in Information Systems and Organizational Change.' *Information Systems Journal* 11 (1): 43–63.  
<https://doi.org/10.1046/j.1365-2575.2001.00095.x>.

Banck, Björn, and Christina Amcoff Nyström. 2005. 'Intranet Use: A Study of Five Swedish Organizations'. *Journal of Organisational Transformation & Social Change* 2 (2): 153–80.  
<https://arlier.iii.com/nonret~S0&atitle=Intranet+use:+a+study+of+five+Swedish+organizations&title=Journal+of+Organisational+Transformation+&+Social+Change&aufirst=Bjrn&auinit=&aulast=Banck&issn=14779633&eissn=2040056X&coden=&volume=2&issue=2&spage=153&epage=180&quarter=&ssn=&date=2005&sid=&reqtype3>.

Baptista, João, Alexander Wilson, Robert Galliers, and Steve Byngahall. 2016. 'Social Media and the Emergence of Reflexiveness as a New Capability for Open Strategy'. *Long Range Planning*, August. <https://doi.org/10.1016/j.lrp.2016.07.005>.

Baptista (John), João, Sue Newell, and Wendy Currie. 2010. 'Paradoxical Effects of Institutionalisation on the Strategic Awareness of Technology in Organisations'. *The Journal of Strategic Information Systems* 19 (3): 171–83. <https://doi.org/10.1016/j.jsis.2010.07.001>.

Beynon-Davies, Paul. 2011. *Significance: Exploring the Nature of Information, Systems and Technology*. Basingstoke: Palgrave Macmillan.  
[http://encore.lib.warwick.ac.uk/iii/encore/record/C\\_\\_Rb2485241](http://encore.lib.warwick.ac.uk/iii/encore/record/C__Rb2485241).

Birkinshaw, Julian. 2016. 'Reflections on Open Strategy'. *Long Range Planning*.  
<https://doi.org/10.1016/j.lrp.2016.11.004>.

Bjelland, Osvald MWood, Robert Chapman. 2008. 'An Inside View of IBM's "Innovation Jam"'. *MIT Sloan Management Review* 50 (1): 32-40.  
<http://0-search.proquest.com.pugwash.lib.warwick.ac.uk/docview/224960315/3A84CF4D6DCB441CPQ/10?accountid=14888>.

Butler, Tom. 2003. 'An Institutional Perspective on Developing and Implementing Intranet-and Internet-Based Information Systems'. *Information Systems Journal* 13 (3): 209-31.  
<https://doi.org/10.1046/j.1365-2575.2003.00151.x>.

Chesbrough, Henry, and Melissa Appleyard. 2007. 'Open Innovation and Strategy.' *California Management Review* 50 (1): 57-76.  
<http://0-search.ebscohost.com.pugwash.lib.warwick.ac.uk/login.aspx?direct=true&db=bth&AN=27340265&site=bsi-live>.

Clarke, Ken, and David Preece. 2005. 'Constructing and Using a Company Intranet: "It's a Very Cultural Thing"'. *New Technology, Work and Employment* 20 (2): 150-65.  
<https://doi.org/10.1111/j.1468-005X.2005.00150.x>.

Coakes, ElayneBradburn, Anton. n.d. 'What Is the Value of Intellectual Capital?' *Knowledge Management Research & Practice* 3 (2): 60-68.  
<http://0-search.proquest.com.pugwash.lib.warwick.ac.uk/docview/203469989/17353D92383D456BPQ/3?accountid=14888>.

'Corporate Intranet Implementation: Managing Emergent Technologies and Organizational Practices'. n.d.  
[https://www.researchgate.net/publication/220580381\\_Corporate\\_Intranet\\_Implementation\\_Managing\\_Emergent\\_Technologies\\_and\\_Organizational\\_Practices](https://www.researchgate.net/publication/220580381_Corporate_Intranet_Implementation_Managing_Emergent_Technologies_and_Organizational_Practices).

