

Centre for Organisational and Social Informatics (COSI)



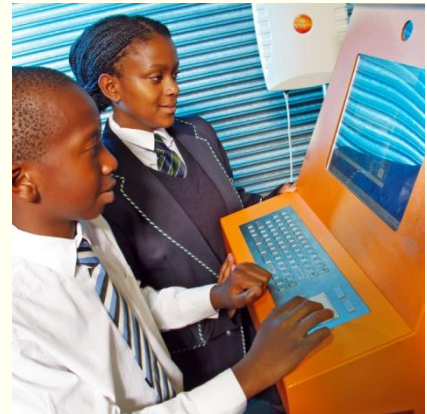
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Centre for Organisational and Social Informatics (COSI)

Director: Professor Sue McKemmish

Deputy Directors: Dr Henry Linger



COSI contributes to the development of individuals, organisations, and society through research on human-centred design and deployment of information and communication technologies (ICT). The Centre focuses on understanding the people and organisational dimensions, the complexities and needs of the social networks that ICT serves, in order to optimise its social, cultural and economic benefits.

The Centre brings together researchers who work in knowledge management, information technology management, information systems development, archival systems, e-commerce and m-commerce, community networking, librarianship, and computing education. It provides a focus for interdisciplinary collaboration with national and international researchers, industry and community research partners and other stakeholders

COSI members were involved in a wide range of activities through 2009. Conferences, forums and workshops were held that involved many staff from across COSI and other faculties. COSI also hosted a number of international visitors.

Our [website](#) underwent a major revamp and was updated with information about COSI and our research.

2009 Achievements

Members of COSI were successful in obtaining in excess of \$xxxxx in external research funding during 2009 including x ARC Discovery grants, y ARC Linkage grants and zz other grants. We had 6 PhD students graduated in 2009. In addition COSI researchers were very productive publishing: 2 edited books, 1 book, 11 book chapters, 12 referred journal articles, and 19 referred conference papers.

Awards

Associate Professor John Hurst was awarded a Monash Centre for the Advancement of Learning and Teaching Fellowship

Our students were also recognised for their achievements during the course of the year:

- Jue (Grace) Xie awarded the EII-Microsoft Research Asia (MSRA) Internship program. The program aims to foster high achieving second year PhD students who demonstrate the potential to become future research leaders. The internship held in Beijing involves a three to six months project in one of MSRA research areas under the mentorship of a relevant senior researcher
- Dr Natalie Lee-San Pang awarded the Vice-Chancellor's Commendation for Doctoral Thesis Excellence and also the FIT Doctoral Medal

Seminars

- The Performativity of Records – Prof. Eric Ketelaar
- The Attention Economy – Prof. Dominique Boullier
- A space-time mobility model for social communities – Prof. Bruno Apolloni

- The Claremont Conversation Online and Related Social Software Research - Prof. Lorne Olfman
- Enhance learning of programming with less work! - Mr Mikko-Jussi Laakso
- Exploring the education research implications of the Socio Cybernetic paradigm shift in educational systems - Dr Selby Markham
- Sensible Organisation: a research agenda for complex and diverse IS ecologies – Assoc Prof Helen Hasan

Visitors

- Prof Anne Gilliland, UCLA, USA
- Dr Ruth Bayhille, UCLA, USA
- Dr Rob Wilson, Newcastle University, UK
- Prof Eric Ketelaar, University of Amsterdam
- Prof Dominique Boullier, Sciences Po Paris
- Assoc Prof Helen Hasan, University of Wollongong
- Dr. Jonathan P. Allen, University of San Francisco, USA
- Prof Bruno Apolloni, University of Milano, Italy
- Prof Lorne Olfman, Claremont Graduate University, USA
- Mr Mikko-Jussi Laakso, University of Turku

Exchanges

- Assoc Prof Graeme Johanson spent second semester on exchange at MSA.

Events

Community-centred Research: Working with Communities

This invitation only workshop drew on our experiences of working with communities in a research context. As information technologies and systems are inherently socio-technical and contextualised, we cannot know how to successfully research the use, development or implementation of information technologies and systems unless we engage effectively with people, organisations and communities.

