MIS Quarterly

SPECIAL ISSUE: DIGITAL TECHNOLOGIES AND SOCIAL JUSTICE

DIGITAL TECHNOLOGIES AND THE ADVANCEMENT OF SOCIAL JUSTICE: A FRAMEWORK AND AGENDA

Min-Seok Pang
Department of Operations and Information Management, Wisconsin School of Business, University of Wisconsin-Madison, Madison, WI, U.S.A. {mpang9@wisc.edu}

Atreyi Kankanhalli
Department of Information Systems and Analytics, School of Computing, National University of Singapore, SINGAPORE {atreyi@comp.nus.edu.sg}

Margunn Aanestad
Department of Informatics, University of Oslo, Oslo, and
Department of Information Systems, University of Agder, Kristiansand, NORWAY {margunn@ifi.uio.no}

Sudha Ram
Department of Management Information Systems, Eller College of Management, University of Arizona, Tucson, AZ, U.S.A. {sram@arizona.edu}

Likoebe M. Maruping
Department of Computer Information Systems, Center for Digital Innovation, J. Mack Robinson College of Business, Georgia State University, Atlanta, GA, U.S.A. {lmaruping@gsu.edu}

In this introduction to the special issue, we propose a framework for researching the interplay between digital technologies and social justice, which offers a unique and fruitful opportunity for information systems (IS) researchers to make contributions to theory and practice, with meaningful policy impacts. The framework draws upon prior definitions and typologies of social justice, previous IS research on social justice, and the studies included in this special issue. The framework positions digital technologies as playing key roles in revealing, orchestrating, enabling, and inhibiting social justice. We also propose theoretical arguments on how social justice phenomena can reshape the design of digital technologies and the manner in which they are used. We draw attention to the tensions that arise from the interplay between digital technologies and social justice and how digital technologies can be designed towards advancing social justice, urging future research to address these fundamental issues. Lastly, we chronicle how this special issue was developed and organized and what efforts we made towards a diversity of perspectives and the inclusion of a variety of voices in the special issue.

Keywords: Special issue, digital technologies, social justice

Introduction

Throughout human history, people have fought for justice, fairness, and equality, often in the face of overwhelming odds. The formation of social hierarchies and institutions has enabled societies to produce great achievements of technological innovation and human creativity. However, these institutions have also created power structures that enable only a small portion of the population to enjoy many of society's successes, creating conditions that are conducive to the emergence of social injustice (Killen et al., 2021). Social justice entails the fair treatment and equal status of all individuals and social groups within a state or society (Sabbagh & Schmitt, 2016). The term also relates to the social, political, and economic institutions, laws, and policies that collectively afford such fairness and equity and to movements that seek fairness, equity, inclusion, self-determination, and other goals for oppressed or marginalized groups.

While social justice has been a phenomenon of interest for some time, it has recently gained added salience, with income and wealth inequality rising in many countries. Current inequality levels are close to the peak levels observed in the early 20th century (Qureshi, 2023). Protests have surfaced in response to racial, gender, resource, and other forms of inequality across the world. Examples include the Black Lives Matter movement in the United States (U.S.), which received international attention following the killing of George Floyd by a Minnesota police officer in 2020, and the Arab Spring movement against oppressive regimes and rising inequality in some Arab countries (Inlakesh, 2020). Furthermore, the recent conflicts in Ukraine and the Middle East have showcased the plight of war victims, who are being denied their basic rights. Thus, social justice remains an important topic of societal debate and policy concern.

Globally, social justice has been recognized as a salient issue by the United Nations (U.N.), which describes it as a state of fairness, moderation, and equality in the distribution of rights and resources in society (United Nations, 2006). The U.N. Millennium Declaration, [1] Article I, states that freedom, equality, and tolerance are among our fundamental values and that "Global challenges must be managed in a way that distributes the costs and burdens fairly in accordance with basic principles of equity and social justice. Those who suffer or who benefit least deserve help from those who benefit most." In summary, social justice is a multifaceted concept deeply rooted in the principle of equity, focusing on the fair distribution of resources, opportunities, and privileges within a society and the procedures, interactions, and resolutions for achieving it.

Digital technologies are often viewed as a means to equalize access to opportunities for various subpopulations (Schradie, 2020). At first glance, these technologies appear to be living up to this promise by providing groups with access to information and thereby enabling their social, political, and economic participation in society. However, further reflection suggests a more complex picture (Ranchordás, 2022). Social media is a case in point. On the one hand, social media has enabled participants to mobilize interactions and engagement for social movements (Selander & Jarvenpaa, 2016). On the other hand, social media and user data are being used to surveil and oppress subpopulations in ways that deepen inequities (Cinnamon et al., 2017). Digital technology design and use may be driven and shaped by social justice issues; one example is the use of computer training programs to assist refugees (Diaz Andrade & Doolin, 2016). Thus, it is apparent that the relationship between digital technologies and social justice is a complex global concern with crucial implications, requiring in-depth theoretical understanding. This entanglement between digital technologies and social justice motivated this special issue, whose studies seek to unpack the relationships between the two in their various manifestations.

In this article, we first lay out the background—i.e., the evolution, definitions, and typologies of social justice and their relation to digital technologies. Building on the concepts and literature (including the studies in this special issue), we then develop a framework to explore phenomena at the intersection of digital technologies and social justice. This will allow us to identify themes that would benefit from future research and thereby outline an agenda for information systems (IS) research on this pressing topic.

Social Justice Background

Evolution of the Concept

The notion of social justice is naturally grounded in the concept of justice itself. The first philosophical studies of justice in the West were undertaken in ancient Greece, starting with Plato's and Aristotle's conceptions (Sabbagh & Schmitt, 2016). Both views highlighted the pursuit of the common good for all citizens, but within a hierarchical, class-based society (Cropanzana et al., 2007). Major developments occurred in the 17th and 18th centuries when social contract theory emerged and justice began to be viewed as a human construct rather than an ideal. Locke's version of the theory, which recognizes a set of individual rights that the social contract obliges the ruling authority to protect, became the basis of political liberalism (Sabbagh & Schmitt, 2016). The 19th century saw utilitarian philosophers such as Mill and Bentham grappling with social justice amid the extreme inequalities of the Industrial Revolution. However, utilitarianism faced criticism for justifying harmful social structures where minority segments could be exploited for the happiness of the majority.

In the late 20th century, Rawls (1971) rejected utilitarianism on the basis of these criticisms and instead conceived of "justice as fairness." He argued that justice consists of the basic principles of government that free and rational individuals would agree to in a hypothetical situation of perfect equality. To ensure that the principles chosen would be fair, Rawls imagined a group of individuals who have been made ignorant of the social, economic, and historical circumstances from which they arose. Situated behind this "veil of ignorance," the individuals would rationally agree to two principles of justice: (1) Each person has an equal right to the most extensive liberties compatible with similar liberties for all, and (2) social and economic inequalities should be arranged so that they are

[1] https://www.ohchr.org/en/instruments-mechanisms/instruments/united-nations-millennium-declaration

both (a) to the greatest benefit of the least advantaged persons and (b) attached to offices and positions open to all under conditions of equality of opportunity (Rawls, 1971). Rawls's theory continues to influence modern capitalist welfare states and social democracies.

The capability approach of justice was conceived in the 1980s as an alternative approach to social welfare. It is a normative approach that concentrates on the actual capability of people to achieve lives they value rather than solely having the right or freedom to do so. In this approach, Sen (1999) and Nussbaum (1988) combined a range of ideas that were not sufficiently developed in the traditional approaches to welfare economics. The core focus of the capability approach is on improving access to tools that people can use to live a fulfilling life. Furthermore, Fraser (2005) proposed a three-dimensional theory of justice, where working toward social justice requires establishing social arrangements and removing institutionalized obstacles to permit all people to participate as equals in social life, i.e., the parity of participation. She distinguished three dimensions for the "what" of justice: economic redistribution (equal share of resources), cultural recognition (equal respect of marginalized groups), and political representation and participation (equal say). The above ideas have been employed in IS and other disciplines to conceptualize social justice, as elaborated next.

Typology of Social Justice

The concept of social justice originates from the above philosophical and political discourses and is widely used in both ordinary language and social science, often without being clearly defined. By synthesizing the common elements of various philosophical treatments, Jost and Kay (2010) offer a general definition of social justice as a state in which (1) the benefits and costs in society are distributed in accordance with some allocation principle (or a set of principles); (2) the procedures, norms, and rules that govern political and other forms of decision-making preserve the basic rights and liberties of individuals and groups; and (3) human beings are treated with dignity and respect not only by authorities but also by other relevant social actors, including fellow citizens. The three aspects of the definition correspond, roughly, to distributive, procedural, and interactional justice.

Distributive justice concerns fair resource allocation or outcomes for all. Views of this form of justice vary in (1) what is considered relevant to distributive justice (e.g., income, wealth, opportunities, jobs, or welfare), (2) the nature of the recipients of the distribution (e.g., individuals or groups), and (c) the basis on which the distribution should be made (e.g., equality, maximization, according to individual characteristics) (Lamont, 2017). *Procedural justice* refers to the means by which outcomes are allocated, but not specifically to the outcomes themselves. This form of justice establishes certain principles that specify and govern the roles of participants in decision-making processes. A just process is one that is applied consistently to all and is free of bias, accurate, representative of relevant stakeholders, correctable, and consistent with ethical norms (Leventhal 1980). *Interactional justice* denotes how one person treats another person. Individuals are interactionally just if they appropriately share information and avoid disrespectful remarks. In other words, there are two aspects of interactional justice (Colquitt et al., 2001). The first part, sometimes called *informational justice*, refers to whether one is truthful and provides adequate justifications when things go badly. The second part, sometimes called *interpersonal justice*, refers to the respect and dignity with which one treats others. Two other forms of social justice have been discussed with respect to the repair of justice (i.e., retributive and restorative). *Retributive justice* refers to repair through the unilateral imposition of punishment, whereas *restorative justice* refers to repair through a shared value-consensus in a bilateral process (Wenzel et al., 2008).

