Digitisation and Society - Even in Times of Corona

Introduction to the WI2021 Track: Digitalization and Society – Even in Times of Corona

Christian Reuter[1] and Ulrike Lechner[2]

[1] Technical University of Darmstadt, Science and Technology
for Peace and Security (PEASEC), Darmstadt, Germany
`reuter@peasec.tu-darmstadt.de`
[2] Universität der Bundeswehr München, Chair of Information Systems,
Neubiberg, Germany
`ulrike.lechner@unibw.de`

1   Track Description

Information and communication technologies affect all areas of civil society. Digital-ization opens up new opportunities to address important social issues. The motor of digitalization can be social necessity, technical feasibility, and also a crisis, as the reaction to the COVID-19 pandemic demonstrates: Out of necessity, ideas are created, systems designed and implemented and the value of digital solutions to society becomes apparent. With the digitalization of everyday working and learning, apps for tracing information chains and containing new infections have potential, but also pose social risks. The current COVID-19 crisis seems to put the role of digitalization in a completely new light. Both, to evaluate the value of digital solutions to society and to identify space for innovation is important in times of intense digitalization efforts.

To meet the societal challenges posed by digitalization, it is particularly important to understand how they arise. The use of digital solutions in safety-critical contexts entails dependencies and the threat of various dangers: Infrastructure disruptions and failures can be caused by criminal acts, terrorist attacks, natural disasters, operational disruptions, and system failures. In addition, there is a concern about data arising from the use of digital solutions. Data protection, data sovereignty, data security, and their social perception must always be closely observed. Furthermore, it is important to ensure that digitalization does not lead to a digital divide. New digital solutions require constant evaluation and assessment of the consequences.

2   Research Articles

This track aims to contribute to this relevant continuous evaluation and assessment of the consequence. Therefore, its focus lies on issues at the intersection of digitalization and society, not only, but also in times of COVID-19, and aims at researchers and practitioners in information systems and related disciplines. Six articles have been selected out of sixteen submissions.

The paper *"The Role of Fear and Trust when Disclosing Personal Data to Promote Public Health in a Pandemic Crisis"* (by Kirsten Hillebrand) investigates citizens' consent to voluntary and legally obliging data disclosure to public authorities and what drives their consent. Results from an online survey during the onset of the crisis in Germany in mid-March show that (1) fear for health increases citizens' consent to voluntary data disclosure, (2) fear increases consent to legally obliging data disclosure directly and indirectly by fostering distrust in others, and (3) trust in the government increases voluntary and legally obliging data disclosure.

The article *"It's not that bad! Perceived Stress of Knowledge Workers During Enforced Working from Home due to COVID-19"* (by Jana Mattern, Simon Lansmann, and Joschka Hüllmann) analyzes whether working from home and in particular "enforced working from home (EWFH)" increases perceived stress due to blurring boundaries between work and private life. The authors suggest psychological detachment and communication overload as explaining variables for the relationship between EWFH and perceived stress.

The contribution *"'Sorry, Museum Facilities are Closed Due to Covid': Towards Online Platforms for Cultural Participation and Education"* (by Kristin Kutzner, Thorsten Schoormann, Claudia Roßkopf, and Ralf Knackstedt) reviews and synthesizes related literature and museum platforms in order to deduce a taxonomy of how online offers leverage cultural participation and education. In doing this, the authors seek to enable platform designers and museum professionals in making informed decisions in terms of how the 'museum experience' can be supported through online platforms.

The study *"Challenges of the Digital Transformation – Comparing Nonprofit and Industry Organizations"* (by Kristin Vogelsang, Sven Packmohr, and Henning Brink) deals with Digital transformation (DT) of various areas: technology-based improvements in business processes, business models, and customer experience. In a grounded theory approach, the authors develop a framework of barriers for two diverse sectors: industry and nonprofit. While in the industry sector, the progress of DT has been slow due to barriers, nonprofit organizations often take the view that they are not in a DT at all. This is due to limited individual and organizational perspectives.

The paper *"Understanding pandemic dashboard development: A multi-level analysis of success factors"* (by Ludger Pöhler, Kevin Kus, and Frank Teuteberg) aims at identifying and understanding success factors of dashboards in crisis situations and more specifically in pandemics. Dashboards refer to graphical user interfaces which often provide at-a-glance views of key performance indicators (KPIs). The paper investigates whether corona dashboards are based on previous helpful crisis dashboards or whether specific success factors of current dashboards can be identified.

The article *"The Impact of Digitizing Social Networks on Refugee Decision Making – The Journey to Germany"* (by Safa'a AbuJarour, Lama Jaghjougha, and Mohammed AbuJarour) reveals four typical streams of utilizing social networks through Social Networking Sites in the context of migration: (1) information gathering, (2) service

consumption, (3) understanding the relevant procedures and systems, and (4) content creation and service provisioning. The paper discusses the impact of digitalized social networks on refugees aiming at maximizing the benefits and avoiding possible risks.