The focus of this workshop was on research that is grounded in working in partnership with communities to define research aims, methods and outcomes that are centred on community values and needs. It discussed how collaborations are developed and maintained in order to reposition ‘research subjects’ as partners in and co-producers of research and provided examples of how this could be achieved.

The workshop discussed and explored:

- What research in the context of communities and partnering with communities is all about.
- What the ethical concerns and protocols are both for the University researcher and the community when collaborating in research.
- Research frameworks, design and methods that best support community-centred, participatory research.

Lead Researchers

- Prof Sue McKemish (Director)
- Dr Henry Linger (Associate Director)
- Prof Frada Burstein
- Assoc Prof Julie Fisher
- Assoc Prof John Hurst
- Assoc Prof Graeme Johanson
- Dr Zane MaRhea (Education)
- Prof Ian McLoughlin (BusEco)
- Dr Michael Morgan
- Dr Judithe Sheard
- Dr Jacques Steyn
- Dr Steve Wright

COSI Researchers

- Mr Matt Butler (CERG)
- Dr Angela Carbone (CERG)
- Dr Des Casey (CERG)
- Mr Tom Chandler (AVRG)
- Dr Tom Denison
- Ms Kirsten Ellis (CERG)
- Dr Shannon Faulkhead (RCRG)
- Ms Janet Fraser (CERG)
- Ms Susan Foster
- Ms Cheryl Howard (CERG)
- Dr Lucie Joshko (AVRG)
- Dr Jayantha Rajapakse
- Ms Margot Schuhmacher
- Dr Larry Stillman (CCNR)
- Dr Kerry Tanner
- Mr Abraham Van der Vyver (IDIA)
- Ms Sheelagh Walton (IDIA)
- Mrs Pari Delir Haghghi

- The implications of wearing different hats: being a community member and a researcher.
- The experiences of community partners in research and what we can/have learnt.
- Case studies describing the experience of working with communities and lessons learnt.



Prof. Tyrone Pretorius (PVC, Monash South Africa) & Prof. Ron Weber (Dean, FIT) attending the IDIA conference

Computing in Melbourne: A Historical Tour (Organisers: Barbara Ainsworth, Chris Avram, Graham Farr and Judy Sheard)

- The tour takes in several sites of historical interest (and several architecturally significant buildings), including:
 - CSIRAC, Australia's first computer and the world's fourth (and the only one of its generation still in existence)
 - Melbourne's first Computer Room
 - Melbourne's Babbage connection
 - The site of Australia's first supercomputer
 - Monash's first computer
 - The former Melbourne Computer Centre near Albert Park.

Other events organised during 2009 include:

- COSI-CAIS-CASTAN Forum on Human Rights, August 2009
- Human Rights and Indigenous Archives
- COSI-ASA-CaSIT Workshop, November 2009
- Information Management Skills Crisis: Educating Information Professionals for the 21st Century - presented by Janet Prowse, Queensland State Archivist.
- Whyte Memorial Lecture
- When what is new is not: the information society in perspective – presented by Emeritus Professor W Boyd Rayward.

Conferences organised

- IDIA2009 Exploring Success and Failure in Development Informatics, Kruger National Park, October 2009
- CIRN Annual Conference, Prato, November 2009
- OZWIT 09 Australian Celebration of Women in ICT, Monash, December 2009
- ACKMIDS 09, Monash, December 2009

Grants

Description (All named investigators on any Proposal or grant on which a participant is involved, project title, source of support, scheme)	Funding Body	2009 \$'000	2010 \$'000	2011 \$'000	2012 \$'000	2013 \$'000
Digital Divas: Designing approaches to enthuse girls' interest in ICT studies and ICT careers CIs: Fisher, J, Lang, C, Forgasz, H, Craig, A, Ellul, R, Harlos, B, McLeod, A	ARC Linkage, Australian Computing Society, Dept. of Education & Early Childhood Development	125	108			
Extending the functionality, sustainability and usefulness of the Breast Cancer Knowledge	Helen McPherson Smith Grant		15	15		

