This minitrack addresses social issues related to information technology in an organizational context. Social issues are those research topics most aligned with the human factor in terms of information systems planning, development, implementation, utilization, and governance.

The minitrack contains the following paper topic areas and addresses key topic areas related to (1) organizational culture and identity, (2) relationships, (3) human interaction, and (4) diversity in the IT workforce among other social and IT issues. For HICSS 49, five (5) papers were accepted.

The authors of the first paper titled “Measuring E-Mail Induced Information Overload from a Capacity Perspective: A Research Model and Pilot Test,” offer insight into the information overload caused by e-mails in an organizational context and investigate its impacts by drawing on limited human capacity reflected by a theory-based model of factors affecting information overload.

“The Inter-organizational Dynamics of a Platform Ecosystem: Exploring Stakeholder Boundaries,” examines the business implications of the Internet of Things (IoT). By conducting a qualitative case study and tracing four types of organizational boundaries: efficiency, power, competence and identity, the authors answer the question: How can the inter-organizational dynamics between disparate actors in an IoT ecosystem be perceived and understood?

“An Ontology of Workarounds: A Literature Review on Existing Concepts,” is a theoretical paper. The authors propose an ontology of the concept of workarounds by providing an overview of different types of workarounds that are frequently used in literature.

“The Influence of Organizational Culture on IT Governance Performance: Case of The IT Department in a Large Swedish Company,” focuses on the relationship between organizational culture and IT governance. Using a case study of an IT department of a large Swedish company, the authors provide evidence that organizational culture is influencing IT governance performance.

In the last article in this minitrack, “Establishing ICT Governance for Regional Information Infrastructures in Healthcare,” the authors use the information infrastructure theory and the IS governance literature to analyze the process of establishing the ICT governance mechanisms in a case study of a large Norwegian ICT project in the healthcare industry.