

COMM 4556: Information Technology and Organizational Communication

The Ohio State University

School of Communication

Instructor:

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Please find on Carmen

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Course Objectives:

Communication plays a vital role in the success and failure of almost any organization. To support their communication processes and to increase their performances, organizations use various information technologies and technological networks.

Thus, the course will demonstrate the influence of these technologies on communication and knowledge networks, and how technology changes the daily work of organizations, teams, and individuals.

Students will learn about technologies that impact organizational communication patterns, new organizational forms, and new challenges for organizational members as users of information technologies in a global business environment.

Why exactly should I be interested in that topic?

Well, we all know that we need to cooperate with other people. We also know that more and more communication technologies are used to support cooperation. We also may know that work environments get more dynamic and complex. With a lot of practical examples, important research findings, and in-class discussions, the class will help you to understand the changing motivations and needs of the people around you and how communication technology influences your own communication behavior in modern work environments. See

it as chance to prepare for the communication challenges in the organizations/companies that you will eventually join.

What do I need to do for class?

Be there, participate in class activities and assignments, take your notes, ask questions if you are not sure about a topic, and feel free to comment on things based on your own experiences and ideas. The more you are willing to contribute to class discussions, the better the chance to make it a really good learning experience for all of us.

Class is: Monday, Wednesday, and Friday
12:40 to 1:35 p.m.
Room: Derby Hall 080

Used Text (*recommended*):

DeSanctis, G. & Fulk, J. (Eds.) (1999). Shaping organizational form: Communication, connection, and community. Newbury Park, CA: Sage.

Additional readings will be posted on Carmen (listed also at the end of this syllabus).

Class Web site via Carmen:

<http://telr.osu.edu/carmen>

Please be sure to check Carmen at least twice a week for news, changes,...

Special Accommodations

Students with disabilities are responsible for making their needs known to the instructor and seeking assistance in a timely manner. Any student who feels he/she may need an accommodation based on the impact of a disability should contact the instructor privately to discuss your specific needs. Please contact the Office for Disability Services at 614-292-3307 in Room 150 Pomerene Hall to coordinate reasonable accommodations for students with documented disabilities.

Academic Integrity and Academic Misconduct

It is imperative that all work you submit be your own. When you use someone else's ideas, you must give proper credit to the original author(s). Please adhere to the 5th edition of the APA manual of style when citing others' work.

According to the Committee on Academic Misconduct "Academic misconduct is defined as any activity which tends to compromise the academic integrity of the institution, or subvert the educational process,"

(<http://oaa.osu.edu/procedures/1.0.html>). Further, the term "academic misconduct" includes all forms of student academic misconduct wherever committed and is illustrated by, but not limited to, cases of plagiarism and dishonest practices in connection with examinations. Instructors shall report all instances of alleged academic misconduct to the committee (Faculty Rule 3335-5-487). It is the responsibility of the Committee of Academic Misconduct to investigate or establish procedures for the investigation of all reported cases of student academic misconduct. For additional information, see the Code of Student Conduct (http://studentaffairs.osu.edu/resource_csc.asp).

Exams

The information taught before an exam will be tested on this exam. It will be not tested on the following exams again (exams in this class are not cumulative).

Exams will be multiple-choice (please bring a #2 pencil on exam days), based on the material from the readings and class discussions. Make-up exams will only be offered for medical or other similar, legitimate reasons.

Failure to take any exam will result in a zero for the exam.

Late Arrival: I reserve the right to exclude students from the exam if they arrive late. Exclusion will result in a zero for the exam.

In-Class Assignments (ICA)

On some days there will be unannounced In-Class Assignments (9 over the whole semester) where you should take a few minutes to write on an assigned topic.

ICAs have to be completed during class. They should help you to reflect specific topics of the actual lecture.

One of them provides the opportunity of bonus points. Only 8 of the 9 ICAs are necessary to obtain the chance to score 100% in this class.

(Example: You have completed all 9 ICAs successfully = 16 regular points + 2 bonus points; you have completed 8 ICAs successfully = 16 regular points and 0 bonus points.)

In-Class Exercises

There will be three in-class exercises where students are asked to work together on a class topic. Those exercises will allow you to learn about views and attitudes of fellow students and how to take those different thoughts into consideration to discuss the topics and/or to come to a mutual decision.

