

> Tuesday, October 3rd, 2023

14:00 – 16:00

> MIS

**RESEARCH
SEMINAR**



EMPOWERING CHANGEMAKERS FOR A BETTER SOCIETY

**‘BATTLING OVER CONFLICTING SOCIETAL VALUES THROUGH
DISCOURSE AND ACTION:
TECHNOLOGY-CENTRIC CONTESTATION OVER SYMBOLIC AND
SOCIAL BOUNDARIES ’**

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ABSTRACT

Information Systems (IS) can be used to limit or expand access to material and non-material resources, and therefore has potential to amplify or reduce social justice. Our study explored the contact tracing systems in South Korea and Singapore as specific revelatory cases to understand how more or less social justice outcomes were produced as a result of the contestation process surrounding IS.

As a result of public contestation, the contact tracing systems were repeatedly redesigned and variably adopted, producing differing social justice outcomes based on the prioritization of competing societal value aspirations.

In this paper, we show how societies’ IS design and adoption decisions can unfairly limit minority groups’ access to resources depending on their value aspirations and societal context. This study improves our understanding of how social justice outcomes are contextually situated within societies. We also show how public discourse is playing a role in shaping IS design and adoption and producing social justice outcomes.