

Naja L. Holten Møller  
Assistant professor  
The HCC Section  
Administration  
Postal address:  
Emil Holms Kanal 6, 2300 København S, 24, 5th floor  
Email: [naja@di.ku.dk](mailto:naja@di.ku.dk)  
Mobile: +45 27 59 57 92  
Phone: +45 35 33 47 71



## Short presentation

Naja Holten Møller is an expert on Computer-Supported Cooperative Work (CSCW) in complex, professional work domains. Her research unfolds through a deep engagement with issues of responsibility, and the enactment of ethics through participation of stakeholders in technology use- and design. She explores 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 she investigates 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 bureaucracies and public decision-, but also for citizens and others who engage with these work processes. In particular, Naja Holten Møller is noted for her research on “data work” and the challenges and opportunities opened up by the use of large datasets and algorithms to optimize work in the future workplace.

## Employment

### Associate Professor

Human-Centred Computing

København N.

1 Feb 2015 → nu

## Publications

### Data-Driven Futures of International Refugee Law

Byrne, William Hamilton, Gammeltoft-Hansen, Thomas, Piccolo, S., Møller, Naja Holten, Slaats, Tijs & Katsikouli, Panagiota, 2024, (E-pub ahead of print) In: *Journal of Refugee Studies*. 29 p.

### Designing with Awareness: Building an Agenda for Worker and Patient Well-being

Milbak, Tina Westergaard, Simonsen, Jakob Grue, Hansen, M. B. & Møller, Naja Holten, 2023, *Proceedings of 21st European Conference on Computer-Supported Cooperative Work*. European Society for Socially Embedded Technologies

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

Flügge, Asbjørn William Ammitzbøll & Møller, Naja Holten, 2023, In: *Computer Supported Cooperative Work*. 32, p. 275–312

### Who Cares About Data? Ambivalence, Translation, and Attentiveness in Asylum Casework

Nielsen, Trine Rask, Menendez-Blanco, M. & Møller, Naja Holten, 2023, In: *Computer Supported Cooperative Work: CSCW: An International Journal*. 32, p. 861–910 50 p.

### Auditing Risk Prediction of Long-Term Unemployment

Seidelin, C., Moreau, T., Shklovski, Irina & Møller, Naja Holten, 2022, In: *Proceedings of the ACM on Human-Computer Interaction*. 6, GROUP, p. 112 8.

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

Nielsen, Trine Rask & Møller, Naja Holten, 2022, In: *Proceedings of the ACM on Human-Computer Interaction*. 6, GROUP, 1 p., 3492825.

### **Deconstructing Gender in Asylum Categories: An Archival Perspective on a Practice with Limited Access**

Gammeltoft-Hansen, Thomas, Kaltenhäuser, Kristin, Møller, Naja Holten & Slaats, Tijs, 2022, In: Proceedings the European Conference on Computer-Supported Cooperative Work. 20, 19 p.

### **Editorial Introduction - GROUP 2022 Second Wave**

Baumer, E. P. S., Møller, Naja Holten, De Souza, C. R. B., Fiesler, C., Pinatti De Carvalho, A. F., França, J. B. D. S. & Menendez-Blanco, M., 2022, In: Proceedings of the ACM on Human-Computer Interaction. 6, GROUP, 2 p., 3492820.

### **Investigating DataWork Across Domains**

Pine, K., Bossen, C., Møller, Naja Holten, Miceli, M., Lu, A. J., Chen, Y., Horgan, L., Su, Z., Neff, G. & Mazmanian, M., 2022, *CHI 2022 - Extended Abstracts of the 2022 CHI Conference on Human Factors in Computing Systems*. Association for Computing Machinery, Inc., p. 1-6 87

### **Machine Learning and Asylum Adjudications: From Analysis of Variations to Outcome Predictions**

Katsikouli, Panagiota, Byrne, William Hamilton, Gammeltoft-Hansen, Thomas, Høgenhaug, Anna Murphy, Møller, Naja Holten, Nielsen, Trine Rask, Olsen, Henrik Palmer & Slaats, Tijs, 2022, In: IEEE Access. 10, p. 130955-130967 13 p.

### **Who Has an Interest in "Public Interest Technology"? Critical Questions for Working with Local Governments & Impacted Communities**

Stapleton, L., Saxena, D., Kawakami, A., Nguyen, T., Flügge, Asbjørn William Ammitzbøll, Eslami, M., Møller, Naja Holten, Lee, M. K., Guha, S., Holstein, K. & Zhu, H., 2022, *CSCW 2022 - Conference Companion Publication of the 2022 Computer Supported Cooperative Work and Social Computing*. Association for Computing Machinery, p. 282-286 5 p.

