

IB9860 Digital Working & Organisational Transformation

John Baptista

View Online



1.

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

2.

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

3.

Vodanovich, S., Sundaram, D., Myers, M.: Digital Natives and Ubiquitous Information Systems. Information Systems Research. 21, 711–723 (2010).
<https://doi.org/10.1287/isre.1100.0324>.

4.

Aral, S., Dellarocas, C., Godes, D.: Social Media and Business Transformation: A Framework for Research. Information Systems Research. 24, 3–13 (2013).
<https://doi.org/10.1287/isre.1120.0470>.

5.

Yi, C. ed: The impact of ICT on work. Springer, Singapore (2016).

6.

White, M.: The intranet management handbook. Information Today, Medford, N.J. (2011).

7.

Kietzmann, J.H., Hermkens, K., McCarthy, I.P., Silvestre, B.S.: Social media? Get serious! Understanding the functional building blocks of social media. *Business Horizons*. 54, 241–251 (2011). <https://doi.org/10.1016/j.bushor.2011.01.005>.

8.

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

9.

Leonardi, P.M., Huysman, M., Steinfield, C.: Enterprise Social Media: Definition, History, and Prospects for the Study of Social Technologies in Organizations. *Journal of Computer-Mediated Communication*. 19, 1–19 (2013). <https://doi.org/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*. (2012).

11.

Rice, R., Evans, S., Pearce, K., Sivunen, A., Vitak, J., Treem, J.: Organizational Media Affordances: Operationalization and Associations with Media Use. *Journal of Communication*. 67, 106–130 (2017). <https://doi.org/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*. 19, 78–101 (2013). <https://doi.org/10.1111/jcc4.12032>.

13.

Damsgaard, J., Scheepers, R.: Managing the crises in intranet implementation: a stage model. *Information Systems Journal*. 10, 131–149 (2000).
<https://doi.org/10.1046/j.1365-2575.2000.00076.x>.

14.

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

15.

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

16.

Townsend, A.M., DeMarie, S.M., Hendrickson, A.R.: Virtual teams: Technology and the workplace of the future. *Academy of Management Perspectives*. 12, 17–29 (1998).
<https://doi.org/10.5465/AME.1998.1109047>.

17.

Lai, Y., Burchell, B.: Distributed work: communication in an 'officeless firm'. *New Technology, Work and Employment*. 23, 61–76 (2008).
<https://doi.org/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*. 21, 154–164 (2012). <https://doi.org/10.1016/j.jsis.2012.04.003>.

19.

Zammuto, R., Griffith, T., Majchrzak, A., Dougherty, D., Faraj, S.: Information Technology and the Changing Fabric of Organization. *Organization Science*. 18, 749–762 (2007).

20.

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

21.

Turkle, S.: *Reclaiming conversation: the power of talk in a digital age*. Penguin Books, New York, New York (2016).

22.

Mazmanian, M., Orlikowski, W., Yates, J.: The Autonomy Paradox: The Implications of Mobile Email Devices for Knowledge Professionals. *Organization Science*. 24, 1337–1357 (2013). <https://doi.org/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*. 68, 347–367 (2006). <https://doi.org/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*. 36, 241–263 (2015). <https://doi.org/10.1177/0170840614556914>.

25.

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

26.

Wajcman, J., Bittman, M., Brown, J.E.: Families without Borders: Mobile Phones, Connectedness and Work-Home Divisions. *Sociology*. 42, 635–652 (2008).
<https://doi.org/10.1177/0038038508091620>.

27.

Martini, A., Corso, M., Pellegrini, L.: An empirical roadmap for intranet evolution. *International Journal of Information Management*. 29, 295–308 (2009).
<https://doi.org/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*. 20, 150–165 (2005).
<https://doi.org/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.

31.

Duane, A., Finnegan, P.: Managing empowerment and control in an intranet environment. *Information Systems Journal*. 13, 133–158 (2003).
<https://doi.org/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*. 18, 103–119 (2003).
<https://doi.org/10.1080/0268396032000101162>.

33.

Curry, A., Stancich, L.: The intranet — an intrinsic component of strategic information management? *International Journal of Information Management*. 20, 249–268 (2000). [https://doi.org/10.1016/S0268-4012\(00\)00015-3](https://doi.org/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*. 23, 56–83 (2013). <https://doi.org/10.1080/10919392.2013.748608>.

35.

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

36.

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

37.

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

38.

Flecker, J. ed: Space, place and global digital work. Palgrave Macmillan, London (2016).

39.

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

40.

Jacoby, G.A., Luqi: Intranet model and metrics. *Communications of the ACM*. 50, 43-50 (2007). <https://doi.org/10.1145/1216016.1216019>.

41.

Murgolo-Poore, M., Pitt, L., Ewing, M.: Intranet effectiveness: a public relations paper-and-pencil checklist. *Public Relations Review*. 28, 113-123 (2002). [https://doi.org/10.1016/S0363-8111\(02\)00114-5](https://doi.org/10.1016/S0363-8111(02)00114-5).

42.

Lai, V.S.: Intraorganizational communication with intranets. *Communications of the ACM*. 44, 95-100 (2001). <https://doi.org/10.1145/379300.379324>.

43.

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

44.

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

45.

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

46.

Mennie, P.: *Social media risk and governance: managing enterprise risk*. Kogan Page, Philadelphia, PA (2015).

47.

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

48.

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

49.

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

50.

