

Trans-situated use

Eric Monteiro

NTNU and Univ. of Oslo
www.idi.ntnu.no/~ericm

Sociomateriality, LSE, June 2009

Integrated information systems



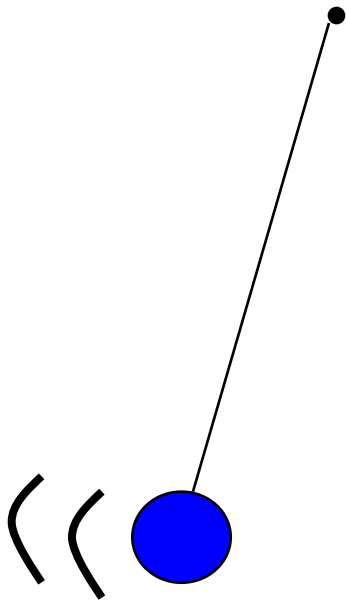
Q W E R T Y U I O P

vs.

A S D F G H J K L

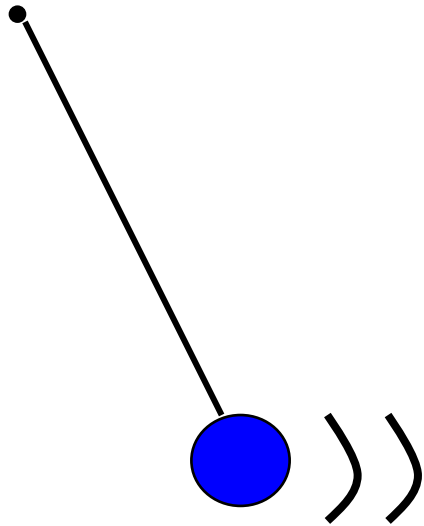
Z X C V B N M

Position I: the **same**



- 'Best practices'
- Roll-out
- Deployment
- Standard technology
- Harmonise work practices
-

Position II: **variation**

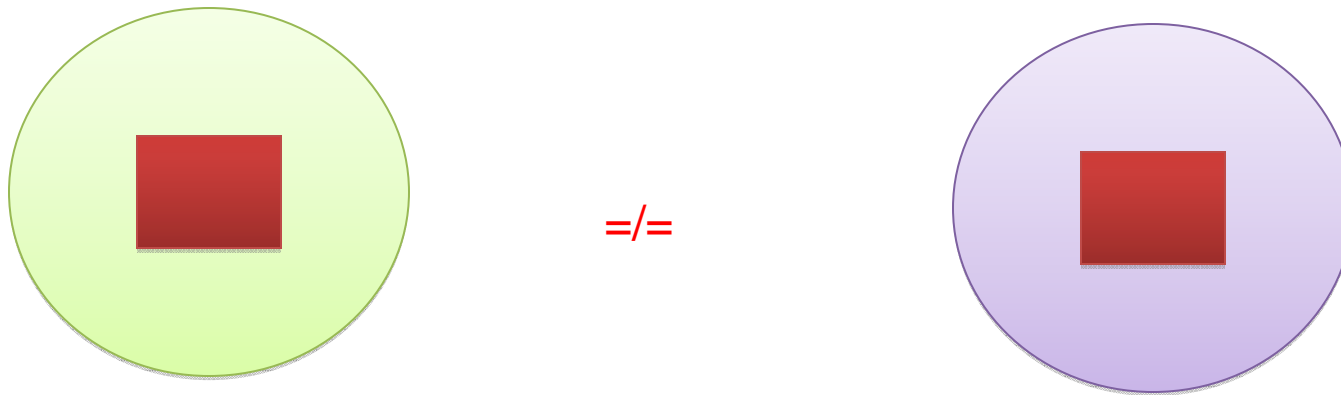


- Practice theory
 - Situated
 - Enactment
 - Contextual
 - Improvisation
 - Drift

“[E]very encounter with technology is temporally and contextually provisional, and thus there is, in every use, always the possibility of a different structure being enacted”

(Orlikowski 2000, p.412)

Computers in **context**



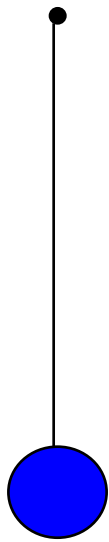
variation: same technology, different organisations/contexts, different outcomes

“[R]esults ...[show] how nearly identical technologies occasioned quite different social meanings and consequences in [different but] comparable organizations”.

