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Human-Centered Digitalization and Services

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- Provides an outlook on the human side of digitalization, one of today's most important and challenging phenomena
- Includes insights into various aspects of digitalization, from micro-level everyday practices to the macro-level socio-technical transition
- Written by respected scholars in the area of service innovation and especially focuses on technology-service interaction and co-evolution

This book provides a timely overview of the impacts of digitalization from the perspective of everyday life, and argues that one central issue in digitalization is the development of new types of services that digitalization enables, but which are often overlooked due to the focus on new technologies and devices. The book summarizes the past 20 years of research into the relationship between information and communications technology (ICT) and service innovation, and reveals that the ongoing digitalization is a gualitatively different phenomenon and represents a true paradigm shift. The all-encompassing integration and distribution of data raises critical issues such as preserving human dignity and individual autonomy; moreover, interaction practices that foster broad participation, trust, learning, and a willingness to share knowledge are called for. Citizen empowerment and multi-actor co-creation have become central to using digitalization to support the development of wellbeing and sustainability. Further, the book shows how employees and professionals can and should be involved in designing their future work, and in evaluating it. Proactiveness and participation in innovation endeavours are ways to guarantee meaningful work in an age of socio-technical transition. The book employs a variety of theoretical approaches and perspectives from diverse disciplines to illustrate these needs. In addition to theoretical analyses, some specific application areas are examined, e.g. services in health and social care, and problems linked to robots in elderly care. Given its scope, the book is highly recommended to all readers seeking an overview of the current understanding of the human side of digitalization and searching for concrete cases from different countries to illustrate the topic.



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