Short presentation
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.

Employment
Assistant professor, tenure track
Software, Data, People & Society
København N.
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Publications
Auditing Risk Prediction of Long-Term Unemployment

Data as a Lens for Understanding what Constitutes Credibility in Asylum Decision-making

Can Workplace Tracking Ever Empower? Collective Sensemaking for the Responsible Use of Sensor Data at Work

‘Thinking problematically’ as a resource for AI design in politicised contexts

Confronting Asylum Decision-making through Prototyping Sensemaking of Data and Participation
Immersive Cooperative Work Environments (CWE): Designing Human-Building Interaction in Virtual Reality

Work of the Unemployed: An inquiry into individuals’ experience of data usage in public services and possibilities for their agency

A Worker-Driven Common Information Space: Interventions into a Digital Future

Algorithmic decision making in public services: A CSCW-perspective

EcoKnow: Engineering Effective, Co-created and Compliant Adaptive Case Management Systems for Knowledge Workers

From Efficiency to Care: Shifting Accountabilities in COVID-19 Digital Job Placement

Shifting Concepts of Value: Designing Algorithmic Decision-Support Systems for Public Services

Who does the work of data?

Work of the ‘Unemployed’: A Design Fiction

Editor's welcome

Assembling the case: Citizens’ strategies for exercising authority and personal autonomy in social welfare

LDC’19: International workshop on longitudinal data collection in human subject studies

GRACE: Broadening narratives of computing through history, craft and technology
Accountability in the Blue-Collar Data-Driven Workplace

Data work in healthcare: Challenges for patients, clinicians and administrators

The future of clerical work is precarious
Møller, Naja L. Holten, 2018, In: interactions. 25, 4, p. 75-77

A Constructive-Critical Approach to the Changing Workplace and its Technologies

Building Information Modeling: the dream of perfect information

Data tracking in search of workflows

In due time: decision-making in architectural design of hospitals

Making sense of medical records in a non-medical practice
Møller, Naja L. Holten & Jensen, Klaus Bruhn, 2016. 7 p.

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

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

Layers in sorting practices: sorting out patients with potential cancer

Constructing translocal cancer treatment: Chinese experimental treatment

Coordination by avoidance: bringing things together and keeping them apart across hospital departments
Reverse coordination: extending conceptual foundation for CSCW systems design

Standardized cancer pathways: layers of sorting out patients suspected with cancer