



THE ROLE OF INFORMATION TECHNOLOGY IN THE WORLD

Mr.Mubeen Basim Abdulhasan¹

Mr.Zaid fadhil gumar²

Mr.Karrar Zuhair Hasan³

Mr.Mohanad Majeed Kadhim Aliama⁴



Abstract.

Information technology facilitates storing and regaining huge information quickly with the help of hardware and software networks and workstations at lesser costs. Information technology enables combination and configuration of data to create distinctly new information which aids in making quick decisions. The ongoing development of information technology creates new and immensely complex environments. Our life world is drastically influenced by these developments. The way information technology is intertwined in our daily life raises new issues concerning the possibility of understanding these new configurations. This paper is about the ways in which IS research can contribute to a deeper understanding of technology and the ongoing transformations of our life world. As such, the paper is a conceptual exploration driven by a sincere and authentic desire to make a real difference in the way research on how technology influences our society is carried out. The article is based on the assumption that there are some foundational decisions forming research: the question of methodology, the question of object of study, and, most importantly, the question of being

in service. In the paper we explore and propose a research position by taking a critical stance against unreflective acceptance of information technology and instead acknowledge people's lifeworld as a core focus of inquiry. The position is also framed around an empirical and theoretical understanding of the evolving technology that we label the digital transformation in which an appreciation of aesthetic experience is regarded to be a focal methodological concept.

1- WORKING FOR A GOOD LIFE.

The ability to live a "happy life" and having the means to do so are the main concerns for the majority of people. Of all, defining what a good life might be is as challenging as defining what the essential human needs and desires are. However, we contend in this study that one of the goals of information systems research should be to construct and 688 Part 7: Panels and Position Papers present knowledge that enables individuals to comprehend and consider their position and circumstance in the context of an ongoing technological revolution. We contend that investigating, testing, analysing, examining, explaining, and reflecting on how information technology might be used to further the good life should be one of the goals of IS

research. Even if it were ambiguous, such a goal would have a significant impact on how research is conducted. A researcher in information systems is never independent of someone or something. The best case scenario for a researcher is to provide real knowledge in order to serve the truth. Truth as the only objective and ultimate goal has, however, been the subject of much and nuanced debate in our modern research environment, making it more complex. In order to achieve goals like organisational and/or personal efficiency and improvement, or intricate technology solutions to more particular and narrow, real or imagined problems, having truth as the customer has, over time, been complemented by other prospective clients.

We contend that if the "big" concerns are ignored, people will find it increasingly difficult to understand and make sense of their fast evolving daily lives. Additionally, it appears that individuals believe technological artefacts to be a bearer of something that contradicts what they perceive to be the essence of a decent existence while simultaneously believing that information technology is the answer to prosperity and ongoing development. Information technology is thus widely accepted, but there is also concern that it will push us into a lifestyle that we cannot handle or do not truly desire.

For IS research, this presents a serious problem. A creative design of the very foundation for information systems research is required to meet the challenge. One way to think of such a design is as a research job. In this essay, we put forth such a research thesis, one that is critical of the uncritical adoption of information technology. Based on that assertion, we also suggest the concept of the digital transformation as a way of framing an appropriate research topic and the concept of aesthetic experience as the foundation for a methodological approach.

2 - CREATING A POSITION FOR RESEARCH.

Information systems as a field of academic study have been the subject of heated discussion in recent years (Benbasat and Weber 1996; Benbasat and Zmud 2003; Holmström and Truex 2003; Orlikowski and Iacono 2001; Walsham 1993; Weber 2003).

The subject of methodology and the issue of what makes up the object of study are two of the most talked-about topics in this discussion. As noted in the opening, we also address the third premise in this essay, which is the issue of service.

Recently, it has been argued that working for someone else is a special form of partnership (Nelson and Stolterman 2003). If such a relationship is taken seriously, any determination of who the major client is establishes a clear position for IS research, a position that makes it possible to see what the research's purpose is as well as governs what should be studied and why it should be studied. Perhaps most importantly, this position introduces a value system from which the research's findings are measured and assessed as valid or invalid.