Curry, Adrienne, and Lara Stancich. 2000. 'The Intranet — an Intrinsic Component of Strategic Information Management?' *International Journal of Information Management* 20 (4): 249-68. [https://doi.org/10.1016/S0268-4012\(00\)00015-3](https://doi.org/10.1016/S0268-4012(00)00015-3).

Damsgaard, Jan, and Rens Scheepers. 1999. 'Power, Influence and Intranet Implementation'. *Information Technology & People* 12 (4): 333-58.  
<https://doi.org/10.1108/09593849910301630>.

———. 2000. 'Managing the Crises in Intranet Implementation: A Stage Model'. *Information Systems Journal* 10 (2): 131-49. <https://doi.org/10.1046/j.1365-2575.2000.00076.x>.

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): 31-44.

<http://0-search.proquest.com.pugwash.lib.warwick.ac.uk/docview/1490992058/17BA4981E48D4E77PQ/2?accountid=14888>.

Davison, Robert, and Carol Ou. 2017. 'Digital Work in a Digitally Challenged Organization'. *Information & Management* 54 (1): 129–37. <https://doi.org/10.1016/j.im.2016.05.005>.

Denyer, David, Emma Parry, and Paul Flowers. 2011. "'Social", "Open" and "Participative"? Exploring Personal Experiences and Organisational Effects of Enterprise2.0 Use'. *Long Range Planning* 44 (5–6): 375–96. <https://doi.org/10.1016/j.lrp.2011.09.007>.

Dhillon, Gurpreet, and James Backhouse. 2001. 'Current Directions in IS Security Research: Towards Socio-Organizational Perspectives.' *Information Systems Journal* 11 (2): 127–53. <https://doi.org/10.1046/j.1365-2575.2001.00099.x>.

Dixon, Keith R, and Niki Panteli. 2010. 'From Virtual Teams to Virtuality in Teams'. *Human Relations* 63 (8): 1177–97. <https://doi.org/10.1177/0018726709354784>.

Doherty, Neil, Leonidas Anastasakis, and Heather Fulford. 2009. 'The Information Security Policy Unpacked: A Critical Study of the Content of University Policies'. *International Journal of Information Management* 29 (6): 449–57.  
<https://doi.org/10.1016/j.ijinfomgt.2009.05.003>.

Doherty, Neil, and Heather Fulford. 2006. 'Aligning the Information Security Policy with the Strategic Information Systems Plan'. *Computers & Security* 25 (1): 55–63.  
<https://doi.org/10.1016/j.cose.2005.09.009>.

Drucker, Peter F. 1988. 'The Coming of the New Organization'. *Harvard Business Review* 66 (1): 45–53.  
<http://0-search.ebscohost.com.pugwash.lib.warwick.ac.uk/direct.asp?db=bth&jid=HB&scope=site>.

Duane, Aidan, and Pat Finnegan. 2003. 'Managing Empowerment and Control in an Intranet Environment'. *Information Systems Journal* 13 (2): 133–58.  
<https://doi.org/10.1046/j.1365-2575.2003.00148.x>.

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): 9–26.  
<http://0-search.proquest.com.pugwash.lib.warwick.ac.uk/docview/222356590/452338D38B514D41PQ/1?accountid=14888>.

Faraj, Samer, Sirkka L. Jarvenpaa, and Ann Majchrzak. 2011. 'Knowledge Collaboration in Online Communities'. *Organization Science* 22 (5): 1224–39.  
<https://doi.org/10.1287/orsc.1100.0614>.

Fayard, A.L., and J. Weeks. 2007. 'Photocopiers and Water-Coolers: The Affordances of Informal Interaction'. *Organization Studies* 28 (5): 605–34.  
<https://doi.org/10.1177/0170840606068310>.

