

Socio-technical IS context in Organizations – How to Figure it?



U n I P I D

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Outline

1. Research Problem
2. Why IS should be mapped?
3. Context Framework
4. How to conduct context analysis



Research Problem:

- **How to map/put into frame/ describe the socio-technical IS context in organization?**
 - 1. What is organization from the view of IS research?**
 - 2. What is Information System in organization?**
 - 3. What is IS context?**
 - 4. What components can be found in socio-technical IS context in organization?**

Why Information System context should be mapped?

ICTD has become a truly global undertaking, bringing together north and south, rich and poor, rural and urban, researcher and practitioner, technologist and social scientist – all striving to work toward a better life for the least privileged.

Why IS context should be mapped?

- failures in IS implementation everywhere
- different cultural environments and working habits
- IS s are designed in Western engineer culture
- failures have stronger effect in DC than in "rich" countries
- professional cultures

Why IS context should be mapped?

- real user needs: not only pretty interfaces
- the view to the IS is very different in different levels of organization
- implementor (guest) maps the host organization resources ---> the host is able to maintain and develop the IS locally
- availability of purposeful human resources
- et cetera....

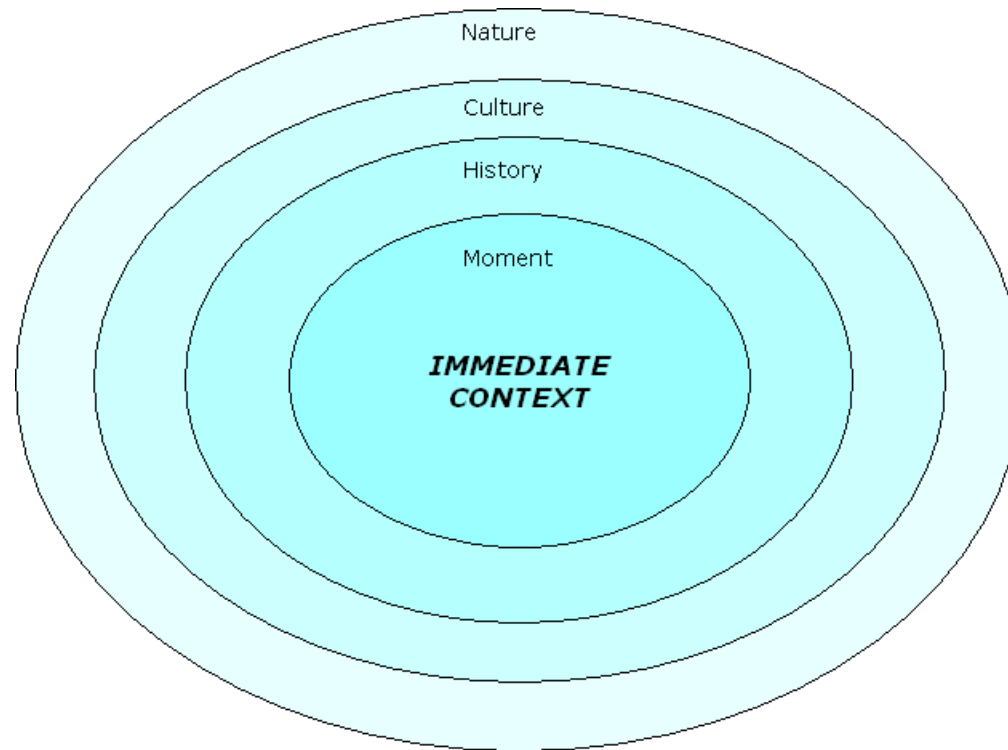
...socioeconomic factors that impact utilization, expenditure, and infrastructure of information technology need to be better understood.

Pick & Azari: Global digital Divide: Influence of Socioeconomic, Governmental, and Accessibility Factors on Information Technology. *Information Technology for Development, Vol. 14 (2), 2008.* pp. 91-115

