

Keynote speaker:

When 'Old' and 'New' Technologies Have to Interact and Co-exist

Björg Aase Sørensen
Work Research Institute
Oslo, Norway
E-mail: BAS@afi-wri.no

ABSTRACT

Computerization provokes an organizational response. In particular, in knowledge-based organizations new technologies confront the working knowledge integrated in persons and groups that is based on current technologies. The challenges raised by this encounter seem to reveal core elements of the work culture. For example, the transmission of knowledge is seen to be as vital to the process as the local work ethics. This 'encounter of technologies' has been studied in news rooms (news desks) and in surgical wards. Experiences of interaction in cases of 'breakdown' provide especially important data related to coping and learning in transitional phases. The method of intervention employed in these studies can be characterized

as: task in itself - task in interaction - task as an open system.

BIOGRAPHICAL NOTE

Mag.art. industrial sociology, University of Oslo

Fullbright Fellow, University of Oregon

Ph.D., University of Bergen

Research Associate, University of Oslo

Research Director, Work Research Institute in Oslo

Research Professor, University of Oslo

In *PDC'94: Proceedings of the Participatory Design Conference*. R. Trigg, S.I. Anderson, and E.A. Dykstra-Erickson (Eds.). Chapel Hill NC USA, 27-28 October 1994. Computer Professionals for Social Responsibility, P.O. Box 717, Palo Alto CA 94302-0717 USA, cpsr@cpsr.org.