Flecker, Jörg, ed. 2016. Space, Place and Global Digital Work. London: Palgrave Macmillan.  
[http://encore.lib.warwick.ac.uk/iii/encore/record/C\\_\\_Rb3049968](http://encore.lib.warwick.ac.uk/iii/encore/record/C__Rb3049968).

Giovannucci, Daniele, and Stefano Ponte. 2005. 'Standards as a New Form of Social Contract? Sustainability Initiatives in the Coffee Industry'. *Food Policy* 30 (3): 284–301. <https://doi.org/10.1016/j.foodpol.2005.05.007>.

Haefliger, Stefan, Eric Monteiro, Dominique Foray, and Georg von Krogh. 2011. 'Social Software and Strategy'. *Long Range Planning* 44 (5–6): 297–316. <https://doi.org/10.1016/j.lrp.2011.08.001>.

Hatum, Andres. 2013. *The New Workforce Challenge: How Today's Leading Companies Are Adapting for the Future*. Electronic resource. Basingstoke: Palgrave Macmillan. <http://0-www.palgraveconnect.com.pugwash.lib.warwick.ac.uk/doifinder/10.1057/9781137302991>.

Hautz, Julia, David Seidl, and Richard Whittington. 2017. 'Open Strategy: Dimensions, Dilemmas, Dynamics'. *Long Range Planning* 50 (3): 298–309. <https://doi.org/10.1016/j.lrp.2016.12.001>.

Holmqvist, Berit, Peter Bøgh Andersen, Heinz Klein, and Roland Posner, eds. 1996. *Signs of Work: Semiosis and Information Processing in Organisations*. Berlin: Walter de Gruyter. [http://encore.lib.warwick.ac.uk/iii/encore/record/C\\_\\_Rb3298203](http://encore.lib.warwick.ac.uk/iii/encore/record/C__Rb3298203).

Hu, Qing, Tamara Dinev, Paul Hart, and Donna Cooke. 2012. 'Managing Employee Compliance with Information Security Policies: The Critical Role of Top Management and Organizational Culture\*'. *Decision Sciences* 43 (4): 615–60. <https://doi.org/10.1111/j.1540-5915.2012.00361.x>.

Huang, Jimmy, João Baptista, and Robert D. Galliers. 2013. 'Reconceptualizing Rhetorical Practices in Organizations: The Impact of Social Media on Internal Communications'. *Information & Management* 50 (2–3): 112–24. <https://doi.org/10.1016/j.im.2012.11.003>.

Huang, Jimmy, João Baptista, and Sue Newell. 2015. 'Communicational Ambidexterity as a New Capability to Manage Social Media Communication within Organizations'. *The Journal of Strategic Information Systems* 24 (2): 49–64. <https://doi.org/10.1016/j.jsis.2015.03.002>.

Jacoby, Grant A. and Luqi. 2007. 'Intranet Model and Metrics'. *Communications of the ACM* 50 (2): 43–50. <https://doi.org/10.1145/1216016.1216019>.

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

JARVENPAA, SIRKKA L., and HUSEYIN TANRIVERDI. 2003. 'Leading Virtual Knowledge Networks'. *Organizational Dynamics* 31 (4): 403–12. [https://doi.org/10.1016/S0090-2616\(02\)00127-4](https://doi.org/10.1016/S0090-2616(02)00127-4).

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): 305–19. <http://0-search.proquest.com.pugwash.lib.warwick.ac.uk/docview/216214069/89BA7B10EA>

424259PQ/3?accountid=14888.

Kaplan, Andreas M., and Michael Haenlein. 2010. 'Users of the World, Unite! The Challenges and Opportunities of Social Media'. *Business Horizons* 53 (1): 59–68. <https://doi.org/10.1016/j.bushor.2009.09.003>.

Kappos, Antonio, and Suzanne Rivard. 2008. 'A Three-Perspective Model of Culture, Information Systems, and Their Development and Use.' *MIS Quarterly* 32 (3): 601–34. <http://0-search.ebscohost.com.pugwash.lib.warwick.ac.uk/login.aspx?direct=true&db=bth&AN=33436507&site=bsi-live>.