### **Work of the Future**

Duckert, M., Hoggan, E., Barkhuus, L., Bjorn, Pernille, Boulus-Rodje, N., Bødker, S., Møller, Naja Holten & Shklovski, Irina, 2022, *Participative Computing for Sustainable Futures - Adjunct Proceedings of the 12th Nordic Conference on Human-Computer Interaction, NordiCHI 2022*. Association for Computing Machinery, Inc., 4 p. 3. (ACM International Conference Proceeding Series).

### **Bringing human-centredness to technologies for buildings: An agenda for linking new types of data to the challenge of sustainability**

Vite, C., Horvath, A. S., Neff, G. & Møller, Naja Holten, 11 Jul 2021, *CHIItaly 2021: 14th Biannual Conference of the Italian SIGCHI Chapter*. 3 ed. Association for Computing Machinery, Vol. 26. 8 p. 10. (ACM International Conference Proceeding Series).

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

Møller, Naja Holten, Neff, G., Simonsen, Jakob Grue, Villumsen, J. C. & Bjorn, Pernille, Jul 2021, In: Proceedings of the ACM on Human-Computer Interaction. 5, GROUP, 21 p., 219.

### **'Thinking problematically' as a resource for AI design in politicised contexts**

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

### **Confronting Asylum Decision-making through Prototyping Sensemaking of Data and Participation**

Nielsen, Trine Rask, Katsikouli, Panagiota, Høgenhaug, Anna Murphy, Byrne, William Hamilton, Gammeltoft-Hansen, Thomas, Slaats, Tijs, Olsen, Henrik Palmer, Hildebrandt, Thomas Troels & Møller, Naja Holten, 2021, *Proceedings of the 19th European Conference on Computer-Supported Cooperative Work, ECSCW 2021k: The International Venue on Practice-centred Computing on the Design of Cooperation Technologies*, . European Society for Socially Embedded Technologies, 10 p. (Reports of the European Society for Socially Embedded Technologies; No. ECSCW, Vol. 2021).

### **Editorial Introduction: GROUP 2022 First Wave**

Baumer, E. P. S., Møller, Naja Holten, De Souza, C. R. B., Fiesler, C., Pinatti De Carvalho, A. F., Baptista Dos Santos França, J. & Menendez-Blanco, M., 2021, In: Proceedings of the ACM on Human-Computer Interaction. 5, GROUP, 2 p., 215.

**Immersive Cooperative Work Environments (CWE): Designing Human-Building Interaction in Virtual Reality**

Bjorn, Pernille, Wulff, M., Peträus, M. S. & Møller, Naja Holten, 2021, In: Computer Supported Cooperative Work: CSCW: An International Journal. 30, 3, p. 351-391

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

Møller, Naja Holten, Nielsen, Trine Rask & Le Dantec, C., 2021, *DIS 2021 - Proceedings of the 2021 ACM Designing Interactive Systems Conference: Nowhere and Everywhere*. Association for Computing Machinery, p. 438-448 11 p.

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

Møller, Naja Holten, Eriksen, M. G. & Bossen, C., 2020, In: Computer Supported Cooperative Work: CSCW: An International Journal. 29, 5, p. 497-531 35 p.

**Algorithmic decision making in public services: A CSCW-perspective**

Flügge, Asbjørn William Ammitzbøll, Hildebrandt, Thomas Troels & Møller, Naja Holten, 2020, *GROUP 2020 - Companion of the 2020 ACM International Conference on Supporting Group Work*. Association for Computing Machinery, p. 111-114 4 p.

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

Hildebrandt, Thomas Troels, Andaloussi, A. A., Christensen, L. R., Debois, S., Healy, N. P., López, H. A., Marquard, M., Møller, Naja Holten, Petersen, A. C. M., Slaats, Tijs & Weber, B., 2020, *ICSSP '20: Proceedings of the International Conference on Software and System Processes*. Association for Computing Machinery, p. 155--164

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

Flügge, Asbjørn William Ammitzbøll & Møller, Naja Holten, 2020. 15 p.

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

Møller, Naja Holten, Shklovski, Irina & Hildebrandt, Thomas Troels, 2020, *NordiCHI '20: Proceedings of the 11th Nordic Conference on Human-Computer Interaction: Shaping Experiences, Shaping Society*. Association for Computing Machinery, p. 1-12 70

**Who does the work of data?**

Møller, Naja Holten, Bossen, C., Pine, K. H., Nielsen, Trine Rask & Neff, G., 2020, In: *interactions*. 27, 3, p. 52-55

**Work of the 'Unemployed': A Design Fiction**

Nielsen, Trine Rask & Møller, Naja Holten, 2020, *Proceedings of 18th European Conference on Computer-Supported Cooperative Work*. EUSSET, 4 p. (Reports of the European Society for Socially Embedded Technologies; No. 2, Vol. 4).

**Editor's welcome**

Erickson, I., Vivacqua, A. S., Christensen, L. R., Møller, Naja Holten, Baumer, E., Wohn, Y., Barkhuus, L. & Robert, L. P., Dec 2019, In: *Proceedings of the ACM on Human-Computer Interaction*. 3, GROUP, 2 p., 229.

