

Exploring ICT use in **non-profit**
organisations that provide services
for **older people** who **live within the**
community.

Agenda

- Introduction to the study
- Organisations
- Social Actor Model
- ICT service delivery types
- Informal ICT support
- Implications of study
- Discussion

Objective of the study

- How ICTs are used in non-profit organisations
 - Client management
 - Volunteer Management
 - Fund raising
- Using the Social Actor Model (Theoretical lens)

Organisations in the study

Organisation	Action for Seniors	Independent Living Services	Integrated Community Care	Tararua Hospice
Primary activity	Companionship support	Activities of daily life + Instrumental Activities of daily life	Supporting high and complex needs clients.	End of life care

Social Actor Model

Social Actor Dimensions	Characteristics and behaviours of connected and situated individuals
<p>Affiliations (Definition: organizational and professional relationships that connect an organization member to industry, national and international networks)</p>	Social actor relationships are shaped by networks of organizational affiliations.
	Relationships are dynamic, and related informational exchanges change with “flows” of capital, labour, and other resources
	Relationships are multi-level, multi-valent, multi-network (i.e. global/local, local/global, group, organization, intergroup, interorganization, culture)
	As relationships change, interaction practices migrate within and across organizations
<p>Environments (Definition: stabilized, regulated and/or Institutionalized practices, associations, and locations that circumscribe organizational action)</p>	Organizational environments exert technical and institutional pressures on firms and their members.
	Environmental dynamics vary among industries.
	ICTs are part of the organizational environment.
	ICTs are part of the industry/national/global environment .
<p>Interactions (Definition: information, resources, and media of exchange that organization members mobilize as they engage with members of affiliated organizations)</p>	Organizational individuals seek to communicate in legitimate ways .
	Organizational individuals build, design, and develop interactions that facilitate “flow” changes.
	ICTs become part of the interaction process, (“interaction technologies”) as people transform and embed available informational resources into connections and interactions.
	As firm members, people perform socially embedded (role-based), highly specified actions on behalf of the organization.
<p>Identities (Definition: avowed presentations of the self and ascribed profiles of organization members as individual and collective entities)</p>	Social actor identities have an ICT use component.
	ICT-enhanced networks heighten ethnic and multiple other identities (global/local tension).
	ICT-enhanced connections among firm members transcend roles (project-based) .
	Social actors use ICTs to construct identities and control perceptions.

Environments – “ICTs are part of the organisational environment”

- ICT service delivery types
- Informal ICT support

ICT service delivery types

- Outsourcing
- Ad-hoc request based services
- Dedicated in house services
- Consultancy based service
- Application based service

ICT service delivery types

Organisation	Action for Seniors	Independent Living Services	Integrated Community Care	Tararua Hospice
Managing IT infrastructure (Servers +Network)	Outsourced	Outsourced	Outsourced	Outsourced
Managing ICT services (Applications, user support)	Ad-hoc request based services	Dedicated in house services	Consultancy based service	Application based service

Informal ICT Support

- Informal user support clusters
 - Users within a geographical location
- Expert users providing support
 - Clearly identified expertise
- Role of Service champions

Informal ICT Support

Organisation	Action for Seniors	Independent Living Services	Integrated Community Care	Tararua Hospice
ICT support	*External contractors	*Internal IT staff	- Informal User support clusters - Service champions	- Expert users - Service champions

Implications for theory and practice

Theory

- Dependence on individuals.
- Informal ICT support as a context in “ICTs are part of the organisational environment”

Practice

- Role of informal ICT support in integrating ICTs
- Role of service champions
- Informal ICT support vs Training

Thank you

- Discussion

Contact - nishanie.pereira@vuw.ac.nz

Ongoing Challenges

- Supporting a mobile work force
- Data capture
 - Client + non-profit staff
 - Client + volunteer
- Increasing admin layer (organisation facing staff)

Definition of ICTs

- Information Technology and the integration of telecommunications and software.
- Servers, computers as well as necessary enterprise software, middleware, storage, and audio-visual systems, which enable users to access, store, transmit, and manipulate information.

Reasons for selecting these organisations

- The spectrum of care
- Same geographical area –Environment
- A moving window – ICT use
- Similar processes

Interpretivist paradigm

- Lee and Baskerville (2003, p230-231) describe the distinction between “first level constructs” and “second level constructs” in the interpretivist paradigm.
- Accordingly first level constructs are facts, and the understandings held by the participants of the study.
- Second level constructs are the understandings of observing researchers.
- Second level constructs “are the notions used by the field worker to explain the patterning of the first order data” (Lee and Baskerville, 2003, p.231).
- The characteristics in the social actor model are second level constructs which describe the subjective meaning of the objective reality of the sector being examined. However perceiving these phrases as strongly defined constructs in its original context, will limit how they are used within the proposed study. In contrast these characteristics are more loosely defined and can be interpreted to capture the contextualised understanding of the industry or sector that is been investigated.