Karyda, Maria, Evangelos Kiountouzis, and Spyros Kokolakis. 2005. 'Information Systems Security Policies: A Contextual Perspective'. *Computers & Security* 24 (3): 246–60. <https://doi.org/10.1016/j.cose.2004.08.011>.

Kayworth, Tim, and Dwayne Whitten. 2010. 'Effective Information Security Requires a Balance of Social and Technology Factors'. *MIS Quarterly Executive* 9 (3): 163–75. <http://0-search.ebscohost.com.pugwash.lib.warwick.ac.uk/login.aspx?direct=true&db=bth&AN=53382596&site=bsi-live>.

Kietzmann, Jan H., Kristopher Hermkens, Ian P. McCarthy, and Bruno S. Silvestre. 2011. 'Social Media? Get Serious! Understanding the Functional Building Blocks of Social Media'. *Business Horizons* 54 (3): 241–51. <https://doi.org/10.1016/j.bushor.2011.01.005>.

Kitchin, Robert. 1998. 'Towards Geographies of Cyberspace'. *Progress in Human Geography* 22 (3): 385–406. <https://doi.org/10.1191/030913298668331585>.

Knapp, Kenneth, Franklin Morris, Thomas Marshall, and Terry Byrd. 2009. 'Information Security Policy: An Organizational-Level Process Model'. *Computers & Security* 28 (7): 493–508. <https://doi.org/10.1016/j.cose.2009.07.001>.

Kolb, Darl. 2008. 'Exploring the Metaphor of Connectivity: Attributes, Dimensions and Duality'. *Organization Studies* 29 (1): 127–44. <https://doi.org/10.1177/0170840607084574>.

Kolb, Darl, Arran Caza, and Paul Collins. 2012. 'States of Connectivity: New Questions and New Directions'. *Organization Studies* 33 (2): 267–73. <https://doi.org/10.1177/0170840611431653>.

Kolkowska, Ella, and Gurpreet Dhillon. 2013. 'Organizational Power and Information Security Rule Compliance'. *Computers & Security* 33 (March): 3–11. <https://doi.org/10.1016/j.cose.2012.07.001>.

Kossek, Ellen, Brenda Lautsch, and Susan Eaton. 2006. 'Telecommuting, Control, and Boundary Management: Correlates of Policy Use and Practice, Job Control, and Work-Family Effectiveness'. *Journal of Vocational Behavior* 68 (2): 347–67. <https://doi.org/10.1016/j.jvb.2005.07.002>.

Krogh, Georg von. 2012. 'How Does Social Software Change Knowledge Management? Toward a Strategic Research Agenda'. *The Journal of Strategic Information Systems* 21 (2): 154–64. <https://doi.org/10.1016/j.jsis.2012.04.003>.

Lai, Vincent S. 2001. 'Intraorganizational Communication with Intranets'. *Communications of the ACM* 44 (7): 95–100. <https://doi.org/10.1145/379300.379324>.

Lai, Yi, and Brendan Burchell. 2008. 'Distributed Work: Communication in an "Officeless Firm"'. *New Technology, Work and Employment* 23 (1-2): 61–76. <https://doi.org/10.1111/j.1468-005X.2008.00203.x>.

Leonardi, Paul M., Marleen Huysman, and Charles Steinfield. 2013. 'Enterprise Social Media: Definition, History, and Prospects for the Study of Social Technologies in Organizations'. *Journal of Computer-Mediated Communication* 19 (1): 1–19. <https://doi.org/10.1111/jcc4.12029>.

Mackenzie, Maureen. 2010. 'Manager Communication and Workplace Trust: Understanding Manager and Employee Perceptions in the e-World'. *International Journal of Information Management* 30 (6): 529–41. <https://doi.org/10.1016/j.ijinfomgt.2010.04.001>.

