Title: ELECTRONIC MESSAGING Interruptions and INDIVIDUAL PERFORMANCE: A Tale of Two Interruption Types

Speaker: Professor Alain Pinsonneault, McGill University, Canada

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ABSTRACT:

Communication technologies, such as electronic messaging, are transforming organizational work in numerous important ways, one of which being that they interrupt and fragment work. While such interruptions are widespread and ubiquitous, our understanding of how they influence individual performance is limited. This paper distinguishes between two types of electronic messaging interruptions (intrusions and interventions) and draws on psychological theories of attention allocation to examine their direct and indirect effects on task performance. The results show that the two types of interruptions had different effects on performance. On one hand, intrusions (interruptions that orient attention away from the main tasks) negatively affected performance and their effects were fully mediated by subjective workload. Perceived control and multitasking self-efficacy reduced the negative effects on subjective workload and enhanced performance. On the other hand, ICT-induced interventions (interruptions that orient attention on the main task) were positively related to performance. Their effects were fully mediated by individual mindfulness. Surprisingly, perceived control also directly negatively influenced mindfulness instead of positively moderating the effect of interventions on mindfulness. Contributions and implications for research and practice are discussed.

BIODATA:

Dr. Pinsonneault, a Fellow of the Royal Society of Canada, is the Imasco Chair of Information Systems and James McGill Professor in the Desautels Faculty of Management at McGill University. He is also the Co-Director of the McGill HEC EMBA since 2005.

The research of Dr. Pinsonneault focuses on the management of information technologies and their impacts on the performance of organizations, groups, and individuals in different sectors including banking, manufacturing, and health. His current work focuses on ERP implementation, user reactions to new information technologies, social networks, and e-
He has published over 100 papers in journals, refereed proceedings, and as book chapters and given more than 95 conference talks worldwide, many of which as a keynote or distinguished speaker. His work has been published in top journals such as Management Science, MIS Quarterly, Information Systems Research, Journal of MIS, and Organization Science. In 2012-13, he was among the 15 most productive researchers in his field. He has been a member of editorial boards of several journals and international conferences, including MIS Quarterly, ISR, Organization Science, and ICIS. In 2007, he was the co-chair of the International Conference on Information Systems. He has held honorary positions in different universities, including Queen’s University, McMaster University, and the University of Hawaii. He has won numerous research awards, including 7 best paper awards, two University of California Regents Awards, and the ICIT & MCI Communications doctoral dissertation award. His research and teaching have been recognized with different honors, including being named the Person of the Week by La Presse, the Prix Releve de l’excellence of HEC, and the Gaetan Morin Award.