Prior Information Systems Studies

In IS research, the above forms of justice have typically been examined within organizational environments. Among the early works, Joshi (1989) developed an instrument to measure the perceptions of fairness or equity experienced by users with respect to the allocation of information systems resources by a centralized IS function. This study built on the concepts of procedural, distributive, and reciprocal (benefits in comparison to costs) justice as dimensions. In the critical social theory tradition, Hirschheim and Klein (1994) discussed which emancipatory principles are relevant and how they may be applied in IS development. In the customer service domain, Hoehle et al. (2022) examined how justice perceptions (distributive, interactional, and procedural) influence outcomes for individual victims after a data breach. Other studies have explored the effects of these justice perceptions on various employee behaviors such as computer abuse (Willison & Warkentin, 2013) and cyberslacking (Venkatesh et al., 2023).

More recently, IS research has shifted its attention to understanding social justice issues, employing a lens outside of traditional organizational settings. This can be seen in some of the articles in this special issue that utilize some aspects of the above-discussed social justice views and concepts. For instance, Baygi et al.'s study, "Beyond Categories: A Flow-Oriented Approach to Social Justice on Online Labor Platforms" draws on Rawls's idea of fair access to resources (Rawls, 1971), Sen's view of capabilities (1999), and other work to develop a

processual flow-oriented approach to gig workers' stories. Their approach recognizes the diversity of gig work trajectories on online labor platforms and reveals social justice implications not apparent through other approaches. Danatzis et al.'s study, "Designing Digital Platforms for Social Justice: Empowering End Users through the Dataswyft Platform," proposes requirements and design principles for digital platforms to empower end users to protect their personal data toward addressing distributive and procedural social injustices. Additionally, Diniz et al.'s study, "Do Black Fintechs Matter? The Long and Winding Road to Develop Inclusive Algorithms for Social Justice" utilizes Fraser's theory of justice (2005) to understand how Black-owned fintech firms design and use inclusive algorithms to decrease racial bias in financial services.

Digital Technologies and Justice Background

From IT to "Digital"

As information technology (IT) evolves, it is being succeeded by "digital technology" (Baiyere et al., 2023). Digital in the technical sense refers to the process and outcome of encoding data and information in bits, as zeros and ones.[2] This allows for far more efficient storage and processing of data and information than earlier analog formats, initiating large-scale and profound transformation processes. The notion of digital technologies is often used in contrast to that of IT (Baiyere et al., 2023), which typically indicates a focus on bounded, well-defined intra-organizational information systems. Digital technologies have emerged from multiple developments driven by the explosion in computing power, connectivity, and innovation since the early 2000s. This advance has prompted organizations to reshape their traditional business strategies into modular, distributed, cross-functional, and global processes that enable work to be carried out across distance, time, and functions (Bharadwaj et al., 2013). This shift from IT to digital is significant for our purposes because it has given rise to three highly interconnected and highly consequential developments that are now widespread in business and society. We briefly identify each of these developments, as they are an important stepping stone to understanding many of the social justice considerations that are widely encountered today.

Significant manifestations of the rise of digital technologies include the growth of mobile technologies and ubiquitous computing spreading into everyday life (Yoo, 2010) and blurring the boundaries between private and work technologies (Gregory et al., 2018). The 2007 launch of iPhone spearheaded a platform architecture that has proven to be immensely generative for continued digital innovations, allowing app developers and platform owners to co-create value through arms-length coordination (Ghazawneh & Henfridsson, 2018). Peer-to-peer networks for resource sharing, such as Napster and BitTorrent, have emerged as new approaches to organizing, and the subsequent development of transaction platforms (also called two- or multi-sided markets, Parker & Van Alstyne, 2005; Tan et al., 2020) have created a wide-ranging disruption and reconfiguration of whole service sectors. Examples include Uber (transportation), Airbnb (housing), and Upwork (gig economy). The *platform* approach has spread to become a more general means for governing organizational resources to the extent that digital platforms are dominating the economy and society (Tiwana, 2014). Relatedly, the emergence and immense growth of social media has not only spurred changes in people's personal lives and the structures of social relationships, but it has also generated new possibilities for gathering data on individual behaviors. In parallel, internet-of-things (IoT) and sensorization (e.g., of buildings, industrial plants, and cities) have contributed to vast new data streams.

The recognition of the accumulation of *big data* has led to IS research on "datafication" processes (Monteiro & Parmiggiani, 2019). The machinery of data, in the form of increased computing power, data management, and storage, has enabled major breakthroughs in the field of artificial intelligence (AI), with significant impacts on organizations and societies (Berente et al., 2021) the beginning of which we are just seeing. There is also a growing realization that we, as a field, need to pay more attention to how we conceptualize and study data itself, as distinct from other types of digital resources (Aaltonen et al., 2023). The accumulation of digitized data has given added salience to the implications of algorithms and models. Rai et al. (2019) pointed IS researchers toward key issues of next-generation platforms with AI *algorithms and models*, including how to design unbiased platforms, questions relating to data guardianship, and the platform's impact in terms of dominance and empowerment. We thus consider *data*, *algorithms/models*, and *platforms* as key themes related to digital technologies and their intersection with social justice. Along these lines, there is a nascent discourse within and beyond the IS field that focuses on concepts of data justice, algorithmic justice, and platform justice.

Data, Algorithmic, and Platform Justice

The concept of data justice originated outside of IS in domains such as policy and ethics (Johnson et al., 2014), communications and media (Dencik et al., 2019), and development studies (Heeks & Renken, 2018). *Data justice* has

[2] A tipping point came in 2002, when the world began storing more information in digital than in analog formats. By 2011, the shift was considered almost complete (Leontiou, 2011).

been conceptualized as "fairness in the way people are made visible, represented, and treated as a result of their production of digital data" (Taylor, 2017, p. 1). Taylor (2017) proposed three pillars to understand data justice—namely (in)visibility, (dis)engagement with technology, and antidiscrimination. These pillars represent rights and freedoms and therefore form the basis of justice in environments characterized by a conversion of people and processes into data. Understanding routes to promote data justice became relevant with the rise of digital adoption, which generated an unprecedented availability of data on previously invisible populations (Dencik et al., 2019). At the same time, data injustice, or the breach of the principles of fairness on which data justice is founded, has scope for expansion. For example, data visibility has raised concerns about surveillance, while technology engagement has compromised autonomy in people's choice of technologies (Taylor, 2017).

Recent IS studies (e.g., Marjanovic et al., 2022) have developed models of data and *algorithmic justice*, drawing on the above concepts. The widespread adoption of algorithmic decision-making (e.g., loan application systems) can create new forms of injustice. For instance, algorithms can personalize services but also restrict people's choices in ways that negatively impact certain groups, creating new forms of inequality. Building on the three-dimensional theory of justice (Fraser, 2005, 2008) presented earlier, Marjanovic et al. (2022) proposed three forms of injustice produced by algorithms—maldistribution (unjust distribution of resources), misrecognition (reinforced inequalities in people's status), and misrepresentation (unequal access to democratic institutions and means of social redress). These algorithmic risks apply not only to groups that have been historically marginalized but also to anyone participating in the digital economy.

Lastly, the concept of *platform justice* is emerging in other fields (e.g., Heeks & Shekhar, 2021; Jang et al., 2023). In the context of urban digital platforms, Heeks and Shekhar (2021) discussed various dimensions of platform justice, including fairness in the platform's structure, operations, and outcomes. Jang et al. (2023) called for a focus on the experiences of marginalized communities in using digital platforms, particularly those in the Global South. Their research sought to redefine justice and injustice through a global lens, as opposed to a Western-centric view, aiming to highlight the complex cultural, socioeconomic, and political impacts of digital platforms on different social groups and explore locational forms of justice.

Several articles in this special issue draw on the above-discussed concepts. For instance, Stelmaszak et al.'s study, "Recognition in Personal Data: Data Warping, Recognition Concessions, and Social Justice," builds on the justice perspective from Fraser et al. (2005), data justice concepts (Heeks & Renken, 2018; Dencik et al., 2019), and other work to explicate the lack of gender identity recognition due to data warping. Kronblad et al.'s study, "When Justice Is Blind to Algorithms: Multilayered Blackboxing of Algorithmic Decision-Making in the Public Sector," draws on Fraser's justice theory (2005) and algorithmic injustice concepts (Marjanovic et al., 2022) to explain how authorities failed to respond to injustices caused by the deployment of an algorithmic decision-making system for public school placements. Having articulated these emergent views of (in)justice that are rooted in developments in the shift to a digital era, we now outline a framework regarding the intersection between digital technologies and social justice.

A Framework for the Interplay between Digital Technologies and Social Justice ■

While there is increasing interest in examining social justice themes in IS research, as a field, we lack a comprehensive framework to depict how the advancement of social justice occurs on a societal scale and how digital technologies are implicated in enabling or hampering progress toward social justice. To develop a framework for the interplay between digital technologies and social justice, we first note that striving for social justice is often a contested undertaking involving multiple and often opposing groups of actors. One perspective within the social justice domain suggests that there are four key roles: advocates, allies, oppressors, and institutions. *Advocates* are those who proactively seek sustained changes for social justice on behalf of marginalized or underprivileged people in society (Selander & Jarvenpaa, 2016), such as nonprofit organizations or lobby groups. *Allies* are those who are sympathetic to the causes promoted by advocates. While they are not as active as advocates, they are willing to support the actions of advocates and pressure institutions toward fundamental changes (Deutsch, 2006; Patton & Bondi, 2015). *Oppressors* are those with dominant power in society who perpetuate social injustice towards marginalized people (Deutsch, 2006; Schrempf, 2011). Oppressors seek to resist systematic changes that promote social justice and would prefer to maintain the status quo with its existing injustice. Oppressors include authoritarian regimes or groups of individuals working against social justice such as hate groups or terrorist organizations. However, sometimes groups inadvertently or unintentionally fall into this category, such as digital platform participants who have no ill intent but are influenced by unconscious biases in their interactions with platform participants. Here, we use this term mainly to refer to intentional oppressors. Finally, *institutions* are policymakers, elected officials, or other influential decision makers who formulate and institutionalize formal reforms involving social justice (Deutsch, 2006).

