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Understanding Information Systems in the Accommodation Process: A Pilot Study

Research-in-Progress

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ABSTRACT

Accommodations are often necessary to include people with disabilities in the workplace. Yet companies often struggle with effectively providing such support to their employees. Information systems (IS) can be a key element in facilitating business processes and effecting positive organizational change. Yet there is little IS research on the accommodation process and how technology could enhance it. This research in progress conducts pilot interviews to understand how IS is currently employed in the accommodation process. Preliminary findings indicate that (1) IS use remains at a low level in the accommodation process; (2) IS would be helpful to facilitate the accommodation process; (3) current IS do not fit to the accommodation process well; and (4) third-party accommodation management software, the most advanced IS used in the process, cannot provide a comprehensive solution to address all the challenges. This research contributes to our knowledge of IS in the accommodation process. Further research plan is also discussed.

Keywords

Information systems, accommodation process, people with disabilities, pilot interviews.