Online Assignments

On 7 days the class will move online. Students are asked to complete online assignments which are based on class discussions, handout, students' notes, and additional scholarly work. The online assignments have to be completed on those assigned days to receive credit. We will not meet on those days but the Professor (or TA) is available to discuss the assignment and to answer questions. The overall goal is to increase learning flexibility and effectiveness and to adapt the course to the changing environment of higher education.

Final Paper Assignment

There will be one bigger assignment toward the end of the semester (final paper). You will be asked to work alone or together with other students on an assigned topic. The assignment provides the opportunity to apply your new knowledge based on the lectures of the class.

If you are working together with other students, all team members will get the same amount of points so that it is a question of fairness and honesty that everyone contributes actively to create an excellent paper. The paper has to be submitted within the given deadline. Late submissions will be penalized.

Further details about the assignment will be announced in class (see also class schedule at the end of this syllabus).

Group-Presentations

At the beginning of the semester, students will be assigned to one of eight different topics. In teams of three, they are asked to prepare a 12 minute presentation/statement about the topic based on reviewed literature. The presentations will take place throughout the semester (see class schedule). Further instructions will be provided at the beginning of the semester.

Not attending the group presentations given by classmates is strongly frowned upon. Thus, students earn 1 point for each presentation day they attend. Those attendance points are official points which count toward the final grade.

Grade Distribution

In-Class Assignments	12% (16 points – 8*2)
In-Class Exercises	7% (9 points – 3*3)
Online Assignments	16% (21 points - 7*3)
Final Paper Assignment	8% (10 points)
Group Presentation	6% (8 points)
Presentation Attendance	6% (8 points – 8*1)
2 Exams (weighted equally)	45% (60 points – 2*30)
<i>Total</i>	<i>100% (132 points)</i>

Grade Change Requests

Students are strongly encouraged to check posted points for all assignments and exams regularly on Carmen. The deadline for requesting any score changes (in case of score posting errors) for assignments or exams taken during the semester is the first day of the last week of regular classes, Monday, 04/25/2016. However, any missing points have to be reported 14 days after posting of the score in question. Later requests will not be considered.

Makeup of missed Assignments

Taking missed assignments late will only be allowed for serious, legitimate reasons (documentation needed like doctor's note). Students are required to inform the instructor before the originally scheduled assignment/exam time. Otherwise, a makeup opportunity cannot be granted.

Class Schedule and Reading List

Day	Date	Topic	Reading
M	1/11	Course Overview and Introduction	
W	1/13	Group Presentation Assignment	
F	1/15	Communication Technology and Organizational Form	Chapter 1, DeSanctis/Fulk & Zammuto et al (2007)
M	1/18	<i>Martin Luther King Day No Class</i>	
W	1/20	Communication Technology and Organizational Form (cont.)	
F	1/22	In Search of a New Organizational Model	Chapter 2, DeSanctis/Fulk
M	1/25	Communication Technology for Global Network Organizations	Chapter 3, DeSanctis/Fulk & Sarker et al (2011)
W	1/27	Network and Internet Technology	
F	1/29	Online Assignment 1	
M	2/1	Network and Internet Technology (cont.)	
W	2/3	Use of Internet Technology at Companies - In-Class Exercise 1	
F	2/5	Online Assignment 2	

M	2/8	Companies on the Internet Group Presentation 1	
W	2/10	Information Technology and the Transformation of Work	Chapter 4, DeSanctis/Fulk
F	2/12	Online Assignment 3	
M	2/15	Technology Use at the Workplace Group Presentation 2	
W	2/17	Shaping Electronic Communication	Chapter 5, DeSanctis/Fulk & Bansler & Havn (2003)
F	2/19	Exam I	
M	2/22	Team Based Organizations and Communication Flows	Chapter 6, DeSanctis/Fulk & Tannenbaum et al (2012)
W	2/24	Teamwork in modern Companies Group Presentation 3	
F	2/26	Organizational Culture, Communication Effectiveness, and Technology Use	Chapter 8, DeSanctis/Fulk & Leidner & Kayworth (2006)
M	2/29	Organizations and their Cultures Group Presentation 4	
W	3/2	Improvement of Organizational Culture - In-Class Exercise 2	