Second, we recognize that advances toward social justice involve complex social processes. These often unfold slowly over long time frames but can also include periods of rapid changes. Kleven (2009) studied the preconditions for achieving systemic reforms and argued that such reform "typically involves the confluence of three interrelated factors: (1) a critical historic moment that calls for reform; (2) a reform program that develops as the historic moment unfolds; and (3) a mass movement of some type that mobilizes people to struggle for reform" (p. 69). A critical historic moment raises the awareness of prevalent social injustice in society among allies and the broad public and sparks momentum for action. It leads to a mass movement by advocates and allies intended to pressure institutions for formal changes, which can result in tangible reform programs that address systematic repression and establish a lasting foundation for social justice. For advances in social justice to materialize, advocates need to take advantage of critical moments to marshal support from a broad range of allies and organize large-scale movements with them, pressuring institutions to develop and formalize policy reforms. In doing so, they must overcome opposition and resistance from oppressors, who are also pressuring institutions to maintain the status quo.

Recent events illustrate how the three preconditions give rise to advances in social justice. For the cause of racial justice in the U.S., the murder of George Floyd by the Minneapolis Police in 2020 was a critical moment that rejuvenated and expanded the Black Lives Matter movement. This movement came to fruition when policing reforms were implemented in many cities and states across the U.S. (Siegel, 2020). The 2015 Arab Spring movement was sparked by the death of Mohamed Bouazizi, a street vendor in Sidi Bouzid, Tunisia, and was a critical moment that led to mass protests against authoritarian governments in several Arab nations (Inlakesh, 2020). This resulted in regime changes in Tunisia, Egypt, and Libya. In the 2018 Yellow Vest movement in France, protests by poor and rural populations were ignited by a rise in oil prices, increases in the oil consumption tax, and a reduction in the speed limit (critical moments). Mass protests across the nation ensued over the subsequent months until the government instituted formal policy changes that reversed tax increases and raised the minimum wage (Bell, 2019)

Building on the above preconditions, our framework seeks to capture the ways in which digital technologies can play into these social dynamics. In the sections that follow, we describe how digital technologies can contribute to (1) *revealing* social injustice (documenting, disseminating, and drawing attention to social injustice and critical moments), (2) *orchestrating* actions towards social justice (leading, mobilizing, planning, and coordinating), (3) *enabling* efforts towards social reforms (informing, supporting, and including marginalized groups), and (4) *inhibiting* social justice or fomenting social injustice (coercing, punishing, controlling and discriminating). We will expand on these four ways in which digital technologies shape social justice phenomena.

Revealing Social Injustice

Digital technologies in the form of data, algorithms/models, and platforms serve as a crucial means for revealing social injustices against marginalized groups that would otherwise have not been apparent to the broader public. Advocates can utilize digital tools to *document* the vivid, real-life records (*data*) of oppression, discrimination, or unequal treatment of underprivileged groups. The death of George Floyd, which was a critical moment for the Black Lives Matter movement, could not have been documented so vividly without digital technologies (i.e., mobile phones, Mandaokar et al., 2021). Journalists and advocates have also employed satellite images (*data*) and image-processing *algorithms* to uncover evidence of the oppression of minorities by authoritarian regimes (Buckley & Ramzy, 2021).

Beyond documenting injustice, advocates can utilize *digital platforms* such as social media, instant messaging, or other communication tools to *disseminate* the voices of the oppressed to allies and the public (Venkatesan et al., 2021). In doing so, digital platforms play a central role in shedding light on social injustice and ensuring broader awareness. In addition, digital platforms allow advocates and allies to *draw attention to existing* oppression and injustice. For example, the critical moment for the #MeToo movement spread via social media through posts by well-known personalities (Burton-Jones & Sarker, 2021). Through social media platforms, advocates can make diverse voices heard in an emancipatory and inclusive manner (Miranda et al., 2016).

This revealing role is particularly important when oppressors control communication channels and institutions such as mainstream news media (Szostek, 2018), thereby dominating the discourse and suppressing the voices of marginalized groups. The broad availability of social media platforms can make it difficult for dominant powers to exercise complete control over narratives and viewpoints. While some regimes have implemented strict censorship over social media, digital tools exist that can help evade such censorship (Ryan-Mosley, 2023). Digital technologies can provide advocates and allies seeking to advance social justice with an alternative way to ensure that the voices of the oppressed are heard, recognized, and amplified—at least in democratic societies. By revealing social injustice to a wide audience, digital technologies can highlight the urgent need for fundamental change and reform, stimulating action and participation.

Orchestrating Actions for Social Justice

Digital technologies can be a powerful tool for advocates seeking to advance social justice by orchestrating and mobilizing support (Selander & Jarvenpaa, 2016; Venkatesan et al., 2021). Digital technologies can also leverage data, algorithms, and platforms to plan and coordinate movement toward reforms. Advocates can use *digital platforms* (e.g., social media and messaging tools) to recruit participants from a broad range of ally groups and thereby build coalitions more quickly and at a much larger scale than previously possible. Agarwal and Sen (2022) observed that digital platforms are effective in raising awareness of social injustice and spearheading movements through collective action among allies. Debates, discussions, and deliberations can take place over digital platforms in an organic manner for the purpose of planning and developing a specific course of action (Chamakiotis et al., 2021), which can be organized in an emergent and scalable manner without the need for central leaders (Bakardjieva et al., 2018). For example, recent mass movements for social justice, such as the Arab Spring and Yellow Vest, took place in a decentralized manner without clear leaders organizing the effort (Arafa & Armstrong, 2016). Digital technologies can enable marginalized groups to self-organize in a way that allows leaders to emerge from the groups themselves.

Platforms can enable advocates and allies to quickly mobilize grassroots support, which is essential to make an impact without losing momentum and to overcome resistance from oppressors. Under oppressive regimes, sophisticated communication tools and deception *algorithms* can be particularly valuable for advocates and allies, allowing them to plan and organize actions while evading surveillance and potential punishment from oppressors (Xu, 2021). Furthermore, increased access to *data* via digital infrastructures and personal devices provides access to valuable real-time information to facilitate grassroots efforts (Selander & Jarvenpaa, 2016). Collective, decentralized actions for social justice supported by digital technologies can help advocates prevail over oppressors.

Enabling Social Justice

Institutions can take advantage of digital technologies to formulate policy measures and implement structural reforms to promote social justice. Digital technologies are increasingly playing an enabling role in initiating, formulating, and executing policies that can generate greater public value (Pang et al., 2014) and advance social justice.

Analytics and *algorithms* can be used to identify systematic disparity and discrimination in access to housing, education, and healthcare for underprivileged populations and can enable the targeted delivery of public services (Bernardi et al., 2019; Ganju et al., 2020). *Data* and *platforms* can help institutions promote transparency and the inclusion of relevant, diverse stakeholder groups in policymaking geared toward social justice (Phang & Kankanhalli, 2008). Initiatives such as open government *data* play a crucial role in establishing the credibility and legitimacy of systematic policy changes (Jetzek et al., 2019; Pereira et al., 2017), and e-government platforms can attract broad participation and deliberation from marginalized populations, advocates, and allies to support reforms (Tan et al., 2013; Nishant et al., 2019). Including a variety of viewpoints is critical to overcoming opposition and resistance from those who wish to maintain the status quo and its attendant injustice.

Institutions, advocates, allies, and others (e.g., technology firms) can promote and develop digital platforms and other artifacts to support marginalized groups by providing information that can lead to learning and empowerment, potentially resulting in greater social inclusion and political participation (Diaz Andrade & Doolin, 2016; Qureshi et al., 2018). Prior IS studies have illustrated the enabling capacity of IS in different sectors. For instance, Burtch and Chan (2019) found that crowdfunding platforms provide economically disadvantaged groups with an alternative means of financing medical debt, helping them avoid bankruptcy. Goh et al. (2016) and Hwang et al. (2022) showed that policymakers can promote the use of digital platforms to close the rural-urban healthcare disparity. Banker et al. (2011) found that providing real-time price information via digital platforms benefitted coffee farmers in India by allowing them to charge higher prices. Jha et al. (2016) demonstrated how e-commerce platforms helped people in rural areas of China discover sustainable economic opportunities via community-driven development.

Inhibiting Social Justice

While digital technologies offer advocates, allies, and marginalized groups a valuable means to reveal social injustice and orchestrate collective, emergent actions to further social justice, they are also useful for oppressors seeking to maintain the status quo and inhibit progress toward social justice and can lead to the advertent or inadvertent fomenting of social injustice (Grinberg, 2017; Xu, 2021).

Oppressors with dominant power can utilize surveillance technologies supported by *algorithms* to monitor actions and movement toward social justice and punish those seeking to resist their power (Strittmatter, 2020). Through these technologies, the detection and punishment of dissident groups can be swift. Furthermore, there has been growing criticism of algorithms that deliberately or inadvertently discriminate against certain groups of people (Athey, 2017). Ruling powers can use such technologies to restrict the rights of minority groups by distorting their political representation

(Friedman & Holden, 2009). Another example is predictive policing in the U.S., which has been criticized for targeting predominantly minority neighborhoods as crime hotspots (Brayne, 2020). Credit reporting and loan processing systems have also been found to charge higher loan rates for people of color (O'Neill, 2016). Because algorithms and the underlying *data* used to train the algorithms can incorporate and amplify the implicit bias of algorithm creators and data collectors (Martin, 2019), the adoption of biased algorithms by institutions can also inhibit social justice, even if that is not the intention.

The same digital *platforms* utilized by advocates and allies to promote social justice can also be used by hate groups or terrorist organizations to reinforce social injustice towards marginalized groups (Chan et al., 2016; Soriano, 2012). On social media, such groups can easily find like-minded people and use prejudice and hate to organize decentralized and emergent actions against social justice on a large scale (Lowry et al., 2016; Shore et al., 2018). These groups can also stifle reforms by producing and broadly disseminating misinformation (fake news) targeting marginalized groups (Wang et al., 2022). We synthesize the above arguments into the framework shown in Figure 1.