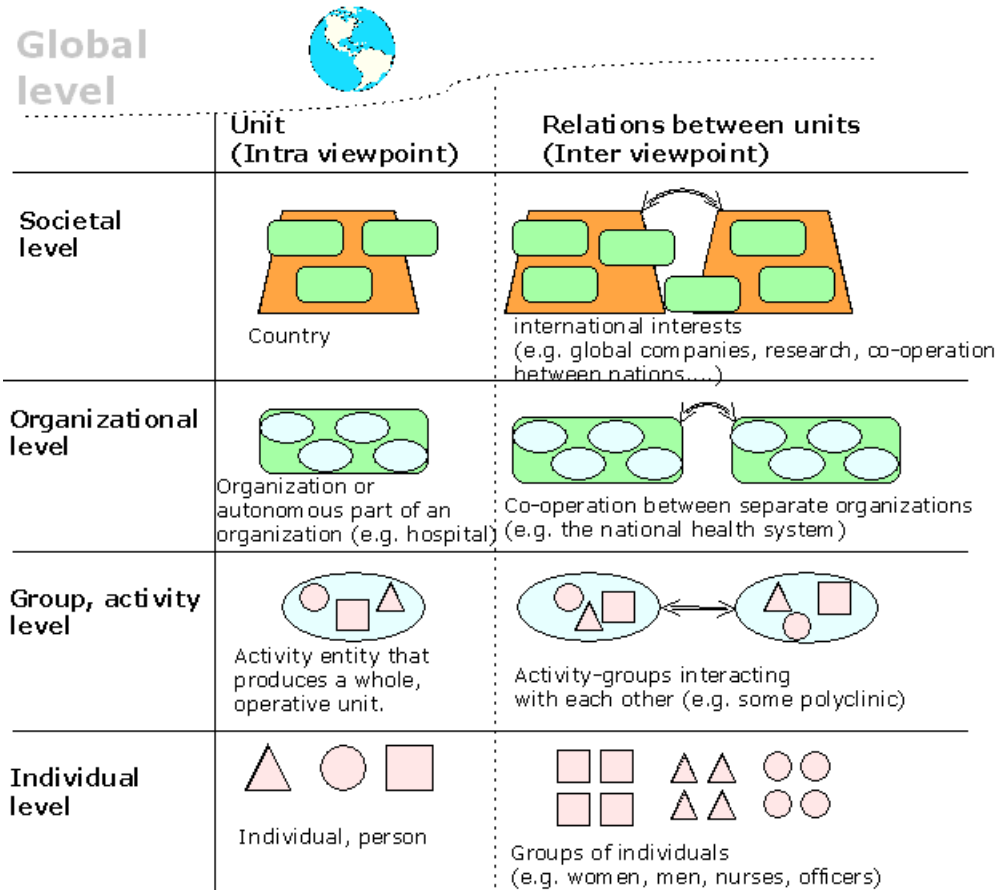
Context Framework

- for IS professionals in developing and implementation of ISs
- for IS education, for mapping the IS contexts in research and teaching
- to classify and divide different components/items in the IS, for specializing what kind of expertise is needed in that point in the framework
- constitutes of three "maps"

