



DO&IT Seminar Series

Speaker: Gerald Kane, Assistant Professor of Information Systems
Carroll School of Management, Boston College

Date: Friday, September 19, 2008

Time: 2-3:30 pm

Location: VMH 1335

Aggregation and Coordination: A Multimodal Network View of IS Proficiency.

Abstract: IS proficiency, the ease with which users interact with information systems to perform organizational tasks, has been an area of rich research in the IS literature. Much of this research, however, has approached IS proficiency almost exclusively as an individual-level construct. Recent research has called for researchers to explore the impact of IS at multiple levels of analysis. This paper explores how IS proficiency in a multi-user, multi-system group influences the performance outcomes of the group. Doing so, however, requires reconceptualizing the IS proficiency construct as a characteristic of a user-system dyad, rather than as an invariant characteristic of the user. Further, it requires a consideration of precisely how IS proficiency operates at the group level. Previous research has forwarded two mechanisms – aggregation and coordination of expertise – and this paper explores both. Using a multimodal network perspective of social network analysis, this paper conducts a survey of 614 individuals in 40 teams of the regional division of a large, national HMO. It finds that both aggregation and coordination of IS proficiency is important for understanding outcomes, but the relative importance of each is somewhat task dependent. Both theoretical and managerial implications are discussed.

Bio: Gerald C (Jerry) Kane is an Assistant Professor of Information Systems at the Carroll School of Management at Boston College. His research interests involve multimodal networks, collaboration using “Web 2.0” tools (e.g. blogs, wikis, social networks), and the application of IT to healthcare delivery. His work has appeared or is forthcoming in *Information Systems Research*, *MIS Quarterly*, *Organization Science*, *Information & Management*, *DATABASE*, *Journal of Database Management*, and *Advances in Management Information Systems*. Dr. Kane received the first Ph.D. in Information Systems awarded by the Goizueta Business School of Emory University and he also holds an MBA in Computer Information Systems from Georgia State University.