

# WORK2019

Real Work in Virtual World

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## **DIGITAL TRANSPARENCY AND INVISIBILITY AT WORK**

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The core of digitalization is to render things such as physical ware, processes and services as information, and to present this information digitally. Digitalization enables new ways of transparency about and at work. Besides transparency, digitalization and especially artificial intelligence hide information by making both aims and processes invisible. Transparency raises questions of ethics and accountability, but also potentials for efficiency and learning.

This stream calls for insights and discussion about the processes, outcomes and consequences of digitally produced transparency. We ask, what are the potentials and limitations of digital transparency for workers and occupations and for designers and policies? Both empirical studies and theoretical insights are welcome on topics such as studies of design processes of sociotechnical innovations; studies on how new digital artefacts and software make things transparent or invisible for users at work; ethics of transparency or invisibility in empirical cases of digitalization and reflexivity of digital transparency/ invisibility.