

Hypothesis

Use of information and telecommunications technologies in the workplace increases productivity.

However...

- Substantial evidence that use of information and telecommunications technologies *does not necessarily* increase productivity; and in some cases it actually *decreases* productivity.¹

1) Kling, Rob. 1999. "What is Social Informatics and Why Does it Matter?," D-Lib Magazine, January 1999. (Available at <http://www.dlib.org/dlib/january99/kling/01kling.html>)

Slifman and Corrado (1996)

- Percent Change in Nonfarm Business Sector Labor Productivity at an Annual Rate Over the Period Indicated²

60/Q2 – 96/Q2	60/Q2 – 73/Q4	73/Q4 – 80/Q1	80/Q1 – 90/Q2	90/Q2 – 96/Q2
1.7	2.8	1.2	1.1	0.9

2) Slifman, L., and C. Corrado. 1996. Decomposition of Productivity and Unit Costs. Occasional Staff Studies 1. Washington: Board of Governors of the Federal Reserve System, November 1996. (Available at <http://www.bog.frb.fed.us/pubs/oss>)

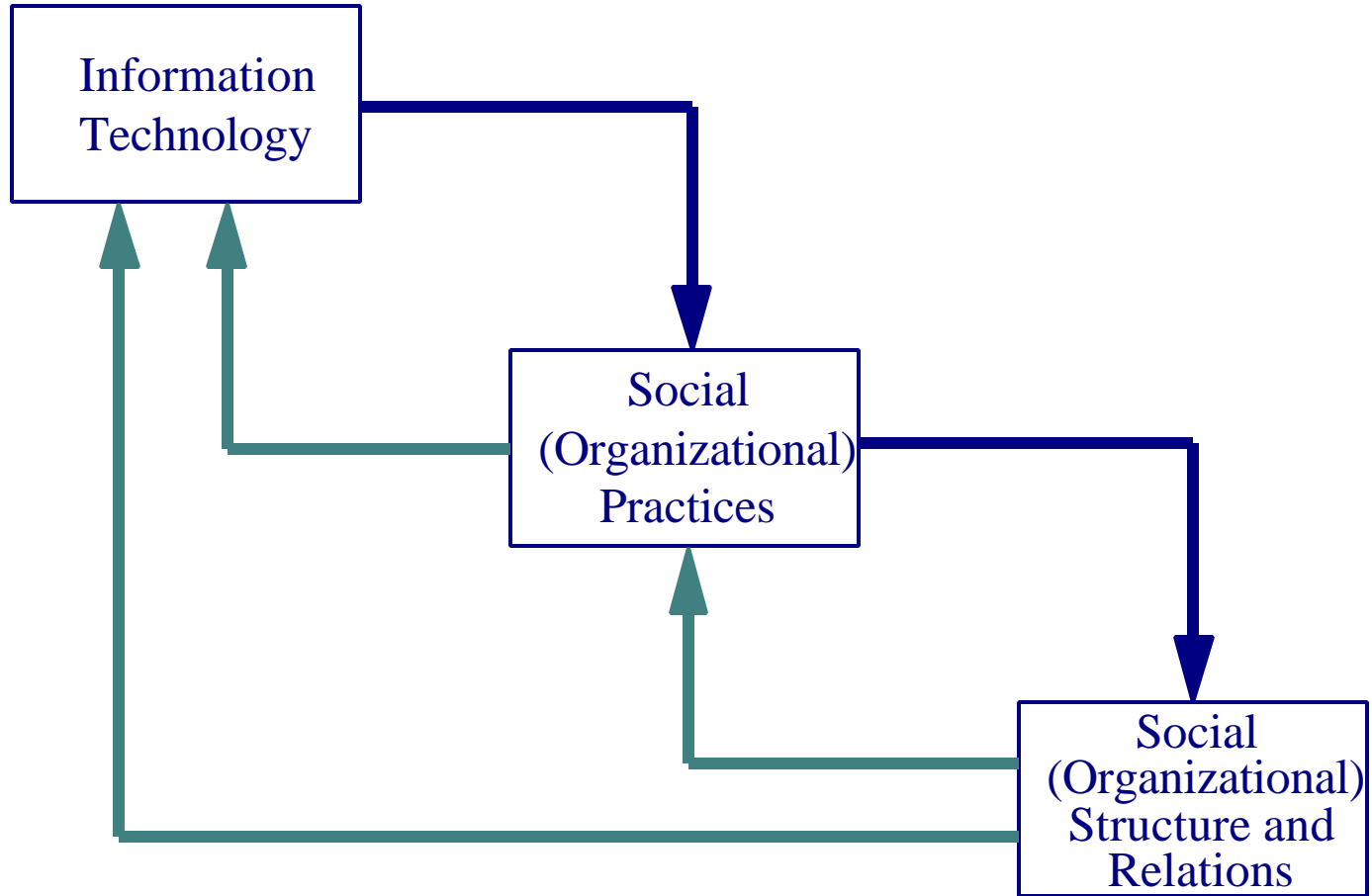
Productivity Paradox

Why?

Social Informatics

- **“...examines social aspects of computerization -- including the roles of information technology in social and organizational change and the ways that [social forces and social practices influence the social organization of information technologies.]”³**

Social Informatics



Price Waterhouse - Lotus Notes

- Information Technology Staff
- Tax Consultants in D.C.
- Line Consultants
 - Senior Line Consultants
 - Junior Line Consultants

Two Electronic Journals

- Electronic Transactions on Artificial Intelligence (ETAI)
- Electronic Journal of Cognitive and Brain Sciences (EJCBS)

Stakeholders

- A **stakeholder** is a person, a group, or an organization which is affected by, or can influence a policy, decision, or action.

Stakeholder Analysis Matrix

Policy/Decision/Action/Goal: _____					
Stakeholders	Attitude		Influence		Plan for S/H Management
	Estimate	Confidence	Estimate	Confidence	
XYZ	++	/	H	/
....	+	?	M	?	
....	0	??	L	??	
	-				
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Stakeholder Sub-matrices:

Impact Matrix

Policy/Decision/Action/Goal: _____				
Stakeholders	Positively or Negatively Affected	Directly or Indirectly Affected	Details of Impact	Expected Attitude

Stakeholder Sub-matrices:

Power Matrix

Policy/Decision/Action/Goal: _____				
Stakeholders	Source of Power	Level of Power	Details of Power	Expected Influence

Stakeholder Classification Map