Complexity of the Relationships in the Framework

The framework in Figure 1 primarily describes how digital technologies can shape social justice. We believe that understanding how these technologies impact social justice is of central importance for our field, which is oriented toward informing the design and use of digital technologies. In reality, however, these relationships are too complex for a single framework to capture. Digital technologies do not just effectuate in a straightforward, predictable, or linear way. Their impact is modulated by how technology is designed, deployed, and regulated in a specific situation. Complex dynamics can cause well-intended initiatives to generate unintended outcomes, such as exacerbating disparities between high- and low-income communities (Wang et al., 2022). Moreover, the effects of these technologies are not "given" and unchangeable but may be shaped through public engagement or protests against the use of technologies by commercial actors or institutions. The framework's *bidirectional arrow* in Figure 1 indicates that social justice phenomena also influence the design and use of digital technologies, as indicated by the bottom-right quadrant of our framework.

Overall, there is an ongoing interplay where society shapes and is also shaped by these technologies. For instance, social media users' perceptions and attitudes towards sharing personal information impact how these technologies influence social justice in that the limited sharing of such information inhibits surveillance capabilities. In addition, the collective, societal assessment of risks and benefits associated with digital technologies may evolve over time, meaning that the influence of these technologies on perceptions of social justice is also dynamic. For example, we are now aware of the use of AI algorithms for processing loan applications even when there are known issues of algorithmic bias and discrimination. The interplay between digital technologies and social justice is thus *co-constitutive* of both phenomena. We return to this point later and express the need for future research to embrace a co-constitutive lens to further explore this topic.

In Table 1, we show how the studies included in this special issue address specific themes of the framework. As can be seen, the special issue studies focus on examining phenomena related to some parts of the framework more than others. However, we do not aim to propose future research themes based on research gaps identified through the special issue studies. The goal for future research should be to mobilize and generate interest in the important problems in this domain that could be addressed by IS research. Restricting future research to the gaps associated with the articles in the special issue would be too constraining. Rather, we suggest future research themes based on ideas garnered from the framework, our overall view of the literature, and the exciting developments in practice. We start with some thoughts on how to design digital artifacts with the above considerations in mind, particularly because the theme of this special issue focuses on the intersection between digital technologies and social justice.

Role of Design Science

Before we present our suggested research agenda, it is important to note that we see a strong need for a broad range of research paradigms to be brought to bear in advancing this agenda. This includes analytical modeling, behavioral, computational, design science, and economic research paradigms, among others. While acknowledging the need for this variety of perspectives, we briefly highlight the role of design science in advancing this agenda. We specifically invoke design science because of its emphasis on artifacts, including data, algorithms/models, and platforms, and because social justice has not necessarily been a focal domain for design decisions in the past. This presents an opportunity to consider what design should look like from its first principles with social justice as a core guiding principle. This is potentially more impactful than tinkering on the margins with existing designs. It also allows for specific and distinct characteristics of social justice to be incorporated into the design of artifacts.

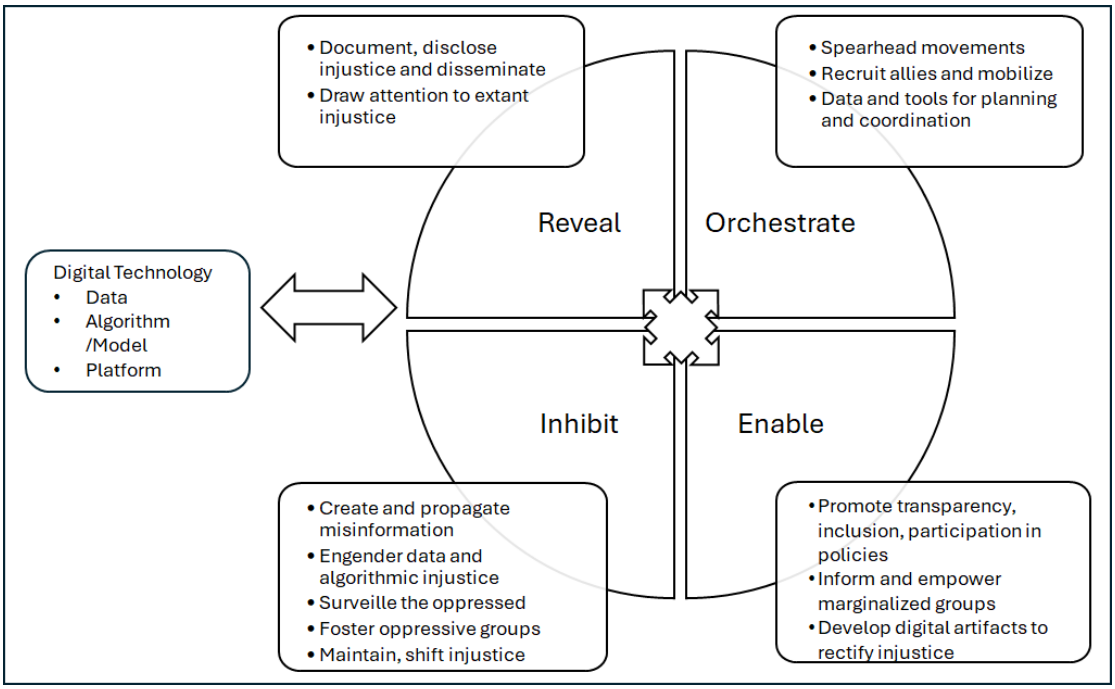

Figure 1. A Framework for the Interplay of Digital Technologies and Social Justice

Table 1. Elaboration of the Framework and Classification of Special Issue Studies

	Data	Algorithm/Model	Platform
Reveal	• Document records of oppression, bias, or discrimination	• Disclose unequal distribution of resources, discrimination, or bias	• Disseminate voices of the oppressed to the broad public • Draw attention to extant injustice
Orchestrate	• Provide data for planning and coordination of actions	• Algorithms and tools for planning and coordination of actions	• Spearhead movements toward collective actions • Recruit allies and mobilize *Rai et al.*
Enable	• Promote transparency and inclusion in policy-making • Inform marginalized groups of opportunities for growth and empowerment *Danatzis et al.*	• Develop digital artifacts to rectify injustice • Formulate and implement structural reforms that advance social justice *Diniz et al.* *Li et al.* *Case #1 (Lee & Lee)*	• Develop platforms to assist the marginalized • Facilitate broader participation and deliberation toward reforms *Baygi et al.* *Case #2 (Ruehle et al.)* *Case #3 (Schreieck et al.)*
Inhibit	• Create and propagate hate messages, misinformation, or fake news • Engender data injustice *Stelmaszak et al.* *Min et al.*	• Surveille actions and movements of the oppressed • Ingrain bias and discrimination into algorithms *Kronblad et al.*	• Foster oppressive (hate) groups • Organize counteractions to maintain the status quo • Shift the locus of injustice *Case #4 (Cheung et al.)* *Case #5 (Du & Zeng)*

Note: The italicized references refer to special issue papers, with the numbered cases indicating the cases presented in Agarwal et al.'s "Curated Cases" contribution.

Rapid advances in AI and the "datafication" phenomenon provide opportunities to use design science in two distinct ways: design science can be used not only to reveal the unintended social justice consequences of artifacts and "correct or evolve" their design and deployment but also to proactively design artifacts with the specific goal of achieving social justice (e.g., Kane et al., 2021; Braa et al., 2023). In other words, design science can identify the "known unknowns" and make progress toward "unknown unknowns." This requires a problem-solving approach to which design science is ideally suited.

An example of the first way (known unknowns) design science can be used is to design data collection platforms to collect and share comprehensive data to reveal the existence of distributive social (in)justice. Concomitant with this is the need to develop new models and algorithms to reveal and combat discrimination and bias. Machine learning algorithms can be used to analyze vast amounts of data to identify patterns of discrimination in areas such as employment, housing, and criminal justice. By detecting bias in decision-making processes, AI can help stakeholders take corrective actions and develop policies to counteract systemic discrimination. The key here is to identify specific types of biases in social justice and develop algorithms or models to surface these biases. Approaches could include developing explainable or interpretable machine learning methods to explicitly reveal specific types of social injustice and explain how it was revealed using the available data.

An example of the second way (unknown unknowns) design science can be used includes the proactive design of artifacts for addressing data collection and privacy concerns. The reliance of AI on large datasets can introduce privacy concerns, as sensitive information about individuals and communities may be collected, stored, linked, or analyzed by digital platforms. Different types of data may be useful for platform owners and users. Ensuring data privacy and protecting individuals' rights while also providing maximum benefits to both platform owners and users is a critical challenge in the development of AI-based digital platforms for social justice applications. This requires participatory design from many different stakeholders to understand and devise guidelines for platform owners and users to allow them to mutually benefit from the deployment of the platform. It requires carefully considering the specific social justice problem that is being addressed, devising guidelines to address potential conflicts in stakeholders' needs, and examining the ensuing trade-offs in order to make appropriate design decisions.

A Research Agenda for Digital Technologies and Social Justice

The framework presented above provides an initial scaffolding for scholarly inquiry at the intersection of digital technologies and social justice. On the basis of this foundation, we suggest avenues for future research related to tensions in the interplay between digital technologies and social justice, the engagement of scholars with practitioners to navigate these tensions, and a co-constitutive view.

Tensions in the Interplay between Digital Technologies and Social Justice

The sociotechnical elements of digital technologies are complex (Sarker et al., 2019), and their entanglement with social justice considerations exacerbates this complexity. In light of this, sustained scholarly efforts will need to be directed toward developing and testing theories of problems and solutions (Majchrzak et al., 2016). In that spirit, we highlight opportunities for research to surface tensions that emerge within the areas covered by our framework and invite the research community to theorize these tensions, identify others, and understand how they might be effectively navigated. The tensions surfaced here are not by any means exhaustive; rather, they are intended to begin a conversation and to motivate scholarly inquiry regarding this consequential sociotechnical domain.

Tensions in Revealing Social Injustice

Our framework articulates how digital technologies can serve as a means for revealing social injustice through data, algorithms/models, and platforms. While this serves as an important step in pursuing social justice, there are notable tensions that should be considered. An underlying theme related to the revelation of social injustice is that digital technologies render instances of social injustice observable. This is achieved through observing the behavior of actors through digital traces and identifying systematic patterns of discrimination against actors through data (Rhue & Clark, 2022).