R Phelps, M Mok: Managing the risks of intranet implementation: an empirical study of user satisfaction. *Journal of Information Technology*. 14, 39–52 (1999).

51.

Davison, R., Ou, C.: Digital work in a digitally challenged organization. *Information & Management*. 54, 129–137 (2017). <https://doi.org/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*. 29, 449–457 (2009). <https://doi.org/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*. 25, 55–63 (2006). <https://doi.org/10.1016/j.cose.2005.09.009>.

54.

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

55.

Knapp, K., Morris, F., Marshall, T., Byrd, T.: Information security policy: An organizational-level process model. *Computers & Security*. 28, 493–508 (2009).
<https://doi.org/10.1016/j.cose.2009.07.001>.

56.

Karyda, M., Kiountouzis, E., Kokolakis, S.: Information systems security policies: a contextual perspective. *Computers & Security*. 24, 246–260 (2005).
<https://doi.org/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*. 9, 163–175 (2010).

58.

von Solms, R.: Information security management (1): why information security is so important. *Information Management & Computer Security*. 6, 174–177 (1998).
<https://doi.org/10.1108/EUM0000000004533>.

59.

Dhillon, G., Backhouse, J.: Current directions in IS security research: towards socio-organizational perspectives. *Information Systems Journal*. 11, 127–153 (2001).
<https://doi.org/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*. 19, 337–347 (2000).
[https://doi.org/10.1016/S0167-4048\(00\)04021-9](https://doi.org/10.1016/S0167-4048(00)04021-9).

61.

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

62.

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

63.

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

64.

Hu, Q., Dinev, T., Hart, P., Cooke, D.: Managing Employee Compliance with Information Security Policies: The Critical Role of Top Management and Organizational Culture*. *Decision Sciences*. 43, 615–660 (2012). <https://doi.org/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*. 30, 284–301 (2005).
<https://doi.org/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*. 12, 9–26 (1999).

67.

Sotirios Paroutis, Alya Al Saleh: Determinants of knowledge sharing using Web 2.0

technologies. *Journal of Knowledge Management*. 13, 52–63 (2009).

68.

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

69.

JARVENPAA, S.L., TANRIVERDI, H.: Leading Virtual Knowledge Networks. *Organizational Dynamics*. 31, 403–412 (2003). [https://doi.org/10.1016/S0090-2616\(02\)00127-4](https://doi.org/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. 24, 305–319 (2009).

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*. 19, 171–183 (2010). <https://doi.org/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*. 13, 209–231 (2003). <https://doi.org/10.1046/j.1365-2575.2003.00151.x>.

73.

Holmqvist, B., Andersen, P.B., Klein, H., Posner, R. eds: *Signs of work: semiosis and information processing in organisations*. Walter de Gruyter, Berlin (1996).

74.

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

75.

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

76.

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

77.

Avgerou, C.: The significance of context in information systems and organizational change. *Information Systems Journal*. 11, 43–63 (2001). <https://doi.org/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*. 32, 601–634 (2008).

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*. 27, 31–44 (2014).

80.

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

81.

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

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. 95, 16–31 (2015).
<https://doi.org/10.1016/j.techfore.2014.06.008>.

83.

Hautz, J., Seidl, D., Whittington, R.: Open strategy: Dimensions, dilemmas, dynamics. Long Range Planning. 50, 298–309 (2017). <https://doi.org/10.1016/j.lrp.2016.12.001>.

84.

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

85.

Whittington, R., Cailluet, L., Yakis-Douglas, B.: Opening Strategy: Evolution of a Precarious Profession. British Journal of Management. 22, 531–544 (2011).
<https://doi.org/10.1111/j.1467-8551.2011.00762.x>.

86.

Haefliger, S., Monteiro, E., Foray, D., von Krogh, G.: Social Software and Strategy. Long Range Planning. 44, 297–316 (2011). <https://doi.org/10.1016/j.lrp.2011.08.001>.

87.

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

88.

Stieger, D., Matzler, K., Chatterjee, S., Ladstaetter-Fussenegger, F.: Democratizing Strategy: How Crowdsourcing Can Be Used for Strategy Dialogues. *California Management Review*. 54, 44–68 (2012). <https://doi.org/10.1525/cmr.2012.54.4.44>.

89.

Baptista, J., Wilson, A., Galliers, R., Bynghall, S.: Social Media and the Emergence of Reflexiveness as a New Capability for Open Strategy. *Long Range Planning*. (2016). <https://doi.org/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*. (2017). <https://doi.org/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*. 44, 375–396 (2011). <https://doi.org/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*. 24, 49–64 (2015). <https://doi.org/10.1016/j.jsis.2015.03.002>.

93.

Huang, J., Baptista, J., Galliers, R.D.: Reconceptualizing rhetorical practices in organizations: The impact of social media on internal communications. *Information & Management*. 50, 112–124 (2013). <https://doi.org/10.1016/j.im.2012.11.003>.

94.

Faraj, S., Jarvenpaa, S.L., Majchrzak, A.: Knowledge Collaboration in Online Communities. *Organization Science*. 22, 1224–1239 (2011). <https://doi.org/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*. 22, 257–268 (2013). <https://doi.org/10.1016/j.jsis.2013.07.004>.

96.

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

97.

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

98.

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

99.

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

100.

Kolb, D., Caza, A., Collins, P.: States of Connectivity: New Questions and New Directions. *Organization Studies*. 33, 267–273 (2012). <https://doi.org/10.1177/0170840611431653>.