

THE HONG KONG POLYTECHNIC UNIVERSITY DEPARTMENT OF MANAGEMENT AND MARKETING

Departmental Research Seminar



Interruption Management as Control: Strategies and the Role of Technology By

Dr Adela Chen
Colorado State University

Date : 18 Apr 2024 (THU)
Time : 9:30 – 11 am
Venue : Online via Zoom

Abstract

Interruptions facilitated by communication technologies are an inescapable aspect of both our professional and personal lives. In this study, we build upon and extend the existing literature by proposing a comprehensive framework for interruption management, termed “Interruption Management as Control.” This framework spans the five critical stages of interruption management: prevention, detection, interpretation, integration, and resumption. By focusing on the factors that influence the cognitive costs associated with an interruption at each of these stages, the Interruption-Management-as-Control framework posits that effective interventions are those that adeptly manage these factors, thereby minimizing the adverse impacts of interruptions. This approach offers a novel theoretical perspective, conceptualizing interruption interventions as strategic decisions regarding what aspects to control at each stage and determining the responsible entity for this control – whether it be the individual, technology, or established social norms. By delineating the specific objectives and targets of interruption management at each stage, our framework facilitates a comprehensive and systematic approach to both conceptualizing interruption management and designing interventions. Moreover, by pinpointing the elements that need to be managed – rather than prescribing specific methods – our framework maintains a level of abstraction conducive to generating a wide array of interventions across various mechanisms and technological solutions.

Dr Adela Chen is an Associate Professor of Computer Information Systems at Colorado State University. She received her PhD in Management Information Systems from Terry College of Business, University of Georgia. Dr Chen’s research interests broadly include the behavioral and psychological issues pertaining to information systems at both the individual and organizational levels. Much of her current research has been in the area of technology use across work-life boundaries (e.g., cross-domain interruptions), with specific emphasis on individual and organizational factors that influence after-hours work connectivity and the work-life consequences of such connectivity. She has also conducted research on social media use and the role of information systems in environmental sustainability. Her research has appeared in *MIS Quarterly*, *Information and Management*, *Journal of Strategic Information Systems*, *Computers in Human Behavior*, *IEEE Transactions on Engineering Management*, and *IEEE Transactions on Professional Communication*. Dr Chen is currently an associate editor at *MIS Quarterly*.

All interested are welcome.



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