Online Portal (BCKOnline) CIs: Fisher, J, McKemmish, S, Burstein, F	Private donation		40	40		
Enhancing patient management at point of care using electronic-based clinical pathways CIs: Dawson, L, Plummer, V, Fisher, J	ARC Linkage	68	54			
Koorie archiving: Community and records working together CIs: Faulkhead, S, Russell, L, McKemmish, S	ARC Discovery	92	104			
Indigenous community archives involving researchers from COSI and CAIS	DIRD09					
2 Victorian government (Total Vic govt and matching funds \$400k)	CIIF Grants					
ALTC Priority Project, "Web 2.0 authoring tools in higher education learning and teaching: New directions for assessment and academic integrity" Judy Sheard (\$158,000) *(not sure who is the lead institution and who else is involved)	ALTC					
TOTAL		285	321	55		

COSI HDR Completions

Award	Student Name	Supervisor/s	Title
PhD	Rosetta Manaszewicz	Julie Fisher & Steve Wright	'Different time, different place': An exploratory study of information use by women with advanced breast cancer
PhD	Tom Denison	Graeme Johanson & Don Schauder	Diffusion and sustainability of information and communications technologies in community-based non-profit organisations: An exploratory study of Victoria and Tuscany
PhD	Jan Miller	Kaya Prpic, John Hurst & Brian Corbitt	Diffusion of innovation in computer science education: A case study in Thailand
PhD	Natalie Pang	Don Schauder, Steve Wright & Yin Leng Theng	The knowledge commons in Victoria and Singapore: An exploration of community roles in the shaping of cultural institutions
PhD	Jan Carlo Barca	Michael Morgan & Shyh Wei Teng	New multicolour illuminated contour-based markers and their use in motion capture
PhD	Shannon Faulkhead	Lynette Russell & Sue McKemmish	Narratives of Koorie Victoria

APPENDIX - COSI Publications

Books

1. **Barker, D., Brown, F., & Johanson, G.** (2009). *Setting a Precedent: The Evolution of the Australian Law Librarians' Association 1969-2009*. Chatswood, NSW, Australia: LexisNexis Butterworths.

Edited books

1. **Johanson, G., Smyth, R., & French, R.** (Eds.) (2009). *Living Outside the Walls: The Chinese in Prato* Newcastle upon Tyne, UK: Cambridge Scholars Publishing
2. **Stillman, L., Johanson, G., & French, R.** (Eds.) (2009). *Communities in Action: Papers in Community Informatics* Newcastle upon Tyne, UK: Cambridge Scholars Publishing

