The Psychology of Workplace Technology

Edited by Michael D. Coover, Lori Foster Thompson
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Recent advances in technology have dramatically altered the manner in which organizations function, transforming the way people think about and perform their work. The implications of these trends continue to evolve as emerging innovations adapt to and are adapted by organizations, workers, and other components of the socio-technical systems in which they are embedded. A rigorous consideration of these implications is needed to understand, manage, and drive the reciprocal interplay between technology and the workplace. This edited volume brings together top scholars within and outside of the field of industrial and organizational (I-O) psychology to explore the psychological and organizational effects of contemporary workplace technologies. A special section is included at the end of the book by four experts in the field entitled Reflections and Future Directions.

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REVIEWS

"Writing will create forgetfulness in the learners’ souls, because they will not use their memories; they will trust to the external written characters and not remember of themselves….They will appear to be omniscient and will generally know nothing." Thus argued Socrates, as reported in Phaedrus (Plato, 370 BCE). New technology always provokes controversy. There is much to do. It's time for us not only to trust the external written characters but also, as is done here, to keep investigating the human dimensions and impacts of the tools we use." -- Milton D. Hakel, Ph.D., Bowling Green State University

"Technology is an ubiquitous force driving the nature of work and organizational behavior, yet, with few exceptions, it has had a remarkably stealthy presence in industrial and organizational psychology for far too long. This book, with its exceptional array of topics and leading authors, is long overdue. It examines the broad sweep of technology applications and impacts -- current and future -- that shape behavior in the
workplace. It is highly recommended."--Steve W.J. Kozlowski, Professor of Organizational Psychology, Michigan State University

"Coover and Thompson have assembled an outstanding list of authors in this edited volume who have discussed how technology for better or worse affects the workplace and how I/O psychologists can use technology-based tools to enhance tools selection, training, performance management, teamwork, and leadership development. In addition, the authors have pointed out the potential pitfalls and ways to avoid them. In light of continuous technological improvements, this volume includes chapters on topics on which technology is just beginning to impinge – virtual teams, work place monitoring, employee stress, health, and well-being as well as chapters that focus on what the future is likely to bring. This book is important reading for anyone who practices I/O psychology using technology in the workplace." -- Nancy T. Tippins, Ph.D., Valtera Corporation

BIOS

Michael D. Coover joined the industrial-organizational psychology faculty at the University of South Florida (USF) and founded the Center for Psychology and Technology. His research includes human-systems integration, the impact of technology on individuals and organizations, quantitative methods, and performance measurement. Dr. Coover has over 100 scientific publications, 175 presentations, and has directed 40 funded projects. He has received the Presidential Excellence Award from USF and also received the university’s Jerome Kirvanik Distinguished Teacher Award given once a year to its outstanding teacher. As an aviation enthusiast and pilot, Dr. Coover can often be found in the sky.

Lori Foster Thompson is a professor of psychology at North Carolina State University, where she leads the IOTech4D lab devoted to research at the intersection of work, psychology, technology, and global development. Her scholarship focuses on how technology and industrial-organizational psychology can together enrich and improve work carried out for, with, and by people in lower-income settings, for the purpose of addressing the most pressing economic, social, and environmental challenges facing our world today. In 2010, she was appointed an EU Erasmus Mundus Scholar in Humanitarian Work Psychology. She has been inducted into North Carolina State University’s Academy of Outstanding Teachers and in 2012 was named one of the university’s 24 inaugural University Faculty Scholars.