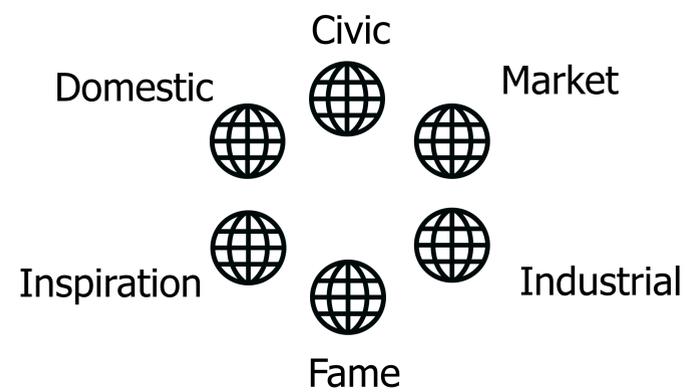


# UNDERSTANDING WIKI COLLABORATION IN QUEBEC HEALTHCARE ORGANIZATIONS

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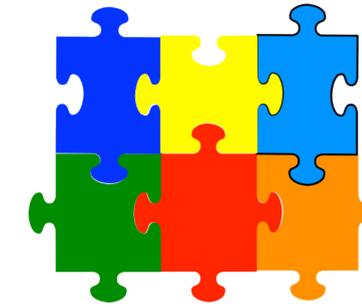
## Boltanski and Thévenot's six worlds [1]



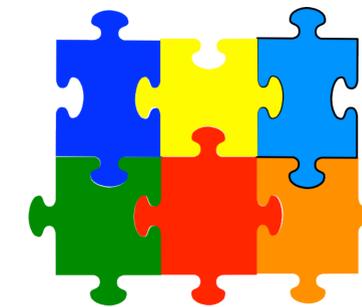
## Composition of each world

Higher common principle  
State of worthiness  
Dignity  
Subjects  
Relation of worths  
Objects

## Flichy's socio-technical model [4]



Wiki conception  
& uses



Wiki collaboration

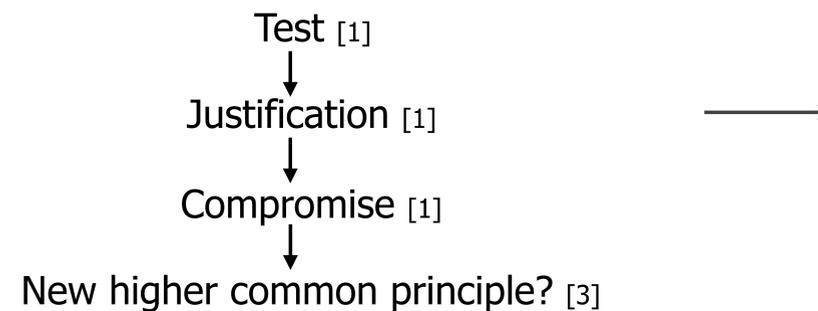
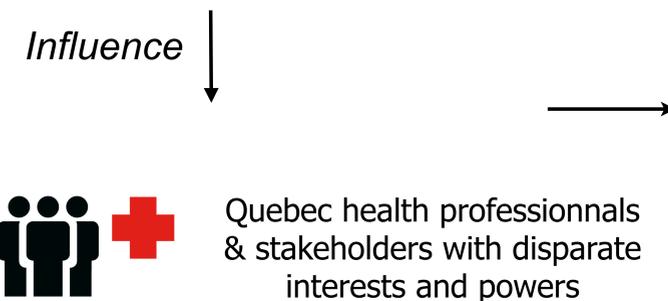
## METHODOLOGY

- Phase 1 : Data collection
- Phase 2 : First analysis on the research wiki using a grid to show how the six worlds are mobilized by stakeholders
- Phase 3 : Interviewees feedback on the first analysis on the research wiki
- Phase 4 : Second analysis

**EXPECTED OUTPUTS** In this radical change process, we expect to **understand the dynamics behind the actors game when collaborating on wikis**. We want to highlight what are the conflicting principals in play during test periods , what type of arguments actors use in order to justify themselves and what are the compromises they find. Ultimately, we hope to **propose a model to assist Quebec healthcare organizations enhance their wiki collaboration practices and possibly help them find emergent superior principles as suggested by Ricoeur**.