Consequently, the very act of revealing social injustice necessitates deploying tools of surveillance for behavior observation and data capture (Zuboff, 2019). This creates tension in terms of the data protection and privacy rights of victims of social injustice (Taylor, 2017; van den Hoven, 1999). That is, illuminating social injustice may subject individuals to surveillance, making them vulnerable to informational and data injustice (Taylor 2017; van den

Hoven 1999). Conversely, protecting these rights may make it difficult to identify and reveal social injustice when it occurs. Research is needed to make sense of how to navigate this tension from a variety of perspectives, including what technical solutions can be architected, what policy interventions should be enacted, and how people's interactions could be governed.

Tensions in Orchestrating Social Justice

Digital technologies can help facilitate actions toward social justice by galvanizing a broad set of actors in support of a cause or amplifying voices through algorithms (Bedeley et al., 2019). As articulated above, using digital technologies as a means to achieve social justice enhances the reach of such efforts, impacting many more victims of social injustice. Indeed, this is one of the reasons that digital technologies are often sought after in the pursuit of social justice (Bedeley et al., 2019). However, efforts to expand the reach of influence through digital technologies can also have the unintended consequence of limiting the agency of social injustice victims. For example, engaging the participation of allies can inadvertently drown out the voices and agency of victims who may not have access to these technologies, depriving them of distributive justice.

Regarding algorithmic solutions to orchestrating social justice, the same tools can either support marginalized groups or be co-opted to inflict social injustice on others, compromising interactional justice. For example, Nguyen et al. (2024) found that using bot moderators to block harassers of feminist online communities has the unintended consequence of emboldening members of such online communities to verbally abuse their harassers, who have now been algorithmically silenced. In effect, they found that the algorithmic protection of harassment victims may facilitate social injustice inflicted by the harassment victims themselves (Nguyen et al., 2024). Further research is needed to identify how digital technologies can be designed to orchestrate social justice without provoking other forms of social injustice. A sober accounting of the real trade-offs that emerge with such efforts will help mitigate against solutions that are locally optimal yet globally suboptimal in the pursuit of social justice.

Tensions in Enabling Social Justice

Data and algorithms have proven to be an effective approach to intentionally supporting marginalized groups in digital platform environments (Kay et al., 2015). Data that identifies individuals who belong to marginalized groups can be used by algorithms to provide greater opportunities for economic and social exchange on digital platforms (Burtch & Chan, 2019). Such approaches can also be used to make marginalized groups more visible in spheres where they have been underrepresented due to stereotypes, biases, or discrimination (Wang & Joachims, 2021). However, such actions can also undermine social justice for other groups. For example, using algorithms to elevate the visibility of marginalized groups for economic exchange raises questions of procedural justice on the part of other participants who do not belong to such groups (Wang & Joachims, 2021).

Similarly, efforts to automate corrective actions through algorithms can inflict social injustice on other groups. For instance, in an effort to mitigate racial bias and stereotypes, engineers at Google tuned their generative AI model—Gemini—to exhibit greater representation of people of color in response to prompts. However, as a result of this overcorrection, the model returned results that systematically misrepresented the race of White people or would not display images of White people, prompting accusations of anti-White bias in the model (Gilbert, 2024). Future research on digital technologies and social justice is encouraged to embrace a broader scope of the impact of efforts to rectify social injustice through digital design. There is a need to surface the fairness tensions—in terms of distributive and procedural justice—associated with the design of digital technologies for social justice, such that the focus of interventions is not only on who is helped but also on who may be harmed.

Tensions in Inhibiting Social Justice

A key opportunity of digital technology—that it enables a range of activities and capabilities—is also a key challenge. In the domain of social justice, the very opportunities afforded by data, algorithms/models, and platforms also present an opportunity for malicious actors to inflict social injustice on target groups. This draws attention to a conundrum with which future research needs to grapple. Namely, in efforts to enact social justice through digital technologies, the very mechanisms for accomplishing this objective may be co-opted by oppressors to enact social injustice. Future research is needed to articulate trade-offs between promoting social justice, mitigating social injustice, and safeguarding economic and societal interests from policy, design, and governance perspectives. Bringing these perspectives to bear will be useful for achieving balance in promoting distributive, procedural, interactional, and other forms of justice. It will be to the benefit of the scholarly community and society to be clear-eyed about these trade-offs so that stakeholders can make informed choices about how to proceed and what the likely ramifications may be.

Beyond the digital realm, it is important for the scholarly community to recognize the social justice implications of the underlying hardware infrastructure (e.g., mobile phones, laptops, routers, and IoT sensors, among others). These are

produced from materials that originated somewhere through certain work processes; they were assembled in particular ways (e.g., to make repair impossible or for planned obsolescence) and will be disposed of in ways that can inflict social injustice. On the production side, there are issues of displacement of communities, deforestation, and habitat destruction to mine rare earth elements that are used by the semiconductors underlying digital technologies. Cooling systems at blockchain mining farms create noise pollution and negative well-being for rural communities. Consequently, the scholarly community must grapple with the idea that the hardware infrastructures upon which digital technologies operate may simultaneously benefit victims of social injustice while inhibiting social justice for others—e.g., at the expense of the well-being, basic health, and the security of displaced people.

Engaging Scholarly and Practitioner Communities in Navigating the Tensions

In keeping with the observation that social justice is a global concern, we expect that the opportunity to make meaningful advancements in navigating these tensions will be enhanced by greater engagement from scholars and practitioners in the Global South. Theories developed in the Global North tend to dominate the scholarly discourse on social justice (Collyer, 2018). Although this does add value to scholarly advancement regarding social justice phenomena, it is incomplete at best and does not offer an adequate accounting to understand the tensions or how to navigate them.[3] Scholars in the Global South likely have a different vantage point from which they theorize and understand the tensions evoked in social justice phenomena, and IS scholarship would benefit tremendously from embracing such theoretical perspectives (Dutta & Pal, 2020). Consequently, we encourage a greater representation of theoretical perspectives on digital technologies and social justice from scholars in the Global South in ways that can illuminate how to manage the tensions we have identified, while also surfacing new tensions.

Many of the digital technologies that have been discussed as being implicated in social justice to date were designed and developed in the Global North but deployed worldwide. Consequently, solutions to address the tensions in digital technologies and social justice globally have necessarily been constrained within the structure of design choices of developers in the Global North. This includes decisions on what data will be used in training models, what actions algorithms will take based on the data, and how models will perform in the wild. In the sociotechnical spirit, design choices are a social act. They express the value systems of the developers of digital technologies. As such, to address the challenges of digital technologies and social justice, developers in the Global South need to have greater agency in architecting solutions that express their own value systems and are sensitive to social justice considerations from their vantage point (see Agarwal et al.'s "Curated Cases: Curated Cases on Social Justice and Digital Technologies: Illuminating Phenomena across the World" in this special issue). The inclusion of a greater breadth of design perspectives will expand the solution space of digital technologies and can potentially unveil breakthroughs in social justice.

Co-Constitutive View in Exploring the Tensions

As future research explores the aforementioned tensions, perhaps adopting a design lens or another lens, we see an opportunity for fruitful discovery in adopting a co-constitutive view that captures how the *digital technologies-social justice* ensemble emerges and evolves. Among other issues, this perspective centers on the study of emergent properties and on cataloging and making sense of the key decisions, events, and interactions that underlie them. For instance, researchers could observe how unintended outcomes from well-intended design interventions emerge and how they are navigated. Taking such a view also permits examining the evolution of the ensemble over longer time frames, including the "start of life" (unjust mining and material production) and "end-of-life" (e-waste) social justice challenges of digital technologies. This could also be accomplished through studies that promote a "process view" on the interaction of digital technologies and social justice to promote learning among individuals and organizations. Lastly, the "ensemble view" allows for the study of multiple measures, such as digital and policy measures, in conjunction with each other.

Conclusion

As the discussions above and the papers in this special issue indicate, social justice is a multifaceted, multidimensional phenomenon with far-reaching implications. There are areas of overlap with research streams on the digital divide, social inclusion and exclusion, bias and discrimination, ethics, and fairness, to name a few. Part of the objective of this special issue has been to bring clarity around these myriad concepts and hopefully encourage IS researchers to be more precise in

[3] Recent discussions in the scientific community suggest that some approaches to the measurement of phenomena have inherent biases that distorts research conclusions and can have harmful policy implications. https://www.washingtonpost.com/science/2024/08/29/research-bias-cognitive-studies-executive-function-marshmallow-test/

their study of related phenomena. Adopting clear definitions and setting up boundaries for studies could help researchers obtain more robust findings.

We also note that topics at the intersection of social justice and digital technologies have gained much attention in other fields such as science and technology studies (e.g., Taylor, 2017). For example, the area of data justice has received much attention in such disciplines. We are heartened to see the recent interest in data-related phenomena in IS research (Aaltonen et al., 2023) and encourage more work in this area. Lastly, we believe that coupling research findings with public policy and regulation recommendations, where appropriate, would be highly beneficial in the domain of this special issue.

In summary, digital technologies often foreground or reveal the conflicting rights of different individuals or groups and the social inequities that accompany them. Furthermore, social justice issues are continuously evolving—driven, at times, by digital technologies—and impacting how digital technologies themselves are designed and used. We see both enabling and inhibiting influences (sometimes simultaneously) on social justice, highlighting the dual nature of digital technologies. Overall, this special issue aims to draw attention to and promote research at the intersection of social justice and digital technologies that could profoundly impact individuals and societies around the world.

References

Aaltonen, A., Alaimo, C., Parmiggiani, E., Stelmaszak, M., Jarvenpaa, S. L., Kallinikos, J., & Monteiro, E. (2023). What is missing from research on data in information systems? Insights from the inaugural workshop on data research. *Communications of the Association for Information Systems*, *53*, 475-490. https://doi.org/10.17705/1CAIS.05320

Agarwal, S., & Sen, A. (2022). Antiracist curriculum and digital platforms: Evidence from Black Lives Matter. *Management Science*, *68*(4), 2932-2948. https://doi.org/10.1287/mnsc.2021.4281

Arafa, M., & Armstrong, C. (2016). "Facebook to mobilize, Twitter to coordinate protests, and YouTube to tell the world": New media, cyberactivism, and the Arab Spring. *Journal of Global Initiatives: Policy, Pedagogy, Perspective*, *10*(1), 73-102.