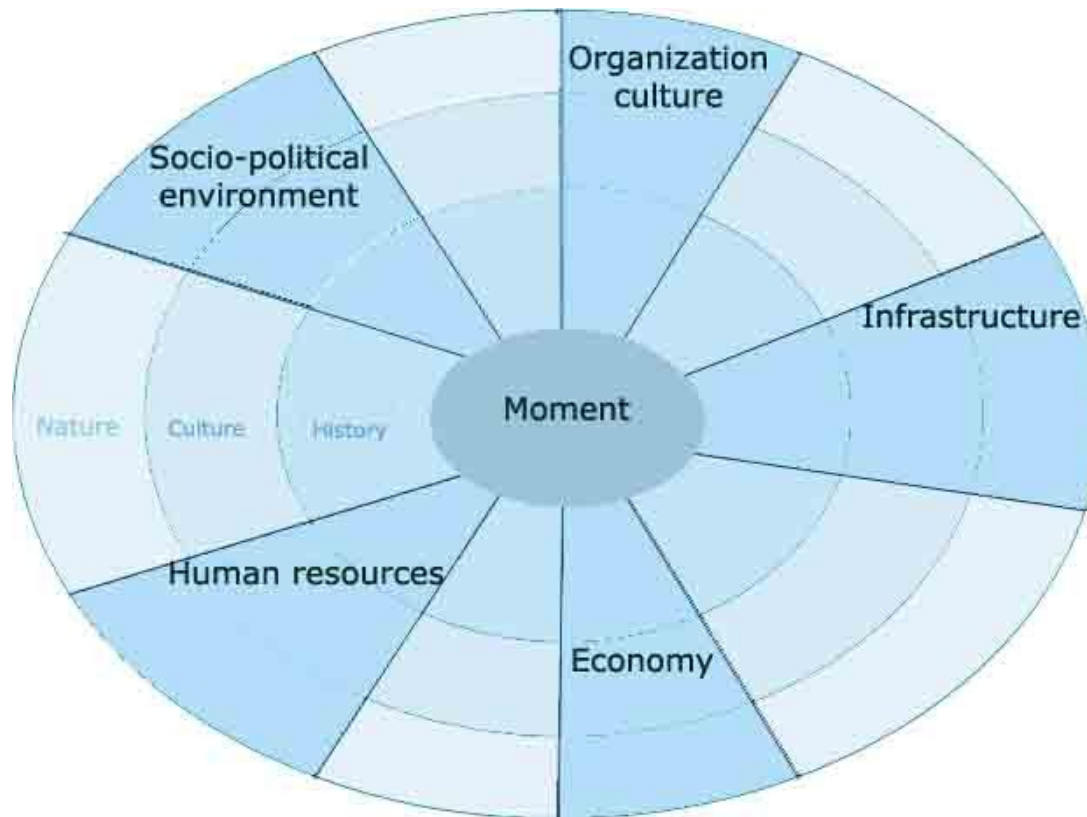
Scopes of context



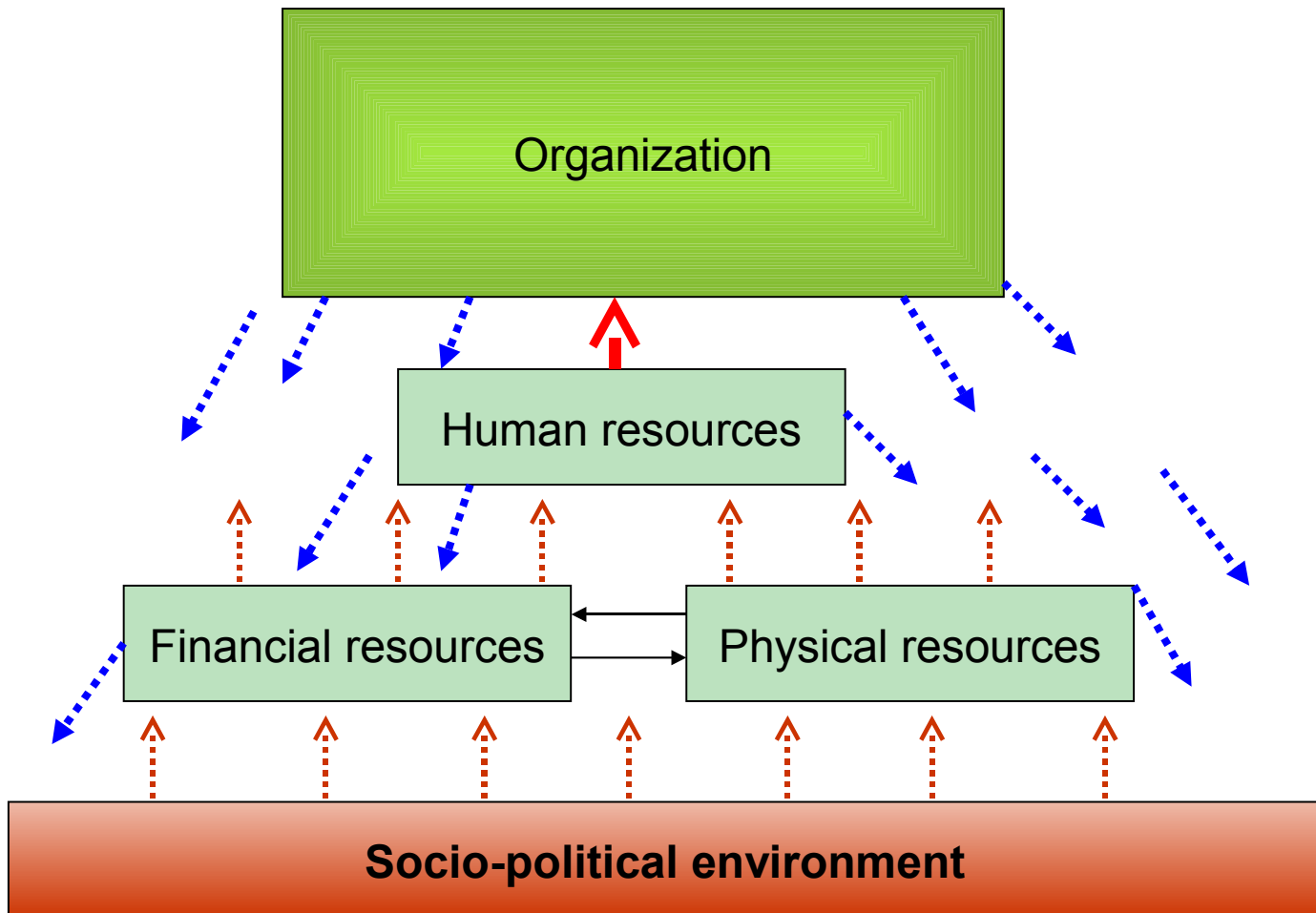
Levels of Context



Categories of Context (1)



Categories of Context (2)



How to conduct context analysis?

- **Background Information:**
 - organization:hierarchy etc...
- **Organizations environment**
 - natural
 - historical
 - cultural
 - Language
 - religion
 -



How to conduct context analysis.....

- **Host**

- Character of the organization
- Outline the level of analysis
- variables and constants

- **The present state – the wanted state**

- organizations strategy
- workshop discussion/group interview
 - work itself
 - needs
 - expectations between employees
 - conceptions/attitude towards workmates
 -

How to conduct context analysis.....

- **Outline possible black spots**
- **Interviews:**
 - vertical-horizontal
- **Analysis:**
 - the analysis of the researcher
 - Workshop with the host
- **Follow-up**



Where Computer Science stands
alone problems arise

We can extend the general finding
that successful IT projects are led
by hybrids that span the technical
and organizational

Heeks: ICT4D 2.0: The Next Phase of Applying ICT for
International developmen. *Computer, June 2008*, pp26-33

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