Book chapters

1. **Delir Haghighi, P., Gaber, M., Krishnaswamy, S., & Zaslavsky, A.** (2009). 'Situation-aware adaptive processing (SAAP) of data streams'. A.-E. Hassanien, J. H. Abawajy, A. Abraham & H. Hagra (Eds.), *Pervasive Computing: Innovations in Intelligent Multimedia and Applications*. (pp. 313-338). London, UK: Springer-Verlag.
2. **Denison, T., & Johanson, G.** (2009). 'Community connections: The Chinese community in Prato, Italy and their use of technology'. G. Johanson, R. Smyth & R. French (Eds.), *Living Outside the Walls: The Chinese in Prato*. (pp. 161-173). Newcastle upon Tyne, UK: Cambridge Scholars Publishing.
3. **Denison, T., Arunachalam, D., Johanson, G., & Smyth, R.** (2009). 'The Chinese community in Prato'. G. Johanson, R. Smyth & R. French (Eds.), *Living Outside the Walls: The Chinese in Prato*. (pp. 2-24). Newcastle upon Tyne, UK: Cambridge Scholars Publishing.
4. **Denison, T., Kethers, S., & McPhee, N.** (2009). 'Implementing e-research environments: The importance of trust'. J. Vincent & L. Fortunati (Eds.), *Electronic Emotion: The Mediation of Emotion via Information and Communication Technologies*. (pp. 165-184). Bern, Switzerland: Peter Lang Publishing.
5. **Fisher, J., Hirschheim, R., & Jacobs, R.** (2009). 'A story of IT outsourcing from early experience to maturity'. R. Hirschheim, A. Heinzl & J. Dibbern (Eds.), *Information Systems Outsourcing: Enduring Themes, Global Challenges, and Process Opportunities*. (pp. 147-174). Berlin, Germany: Springer-Verlag.
6. **Nguyen, T. T., & Schauder, D.** (2009). 'Understanding citizens' e-readiness as a precondition to building a responsive e-government: A case study of Vietnam'. S. Chhabra & M. Kumar (Eds.), *Integrating E-Business Models for Government Solutions: Citizen-Centric Service Oriented Methodologies and Processes*. (pp. 86-108). Hershey, PA, USA: Information Science Reference.
7. **Owen, J., & Linger, H.** (2009). 'Resolution of complexity in ISD projects'. G. A. Papadopoulos, G. Wojtkowski, W. Wojtkowski, S. Wrycza & J. Zupancic (Eds.), *Information Systems Development: Towards a Service Provision Society*. (pp. 755-763). New York, NY, USA: Springer Science.
8. **Owen, J., & Linger, H.** (2009). 'Resolving emergent issues in complex projects: A knowledge management approach'. C. Barry, K. Conboy, M. Lang, G. Wojtkowski & W. Wojtkowski (Eds.), *Information Systems Development: Challenges in Practice, Theory and Education*. (pp. 509-520). New York, NY, USA: Springer Science.
9. **Steyn J** (2009) 'ePost: Networking Remote Areas" in Stillman, L, Johanson, G, French, R (eds) *Communities in Action: Papers in Community Informatics 2009*: 60-67 Cambridge Scholars Publishing
10. **Stillman, L., & French, R.** (2009). "Doing IT better": How does the welfare sector act with technology'. L. Stillman, G. Johanson & R. French (Eds.), *Communities in Action: Papers in Community Informatics*. (pp. 206-220). Newcastle upon Tyne, UK: Cambridge Scholars Publishing.
11. **Wright, S.** (2009). 'Revolution von oben? Geld und Klassenzusammensetzung in italienischen Operaismus [Revolution from above? Money and class composition in Italian operaismo]'. M. van der Linden & K. H. Roth (Eds.), *Über Marx Hinaus: Arbeitsgeschichte und Arbeitsbegriff in der Konfrontation mit den globalen*

Arbeitsverhältnissen des 21. Jahrhunderts [Beyond Marx: Confronting Labor History and the Concept of Labor with the Global Labor Relations of the 21st Century]. (pp. 433-465). Berlin, Germany: Assoziation A.

