

**INTERFACES WITHIN AND BETWEEN ORGANIZATIONS: AN
INTERDISCIPLINARY CONVERSATION****DWG Co-ordinator:**

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Abstract

This DWG sets out to generate an interdisciplinary dialogue on the study of interfaces. As activities become increasingly dispersed across multiple organizations, geographies and times, it has never been more important to be able to manage and coordinate connections and interactions between organizations and between units and functions within organizations. In this DWG, the notion of 'interfaces' is invoked as a way to think about these phenomena. We draw on a number of previous strands of research, in marketing, organization studies, operations management, and design, to identify blind-spots, convergences, divergences and potential for cross fertilization. The DWG will begin with brief presentations of illustrative empirical settings and challenges related to interfaces. Leading scholars will then present alternative theoretical perspectives on interfaces, including transaction interfaces, modular interfaces, process interfaces, and knowledge interfaces. These presentations will be used as a basis for an engaged discussion on consistencies, inconsistencies and tensions between the alternative perspectives as applied to different settings.

This session will be of interest to experienced researchers wanting to open and explore the interface 'black box'. Doctoral researchers seeking to map out the interface landscape should also find this session immensely valuable.