

“Designing for Accountability in the Age of Big Data”

Abstract:

Ethnomethodology has provided us with methods and tools for exploring the ways in which people make sense of their everyday world, and through which they make their actions accountable to themselves and to each other, as members of a group, a team, a work organization and of the various other communities of practice of which they are a part. The Scandinavian tradition of Participatory Design looks to how people who will be affected by technological change can be given a say in the design of new technologies for the workplace (and beyond). How can Big Data support the constantly on-going social construction of accountability – of sense-making – in everyday work? Using examples from an on-going research and development project which focuses on innovative mobile technologies for transforming healthcare provision, this talk will explore some of the risks and potentials of ICT as it is used in healthcare organisations today, how this might be affecting employee health and well-being, and how Big Data might be utilized to make a difference.