Athey, S. (2017). Beyond prediction: Using big data for policy problems, *Science*, *355*(6324), 483-485. https://doi.org/10.1126/science.aal4321

Baiyere, A., Grover, V., Lyytinen, K. J., Woerner, S., & Gupta, A. (2023). Digital "x"—Charting a path for digital-themed research, *Information Systems Research*, *34*(2), iii-vii. https://doi.org/10.1287/isre.2022.1186

Bakardjieva, M., Felt, M., & Dumitrica, D. (2018). The mediatization of leadership: Grassroots digital facilitators as organic intellectuals, sociometric stars and caretakers. *Information, Communication & Society*, *21*(6), 899-914. https://doi.org/10.1080/1369118X.2018.1434556

Banker, R. D., Mitra, S., Sambamurthy, V., & Mitra, S. (2011). The effects of digital trading platforms on commodity prices in agricultural supply chains. *MIS Quarterly*, *35*(3), 599-611. https://doi.org/10.2307/23042798

Bedeley, R., Carbaugh, D., Chughtai, H., George, J., Gogan, J., Gordon, S., & Young, A. (2019). Giving voice to the voiceless: The use of digital technologies by marginalized groups. *Communications of the Association for Information Systems*, *45*, 20-38. https://doi.org/10.17705/1CAIS.04502

Bell, M. (2019). *Macron vowed to fight the populists. Now he's being engulfed by them*. CNN. https://edition.cnn.com/2019/01/11/europe/france-macron-yellow-vests-populism-intl/index.html

Berente, N., Gu, B., Recker, J., & Santhanam, R. (2021). Managing artificial intelligence. *MIS Quarterly*, *45*(3), 1433-1450. https://doi.org/10.25300/MISQ/2021/16274

Bernardi, R., Sarker, S., & Sahay, S. (2019). The role of affordances in the deinstitutionalization of a dysfunctional health management information system in Kenya: An identity work perspective. *MIS Quarterly*, *43*(4), 1177-1200. https://doi.org/10.25300/MISQ/2019/14187

Bharadwaj, A., El Sawy, O., Pavlou, P., & Venkatraman, N. (2013). Digital business strategy: Toward a next generation of insights. *MIS Quarterly*, *37*(2), 471-482. https://doi.org/10.25300/MISQ/2013/37:2.3

Brayne, S. 2020. *Predict and Surveil: Data, discretion, and the future of policing*. Oxford University Press.

Buckley, C. & Ramzy, A. (2021). Night images reveal many new detention sites in China's Xinjiang region. *The New York Times.* https://www.nytimes.com/2020/09/24/world/asia/china-muslims-xinjiang-detention.html

Burtch, G., & Chan, J. (2019). Investigating the relationship between medical crowdfunding and personal bankruptcy in the United States: Evidence of a digital divide. *MIS Quarterly*, *43*(1), 237-262. https://doi.org/10.25300/MISQ/2019/14569

Burton-Jones, A., & Sarker, S. (2021). Editor's comments: Creating our editorial board position statement on diversity, equity, and inclusion (DEI). *MIS Quarterly*, *45*(4), i-x.

Chamakiotis, P., Petrakaki, D., & Panteli, N. (2021). Social value creation through digital activism in an online health community. *Information Systems Journal*, *31*(1), 94-119. https://doi.org/10.1111/isj.12302

Chan, J., Ghose, A., & Seamans, R. (2016). The internet and racial hate crimes: Offline spillovers from online access. *MIS Quarterly*, *40*(2), 381-403. https://doi.org/10.25300/MISQ/2016/40.2.05

Cinnamon, J. (2017). Social injustice in surveillance capitalism. *Surveillance & Society*, *15*(5), 609-625. https://doi.org/10.24908/ss.v15i5.6433

Collyer, F. M. (2018). Global patterns in the publishing of academic knowledge: Global North, Global South. *Current Sociology*, *66*(1), 56-73. https://doi.org/10.1177/0011392116680020

Colquitt, J. A., Conlon, D. E., Wesson, M. J., Porter, C. O., & Ng, K. Y. (2001). Justice at the millennium: A meta-analytic review of 25 years of organizational justice research. *Journal of Applied Psychology*, *86*(3), 425-445. https://doi.org/10.1037/0021-9010.86.3.425

Constantiou, I. D., & Kallinikos, J. (2015). New games, new rules: Big data and the changing context of strategy. *Journal of Information Technology*, 30, 44-57. https://doi.org/10.1057/jit.2014.17

Cropanzana, R., Bowen, D. E., & Gilliland, S. W. (2007). The management of organizational justice. *Academy of Management*

Perspectives, *21*(4), 34-48. https://doi.org/10.5465/amp.2007.27895338

Dencik, L., Hintz, A., Redden, J., & Treré, E. (2019). Exploring data justice: Conceptions, applications and directions. *Information, Communication & Society*, *22*(7), 873-881. https://doi.org/10.1080/1369118X.2019.1606268

Deutsch, M. (2006). A framework for thinking about oppression and its change. *Social Justice Research*, *19*(1), 7-41. https://doi.org/10.1007/s11211-006-9998-3

Diaz Andrade, A., & Doolin, B. (2016). Information and communication technology and the social inclusion of refugees. *MIS Quarterly*, *40*(2), 405-416. https://doi.org/10.25300/MISQ/2016/40.2.06

Dutta, M. J. & Pal, M. (2020). Theorizing from the Global South: Dismantling, resisting, and transforming communication theory. *Communication Theory*, *30*(4), 349-369. https://doi.org/10.1093/ct/qtaa010

Fraser, N. (2005). Reframing justice in a globalizing world. *New Left Review*, 36, 69-88.

Fraser, N. (2008). Abnormal justice. *Critical Inquiry*, *34*(3), 393-422.

Friedman, J. N., & Holden, R. T. (2009). The rising incumbent reelection rate: What's gerrymandering got to do with it? *The Journal of Politics*, *71*(2), 593-611. https://doi.org/10.1017/S0022381609090483

Ganju, K. K., Atasoy, H., McCullough, J., & Greenwood, B. (2020). The role of decision support systems in attenuating racial biases in healthcare delivery. *Management Science*, *66*(11), 5171-5181. https://doi.org/10.1287/mnsc.2020.3698

Ghazawneh, A., & Henfridsson, O. (2013). Balancing platform control and external contribution in third-party development: The boundary resources model. *Information Systems Journal*, *23*(2), 173-192. https://doi.org/10.1111/j.1365-2575.2012.00406.x

Gilbert, D. (2024). Google's "woke" image generator shows the limitations of AI. *WIRED*. https://www.wired.com/story/google-gemini-woke-ai-image-generation/

Gregory, R. W., Kaganer, E., Henfridsson, O., & Ruch, T. J. (2018). IT Consumerization and the transformation of IT governance. *MIS Quarterly*, *42*(4), 1225-1253. https://doi.org/10.25300/MISQ/2018/13703

Goh, J. M., Gao, G., & Agarwal, R. (2016). The creation of social value: can an online health community reduce rural-urban health disparities? *MIS Quarterly*, *40*(1), 247-264 https://doi.org/10.25300/MISQ/2016/40.1.11

Golder, P. N., Dekimpe, M. G., An, J. T., van Heerde, H. J., Kim, D. S. U., & Alba, J. W. (2023). Learning from data: An empirics-first approach to relevant knowledge generation. *Journal of Marketing*, *87*(3), 319-336. https://doi.org/10.1177/00222429221129200

Grinberg, D. (2017). Chilling developments: Digital access, surveillance, and the authoritarian dilemma in Ethiopia. *Surveillance & Society*, *15*(3/4), 432-438. https://doi.org/10.24908/ss.v15i3/4.6623

Heeks, R., & Renken, J. (2018). Data justice for development: What would it mean? *Information Development*, *34*(1), 90-102. https://doi.org/10.1177/0266666916678282

Heeks, R., & Shekhar, S. (2021). Analysing urban platforms and inequality through a "platform justice" lens. In *Urban Platforms and the Future City* (pp. 134-148). Routledge. https://doi.org/10.4324/9780429319754-11

Hirschheim, R., & Klein, H. K. (1994). Realizing emancipatory principles in information systems development: The case for ETHICS. *MIS Quarterly*, *18*(1), 83-109. https://doi.org/10.2307/249611

Hoehle, H., Venkatesh, V., Brown, S., Tepper, B. J., & Kude, T. (2022). Impact of customer compensation strategies on outcomes and the mediating role of justice perceptions: A longitudinal study of Target's data breach. *MIS Quarterly*, *46*(1), 299-340. https://doi.org/10.25300/MISQ/2022/14740

Hwang, E. H., Guo, X., Tan, Y., & Dang, Y. (2022). Delivering healthcare through teleconsultations: implications for offline healthcare disparity. *Information Systems Research*, *33*(2), 515-539 https://doi.org/10.1287/isre.2021.1055

Inlakesh, R. (2020). *Are we seeing a new Arab Spring?* TRTWorld. https://www.trtworld.com/opinion/are-we-seeing-a-new-arab-spring-30904

Jang, H., Nanditha, N., Schelenz, L., Brandner, L. T., Burkhardt, A., Hirsbrunner, S. D., & Timcke, S. (2023). Platform (In) Justice: A Call for a Global Research Agenda. In *Companion Publication of the Conference on Computer Supported Cooperative Work and Social Computing* (pp. 411-414). https://doi.org/10.1145/3584931.360843

Jetzek, T., Avital, M., & Bjørn-Andersen, N. (2019). The sustainable value of open government data. *Journal of the Association for Information Systems*, *20*(6), 702-734. https://doi.org/10.17705/1jais.00549

Jha, S. K., Pinsonneault, A., & Dubé, L. (2016). The evolution of an ICT platform-enabled ecosystem for poverty alleviation. *MIS Quarterly*, *40*(2), 431-446. https://doi.org/10.25300/MISQ/2016/40.2.08

Johnson, J. A. (2014). From open data to information justice. *Ethics and Information Technology*, *4*(16), 263-274. https://doi.org/10.1007/s10676-014-9351-8

Joshi, K., 1989. The measurement of fairness or equity perceptions of management information systems users. *MIS Quarterly*, *13*(3), 343-358. https://doi.org/10.2307/249010

Jost, J. T., & Kay, A. C. (2010). Social justice: History, theory, and research. In S. T. Fiske, D. T. Gilbert, & G. Lindzey (Eds.), *Handbook of social psychology* (pp. 1122-1165). John Wiley & Sons. https://doi.org/10.1002/9780470561119.socpsy002030

Kane, G. C., Young, A. G., Majchrzak, A., & Ransbotham, S. (2021). Avoiding an oppressive future of machine learning: A design theory for emancipatory assistants. *MIS Quarterly*, *45*(1), 371-396. https://doi.org/10.25300/MISQ/2021/1578

Kay, M., Matuszek, C. & Munson, S. A. (2015). Unequal representation and gender stereotypes in image search results for occupations. In *Proceedings of the 33rd ACM Conference on Human Factors in Computing Systems* (pp. 3819-3828). https://doi.org/10.1145/2702123.2702520

Killen, M., Yee, K. M., & Ruck, M. D. (2021). Social and racial justice as fundamental goals for the field of human development. *Human Development*, *65*(5-6), 257-269. https://doi.org/10.1159/000521355

Kleven, T. (2009). Systemic classism, systemic racism: Are social and racial justice achievable in the United States? *Connecticut Public Interest Law Journal*, *8*(2), 37-84.