Maitland, Alison, and Peter Thomson. 2011. *Future Work: How Businesses Can Adapt and Thrive in the New World of Work*. Basingstoke, Hampshire: Palgrave Macmillan. [http://encore.lib.warwick.ac.uk/iii/encore/record/C\\_\\_Rb2537477](http://encore.lib.warwick.ac.uk/iii/encore/record/C__Rb2537477).

Majchrzak, A., and A. Malhotra. 2013. 'Towards an Information Systems Perspective and Research Agenda on Crowdsourcing for Innovation'. *The Journal of Strategic Information Systems* 22 (4): 257–68. <https://doi.org/10.1016/j.jsis.2013.07.004>.

Martini, Antonella, Mariano Corso, and Luisa Pellegrini. 2009. 'An Empirical Roadmap for Intranet Evolution'. *International Journal of Information Management* 29 (4): 295–308. <https://doi.org/10.1016/j.ijinfomgt.2008.10.001>.

Mazmanian, Melissa, Wanda Orlikowski, and JoAnne Yates. 2013. 'The Autonomy Paradox: The Implications of Mobile Email Devices for Knowledge Professionals'. *Organization Science* 24 (5): 1337–57. <https://doi.org/10.1287/orsc.1120.0806>.

Mennie, Phil. 2015a. *Social Media Risk and Governance: Managing Enterprise Risk*. 1st Edition. Philadelphia, PA: Kogan Page. <http://lib.myilibrary.com/browse/open.asp?id=837922&entityid=https://idp.warwick.ac.uk/idp/shibboleth>.

———. 2015b. *Social Media Risk and Governance: Managing Enterprise Risk*. London: KoganPage. [http://encore.lib.warwick.ac.uk/iii/encore/record/C\\_\\_Rb2866389](http://encore.lib.warwick.ac.uk/iii/encore/record/C__Rb2866389).

Mohajerani, Ali, João Baptista, and Joe Nandhakumar. 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: 16–31. <https://doi.org/10.1016/j.techfore.2014.06.008>.

Murgolo-Poore, Marie, Leyland Pitt, and Michael Ewing. 2002. 'Intranet Effectiveness: A Public Relations Paper-and-Pencil Checklist'. *Public Relations Review* 28 (1): 113–23. [https://doi.org/10.1016/S0363-8111\(02\)00114-5](https://doi.org/10.1016/S0363-8111(02)00114-5).

Newell, Sue, Harry Scarbrough, and Jacky Swan. 2001. 'From Global Knowledge Management to Internal Electronic Fences: Contradictory Outcomes of Intranet

Development.' *British Journal of Management* 12 (2): 97-111.  
<https://doi.org/10.1111/1467-8551.00188>.

Nosworthy, Julie. 2000. 'Implementing Information Security In The 21st Century — Do You Have the Balancing Factors?' *Computers & Security* 19 (4): 337-47.  
[https://doi.org/10.1016/S0167-4048\(00\)04021-9](https://doi.org/10.1016/S0167-4048(00)04021-9).

Orlikowski, W. J. 2007. 'Sociomaterial Practices: Exploring Technology at Work'. *Organization Studies* 28 (9): 1435-48. <https://doi.org/10.1177/0170840607081138>.

R Phelps, M Mok. 1999. 'Managing the Risks of Intranet Implementation: An Empirical Study of User Satisfaction'. *Journal of Information Technology* 14 (1): 39-52.  
<http://0-search.proquest.com.pugwash.lib.warwick.ac.uk/docview/216214002/13B932C547B54C7DPQ/3?accountid=14888>.

Rice, Ronald, Sandra Evans, Katy Pearce, Anu Sivunen, Jessica Vitak, and Jeffrey Treem. 2017. 'Organizational Media Affordances: Operationalization and Associations with Media Use'. *Journal of Communication* 67 (1): 106-30. <https://doi.org/10.1111/jcom.12273>.