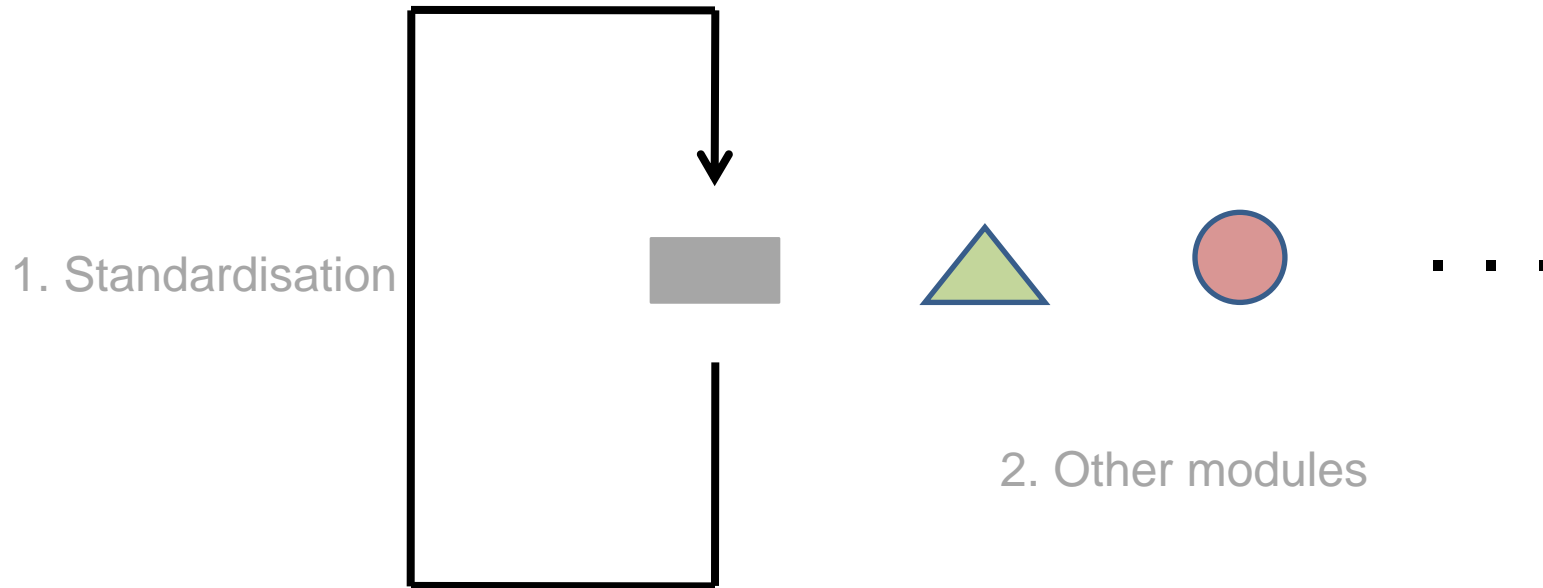
(Robey and Sahay 1996, p. 108)

Position III

- "Work in practice, not in theory"
- 'material dependencies' (L&B)
- Material dependencies re integration??



The essential dynamics



Two modes

- **Commensurability**
 - Never the 'same' but *made* commensurable
 - Performed achievement (ie aquired quality)
- **Complementarity**
 - The Other
 - Never by design (ie plan)
 - Interacting with the unfamiliar

About LSE

A-Z site index

Search

GO

Quick links

New and current students
Staff
Academic departments
Research centres
Telephone directory
Alumni Relations
Podcasts of public lectures
Maps and directions
Experts
Jobs at LSE
Disability & Well-being Office
Useful contacts
LSE for You
Help



of Professor Peter Townsend, best known for his defining and far-sighted work on poverty in a career

that spanned six decades.

Children's experience of online danger will be investigated with the help of a major new grant from the European Commission.

Watch Paul Krugman live on the web when he speaks at LSE on 8, 9 and 10 June about The Return of Depression Economics.

Interested in undergraduate study at LSE? Attend our next undergraduate [Open Day](#).

LSE Public Lectures and Events
The Lebanese Elections and Middle Eastern Democracy is the topic of a public lecture at LSE by Hussain Abdul Hussain, former managing editor of Beirut's Daily Star on Thursday 11 June.

Public Lectures and Events:
See [Podcasts and Videos](#)



New books
James Ker-Lindsay
Kosovo: the path to contested statehood in the Balkans

[Press and Information Office](#)

Prospective students

[Undergraduate](#)
[Graduate](#)
[Summer schools](#)
[Executive education](#)
[The General Course](#)
[Language Centre](#)
[External Study](#)

New and current students

[New arrivals](#)
[Library](#)
[Student Services Centre](#)
[Students' Union](#)
[Careers Service](#)
[Web access to Email](#)
[Moodle](#)

[About this site](#) | [About this page](#) | [Comment on this page](#)

Copyright (c) LSE. Use of this website is subject to, and implies acceptance of, its [Terms of use](#) (including [Copyright and intellectual property](#), [Privacy and data protection](#), and [Accessibility](#)).