A distinctive research viewpoint is developed when a researcher chooses how to relate to the three foundations—methodology, object of study, and service. Even Despite the fact that there are many roles in IS research today, we contend that the potential of positions has not yet been completely realised. The fundamental tenet of our approach is that the analysis of the entire effects of society's continuing digital transformation is the greatest problem facing IS research at the moment. The changes that digital technology brings about or has an impact on throughout all facets of human life are referred to as the "digital transformation." This study challenge must be embraced on behalf of people—not as users, clients, leaders, or in any other role, but as people going about their daily lives. We contend that IS research must take on the task of overcoming the prevalent "one-dimensionality" in the understanding of information technology (Marcuse 1964). The viewpoint we defend is predicated on the notion that the central focus of IS research is the digital transition. As a result, IS researchers should think of information technologies as a component of a larger whole rather than studying them as distinct and defined along a single dimension. This is also reflected in some more recent theories (Feenberg 1999; Latour 1993; Levy 1997; Nardi and O'Day 1999), which are more aware of the various ways in which information technology is influencing our lives. These theories frame technological

development as information ecologies, collective intelligence, and actor networks. The suggested position is also predicated on the premise that a technique capable of reflecting the interconnectedness of information technology to such a wider totality is necessary to investigate the digital transformation. We suggest a method influenced by critical theory, with the gadget paradigm and aesthetic experience serving as its central concepts.

3 - The digital transformation and its fundamental foundation.

The underlying technology that serves as the framework and foundation for any information system is a key component of information systems research. Information technology is becoming more prevalent and pervasive in practically every aspect of our daily lives, as we can all attest. IT-related tools are used by us at work, at home, and while we pursue our interests. The technology does not only show up in specific IT artefacts (such computers, software, PDAs, mobile phones, etc.); it also merges with the majority of other artefacts. Information technologies are therefore progressively being incorporated into all other objects.

These results in a world where information technology is used, experienced through, and shaped by it more and more. An continuing, profound digital change is what we are seeing.

The gradual blending and intertwining of our world with information technologies is one of the most significant developments brought about by the digital transformation. Designed things will be included in systems and networks where they will, or at the very least can, maintain constant contact with all other components and objects. Obviously, these new realities and systems are planned, but on a deeper level, they can be viewed as developing beings in which small-scale designs influence larger-scale, systemic changes.

The idea that each design contributes a new element to our world will take on a new and more accurate meaning. Not only are new artefacts supplementing what already existing, but they are also blending into the total. Knowing where one context is coming from is a growing issue. so one design starts and another concludes. In that sense, the digital transition

creates a connected world, virtually in the same way that many spiritual interpretations of our reality do. The fact that digital objects are now the building blocks of our physical reality highlights yet another crucial component of the shift. If this is the case, then a certain amount of intelligence will be infused into physical reality. Designed objects will have the capability to update themselves and the network they are a part of on changes to, the status of, and actions done against them by humans and other objects in their surroundings. This gives the idea of the reflexivity of information technology a new dimension. Humans see their lifeworld as a whole, rather than as discrete objects that may or may not be user-friendly, thanks in great part to digital technology. It will get harder and harder to comprehend this aspect of information technology and information systems. It will be impossible to do by analysing them separately and/or using reductionistic techniques. The device paradigm, as described by Borgmann (1984, 1999), encourages us to view technology as a provider of commodities that are created to grant our wishes without requiring any persistence, skill, or effort. Instead, technological systems and artefacts that are not intended to be actively and meaningfully experienced take over the world in an instrumental and efficient manner. The gadget paradigm makes us more preoccupied with the results that technology produces than with how we experience reality as a whole. The digital transformation and information technology seem to be the ideal vehicles for the device paradigm to take shape.

According to Borgmann, in such a paradigm, there are crucial concerns and ideals that are in danger, concerns that are essential for individuals to live fulfilling lives. There are, of course, an infinite number of complex experiences that define what it means to have a good life. In that the world is perceived as one and as a continuum, they are also experiences that are analogue to their character. Information technologies are not separated from anything else in such encounters but are instead seamlessly woven into a comprehensive and sophisticated web of meaning. This presents a number of opportunities and challenges for researchers who want to comprehend how people make sense of their reality and how information technology changes this process.