Richard Baskerville, Mikko Siponen. 2002. 'An Information Security Meta-Policy for Emergent Organizations'. *Logistics Information Management* 15 (5): 337-46.  
<http://0-search.proquest.com.pugwash.lib.warwick.ac.uk/docview/220030046/FAF05147A38D4ED2PQ/4?accountid=14888>.

Roberta Lamb, Elizabeth Davidson. n.d. 'Understanding Intranets in the Context of End-User Computing'. *Database for Advances in Information Systems* 36 (1): 64-85.  
<http://0-search.proquest.com.pugwash.lib.warwick.ac.uk/docview/196635756/F1434F4CF4BD4CECPQ/8?accountid=14888>.

Scheepers, Rens. 2003. 'Key Roles in Intranet Implementation: The Conquest and the Aftermath.' *Journal of Information Technology* 18 (2): 103-19.  
<https://doi.org/10.1080/0268396032000101162>.

Siponen, Mikko T. 2000. 'A Conceptual Foundation for Organizational Information Security Awareness'. *Information Management & Computer Security* 8 (1): 31-41.  
<https://doi.org/10.1108/09685220010371394>.

Smithson, Steve. 1998. 'Analysing Information Systems Evaluation: Another Look at an Old Problem'. *European Journal of Information Systems*; Basingstoke 7 (3): 158-74.  
<https://0-www-tandfonline-com.pugwash.lib.warwick.ac.uk/doi/abs/10.1057/palgrave.ejis.3000304>.

Solms, Rossouw von. 1998. 'Information Security Management (1): Why Information Security Is so Important'. *Information Management & Computer Security* 6 (4): 174-77.  
<https://doi.org/10.1108/EUM0000000004533>.

Sotirios Paroutis, Alya Al Saleh. 2009. 'Determinants of Knowledge Sharing Using Web 2.0 Technologies'. *Journal of Knowledge Management* 13 (4): 52-63.  
<http://0-search.proquest.com.pugwash.lib.warwick.ac.uk/docview/230323798/DF80BE80A9524E22PQ/4?accountid=14888>.

