1. Record Nr.   UNINA9910337801103321

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    Titolo   Designing Digital Work [[electronic resource]] : Concepts and Methods
                       for Human-centered Digitization / / by Stefan Oppl, Christian Stary

    Pubbl/distr/stampa Cham, : Springer Nature, 2019
                       Cham : , : Springer International Publishing : , : Imprint : Palgrave
                       Macmillan, , 2019

    ISBN   3-030-12259-X

    Edizione   [1st ed. 2019.]

    Descrizione fisica 1 online resource (XXI, 435 p. 133 illus.)

    Disciplina   658.1

    Soggetti   Organization
                       Planning
                       Leadership
                       Manpower policy
                       Management information systems
                       Management
                       Industrial management
                       Big data
                       Business Strategy/Leadership
                       Human Resource Development
                       Business Information Systems
                       Innovation/Technology Management
                       Big Data/Analytics

    Lingua di pubblicazione Inglese

    Formato   Materiale a stampa

    Livello bibliografico Monografia

    Nota di contenuto   1. Introduction -- 2. Elicitation Requirements -- 3. Value-Oriented
                       Articulation -- 4. Alignment of Multiple Perspectives: Establishing
                       Common Ground for Triggering Organizational Change -- 5. Acting on
                       Work Designs: Providing Support for Validation and Implementation of
                       Envisioned Changes -- 6. Enabling Emergent Workplace Design -- 7.
                       Putting the Framework to Operation: Enabling Organizational
                       Development Through Learning -- 8. Case Studies -- 9. Epilogue.

    Sommario/riassunto "This book could well be the most comprehensive collection to date of

integrated ideas on the elicitation, representation, integration and digitization of work processes and collaboration. The authors take a heavily human-centered approach while never losing sight of engineering aspects involved. Rooted in relevant theories, they present a set of practice-oriented tools and methods that will help bring work and work support into the hyper connected, data-driven era we are now entering." Stijn Hoppenbrouwers, Professor, HAN University of Applied Sciences, the Netherlands and Radboud University, the Netherlands Combining theory, methodology and tools, this open access book illustrates how to guide innovation in today's digitized business environment. Highlighting the importance of human knowledge and experience in implementing business processes, the authors take a conceptual perspective to explore the challenges and issues currently facing organizations. Subsequent chapters put these concepts into practice, discussing instruments that can be used to support the articulation and alignment of knowledge within work processes. A timely and comprehensive set of tools and case studies, this book is essential reading for those researching innovation and digitization, organization and business strategy.