Refereed journal articles

1. **Boondao, R. Hurst, J. and Sheard, J.** (2009) 'Understanding cultural influences: Principles for personalised e-learning systems'. *International Journal of Behavioral Cognitive Education*, 1(1), 66-70.
2. **Chen, G., Warren, J., & Evans, J.** (2009). 'Qualities' not 'quality' - Text analysis methods to classify consumer health websites'. *Electronic Journal of Health Informatics*, 4(1), 1-7.
3. **Crawford, K., Hasan, H., Warne, L., & Linger, H.** (2009). 'From traditional knowledge management in hierarchical organizations to a network centric paradigm for a changing world'. *Emergence: Complexity and Organization*, 11(1), 1-18.
4. **Delir Haghighi, P., Zaslavsky, A., Krishnaswamy, S., Gaber, M., & Loke, S.** (2009). 'Context-aware adaptive data stream mining'. *Intelligent Data Analysis*, 13(3), 423-434.
5. **Evans, J., McKemmish, S., & Reed, B.** (2009). 'Making metadata matter: Outcomes from the Clever Recordkeeping Metadata project'. *Archives and Manuscripts*, 37(1), 28-56.
6. **Guo, T., Schwartz, D., Burstein, F., & Linger, H.** (2009). 'Codifying collaborative knowledge: Using Wikipedia as a basis for automated ontology learning'. *Knowledge Management Research & Practice*, 7(3), 206-217.
7. **Iacovino, L.** (2009). 'Privacy as a human right in Italian data protection law and its impact on records as evidence and memory'. *Archives & Social Studies*, 2(2), 363-388.
8. **Ketelaar, E.** (2009). 'The genealogical gaze: Family identities and family archives in the fourteenth to seventeenth centuries'. *Libraries & the Cultural Record*, 44(1), 9-28.
9. **McKemmish, S., Manaszewicz, R., Burstein, F., & Fisher, J.** (2009). 'Consumer empowerment through metadata-based information quality reporting: The Breast Cancer Knowledge Online portal'. *Journal of the American Society for Information Science and Technology*, 60(9), 1792-1807.
10. **Scheepers, H., Scheepers, R., & Fisher, J.** (2009). 'Electronic commerce publications and the implications for research quality output in Australia'. *Australasian Journal of Information Systems*, 15(2), 7-21.
11. **Stillman, L., Kethers, S., French, R., & Lombard, D.** (2009). 'Adapting corporate modelling for community informatics'. *VINE*, 39(3), 259-274.
12. **Zhuang, Z., Churilov, L., Burstein, F., & Sikaris, K.** (2009). 'Combining data mining and case-based reasoning for intelligent decision support for pathology ordering by general practitioners'. *European Journal of Operational Research*, 195(3), 662-675.

Refereed conference papers

1. **Abdul Latif, R., & Sheard, J.** (2009). 'Social skills among students while playing computer games in class: A case study in Malaysia'. In S. Burney, R. Malekian, R. Z. & K. Musumbu (Eds.), *Proceedings of the International Conference on Future Computer and Communication (ICFCC 2009)*. (pp. 177-181). Kuala Lumpur, Malaysia, 3-5 April.
2. **Anglim, B., Milton, S., Rajapakse, J., & Weber, R.** (2009). 'Current trends and future directions in the practice of high-level data modeling: An empirical study'. In S. Newell, E. Whitley, N. Pouloudi, J. Wareham & L. Mathiassen (Eds.), *Proceedings of the 17th European Conference on Information Systems (ECIS 2009)*. (pp. 1-13). Verona, Italy, 8-10 June.
3. **Carbone, A., Hurst, J., Mitchell, I., & Gunstone, R.** (2009). 'An exploration of internal factors influencing student learning of programming'. In M. Hamilton & T. Clear (Eds.), *Proceedings of the Eleventh Australasian Computing Education Conference (ACE 2009)*. (pp. 25-34). Wellington, New Zealand, 19-23 January.
4. **Craig, A., Dawson, L., & Fisher, J.** (2009). 'Measuring the success of intervention programmes designed to increase the participation rate by women in computing'. In S. Newell, E. Whitley, N. Pouloudi, J. Wareham & L.