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

Møller, Naja Holten, Fitzpatrick, G. & Le Dantec, C. A., 2019, In: *Proceedings of the ACM on Human-Computer Interaction*. 3, GROUP, 21 p., 244.

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

Manea, V., Berrocal, A., De Masi, A., Møller, Naja Holten, Wac, Katarzyna, Bayer, H., Lehmann, S. & Ashley, E., 2019, *UbiComp/ISWC '19 Adjunct: Adjunct Proceedings of the 2019 ACM International Joint Conference on Pervasive and Ubiquitous Computing and Proceedings of the 2019 ACM International Symposium on Wearable Computers*. Association for Computing Machinery, p. 878-881

**GRACE: Broadening narratives of computing through history, craft and technology**

Menendez-Blanco, M., Bjorn, Pernille, Møller, Naja Holten, Bruun, Jesper, Dybkjær, H. & Lorentzen, K., 7 Jan 2018, *GROUP 2018 - Proceedings of the 2018 ACM Conference on Supporting Groupwork*. Association for Computing Machinery, p. 397-400 4 p.

**Accountability in the Blue-Collar Data-Driven Workplace**

Kristiansen, K. H., Valeur-Møller, M. A., Dombrowski, L. & Møller, Naja Holten, 2018, *CHI '18 Proceedings of the 2018 CHI Conference on Human Factors in Computing Systems*. Association for Computing Machinery, p. 1-12 332

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

Pine, K. H., Chen, Y., Grisot, M., Møller, Naja Holten, Bossen, C., Ellingsen, G. & Mazmanian, M., 2018, *CSCW 2018 Companion - Companion of the 2018 ACM Conference on Computer Supported Cooperative Work and Social Computing*. Association for Computing Machinery, p. 433-439 7 p.

**The future of clerical work is precarious**

Møller, Naja Holten, 2018, In: *interactions*. 25, 4, p. 75-77

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

Møller, Naja Holten, Shklovski, I., Silberman, M. S., Dombrowski, L. & Lampinen, A., 2017, *Proceedings of 15th European Conference on Computer-Supported Cooperative Work : Panels, Demos and Posters*. EUSSET, 6 p. (Reports of the European Society for Socially Embedded Technologies).

**Building Information Modeling: the dream of perfect information**

Møller, Naja Holten & Bansler, Jørgen P., 2017, *Proceedings of 15th European Conference on Computer-Supported Cooperative Work – exploratory papers*. European Society for Socially Embedded Technologies, p. 187-204 18 p. (Reports of the European Society for Socially Embedded Technologies; No. 2, Vol. 1).

**Data tracking in search of workflows**

Møller, Naja Holten, Bjorn, Pernille, C. Villumsen, J., Hancock, T. C. H., Aritake, T. & Tani, S., 2017, *Proceedings of the 2017 ACM Conference on Computer Supported Cooperative Work and Social Computing*. Association for Computing Machinery, p. 2153-2165 13 p.

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

Møller, Naja Holten & Bjorn, Pernille, 2016, *COOP 2016: Proceedings of the 12th International Conference on the Design of Cooperative Systems, 23-27 May 2016, Trento, Italy*. De Angeli, A., Bannon, L., Marti, P. & Bordin, S. (eds.). Springer, Vol. 1. p. 191-206 16 p.

**Making sense of medical records in a non-medical practice**

Møller, Naja Holten & Jensen, Klaus Bruhn, 2016. 7 p.

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

Møller, Naja Holten, 2013, *ECSCW 2013: Proceedings of the 13th European Conference on Computer Supported Cooperative Work, 21-25 September 2013, Paphos, Cyprus*. p. 229-247 19 p.

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

Møller, Naja Holten & Vikkelsø, S., 2012, *From research to practice in the design of cooperative systems: results and open challenges*. Springer, p. 33-47 15 p.

**Layers in sorting practices: sorting out patients with potential cancer**

Møller, Naja Holten & Bjorn, Pernille, 2011, In: *Computer Supported Cooperative Work*. 20, 3, p. 123-153 31 p.

**Constructing translocal cancer treatment: Chinese experimental treatment**

Møller, Naja Holten & Gad, C., 2010, *Ubicomp 2010 DC*. 4 p.

**Coordination by avoidance: bringing things together and keeping them apart across hospital departments**

Møller, Naja Holten & Dourish, P., 2010, *Proceedings of the 16th ACM international conference on Supporting group work*. Association for Computing Machinery, p. 65-74 10 p.

**Reverse coordination: extending conceptual foundation for CSCW systems design**

Møller, Naja Holten, 2010, *CSCW Research in Healthcare: Past, present, and future*. CSCW, 4 p.

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

Møller, Naja Holten, 2009, *Supplementary Proceedings of the 11th European Conference on Computer Supported Cooperative Work*. p. 21 1 p.