Lamont, J. (Ed.). (2017). *Distributive justice*. Routledge.

Leontiou, A. (2011). *World's shift from analog to digital is nearly complete.* NBC News. https://www.nbcnews.com/id/wbna41516959

Leventhal, G. S. (1980). What should be done with equity theory? In K. J. Gergen, M. S. Greenberg, & R. H. Weiss (Eds.), *Social exchange: Advances in theory and research* (pp. 27-55). Plenum.

Lowry, P. B., Zhang, J., Wang, C., & Siponen, M. (2016). Why do adults engage in cyberbullying on social media? An integration of online disinhibition and deindividuation effects with the social structure and social learning model. *Information Systems Research*, *27*(4), 962-986. https://doi.org/10.1287/isre.2016.0671

Mandaokar, P., Bhatt, P, & Choo, K.-K. R. (2021). Investigating formation of collective identity driving the Black Lives Matter movement during COVID-19. In *Proceedings of the Americas Conference on Information Systems*.

Marjanovic, O., Cecez-Kecmanovic, D., & Vidgen, R. (2022). Theorising algorithmic justice. *European Journal of Information Systems*, *31*(3), 269-287. https://doi.org/10.1080/0960085X.2021.1934130

Majchrzak, A., Markus, M. L., & Wareham, J. (2016). Designing for digital transformation: Lessons for information systems research from the study of ICT and societal challenges. *MIS Quarterly*, *40*(2), 267-277. https://doi.org/10.25300/MISQ/2016/40:2.03

Martin, K. E. (2019). Designing ethical algorithms. *MIS Quarterly Executive*, *18*(2), 129-142. https://doi.org/10.17705/2msqe.00012

McGrath, K. (2016). Identity verification and societal challenges. *MIS Quarterly*, *40*(2), 485-500. https://doi.org/10.25300/MISQ/2016/40.2.12

Miranda, S. M., Young, A., & Yetgin, E. (2016). Are social media emancipatory or hegemonic? Societal effects of mass media digitization in the case of the SOPA discourse. *MIS Quarterly*, *40*(2), 303-329. https://doi.org/10.25300/MISQ/2016/40.2.02

Monteiro, E., & Parmiggiani, E. (2019). Synthetic knowing: The politics of the internet of things. *MIS Quarterly*, *43*(1), 167-184. https://doi.org/10.25300/MISQ/2019/13799

Nguyen, A., Rai, A., & Maruping, L. M. (2024). Understanding the unintended effects of human-machine moderation in addressing harassment within online communities. *Journal of Management Information Systems*, *41*(2), 341-366. https://doi.org/10.1080/07421222.2024.2340831

Nishant, R., Srivastava, S. C., & Teo, T. S. (2019). Using polynomial modeling to understand service quality in e-government websites. *MIS Quarterly*, *43*(3), 807-826. https://doi.org/10.25300/MISQ/2019/12349

Nussbaum M. (1998). Nature, functioning and capability: Aristotle on political distribution. In *Oxford studies in ancient philosophy* (Supplementary Volume pp. 145-184). Clarendon.

O'Neill, C. (2016). *Weapons of math destruction: How big data increases inequality and threatens democracy*. Crown. https://doi.org/10.1177/0256090919853933

Pang, M. S., Lee, G., & DeLone, W. H. (2014). IT resources, organizational capabilities, and value creation in public-sector organizations: A public-value management perspective. *Journal of Information Technology*, *29*, 187-205. https://doi.org/10.1057/jit.2014.2

Parker, G. G., & Van Alstyne, M. W. (2005). Two-sided network effects: A theory of information product design. *Management Science*, *51*(10), 1494-1504. https://doi.org/10.1287/mnsc.1050.0400

Patton, L. D. & Bondi, S. (2015). Nice white men or social justice allies? Using critical race theory to examine how white male faculty and administrators engage in ally work. *Race Ethnicity and Education*, *18*(4), 488-514. https://doi.org/10.1080/13613324.2014.1000289

Pereira, G. V., Macadar, M. A., Luciano, E. M., & Testa, M. G. (2017). Delivering public value through open government data initiatives in a Smart City context. *Information Systems Frontiers*, *19*, 213-229. https://doi.org/10.1007/s10796-016-9673-7

Phang, C. W., & Kankanhalli, A. (2008). A framework of ICT exploitation for e-participation initiatives. *Communications of the ACM*, *51*(12), 128-132. http://doi.acm.org/10.1145/1409360.1409385

Qureshi, I., Sutter, C., & Bhatt, B. (2018). The transformative power of knowledge sharing in settings of poverty and social inequality. *Organization Studies*, *39*(11), 1575-1599. https://doi.org/10.1177/0170840617727777

Qureshi, Z. (2023). Rising inequality: A major issue of our time, *Brookings Institute*. https://www.brookings.edu/articles/rising-inequality-a-major-issue-of-our-time/

Rai, A., Constantinides, P., & Sarker, S. (2019). Next generation digital platforms: Toward human-AI hybrids. *MIS Quarterly*, *43*(1), iii-ix.

Ranchordás, S. (2022). Connected but still excluded? Digital exclusion beyond internet access. In M. Ienca, O. Pollicino, L. Liguori, E. Stefanini, & R. Andorno (Eds.), *The Cambridge handbook of life sciences, information technology and human rights* (pp. 244-258). Cambridge University Press. https://doi.org/10.1017/9781108775038.020

Rawls J (1971). *A theory of justice*. Harvard University Press.

Rhue, L., & Clark, J. (2022). Who are you and what are you selling? Creator-based and product-based racial cues in crowdfunding. *MIS Quarterly*, *46*(4), 2229-2260. https://doi.org/10.25300/MISQ/2022/15214

Ryan-Mosley, T. (2012). Google has a new tool to outsmart authoritarian internet censorship. *MIT Technology Review*. https://www.technologyreview.com/2023/09/13/1079381/google-jigsaw-outline-vpn-internet-censorship/

Sabbagh, C. & Schimitt, M. (2016). *Handbook of social justice research and theory*. Springer. https://doi.org/10.1007/978-1-4939-3216-0

Schradie, J. (2020). The great equalizer reproduces inequality: How the digital divide is a class power divide. In *Rethinking class and social difference* (Vol. 37, pp. 81-101). Emerald. https://doi.org/10.1108/S0198-871920200000037005

Schrempf, J. (2011). Nokia Siemens networks: Just doing business—or supporting an oppressive regime? *Journal of Business Ethics*, 103, 95-110. https://doi.org/10.1007/s10551-011-0844-7

Sarker, S., Chatterjee, S., Xiao, X., & Elbanna, A. (2019). The sociotechnical axis of cohesion for the IS discipline: Its historical legacy and its continued relevance. *MIS Quarterly*, *43*(3), 695-720. https://doi.org/10.25300/MISQ/2019/13747

Selander, L., & Jarvenpaa, S. L. (2016). Digital action repertoires and transforming a social movement organization. *MIS Quarterly*, *40*(2), 331-352. https://doi.org/10.25300/MISQ/2016/40.2.03

Sen, A. (1999). *Development as freedom*. Oxford University Press.

Shore, J., Baek, J., & Dellarocas, C. (2018). Network structure and patterns of information diversity on Twitter. *MIS Quarterly*, *42*(3), 849-972. https://doi.org/10.25300/MISQ/2018/14558

Siegel, B. (2020). *House Democrats introduce policing reform bill named for George Floyd*. ABC News. https://abcnews.go.com/Politics/house-democrats-introduce-policing-reform-bill-named-george/story?id=71069101

Soriano, M. R. T. (2012). The vulnerabilities of online terrorism. *Studies in Conflict & Terrorism*, *35*(4), 263-277. https://doi.org/10.1080/1057610X.2012.656345

Strittmatter, K. (2020). *We have been harmonized: Life in China's surveillance state*. HarperCollins.

Szostek, J. (2018). News media repertoires and strategic narrative reception: A paradox of dis/belief in authoritarian Russia. *New Media & Society*, *20*(1), 68-87. https://doi.org/10.1177/1461444816656638

Tan, B., Anderson Jr, E. G., & Parker, G. G. (2020). Platform pricing and investment to drive third-party value creation in two-sided networks. *Information Systems Research*, *31*(1), 217-239. https://doi.org/10.1287/isre.2019.0882

Tan, C. W., Benbasat, I., & Cenfetelli, R. T. (2013). IT-mediated customer service content and delivery in electronic governments: An empirical investigation of the antecedents of service quality. *MIS Quarterly*, *37*(1), 77-109. https://doi.org/10.25300/MISQ/2013/37.1.04

Taylor, L. (2017). What is data justice? The case for connecting digital rights and freedoms globally. *Big Data & Society*, *4*(2), 1-16. https://doi.org/10.1177/2053951717736335

Tiwana, A. 2014. *Platform ecosystems: Aligning architecture, governance, and strategy*. Morgan Kaufmann. https://doi.org/10.1016/C2012-0-06625-2

United Nations (2006). *Social justice in an open world: The role of the United Nations*. http://www.un.org/esa/socdev/documents/ifsd/SocialJustice.pdf

Van den Hoven, M. J. (1999). Privacy or informational injustice. In L. J. Pourciau (Ed.), *Ethics and electronic information in the 21st century* (pp. 139-150). Purdue University Press.

