

## Editorial

Sisse Finken<sup>1</sup>, Christina Mörtsberg<sup>2</sup>, Anita Mirijamdotter<sup>2</sup>

<sup>1</sup>TiP research group, Business IT department, The IT University of Copenhagen, Denmark,  
sisf@itu.dk

<sup>2</sup>Department of Informatics, Linnaeus University, Växjö, Sweden, christina.mortberg@lnu.se,  
anita.mirijamdotter@lnu.se

---

### Dilemmas for Human Services

The 18<sup>th</sup> annual International Research Conference ‘Dilemmas for Human Services’ and the preliminary Doctoral Consortium took place at Linnaeus University and Teleborg castle in Växjö, Sweden, during September 9<sup>th</sup>–11<sup>th</sup> 2015. The conference was organized as a joint effort between Linnaeus University, Växjö, and University of Linköping.

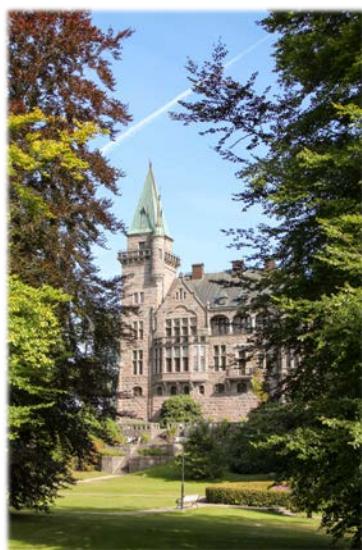


Fig 1. The conference venue Teleborg castle, Växjö. Photo: Linnaeus University/Anders Runesson.

The Dilemmas conference dates back to 1995. It was formed, and is maintained, by scholars at Staffordshire University, University of East London, and Luleå University of Technology. Generally, Dilemmas stimulates critical analysis and reflections, and encourages more careful considerations about dominant ideas and notions relevant for human services. With this, Dilemmas nurtures meetings between established and new coming scholars where policy, organizational, man-

---

© 2015 Sisse Finken, Christina Mörtsberg and Anita Mirijamdotter. This is an Open Access article distributed under the terms of the Creative Commons Attribution-NonCommercial 4.0 International License (<http://creativecommons.org/licenses/by-nc/4.0/>), permitting all non-commercial use, distribution, and reproduction in any medium, provided the original work is properly cited.  
<http://dx.doi.org/10.15626/dirc.2015.00>

agement and sociological issues relating to human services can be considered. The research topics relevant to such span areas of e.g. health, social services, housing and education.

### Dilemmas 2015: Organizing, Designing and Managing

In line with Dilemmas' ambition about nurturing a forum for critical reflections and analyses, the 2015 conference called for critical considerations about "Organizing, Designing and Managing". With these gerunds the local organizing committee wanted to bring attention to a performative aspect of doing and knowing in relation to a variety of human services concerning work, health, education, sustainability, public services, social work, innovation, globalization, etc. More specifically, new ICTs, public services, modes of managing and similar, are designed to support specific instances of, e.g., public relations or working life; but simultaneously they take part in designing new realities for actors involved. In relation to this, the local organizing committee asked for critical explorations into altered issues of *organizing, designing and managing* work/learning/living/being that come into place in such new realities.

Having set the scene with this call for papers and having received a plethora of interesting contributions for the conference and doctoral consortium (managed by the stream and DC leaders), conference chair, Sisse Finken, could welcome the participants to a fully signed conference at Teleborg castle in Växjö. Following her welcome, Prof. Stephen Hwang, Rector at Linnaeus University, marked the start of Dilemmas 2015 with an opening speech.

During the conference, Prof. Jeff Hearn, Swedish School of Economics (Hanken), Helsinki, and Örebro University, and Prof. Emerita Gunilla Bradley, Royal Institute of Technology (KTH), Stockholm, each gave a keynote lecture.



Fig 2. The keynote speakers Prof. Emerita Gunilla Bradley and Prof. Jeff Hearn. Photo: Linnaeus University/Anders Runesson.

To celebrate the 20 year lifespan of the annual International Research Conference 'Dilemmas for Human Services', the *founding scholars* Prof. Emeritus Mike Dent, Prof. John Candler, Prof. Jim Barry, and Prof. Elisabeth Berg engaged in a panel discussion "Redesigning Higher Education: dilemmas for mass education in

times of Austerity”, which was facilitated by Diane Whitehouse (The Castle Gate Consultancy, UK).

