

School of Informatics and Computing
Indiana University – Bloomington
I303 – Organizational Informatics

Prof. Pnina Fichman

Spring 2014

Class (30958): Monday & Wednesday 11:15AM – 12:05PM (Ballantine Hall #304)

Discussion Section I (30959): Friday 10:10 AM -11:00 AM (Informatics West, #107)

Discussion Section II (30960): Friday 11:15AM -12:05 AM (Informatics West, #107)

Instructor: Pnina Fichman

Email: fichman@indiana.edu

Office: Informatics West #301

Hours: Wednesday 12:30 PM - 2:00 PM or by appointment

Associate Instructor: David Nemer

Discussion Section I: F 10:10AM -11:00 AM, Informatics West, #107

Email: dnemer@indiana.edu

Office: Informatics West #302

Hours: F 11:15 AM -12:05 PM or by appointment

Associate Instructor: Madelyn Sanfilippo,

Discussion Section II: F 11:15 AM -12:05 PM, Informatics West, #107

Email: mhomuth@indiana.edu

Office: Informatics West #302

Hours: M 4:00PM-5:00PM; F 10:10AM -11:00 AM; F 4:00PM-5:00PM or by appointment

Technology Consultant: Clinton McKay

Email: cldmckay@indiana.edu

I303 - Catalog Description:

Organizational Informatics examines the various needs, uses, and consequences of information in organizational contexts. Topics include organizational types and characteristics, functional areas and business processes, information-based products and services, the use of and redefining the role of information technology, the changing character of work life and organizational practices, sociotechnical structures, and the rise

and transformation of information-based industries.

Introduction and Purpose:

Organizational Informatics is a major sub-field of Social Informatics that is heavily influenced by the tradition of Business Studies. Its research questions are closely connected: Does computing in an organization change it fundamentally? How do the design, implementation, and use of information and communication technologies (ICTs) in organizations change organizations? What are specific intended and unintended consequences of ICT implementation and use in organizations? How do ICTs impact organizational structure, culture, and processes? In this Organizational Informatics course we will aim to understand two competing approaches, technological determinism and socio-cultural determinism, and bring them together under a third, more holistic socio-technical approach that assumed reciprocal, cyclical and mutual shaping relationships between ICTs and organizations. Scholars who hold technological deterministic assumptions about the relationship between ICTs and organizations pose many of these questions. Others, who take a socio-cultural deterministic approach, ask, for example, how does computing change when it is organized? How does the socio-cultural context impact the design, implementation, and use of ICTs in organizations? By integrating these competing perspectives, we will take a Social Informatics approach to Organizational Informatics, in order to ask and answer: Does organizing computing/computing organizations have more general, transformative social implications?

Student Learning Objectives:

1. To master the basic concepts that scholars use to talk about organization and organizing;
2. To appreciate the potential correlates of the use of digital technologies (DTs) in organization/ing;
3. To become a skilled user of the empirical information developed by scholars about how organizing and DTs dynamically shape each other; and
4. To improve the student's personal abilities to use such knowledge when planning for and implementing use of digital technologies, either in their professional or

personal lives.

Textbook*:

Daft, L. R. (2012). *Organizational Theory and Design*. 11th Edition. Cengage Learning.

***You do not need to purchase it, as the e-textbook is available via Oncourse.**

Required Student Activities:

1. Reading (12.5 % of grade).

Read, before the assigned date, and discuss in class and discussion section the material identified in the “Class Schedule” below from the assigned textbook and available at the course Oncourse site.

2. Mid-term exam (25 % of grade).

Stand a mid-term exam that will be multiple-choice format; appropriate review materials will be distributed during the review sessions.

3. Project (37.5% of grade).*

Develop, present briefly in discussion section, and submit a written plan to computerize or re-computerize an organizing context of the student’s own choice. This context can be a business, a not-for-profit group, or a network of friends/acquaintances—that is, any social context in which an attempt is being made to intervene in and influence human behavior.

The final write up of the project will be organized according to the following outline:

1. Begin by identifying two changed aspects of the dynamics of organizing that you believe will, in the future, be correlated with mediation by digital technologies. Explain briefly why you expect these specific changes to manifest.
2. Describe the features relevant to computing of the specific organizing context that you have chosen; for example, the typical roles, the labor process, the people, machines already there, and any existing conflicts. Include the problem or problems in organizational structure

- and/or function that you want to solve or improve on;
3. Identify of the new digital mediation with which you propose to solve the problem;
 4. Specify the basic strategy of your approach to the problem—informatizing, representing, or a combination of both--, which includes specifying how your solution is intended to solve the problem;
 5. Identify possible problems that you foresee with implementing your solution;
 6. Describe what you would do beforehand to anticipate and address these problems effectively; for example, what training, monitoring and/or evaluating you would arrange for; and
 7. Describe the things you would do to monitor whether the organizing correlates you identify in “1” are indeed manifested.

The criteria to be used in evaluating your project report are:

1. Comprehensiveness—that is, the extent to which the above points are sufficiently addressed;
2. Clarity of expression; and
3. How effectively class resources—e.g., readings, lectures, discussions—are used.

4. Final exam (25% of grade).

Stand a final exam, same format as midterm.

