Social issues in organizations represents one of the most often discussed underpinnings in information systems research throughout the tenure of the IS field. Social issues are those research topics most aligned with the human factor in terms of information systems planning, development and utilization.

This minitrack was designed to include all aspects of social issues that are impacted by information technology affecting organizations and inter-organizational structures. This includes the conceptualization of specific social issues and their associated constructs, proposed designs and infrastructures, empirical validation of social models, and case studies illustrating socialization success and failures. Key topics thus cover areas as diverse as ethics; culture; relationships; human interaction; security; and design.

We are delighted to present 5 papers in this minitrack which address key social issues in organizations. Kvassov begins this minitrack with a study on the relationship between information technology (IT), time personality and managerial productivity. In this paper, the author presents a descriptive study in a form of survey, in which the temporal dimensions serve as mediators between IT and productivity. The research seeks to find evidence for the existence of a link between IT, poly/monochronicity and the productivity of managerial work. Analysis of the data shows the positive nature of the relationships between IT and productivity within the frames of the research design.

Roberts, Wermus, Gibson, and Gober address the question for technical workers as to whether it is necessary to move to a managerial career in order to advance. This research study addresses the perception of IT career paths among IT personnel in Poland. The study surveyed 112 IT personnel and managers in Poland. An ANOVA procedure was performed to evaluate differences in perceptions among IT managers, IT personnel, and individuals whose job spanned both areas. Areas considered in the study included career ladder issues, the need for a separate technical career path for technical personnel, and the technical knowledge needs of IT managers.

Enquist and Holmqvist conducted a study describing the critical factors for co-ordinated enterprise and IS/IT development and change in complex organizations in Sweden. These factors addressed the research question: Why is co-ordinated development of enterprise and IS/IT difficult today? The authors conducted a survey based upon in-depth interviews and concentrated workshops with 20 persons representing different development management roles from 6 large organizations with complex operations. The factors have been categorised into nine subject areas and certain factor groups within each area.

Amoroso conducted a study to better understand reseller/integrator organizations in the IT distribution channel and some of the factors that may impact their ability to move into and successfully operate within the e-business marketspace. In this study, a survey was conducted of 25 reseller/integrator organizations with 22 quantitative and 15 qualitative items. Managerial implications from this study included focusing on a unique set of differentiated e-business service offerings, selling e-business projects to the executive level of the organization, and creating a methodology to manage projects as the prime contractor.

The final paper by Hackney and Rose employed the analysis of an interpretive case study within a Regional Train Operating Company (RTOC) to arrive at theoretical understandings of Information Systems (IS). Gidden’s ‘structuration theory’ is developed which offers an account of structure and agency; social practices developing and changing over time and space. Some fifty interviews were conducted at every level in the company (RTOC) from engineers and train drivers to the board of directors. Participant observation was also undertaken with the authors attending twenty-one meetings, workshops and presentations. The resulting theoretical model describes IS embedded in social practices, which evolves to display both regularity and change.