The Dilemmas 2015 conference and its doctoral consortium attracted participants from all over the world, herein: Albania, England, Finland, Germany, India, Kosovo, Malawi, Former Yugoslav Republic of Macedonia, North America, Norway, Oman, South-Africa and Sweden. This provided a fruitful ground for exchanging ideas and getting to know about transnational challenges and dilemmas falling along an axis of human services. Within this, the conference theme “Organizing, Designing and Managing” was addressed in various ways in about fifty presentations within thirteen parallel streams. The parallel streams carried the following titles reflecting Linnaeus University’s vision and strategic concern about globalization, sustainability and innovation:

- New Public Management and alternations in managing, designing and/or organizing.
- Gender, managing, designing and/or organizing.
- Human-centered design approaches for participatory organizations and enabling systems, 1 and 2.
- New forms of AND policy/politics in relation to managing, designing and/or organizing.
- Open stream 1 – Let the creativity flow.
- Users role in managing, designing and/or organizing.
- Ethics, managing, designing and/or organizing.
- Value-based leadership in elderly care: kinds of values approaches and preconditions.
- Sustainability, managing, designing and/or organizing.
- Globalization, managing, designing and/or organizing.
- Open stream 2 – Ethics: working with good systems, bad systems or without systems?
- Managing, designing and/or organizing security and safety in inter-professional collaboration.

Upon the conference, doctoral students and conference goers were invited to submit their full papers for a peer-review process and publication in the present volume of the post-ceedings ‘*Dilemmas 2015* Papers from the 18th annual International Conference Dilemmas for Human Services: Organizing, Designing and Managing’. In the following we delineate the incoming contributions and their relation to the theme “Organizing, Designing and Managing”.





Fig 3. Individually designed conference bags. Designed by Papperian, Växjö. Photo: Linnaeus University/Anders Runesson.

#### Contributions. Organizing, Designing and Managing

The two keynote speakers, Jeff Hearn and Gunilla Bradley, open the volume with their contributions. While Hearn provides a critical analysis of the gerunds in the theme “Organizing, Designing and Managing”, Bradley provides a reading that addresses dilemmas and wisdom in the ICT society at large.

In the section *Organizing* we find contributions addressing various areas relating to dilemmas that arise when new technologies and modes of doing influence traditional ways of conduct in public/private settings. Margunn Aanestad is concerned about new ethical dilemmas that follow with the growth of health care data prompted by new technologies. Diana Chronéer and Mari Runardotter follow this line of concern and provide a critical reading about public authorities and the current request for open public data. Behrooz Golshan and Erdelina Kurti look into dilemmas in higher public education where traditional classroom teaching is challenged when it unfolds with distance teaching. Equally, Sadaf Salavati’s study unfolds in a public school setting. She delineates complexities and practices of schoolteachers and locates a lack of supportive digital technologies. Christine Boshuijzen – van Burken and Darek M. Haftor provide a reading of sharing economy. Within this reading they locate complexities and dilemmas that arise when new logics of organizing paid travel paves its way into society.

In the section *Designing* we find contributions concerned with dilemmas emerging in different settings where design, research, and/or professional IT work unfolds. Stina Ericsson’s contribution argues for a reflexive research process from a standpoint of reading ethics in norm-critical design for children. Admirim Aliti provides a study of dilemmas of IT professionals working in counties lacking explicit policies on best practices and ethics. Mary M. Sommerville argues for being interdisciplinary in the form of introducing theories and methods from abroad in an effort to re-invent an academic library. Similarly, Yushan Pan’s work calls for insights from different disciplines when designing for safety in marine operations.

In the section *Managing* we move into topics relating to administration, governing, and assessing in areas such as public institutions and societies at large. Jan E. Persson and Ulrika Westrup look into the concept of efficiency in human service organizations by way of providing a reading of its assessment. Volha Pashkevich, Darek H. Haftor and Natallia Pashkevich ask how new information economies can be governed with the logic of the industrial age economy.

The Dilemmas 2015 conference also received contributions from attendances at the Doctorial Consortium.

*Contributions from Doctorial Consortium*

A basic premise for Dilemmas is its fostering of supportive forums for discussions in a scholarly milieu. The doctoral consortium formed an international arena for PhD-students with different research interests, modes of scientific conduct, institutional affiliations, and nationalities to meet, present their work, share ideas, network, and discuss with peers and seniors. Eleven doctoral students attended the consortium. They were each assigned a paper to read and comment on in an effort to learn from each other's experiences and knowing *and* to further discussions.