## IMAGES CREDITS

<http://www.cler.com/cliparts/G/R/b/2/L/O/jigsaw-puzzle-6-pieces-hi.png>  
[http://picol.org/icon\\_library.php](http://picol.org/icon_library.php)



**ABSTRACT** Quebec healthcare organizations are becoming more and more interested in implementing wikis. This is a radical change for a number of organizations as the horizontality of the wiki challenges the verticality of the organization structure and above all its culture. Our research will take a new approach by using Boltanski and Thévenot's six worlds framework to observe wiki collaboration through a multi-case analysis including a double hermeneutic process using a research wiki. The expected outputs are a better understanding of the test, justification and compromise phases actors go through while collaborating on wikis with the possibility to discover a new superior principle and ultimately, to build a model to help Quebec healthcare organizations enhance their wiki collaboration.

**OBJECTIVES** Our goal is to highlight the dynamics that sustain or constrain wiki collaboration in Quebec healthcare organizations by testing Boltanski and Thévenot's six worlds model [1]. More precisely we want to show how wiki collaboration raises multidisciplinary issues between a rich variety of professionals that have disparate interests and powers. In the power game as Crozier and Friedberg call it, actors defend their positions [2] in what Boltanski and Thévenot call a test (épreuve) and justify themselves [1]. In order to collaborate, for Boltanski and Thévenot, actors find compromises that often are not totally satisfactory for both parties. For Ricoeur, compromises are weak because they rest on principles that are weaker than the actors conflicting principles but they may ignite a creative movement to find new principles [3]. The ultimate goal of our research would be to model a way to facilitate the emergence of such new superior principles favorable to wiki collaboration.

**LITTERATURE REVIEW** First section is about the wiki. We will analyze the wiki using Flichy's socio-technical model and consider the tool with its logic and rules for use and the use that is made of the tool from both a technical and a social perspective. We will also consider the Wikipedia discourse and conflict resolution stream for potential connections with Boltanski and Thévenot's six worlds framework. A second section covers the evolution of collaboration from Durkheim's sociological theory of division of labor, through classical management theories such as those by Barnard, Mayo, Likert, Mintzberg or Hayek and end with more recent writings from Benkler, Rifkin or De Rosnay. A third section helps us understand collaboration through three stages : the test, the justification and the compromise.

**SIGNIFICANCE OF THE STUDY** The information technology (IT) acceptance literature follows various streams of research. First, the individual level stream focuses on intention to use the technology based on Bandura's social cognitive theory [5]; or on Fishbein and Ajzen's theory of reasoned action [6]; or on Roger's diffusion of innovation theory [7]. More recently some authors have attempted to merge or integrate individual models. Second, the organizational level stream focuses on implementation success based on Roger's diffusion of innovation theory and in a few cases on cultural approaches. Third, a more recent multi-level stream focuses on interactions between individual, group and organizational levels. Our research will look at the organizational level stream under a new lens using Boltanski and Thevenot's six worlds framework to understand the challenges of the radical change of wiki collaboration in Quebec healthcare organizations.

## REFERENCES

- [1] Boltanski, L. & Thévenot, L., 1991. De la justification: les économies de la grandeur, Paris: Gallimard. [2] Crozier, M. & Friedberg, E., 1977. L'acteur et le système [3] Ricoeur, P., 1991. Pour une éthique du compromis. Alternatives Non Violentes, 80. [4] Flichy, P., 1995. L'innovation technique. Récents développements en sciences sociales. Vers une nouvelle théorie de l'innovation, Paris: Éditions La Découverte. [5] Bandura, A., 1977. Self-efficacy: Toward a Unifying Theory of Behavioral Change. Psychological Review, 84(2), p.161-215. [6] Fishbein, M. & Ajzen, I., 1975. Belief, attitude, intention and behavior: An introduction to theory and research. [7] Rogers, E.M., 2003. Diffusion of Innovations, Free Press.