

Naja L. Holten Møller
Adjunkt
The HCC Section
Datalogisk Institut
Postadresse:
Emil Holms Kanal 6, 2300 København S, 24, 5th floor
E-mail: naja@di.ku.dk
Mobil: +45 27 59 57 92



Kort præsentation

I am an Assistant Professor in the Software, Data, People & Society (SDPS) section, Department of Computer Science at University of Copenhagen (DIKU). My work is interdisciplinary: I'm interested in how we can improve our understanding of cooperative work in complex, professional work domains - and the relationship with technology-support. Drawing on theoretical frameworks across Computer-Supported Cooperative Work (CSCW), Human-Computer Interaction (HCI), and Organizational Studies (OS), my former and current work have shaped my research. I explore different questions ethnographically to understand; How do evolving data-driven technologies transform conventional forms of work? How do we balance concerns for human values while utilizing data in the design of technologies that automate tasks and introduce algorithms in decision-making? These questions I study in long-term collaborations with different types of organizations, particularly in the public sector. Digitalization of the public sector is not a one-time transformation; adaptive data-driven technologies introduce continual forms of change for employees such as caseworkers and secretaries, but also for citizens who engage with these processes. These changes require us to think about computer-support in novel ways and the transformation of conventional forms of work, which is the focus of my most recent research.

Ansættelse

Tenure track adjunkt

Software, Data, People & Society
Københavns Universitet
København N.
31 jan. 2015 → nu

Publikationer

Data-Driven Futures of International Refugee Law

Byrne, William Hamilton, Gammeltoft-Hansen, Thomas, Piccolo, S., Møller, Naja L. Holten, Slaats, Tijs & Katsikouli, Panagiota, 7 feb. 2023, (E-pub ahead of print) I: *Journal of Refugee Studies*. 29 s.

The Role of Physical Cues in Co-located and Remote Casework

Flügge, Asbjørn William Ammitzbøll & Møller, Naja L. Holten, 2023, (E-pub ahead of print) I: *Computer Supported Cooperative Work*. 38 s.

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Petersen, A. C. M., Cohn, M. L., Hildebrandt, Thomas Troels & Møller, Naja L. Holten, 2021, *CHIItaly 2021 - Frontiers of HCI: Proceedings of the 14th Biannual Conference of the Italian SIGCHI Chapter*. Association for Computing Machinery, s. 1-8 13 s. (ACM International Conference Proceeding Series).

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Editor's welcome

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Achieving Continuity of Care: A Study of the Challenges in a Danish and a US Hospital Department

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The clinical work of secretaries: exploring the intersection of administrative and clinical work in the diagnosing process

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