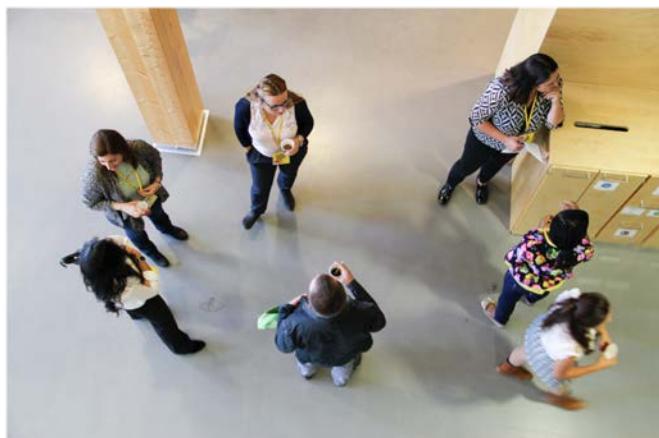


Fig 4. Doctorial consortium, Linnaeus University, Växjö. Photo: Linnaeus University/Anders Runesson.

The consortium received four publications that went through a review process similar to the one of the main conference. The papers varies in themes, such as information management as a strategy for organization learning in academic libraries, transformations of business model due to the digitalization, teacher's use and adoption of digital technologies in their teaching, and exploring interactive relations in design of marine operations.



### Acknowledgement

We are grateful for the immense support we received from our three sponsors: *Marcus Wallenbergs Stiftelse för Internationellt Vetenskapligt Samarbete*; *Riksbankens Jubileumsfond* and *Rektors strategiska internationaliseringssmedel för forskning*, *Linnaeus University*. The conference would not have been a global venue without these funds, which enabled participation from across the globe from junior and senior researchers sharing an interest in ICT, dilemmas, and transformations of human services. The funding also made room for social activities, such as a garden party on the first evening, a conference dinner in Växjö, and a guided tour in the Kingdom of Crystal, in beautiful Småland, where participants tried the art of blowing glass.

The local organizing committee also thanks and acknowledges the immense work by the stream leaders: Elisabeth Berg, Jim Berry, Mari Runardotter, Diana Chronéer, Mary Sommerville, Anita Mirijamdotter, Johan Chandler, Alma Culén, Mike Dent, Christina Mörtberg, Lotta Dellve, Maria Wolmesjö, Dagny Stuedahl, Marlen Stacey Chawani, Marisa D'Mello, Markku Nurminen, and Rebecca Stenberg.

Many thanks also goes to the organizers of the Doctorial Consortium for their readings, sharing, commenting and for making this event special: Prof. Christina Mörtberg, Prof. Jeff Hearn, Prof. Jim Barry and Dr. Maria Wolmesjö.

Also, the invited speakers, panelists, and the facilitator are gratefully thanked for making Dilemmas 2015 special: Prof. Stephen Hwang, Prof. Jeff Hearn, Prof. Emerita Gunilla Bradley, Prof. Emeritus Mike Dent, Prof. John Candler, Prof. Jim Barry, Prof. Elisabeth Berg, and Diane Whitehouse.

In assisting conference goers finding their way and registering for the conference Andrea Strinic, Pia Gröhn, and M Redwan Hasan served as student volunteers; their work is gratefully acknowledged. Susanne Näsström headed the team of student volunteers and designed the conference program. Thanks so very much, Susanne, for all your good work.

Least, but not last, we are deeply grateful for all the support, help, expertise and care we met in Charlotte Berneryd Caster, the Office of Facilities Management and Services, and Ingeborg Ekman Giertz, the Communication Office Linnaeus University, Växjö. Similarly, warm thanks also goes to Urban Anjar at the IT Office Linnaeus University for designing the template, and to Viveka Svensson, Linnaeus University Library, for guidance and conduct in the very process of publishing the papers online in line with the open access codex. Truly many thanks, Viveka! We also thank Anders Runesson at the Communication Office, Linnaeus University, Växjö, for his coverage of the conference with his marvelous photos.

To all the participants at the conference and Doctorial Consortium we send warm thoughts for your wonderful presentations and conversations.





Fig 5. Celebrating Prof. Anita Mirijamdotter. Photo: Linnaeus University/Anders Runeson.

At the closing of the conference, Anita was celebrated and very surprised upon receiving a festschrift from friends and colleagues. Warm congratulations from us all, Anita.

On behalf of the local organizing committee,  
Sisse, Christina and Anita