- Mathiassen (Eds.), *Proceedings of the 17th European Conference on Information Systems (ECIS 2009)*. (pp. 1-13). Verona, Italy, 8-10 June.
5. **Dawson, L., Fisher, J., Weeding, S., Heslop, L., & Howard, A.** (2009). 'Action research in emerging technologies in health information systems: Creating a mobile information environment in a hospital ward'. In J. Azzopardi (Ed.), *Proceedings of the 8th European Conference on Research Methods in Business and Management*. (pp. 127-135). Valletta, Malta, 22-23 June.
 6. **Delir Haghghi, P., Zaslavsky, A., Krishnaswamy, S., & Gaber, M.** (2009). 'Mobile data mining for intelligent healthcare support'. In R. H. Sprague, Jr (Ed.), *Proceedings of the 42nd Annual Hawai'i International Conference on System Sciences*. (pp. 1-10). Big Island, HI, USA, 5-8 January.
 7. **Ellis, K.** (2009). 'Multimedia for primary school children learning sign language'. In J. Kjedskov, J. Paay, S. Viller (Ed.), *Proceedings of the 21st Annual Conference of the Australian Computer-Human Interaction Special Interest Group OZCHI 2009*. (pp. 97-104). Melbourne, VIC, Australia, 23-27 November.
 8. **Evans, J., Manaszewicz, R., & Xie, J.** (2009). 'The role of domain expertise in smart, user-sensitive, health information portals'. In R. H. Sprague, Jr (Ed.), *Proceedings of the 42nd Annual Hawai'i International Conference on System Sciences*. (pp. 1-10). Big Island, HI, USA, 5-8 January.
 9. **Fisher, J., Burstein, F., Manaszewicz, R., & Lazarenko, K.** (2009). 'Health information portals: How can we improve the user's search experience'. In S. Newell, E. Whitley, N. Pouloudi, J. Wareham & L. Mathiassen (Eds.), *Proceedings of the 17th European Conference on Information Systems (ECIS 2009)*. (pp. 1-13). Verona, Italy, 8-10 June.
 10. **Koppi, T., Sheard, J., Naghdy, F., Chicharo, J., Edwards, S., Brookes, W., & Wilson, D.** (2009). 'What our ICT graduates really need from us: A perspective from the workplace'. In M. Hamilton & T. Clear (Eds.), *Proceedings of the Eleventh Australasian Computing Education Conference (ACE 2009)*. (pp. 101-109). Wellington, New Zealand, 19-23 January.
 11. **McClellan, D., & Tanner, K.** (2009). 'Knowledge discovery empowering Australian Indigenous communities'. In J. Steyn, P. Plantinga, B. van der Vyver & J. Meyer (Eds.), *Proceedings of the 3rd International IDIA Development Informatics Conference (IDIA2009)*. (pp. 416-434). Kruger National Park, South Africa, 28-30 October.
 12. **Miller, J.** (2009). 'Computer science innovation in Thailand'. In M. Clancy, M. Caspersen & R. Lister (Eds.), *Proceedings of the 2009 ACM Workshop on International Computing Education Research (ICER'09)*. (pp. 63-74). Berkeley, CA, USA, 10-11 August.
 13. **Milton, S., Rajapakse, J., & Weber, R.** (2009). 'Ontological clarity and conceptual model validation: An experimental evaluation'. In V. Kahatri & H. Zhao (Eds.), *Proceedings of the 19th Workshop on Information Technologies and Systems (WITS 2009)*. (pp. 31-36). Phoenix, AZ, USA, 14-15 December.
 14. **Morgan, M., & Butler, M.** (2009). 'Considering multi-touch display technology for collaboration in the classroom'. In C. Fulford & G. Siemens (Eds.), *Proceedings of the World Conference on Educational Multimedia, Hypermedia & Telecommunications Ed-Media 2009*. (pp.674-683). Honolulu, Hawaii, USA, 22-26 June.
 15. **Plantinga P.** (2009). 'Balancing the Role of the Local in South Africa's Information Society and Development Policy: A Research Proposal' *Proceedings of IDIA2009 Conference*. South Africa.
 16. **Schubert, P., & Fisher, J.** (2009). 'A blueprint for joint research between academia and industry'. In P. Swatman, H.-D. Zimmerman, J. Gricar, A. Pucihar, G. Lenart & M. Babnik (Eds.), *Proceedings of the 22nd Bled eConference*. (pp. 398-409). Bled, Slovenia, 14-17 June.
 17. **Sheard, J., Haminton, S. and Lonnberg, M.** (2009) 'Analysis of research into the teaching and learning of programming, *Proceedings of the 2009 ACM Workshop on International Computing Education Research*, (pp93-104) New York, USA, 10-11 August.
 18. **Steyn J** (2009) 'Paradigm shift required for ICT4D'. *Proceedings of CIRN Annual Conference*, Prato, Italy
 19. **Van der Vyver, A.G.** (2009). 'The bridging of the digital divide by the informal sector: A South African case study' In K. S. Soliman (Ed.), *Proceedings of the 12th International Business Information Management Association Conference*. (pp. 1590-1601). Kuala Lumpur, Malaysia, 26-30 June.