Information systems researchers today need to develop methodologies, methods, and procedures to the study of information technology that are not based on an analytical and reductionistic viewpoint, which is one problem inherent in the digital transformation. as a result of the device paradigm, it is also challenging to actively oppose a trend that would see commodities, or technical artefacts as they are described in the device paradigm, rule everyday life. In an effort to meet this problem, we promote the idea of aesthetic experiences as a potential conceptual contender for future development. An approach based on the idea of the aesthetic experience makes it possible to take into account the whole and the immediate and to deal with complexity and meaning-making at another level. Traditional approaches suffer from the problem that the more complex reality becomes, the more time is needed for analysis. The aesthetic experience becomes a tool to gauge how well individuals comprehend their lives in connection to the good life because information technology is an aspect of how people experience life, or their life world.

4- TOWARD A POSITION IN RESEARCH.

One of the premises that underlies our argumentation is that a critical posture, or research methodology, is required in order to advance the notion that technology can be critically analysed in the pursuit of the good life. Such a research viewpoint, according to our definition, is demonstrated by the deliberate selection and definition of methodology, object of study, and service. We have suggested one research position as being particularly necessary today, when digital and gadget revolutions are changing the prerequisites for human potential to live a decent life, without ignoring other widely held positions.

We think that information systems research is more qualified than the majority of other academic fields to fill this role. However, the results continue to be an effective support of the ongoing gadget transformation, pushing us to a place we might not want to go, as long as research in our field does not see this as a serious issue.

We have been motivated to tackle the enormous problem by seriously considering the topic of serving those who are attempting to live

fulfilling lives. Of course, the project is too large for one researcher or study team to handle alone. Researchers, however, cannot ignore the pressing topics because we think they are unresearchable. The most important problem at hand right now may be how information technology affects our lives generally on a fundamental level. This essay aims to develop a theoretical framework that can serve as the basis for such investigations.

REFERENCES

- Benbasat, I., and Weber, R. "Research Commentary: Rethinking 'Diversity' in Information Systems Research," in *Information Systems Research* (7:4), December 1996, pp. 389-399.
- Benbasat, I., and Zmud, R. "The Identity Crisis Within the IS Discipline: Defining and Communicating the Discipline's Core Properties," *MIS Quarterly* (27:2), 2003, pp. 183-194.
- Borgmann, A. *Holding on to Reality: The Nature of Information at the Turn of the Millenium*, Chicago: The University of Chicago Press, 1999.
- Borgmann, A. *Technology and the Character of Contemporary Life: A Philosophical Inquiry*, Chicago: The University of Chicago Press, 1984.
- Holmström, J., and Truex, D. "Social Theory in IS Research: Some Recommendations for Informed Adaption of Social Theories in IS Research," in J. Ross and D. Galletta (Eds.), *Proceedings of the Americas Conference on Information Systems*, Tampa, 2003, pp. 2850-2856.
- Latour, B. *We Have Never Been Modern*, Cambridge, MA: Harvard University Press, 1993.
- Levy, P. *Collective Intelligence: Mankind's Emerging World in Cyberspace*, New York: Plenum Trade, 1997. Marcuse, H. *One Dimensional Man: Studies in the Ideology of Advanced Industrial Society*, Boston: Beacon Press, 1964.
- Nardi, B. A., and O'Day, V. L. *Information Technologies: Using Technology with Heart*, Cambridge, MA: MIT Press, 1999.

Nelson, H., and Stolterman, E. *The Design Way—Intentional Change in an Unpredictable World*, Englewood Cliffs, NJ: Educational Technology Publishing, 2003.

Orlikowski, W., and Iacono, C. S. “Research Commentary: Desperately Seeking the ‘IT’ in IT Research—A Call to Theorizing the IT Artifact,” In *Information Systems Research* (12:2), 2001, pp. 121-134.

Walsham, G. *Interpreting Informations Systems in Organizations*, Chichester, England: Wiley, 1993. Weber, R. “Editor’s Comment: Still Desperately Seeking the IT Artifact,” *MIS Quarterly* (27:2), 2003, pp. iii-xi.