- Stieger, Daniel, Kurt Matzler, Sayan Chatterjee, and Florian Ladstaetter-Fussenegger. 2012. 'Democratizing Strategy: How Crowdsourcing Can Be Used for Strategy Dialogues'. *California Management Review* 54 (4): 44–68. <https://doi.org/10.1525/cmr.2012.54.4.44>.
- Symon, Gillian, and Katrina Pritchard. 2015. 'Performing the Responsive and Committed Employee through the Sociomaterial Mangle of Connection'. *Organization Studies* 36 (2): 241–63. <https://doi.org/10.1177/0170840614556914>.
- Tavakoli, Asin, Daniel Schlagwein, and Detlef Schoder. 2017. 'Open Strategy: Literature Review, Re-Analysis of Cases and Conceptualisation as a Practice'. *The Journal of Strategic Information Systems*, February. <https://doi.org/10.1016/j.jsis.2017.01.003>.
- Thomson, M.E., and R. von Solms. 1998. 'Information Security Awareness: Educating Your Users Effectively'. *Information Management & Computer Security* 6 (4): 167–73. <https://doi.org/10.1108/09685229810227649>.
- Townsend, A. M., S. M. DeMarie, and A. R. Hendrickson. 1998. 'Virtual Teams: Technology and the Workplace of the Future.' *Academy of Management Perspectives* 12 (3): 17–29. <https://doi.org/10.5465/AME.1998.1109047>.
- Treem, Jeffrey, and Paul Leonardi. 2012. 'Social Media Use in Organizations: Exploring the Affordances of Visibility, Editability, Persistence, and Association'. *SSRN Electronic Journal*. <https://ssrn.com/abstract=2129853>.
- Turkle, Sherry. 2016. *Reclaiming Conversation: The Power of Talk in a Digital Age*. New York, New York: Penguin Books.  
[http://encore.lib.warwick.ac.uk/iii/encore/record/C\\_\\_Rb3451851](http://encore.lib.warwick.ac.uk/iii/encore/record/C__Rb3451851).
- . n.d. *Alone Together: Why We Expect More from Technology and Less from Each Other*. Third edition. New York: Basic Books.
- Vaast, Emmanuelle, and Evgeny Kaganer. 2013. 'Social Media Affordances and Governance in the Workplace: An Examination of Organizational Policies'. *Journal of Computer-Mediated Communication* 19 (1): 78–101. <https://doi.org/10.1111/jcc4.12032>.
- Vasilis Serafeimidis, Steve Smithson. 2000. 'Information Systems Evaluation in Practice: A Case Study of Organizational Change'. *Journal of Information Technology* 15 (2): 93–105. <http://0-search.proquest.com.pugwash.lib.warwick.ac.uk/docview/216207257/D85B1888CF824254PQ/2?accountid=14888>.
- Vodanovich, Shahper, David Sundaram, and Michael Myers. 2010. 'Digital Natives and Ubiquitous Information Systems'. *Information Systems Research* 21 (4): 711–23. <https://doi.org/10.1287/isre.1100.0324>.
- Wajcman, Judy, Michael Bittman, and Judith E. Brown. 2008. 'Families without Borders: Mobile Phones, Connectedness and Work-Home Divisions'. *Sociology* 42 (4): 635–52. <https://doi.org/10.1177/0038038508091620>.
- Wajcman, Judy, and Emily Rose. 2011. 'Constant Connectivity: Rethinking Interruptions at Work'. *Organization Studies* 32 (7): 941–61. <https://doi.org/10.1177/0170840611410829>.

Wanda Orlikowski. 1992. 'The Duality of Technology: Rethinking the Concept of Technology in Organizations'. *Organization Science* 3 (3): 398–427.  
[http://0-www.jstor.org.pugwash.lib.warwick.ac.uk/stable/2635280?seq=1#page\\_scan\\_tab\\_contents](http://0-www.jstor.org.pugwash.lib.warwick.ac.uk/stable/2635280?seq=1#page_scan_tab_contents).

Watson, Mary Anne, and Gabrielle R. Lopiano. 2016. 'Should We Fire Him for That Post?' *Harvard Business Review* 94 (3): 103–7.  
<http://0-search.ebscohost.com.pugwash.lib.warwick.ac.uk/direct.asp?db=bth&jid=HBR&scope=site>.

White, Martin. 2011. *The Intranet Management Handbook*. Medford, N.J.: Information Today. [http://encore.lib.warwick.ac.uk/iii/encore/record/C\\_\\_Rb3182495](http://encore.lib.warwick.ac.uk/iii/encore/record/C__Rb3182495).

Whittington, Richard, Ludovic Cailluet, and Basak Yakis-Douglas. 2011. 'Opening Strategy: Evolution of a Precarious Profession'. *British Journal of Management* 22 (3): 531–44.  
<https://doi.org/10.1111/j.1467-8551.2011.00762.x>.

Yi, Chöng-u, ed. 2016. *The Impact of ICT on Work*. Singapore: Springer.  
[http://encore.lib.warwick.ac.uk/iii/encore/record/C\\_\\_Rb3016199](http://encore.lib.warwick.ac.uk/iii/encore/record/C__Rb3016199).

Zammuto, Raymond, Terri Griffith, Ann Majchrzak, Deborah Dougherty, and Samer Faraj. 2007. 'Information Technology and the Changing Fabric of Organization.' *Organization Science* 18 (5): 749–62.  
<http://0-search.ebscohost.com.pugwash.lib.warwick.ac.uk/login.aspx?direct=true&db=bth&AN=27156594&site=bsi-live>.