

Web Appendix 1: The sociotechnical perspective

Central assumption

Interrelated social and technical elements function together to form a whole operating in a constantly changing environment.

Sociotechnical principles

The introduction of technology in organisations can have consequences for organisational stakeholders and vice versa. These social and technical factors can shape each other over time.

When designing technology, social processes in the delivery of healthcare need to be taken into account to allow systems to be effectively integrated within existing practices.

This perspective can help to appreciate the complexity associated with change processes as it pays attention to both technical requirements as well as social and psychological needs of workers in the changing organisational environment that results from technology introduction.

Methods drawing on sociotechnical principles

Examining how changes in a small component (e.g. technology) affect the whole system (e.g. an organisation) situated in a wider environmental context.