

THE HONG KONG POLYTECHNIC UNIVERSITY DEPARTMENT OF MANAGEMENT AND MARKETING

Departmental Research Seminar



Defining Individual Digital Resilience: Conceptualization, Measurement, and a Configurational Perspective By

Prof. Jason Bennett Thatcher
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Date : 26 Oct 2023 (THU)

Time : 9:30 – 11 am

Venue : Online via Zoom

Abstract

Extending work that suggests resilience drives organizations and systems' capability to navigate environmental change, we investigate how digital resilience helps users shield against and recover from adversity caused by a jarring event that impacts the use of IT. We define digital resilience as the ability of users to shield against and recover from the adversity caused by a jarring event that impacts the use of IT. Using evidence from three studies, we develop a midrange theory of digital resilience, which (1) defines digital resilience and its dimensions, (2) offers a typology of digital resilience, and (3) connects digital resilience to the context for technology use. Study 1 uses quantitative methods to glean insight from three surveys (a q-sort, factor analysis, and test of predictive validity) to conceptualize and operationalize digital resilience as being comprised of the two dimensions of shielding and recovery. Study 2 employs qualitative methods to elicit seven factors contributing to digital resilience based on interviews with 14 teachers who navigated a jarring event in a rapidly digitizing workplace. Study 3 applies QCA analysis to data from 156 individuals who worked for an organization when a jarring event occurred in order to glean insight into how configurations of the identified factors contribute to resilience (e.g., high or low shielding and high or low recovery). We develop a nuanced context-specific understanding of how digital resilience empowers employees to perform in a digitized workplace and enables them to navigate rapidly changing technology and digital work contexts.

Prof. Jason Bennett Thatcher holds the Milton F. Stauffer Professorship in the Department of Management Information Systems at the Fox School of Business of Temple University. He received a BA in History and BS in Political Science from the University of Utah and his M.P.A. and Ph.D. from Florida State University.

Prof. Thatcher's research examines the influence of individual beliefs and characteristics on technology use, cybersecurity, and strategic issues tied to information technology use in organizations. His work appears in the *MIS Quarterly*, *Information Systems Research*, *Journal of Applied Psychology*, *Organizational Behavior and Human Decision Processes*, and *Journal of the AIS*. Prof. Thatcher has served as Senior Editor at *MIS Quarterly*, *Information Systems Research*, and *Journal of the Association for Information Systems*.

Prof. Thatcher has published a Financial Times 50 paper on average once a year since earning his PhD. He has been ranked #1 in the world for research productivity thrice by the AIS Senior Scholars Basket of Journals List and named on the *MIS Quarterly* most productive authors list.

All interested are welcome.



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