*Due dates for various aspects of the project’s development are included in the Class Schedule below.

Attendance Policy:

Students are expected to treat class and discussion section participation as a professional obligation. This means no more than two absences and documentation of the reason for each absence given to your AI. Attendance will be recorded, typically through “1 minute

essays.”

Laptop Policy:

In-class use of a laptop can be a legitimate aid to learning, as to refer to assigned readings or to take notes. However, the privilege of use can be abused, as when the laptop is used to read email or visit unrelated websites. We will allow you to use your laptop initially, but only for class-related activities, and we reserve the right to change this policy if there appears to be substantial abuse.

Additional Course Resources on Oncourse, Course Website, and Extra Credit:

Course website: <https://info.ils.indiana.edu/g/i303/>

In “Resources,” under “Lecture Presentations” you can review the slides and videos used in class, by following a link to the course website. Some additional materials are linked from each of the lecture presentations on the course website. Occasional additional announcement will be posted on oncourse, and some additional useful materials are available on the course site on oncourse. A list of talks of interest will be posted under “Talks.” Attending any of these talks during the course of the semester and submitting a summary to your AI, will give you extra credit.

Honor Code:

"Individual rights are best protected by a collective commitment to mutual respect. We have a social contract with each other. Without this contract and without these obligations and responsibilities, personal rights are jeopardized. Our responsibilities and obligations to one another preserve our individual rights and freedoms and promote our collective values. For these reasons, this Code was created with an expectation that each student will commit to carrying out the following responsibilities:

1. To be ethical in his or her academic work.
2. To take responsibility for what he or she says and does.
3. To behave in a manner that is respectful of the dignity of others, treating others with civility and understanding.

4. To use University resources and facilities in appropriate ways that respect the rights of other users.

To facilitate meeting these responsibilities, every student is expected to be familiar with the contents of this Code." (The full Code of Student Rights, Responsibilities, and Conduct is available at: <http://dsa.indiana.edu/Code/>)

Course Schedule & Reading Assignments:

#	Class	Disc.	Tentative Class Topic and Reading Assignments	Due
1	1/13		Introduction	
2	1/15		Organizations and Organization Theory Daft Chapter 1	
3		1/17	Discussion of class readings, lecture, and 1 minute essays.	
4	1/20		Martin Luther King Day - Class does not meet	
5	1/22		Strategy, Organization Design, and Effectiveness Daft Chapter 2 Initial Discussion on Project	
6		1/24	Discussion of project ideas and feedback from AI	Project Ideas
7	1/27		Fundamentals of Organization Structure Daft Chapter 3	
8	1/29		Fundamentals of Organization Structure Daft Chapter 3	
9		1/31	Discussion of class readings and lectures	
10	2/3		The External Environment Daft Chapter 4	
11	2/5		The External Environment Daft Chapter 4	
12		2/7	Discussion of class readings and lectures	

13	2/10		Designing Organizations for the international Environment Daft Chapter 6	
14	2/12		Designing Organizations for the international Environment Daft Chapter 6	
15		2/14	Discussion of class readings and lectures	
16	2/17		Manufacturing and Service Technology Daft Chapter 7	
17	2/19		Manufacturing and Service Technology Daft Chapter 7	
18		2/21	Discussion of class readings and lectures	Project Proposal
19	2/24		Using Information Technology for Control and Coordination Daft Chapter 8	
20	2/26		Using Information Technology for Control and Coordination Daft Chapter 8	
21		2/28	Review Session	
22	3/3		Mid Term	Mid Term
23	3/5		Mid-Semester Discussion on Project	
24		3/7	Mid-Semester Progress Report on Project – Project Workshop	Progress Report on Project
25	3/10		Organization Size, Life Cycle, and Decline Daft Chapter 9	
26	3/12		Organization Size, Life Cycle, and Decline Daft Chapter 9	
27		3/14	Discussion of class readings and lectures	
28	3/17		Spring Break – Class does not meet	

29	3/19		Spring Break – Class does not meet	
30		3/21	Spring Break – Class does not meet	
31	3/24		Organizational Culture and Ethical Values Daft Chapter 10	
32	3/26		Organizational Culture and Ethical Values Daft Chapter 10	
33		3/28	Discussion of class readings and lectures	
34	3/31		Innovation and Change Daft Chapter 11	
35	4/2		Innovation and Change Daft Chapter 11	
36		4/4	Discussion of class readings and lectures	
37	4/7		Decision Making Process Daft Chapter 12	
38	4/9		Decision Making Process Daft Chapter 12	
39		4/11	Discussion of class readings and lectures	
40	4/14		Conflict, Power, and Politics Daft Chapter 13	
41	4/16		Conflict, Power, and Politics Daft Chapter 13	
42		4/18	Project Presentations (Both discussion sessions)	
43	4/21		Project Presentations (Discussion Section I, David Nemer)	Project Presentations
44	4/23		Project Presentations (Discussion Section I, Madelyn Sanfilippo)	Project Presentations
45		4/25	Project Presentations (final group from both discussion sessions)	Project Presentations
46	4/28		Review Session	

47	4/30		Review Session	
48		5/2	Final Review	
49			Final Exam	Final Exam