The London School of Economics and Political Science is a School of the University of London. It is a charity and is incorporated in England as a company limited by guarantee under the Companies Acts (Reg no. 70527). The registered office address of the School is: The London School of Economics and Political Science, Houghton Street, London WC2A 2AE, UK; Tel:

+44 (0)20 7405 7686

Commensurability

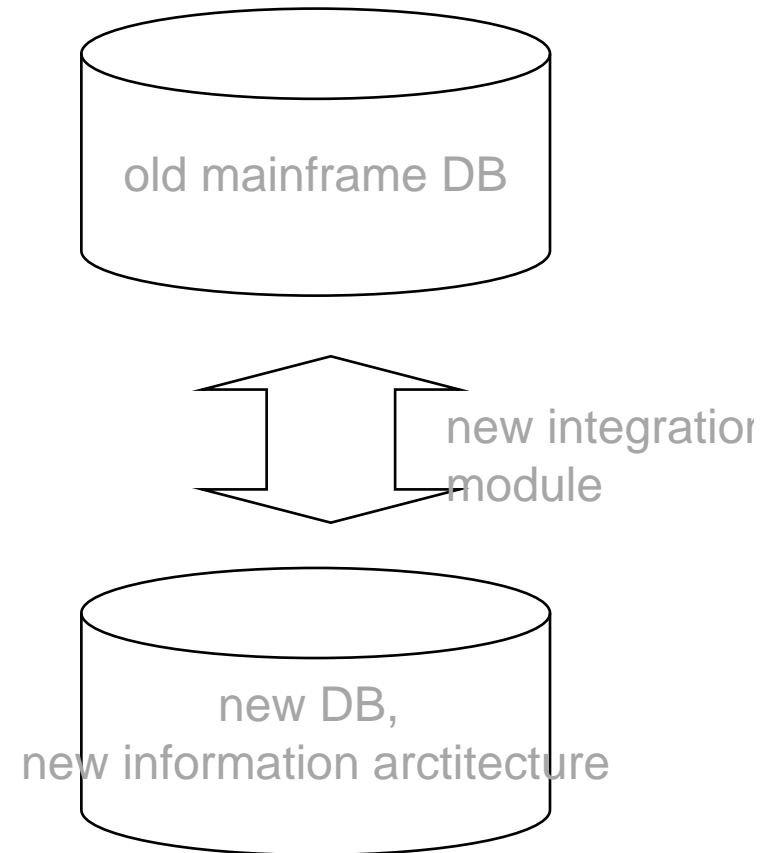
Treatment elements	FA	Frequency/situation	Start	End	Status
[-] Nursing diagnoses					
[-] Anxiety -- rt confusion	②		09.08.05		Active
[-] Impaired mucous membrane	4		30.08.05		Active
[-] Insufficient sleep	8		10.08.05		Active
[-] Nursing interventions / Ordinances					
[-] Reducing anxiety -- Objective: security, patient trust	②		09.08.05		Active
[-] Wake up before breakfast		Always	30.08.05		Active
[-] Encourage sleep	8		09.08.05		Active
[-] Make sure the patient get enough sleep			09.08.05		Active
[-] Consider medication		Together with physician	09.08.05		Active
[-] Record sleeping pattern		Make list, record in report	09.08.05		Active
[-] Help patient maintain diurnal rythm			09.08.05		Active
[-] Sense of reality	②		09.08.05		Active
[-] Clear messages about what to be done during the day		Written, Oral	09.08.05		Active
[-] Improve feeling of security -- introduce yourself, tell when you are about to finish your watch, offer contact	②		23.08.05		Active
[-] Heal wound -- No denture lower jaw; objective: prevent wound in the gums	6		30.08.05		Active
[-] Activity-therapy -- follow week-schedule	7		23.08.05		Active
[-] Independent nursing ordinances					

Anxiety is moved to the top of the list

Complementarity

“We had problems with data quality that had increased since the first version. This was, to a large extent, caused by the migration from [the old mainframe database] to [GSIS]- which we never managed to control, and that we always underestimated the seriousness of. We managed to correct some errors – but while doing that, we also introduced new errors.”

(Business manager, HQ)



Conclusion

- 'Complexify thinking with evolving phenomena'
- Co-variation!
- Under-estimated collective work-around
 - *producing* commensurability
 - Simultaneous fitting/unfitting
- More robust technology.
 - Workarounds constitutive not failure
- Methods ...

Implication (cont'ed)

Method

- multi-site anthropology: 'the location of culture'
- multi-source: documents, interviews, observe – beyond 'follow the actor'
- multi-level: micro/meso/macro
- longitudinal
- theoretically informed