F	3/4	Online Assignment 4	
M	3/7	Communication Networks: The Space Shuttle Columbia Disaster	
W	3/9	Communication in Networked Organizations	Garner (2006)
F	3/11	Online Assignment 5	
M	3/14	<i>Spring Break No class</i>	
W	3/16	<i>Spring Break No class</i>	
F	3/18	<i>Spring Break No class</i>	
M	3/21	The Dark Side of new Organizational Forms	Chapter 14, DeSanctis/Fulk & Seo & La Paz (2008)
W	3/23	Today's working conditions and environments Group Presentation 5	
F	3/25	Computer-Mediated Communication	Ou et al (2013)
M	3/28	The Influence of Computer- mediated communication on Employees Group Presentation 6	
W	3/30	The Next Generation of Employees: The Effects of Growing Up Online	Zur & Zur (2011)
F	4/1	Final Paper Assignment	

M	4/4	The Process of Technology Implementation Group Presentation 7	
W	4/6	Knowledge Management	McIver et al (2013)
F	4/8	Online Assignment 6	
M	4/11	Companies efforts of Confidentiality and Internet Security Group Presentation 8	
W	4/13	Virtual Reality and Work	Hyrkkänen et al (2012)
F	4/15	Online Assignment 7	
M	4/18	Organizations and Technologies in 2046- In-Class Exercise 3	
W	4/20	Future Developments: Organizational and Technology Trends	Kapoor & Lee (2013)
F	4/22	Exam II	
M	4/25	Analyzing OSU's Information Systems Pre-Review Final Papers	
R	4/28 (11:59 p.m. Carmen Dropbox)	<i>Deadline Final Paper</i>	

Caveat

I reserve the right to update or change portions of this syllabus in order to make the class a better experience for everyone. Any changes will be posted to Carmen.

Additional Readings

Topic: Communication Technology and Organizational Form

Zammuto, R. F., Griffith, T. L., Majchrzak, A., Dougherty, D. J., & Faraj, S. (2007). Information technology and the changing fabric of organization. *Organization Science*, 18(5), 749-762.

Topic: Communication Technology for Global Network Organizations

Sarker, S., Ahuja, M., Sarker, S., & Kirkeby, S. (2011). The role of communication and trust in global virtual teams: a social network perspective. *Journal of Management Information Systems*, 28(1), 273-310.

Topic: Shaping Electronic Communication

Bansler, J. P., & Havn, E. (2003, November). Technology-use mediation: Making sense of electronic communication in an organizational context. In *Proceedings of the 2003 International ACM SIGGROUP Conference on Supporting Group Work* (pp. 135-143). ACM.

Topic: Team Based Organizations and Communication Flows

Tannenbaum, S. I., Mathieu, J. E., Salas, E., & Cohen, D. (2012). Teams are changing: Are research and practice evolving fast enough?. *Industrial and Organizational Psychology*, 5(1), 2-24.

Topic: Organizational Culture, Communication Effectiveness, and Technology Use

Leidner, D. E., & Kayworth, T. (2006). Review: a review of culture in information systems research: toward a theory of information technology culture conflict. *MIS quarterly*, 30(2), 357-399.

Topic: Communication in Networked Organizations

Garner, J. D. (2006). Masters of the universe? Resource dependency and interorganizational power relationships at NASA. *Journal of Applied Communication Research*, 34(4), 368-385.

Topic: The Dark Side of new Organizational Forms

Seo, D., & La Paz, A. I. (2008). Exploring the dark side of IS in achieving organizational agility. *Communications of the ACM*, 51(11), 136-139.

Topic: Computer-Mediated Communication

Ou, C. X., Sia, C. L., & Hui, C. K. (2013). Computer-mediated communication and social networking tools at work. *Information Technology & People*, 26(2), 172-190.

Topic: The Next Generation of Employees: The Effects of Growing Up Online

Zur, O., & Zur, A. (2011). On digital immigrants and digital natives: How the digital divide affects families, educational institutions, and the workplace. *Zur Institute*.

Topic: Virtual Reality and Work

Hyrkkänen, U., Nenonen, S., & Kojo, I. (2012). The Virtual Reality of Work—How to Create a Workplace that Enhances Well-Being for a Mobile Employee. *Virtual Reality and Environments*, Cecilia Sik Lanyi (Ed.), ISBN, 978-953.

Topic: Knowledge Management

McIver, D., Lengnick-Hall, C. A., Lengnick-Hall, M. L., & Ramachandran, I. (2013). Understanding work and knowledge management from a knowledge-in-practice perspective. *Academy Of Management Review*, 38(4), 597-620.

Topic: Organizational Trends and the Use of new Technologies

Kapoor, R., & Lee, J. M. (2013). Coordinating and competing in ecosystems: How organizational forms shape new technology investments. *Strategic Management Journal*, 34(3), 274-296.