The Role of Motivational and Affective Aspects

Andreas Schmidt
Christine Kunzmann

FZI Research Center for Information Technologies, Karlsruhe

MIRROR

MATURE

Professional Training Facts 2011

Motivation is key for knowledge work

"Knowledge workers are those people who have taken responsibility for their work lives. They continually strive to understand the world around them and modify their work practices and behaviors to better meet their personal and organizational objectives. No one tells them what to do. They do not take No for an answer. They are self motivated."

David Gurteen

Emotions and affective aspects, too.
Anxiety
Joy
Stress
Frustration

But so far, the perspective has been limited

e.g., incentive systems

And what about emotions…

… they should not be part of professional life,
… should they?

Research has been fragmented.

Knowledge Management

CSCW

HR Development

Psychology

HCI

Economics

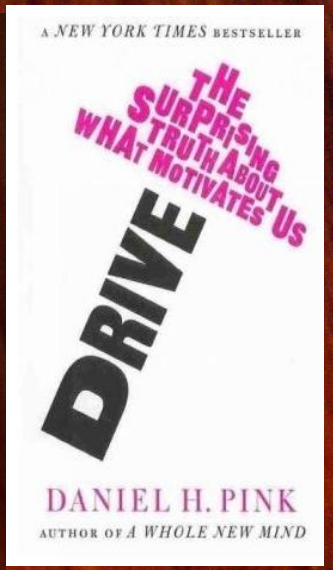
Sensor engineering

Each with different ideas of man, research methodologies, …

But there are promising approaches …

Management & HR: Dan Pink - Drive

- Motivation 1.0
  - largely based on our biological drive
  - We eat to sate our hunger, we drink to slake our thirst.
- Motivation 2.0
  - rewards & punishments, carrots & sticks
- Motivation 2.1
  - flexible schedules, a little bit more autonomy, socially responsible businesses
- Motivation 3.0
  - Autonomy - desire to be self-directed
  - Mastery – desire to get better
  - Purpose – a reason for existing



Enterprise 2.0

- Collaboration behavior and effects of social dynamics
- Identifying different personality types
- Web 2.0 and basic needs, e.g., Deci & Ryan:
  - experiencing autonomy
  - experiencing competence
  - experiencing social relatedness

Leveraging bio-sensors

- Capture activity-level and stress level
- Reflect on emotional reactions
- Learn about decision behavior
  - physio-economics

MIRROR

elia