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Collana	Translational Systems Sciences, , 2197-8832 ; ; 19
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Nota di contenuto	Chapter 1: Transformations of Services -- Chapter 2: Human-centric service co-innovation in public services from a practice-based perspective: a case of elderly care -- Chapter 3: Systems perspectives on the interaction between human and technological resources -- Chapter 4: HUMAN-CENTERED CO-EVALUATION METHOD AS A MEANS FOR SUSTAINABLE SERVICE INNOVATIONS -- Chapter 5: The changing everyday life of families and young people -- Chapter 6: Institutional logics in service ecosystems — an analysis of immigration and social inclusion -- Chapter 7: The views of professionals on patients' value co-creation activities in public healthcare -- Chapter 8: Learning to interpret technological breakdowns: A path to technological literacy -- Chapter 9: Aging and technology in Japan and Finland – Comparative remarks -- Chapter 10: Robots as social and physical assistants in elderly care -- Chapter 11: Innovation by experimenting in public services -- Chapter 12: New Information Systems Supporting the Emotional Aspect of Care -- Chapter 13: Reframing Autonomy—My Data, Our Data and the Question of Human Dignity -- Chapter 14: Elderly care and digital services: Toward a sustainable sociotechnical

transition -- Chapter 15: The Cinderella Story – Employees Reaching for New Agency in the Digital Era -- Chapter 16: How Society Can Maintain Human-Centric Artificial Intelligence.

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Sommario/riassunto

This book provides a timely overview of the impacts of digitalization from the perspective of everyday life, and argues that one central issue in digitalization is the development of new types of services that digitalization enables, but which are often overlooked due to the focus on new technologies and devices. The book summarizes the past 20 years of research into the relationship between information and communications technology (ICT) and service innovation, and reveals that the ongoing digitalization is a qualitatively different phenomenon and represents a true paradigm shift. The all-encompassing integration and distribution of data raises critical issues such as preserving human dignity and individual autonomy; moreover, interaction practices that foster broad participation, trust, learning, and a willingness to share knowledge are called for. Citizen empowerment and multi-actor co-creation have become central to using digitalization to support the development of wellbeing and sustainability. Further, the book shows how employees and professionals can and should be involved in designing their future work, and in evaluating it. Proactiveness and participation in innovation endeavours are ways to guarantee meaningful work in an age of socio-technical transition. The book employs a variety of theoretical approaches and perspectives from diverse disciplines to illustrate these needs. In addition to theoretical analyses, some specific application areas are examined, e.g. services in health and social care, and problems linked to robots in elderly care. Given its scope, the book is highly recommended to all readers seeking an overview of the current understanding of the human side of digitalization and searching for concrete cases from different countries to illustrate the topic.

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