Venkatesan, S., Valecha, R., Yaraghi, N., Oh, O., & Rao, H. R. (2021). Influence in social media: An investigation of tweets spanning the 2011 Egyptian Revolution. *MIS Quarterly*, *45*(4), 1679-1714. https://doi.org/10.1016/10.25300/MISQ/2021/15297

Venkatesh, V., Cheung, C. M., Davis, F. D., & Lee, Z. W. (2023). Cyberslacking in the workplace: Antecedents and effects on job performance. *MIS Quarterly*, *47*(1), 281-316. https://doi.org/10.25300/MISQ/2022/14985

Wang, L. & Joachims, T. (2021). User fairness, item fairness, and diversity for rankings in two-sided markets. In *Proceedings of ACM SIGIR International Conference on Theory of Information Retrieval* (pp. 23-41). https://doi.org/10.1145/3471158.3472260

Wang, S. A., Pang, M. S., & Pavlou, P. A. (2022). Seeing is believing? How including a video in fake news influences users' reporting of fake news to social media platforms. *MIS Quarterly*, *46*(3), 1323-1354. https://doi.org/10.25300/MISQ/2022/16296

Wenzel, M., Okimoto, T. G., Feather, N. T., & Platow, M. J. (2008). Retributive and restorative justice. *Law and Human Behavior*, *32*(5), 375-389. https://doi.org/10.1007/s10979-007-9116-6

Willison, R., & Warkentin, M. (2013). Beyond deterrence: An expanded view of employee computer abuse. *MIS Quarterly*, *37*(1), 1-20. https://doi.org/10.25300/MISQ/2013/37.1.01

Xu, X. (2021). To repress or to co-opt? Authoritarian control in the age of digital surveillance. *American Journal of Political Science*, *65*(2), 309-325. https://doi.org/10.1111/ajps.12514

Yoo, Y. (2010). Computing in everyday life: A call for research on experiential computing. *MIS Quarterly*, *34*(2), 213-231. https://doi.org/10.2307/20721425

Zuboff, S. (2019). Surveillance capitalism and the challenge of collective action. *New Labor Forum*, *28*(1), 10-29. https://doi.org/10.1177/1095796018819461

About the Authors

Min-Seok Pang is a professor of information systems and analytics at the Wisconsin School of Business, University of Wisconsin-Madison. He received a B.S. in industrial engineering and an M.S. in management from Korea Advanced Institute of Science and Technology and holds a Ph.D. in business administration from University of Michigan. He was previously a faculty member at Temple University and George Mason University. His research interests include, among others, cybersecurity management, strategic management of information technologies, and technology-enabled public policies. His research has been published in top-tier academic journals such as *MIS Quarterly*, *Management Science*, *Information Systems Research* (*ISR*), *Strategic Management Journal*, and *Organization Science*. His single-authored *ISR* article received an AIS Best Information Systems Publication Award and an *ISR* Best Published Paper Award. He currently serves as a senior editor for *Journal of the Association for Information System* and an associate editor for *Information Systems Research*. ORCiD: 0000-0001-9010-6260

Atreyi Kankanhalli is Provost's Chair Professor in the Department of Information Systems and Analytics, National University of Singapore (NUS). She is the co-director of the Centre for Computational Social Science and Humanities at NUS. Professor Kankanhalli conducts research related to online communities, human-AI collaboration, AI in healthcare, and open innovation, with a range of organizations sponsored by government and industry grants. Her work has appeared in premium journals, such as *MIS Quarterly*, *Information Systems Research*, *Research Policy*, *Proceedings of the National Academy of Sciences*, *Journal of Management Information Systems*, and *Journal of the Association for Information Systems*. She has been listed among the leading IS researchers globally. She serves or has served on the editorial boards of *Information Systems Research* (senior editor, associate editor), *MIS Quarterly* (senior editor, associate editor), and *Journal of the Association for Information Systems* (senior editor). She served as program chair for ICIS 2021 (first hybrid AIS conference) and PACIS 2015, as well as doctoral consortium chair for ACIS 2024, ICIS 2022, ICIS 2026, and AMCIS 2023. She has been recognized with the AIS Sandra Slaughter Service Award and is an AIS Fellow. Her awards for broader impact include the Singapore 100 Women in Tech (SG100WIT) and the Asia Women Tech Leaders Award (AWTLA). ORCiD: 0000-0002-7085-6598

Margunn Aanestad is a professor of information systems at the University of Oslo, Norway and is affiliated with the Department of Information Systems at the University of Agder, Norway. She researches the impacts of digitalization on work, organizations and societies, in particular related to digital platforms and information infrastructures. Based on an interdisciplinary approach that draws on information systems, practice perspectives and science and technology studies, she conducts qualitative empirical studies in close collaboration with practitioners. Research themes include the digitalization of the healthcare sector, the organizational adoption of analytics and AI, and the interplay between digital transformation and sustainability transitions ("twin transitions"). Her recent book, *Digital Inclusion*, co-authored with Brit Ross

Winthereik and Åsa Mäkitalo, analyses inclusion and exclusion related to public sector digitalization in the Nordic countries, which are among the world's most digitalized countries. Her research has been published in journals such as *Management Information Systems Quarterly, Information Systems Research, Journal of Strategic Information Systems, Journal of the Association of Information Systems, Information Systems Journal, Information and Organization*, etc. ORCiD: 0000-0003-3731-4241

Sudha Ram is Anheuser-Busch Endowed Professor of MIS, Entrepreneurship & Innovation in the Eller College of Management at the University of Arizona. She has joint faculty appointments as a professor of computer science and member of the BIO5 Institute, Applied Math, and Institute for Environment. She is the director of the INSITE: Center for Business Intelligence and Analytics at the University of Arizona. Dr. Ram received a Ph.D. from the University of Illinois at Urbana-Champaign in 1985 and a P.G.D.M. from IIM Calcutta in 1981. Her research is in the areas of big data analytics, business intelligence, and large-scale network science. Dr. Ram has published more than 250 research articles in refereed journals, conferences and book chapters. She has received more than $70 million in research funding from both corporate sources and government agencies including organizations such as IBM, SAP, Ford, Raytheon Missile Systems, US ARMY, NIST, National Science Foundation, NASA, and Office of Research and Development of the CIA. She is currently a co-editor for the *Journal of Business Analytics*. She is an INFORMS ISS Fellow and an AIS Fellow and received the Women of Impact Award from the University of Arizona in 2023. ORCiD: 0000-0001-6053-1311

Likoebe M. Maruping is a professor of computer information systems and a member of the Center for Digital Innovation at the J. Mack Robinson College of Business at Georgia State University. His research is primarily focused on innovation in startups and small- and large-scale collectives such as teams, communities, and crowds. He focuses on how digital technology, governance, and collaboration are implicated in innovation at different levels of analysis. Dr. Maruping serves as a senior editor for *MIS Quarterly* and has previously served as an associate editor for *Information Systems Research* and *MIS Quarterly* and as a senior editor for *Journal of the Association for Information Systems*. He is a recipient of the *MIS Quarterly* Reviewer of the Year and Outstanding Associate Editor of the Year Awards and the *Information Systems Research* Best Associate Editor Award. ORCiD: 0000-0001-5105-6635

Appendix

Special Issue Process

The call for papers for this special issue was announced in June 2021. Prospective authors were invited (but not required) to submit an extended abstract of the research they planned to submit to the special issue. By November 2021, a total of 182 extended abstracts had been received, and the authors had received feedback from the editor team. A total of 137 full manuscripts were submitted to the special issue, 90 of which were regular articles and 47 of which were curated cases. Thirteen submissions were desk rejected, and the remaining 124 underwent peer review. Out of the 124 submissions that were peer reviewed, 28 were invited for further consideration.

The authors of these manuscripts were invited to participate in virtual author development workshops on February 3-4, 2022, during which they presented and received feedback on the essence of their papers and engaged in discussions regarding the most significant issues identified by the review panels. In the end, 13 submissions were accepted for publication as part of this special issue: eight regular articles and five curated cases.

Introduction of Curated Cases

In an effort to innovate the types of articles that *MIS Quarterly* publishes, the Curated Cases were introduced (Agarwal et al.). The intent was to address potential phenomenological blind spots that relate to digital technologies and social justice, particularly in geographies that are underrepresented in the research published in top IS journals. There was a concern among the special issue editorial team that necessitating the positioning of phenomena within existing theory could risk blind spots regarding emergent phenomena that are societally meaningful. This concern is not unique, as other disciplines are increasingly cognizant of the value proposition of elevating empirical work that draws attention to novel problems (see Golder et al., 2023 for an example).

By curating a collection of short, empirically focused cases on how digital technologies are implicated in social justice phenomena, this special issue aimed to showcase understudied domains and motivate the scholarly community to engage in deep theoretical and empirical work that will inform our sensemaking as a scientific discipline. Further, as digital technologies and social justice are a global concern, we concluded that short, empirically focused cases would be an accessible avenue to include the diverse perspectives of the global IS community on this consequential domain of research inquiry.

Diversity and Inclusion Efforts

Mindful of the special issue theme being one that is a global concern, we aimed to be intentional in enacting inclusiveness across a variety of dimensions. First, as already indicated, one of the motives for introducing the curated case collection was to achieve inclusiveness in the geographies represented and the authors submitting their work. Second, the special issue author development workshop prioritized the participation of author teams who had not previously published in *MIS Quarterly* before. We felt that this would be particularly important as it would allow many such authors to understand how to approach revisions in a review process at a top journal. Third, we constituted an editorial board that represented a diversity of perspectives and geographies. We also worked closely with associate editors to construct review panels that represented a wide diversity of perspectives and geographies in evaluating the submissions. In sum, we have been intentional in how we approached inclusivity in the special issue.

Special Issue Editorial Board