

Naja L. Holten Møller  
Assistant professor  
The HCC Section  
Administration  
Postal address:  
Emil Holms Kanal 6, 2300 København S, 24, 5th floor  
Email: [naja@di.ku.dk](mailto:naja@di.ku.dk)  
Mobile: +45 27 59 57 92  
Phone: +45 35 33 47 71



## Short presentation

Naja Holten Møller is an expert on Computer-Supported Cooperative Work (CSCW) in complex, professional work domains. Her research unfolds through a deep engagement with issues of responsibility, and the enactment of ethics through participation of stakeholders in technology use- and design. She explores different questions ethnographically to understand; How do evolving data-driven technologies transform conventional forms of work? How do we balance concerns for human values while utilizing data in the design of technologies that automate tasks and introduce algorithms in decision-making? These questions she investigates in long-term collaborations with different types of organizations, particularly in the public sector. Digitalization of the public sector is not a one-time transformation; adaptive data-driven technologies introduce continual forms of change for bureaucracies and public decision-, but also for citizens and others who engage with these work processes. In particular, Naja Holten Møller is noted for her research on “data work” and the challenges and opportunities opened up by the use of large datasets and algorithms to optimize work in the future workplace.

## Employment

### Associate Professor

Human-Centred Computing

København N.

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## Publications

### Data-Driven Futures of International Refugee Law

Byrne, William Hamilton, Gammeltoft-Hansen, Thomas, Piccolo, S., Møller, Naja Holten, Slaats, Tijs & Katsikouli, Panagiota, 2024, (E-pub ahead of print) In: *Journal of Refugee Studies*. 29 p.

### Designing with Awareness: Building an Agenda for Worker and Patient Well-being

Milbak, Tina Westergaard, Simonsen, Jakob Grue, Hansen, M. B. & Møller, Naja Holten, 2023, *Proceedings of 21st European Conference on Computer-Supported Cooperative Work*. European Society for Socially Embedded Technologies

### The Role of Physical Cues in Co-located and Remote Casework

Flügge, Asbjørn William Ammitzbøll & Møller, Naja Holten, 2023, In: *Computer Supported Cooperative Work*. 32, p. 275–312

### Who Cares About Data? Ambivalence, Translation, and Attentiveness in Asylum Casework

Nielsen, Trine Rask, Menendez-Blanco, M. & Møller, Naja Holten, 2023, In: *Computer Supported Cooperative Work: CSCW: An International Journal*. 32, p. 861–910 50 p.

### Auditing Risk Prediction of Long-Term Unemployment

Seidelin, C., Moreau, T., Shklovski, Irina & Møller, Naja Holten, 2022, In: *Proceedings of the ACM on Human-Computer Interaction*. 6, GROUP, p. 112 8.

### Data as a Lens for Understanding what Constitutes Credibility in Asylum Decision-making

Nielsen, Trine Rask & Møller, Naja Holten, 2022, In: *Proceedings of the ACM on Human-Computer Interaction*. 6, GROUP, 1 p., 3492825.

### **Deconstructing Gender in Asylum Categories: An Archival Perspective on a Practice with Limited Access**

Gammeltoft-Hansen, Thomas, Kaltenhäuser, Kristin, Møller, Naja Holten & Slaats, Tijs, 2022, In: Proceedings the European Conference on Computer-Supported Cooperative Work. 20, 19 p.

### **Editorial Introduction - GROUP 2022 Second Wave**

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### **Investigating DataWork Across Domains**

Pine, K., Bossen, C., Møller, Naja Holten, Miceli, M., Lu, A. J., Chen, Y., Horgan, L., Su, Z., Neff, G. & Mazmanian, M., 2022, *CHI 2022 - Extended Abstracts of the 2022 CHI Conference on Human Factors in Computing Systems*. Association for Computing Machinery, Inc., p. 1-6 87

### **Machine Learning and Asylum Adjudications: From Analysis of Variations to Outcome Predictions**

Katsikouli, Panagiota, Byrne, William Hamilton, Gammeltoft-Hansen, Thomas, Høgenhaug, Anna Murphy, Møller, Naja Holten, Nielsen, Trine Rask, Olsen, Henrik Palmer & Slaats, Tijs, 2022, In: IEEE Access. 10, p. 130955-130967 13 p.

### **Who Has an Interest in "Public Interest Technology"? Critical Questions for Working with Local Governments & Impacted Communities**

Stapleton, L., Saxena, D., Kawakami, A., Nguyen, T., Flügge, Asbjørn William Ammitzbøll, Eslami, M., Møller, Naja Holten, Lee, M. K., Guha, S., Holstein, K. & Zhu, H., 2022, *CSCW 2022 - Conference Companion Publication of the 2022 Computer Supported Cooperative Work and Social Computing*. Association for Computing Machinery, p. 282-286 5 p.

### **Work of the Future**

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### **Can Workplace Tracking Ever Empower? Collective Sensemaking for the Responsible Use of Sensor Data at Work**

Møller, Naja Holten, Neff, G., Simonsen, Jakob Grue, Villumsen, J. C. & Bjorn, Pernille, Jul 2021, In: Proceedings of the ACM on Human-Computer Interaction. 5, GROUP, 21 p., 219.

### **'Thinking problematically' as a resource for AI design in politicised contexts**

Petersen, A. C. M., Cohn, M. L., Hildebrandt, Thomas Troels & Møller, Naja Holten, 2021, *CHIItaly 2021 - Frontiers of HCI: Proceedings of the 14th Biannual Conference of the Italian SIGCHI Chapter*. Association for Computing Machinery, p. 1-8 13 p. (ACM International Conference Proceeding Series).

### **Confronting Asylum Decision-making through Prototyping Sensemaking of Data and Participation**

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### **Editorial Introduction: GROUP 2022 First Wave**

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### **Immersive Cooperative Work Environments (CWE): Designing Human-Building Interaction in Virtual Reality**

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### **Work of the Unemployed: An inquiry into individuals' experience of data usage in public services and possibilities for their agency**

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### **A Worker-Driven Common Information Space: Interventions into a Digital Future**

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### **Algorithmic decision making in public services: A CSCW-perspective**

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### **EcoKnow: Engineering Effective, Co-created and Compliant Adaptive Case Management Systems for Knowledge Workers**

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### **From Efficiency to Care: Shifting Accountabilities in COVID-19 Digital Job Placement**

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### **Shifting Concepts of Value: Designing Algorithmic Decision-Support Systems for Public Services**

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### **Who does the work of data?**

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### **Work of the 'Unemployed': A Design Fiction**

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### **Editor's welcome**

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### **Assembling the case: Citizens' strategies for exercising authority and personal autonomy in social welfare**

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### **GRACE: Broadening narratives of computing through history, craft and technology**

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**Data work in healthcare: Challenges for patients, clinicians and administrators**

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**The future of clerical work is precarious**

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**A Constructive-Critical Approach to the Changing Workplace and its Technologies**

Møller, Naja Holten, Shklovski, I., Silberman, M. S., Dombrowski, L. & Lampinen, A., 2017, *Proceedings of 15th European Conference on Computer-Supported Cooperative Work : Panels, Demos and Posters*. EUSSET, 6 p. (Reports of the European Society for Socially Embedded Technologies).

**Building Information Modeling: the dream of perfect information**

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**Making sense of medical records in a non-medical practice**

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**The clinical work of secretaries: exploring the intersection of administrative and clinical work in the diagnosing process**

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**Coordination by avoidance: bringing things together and keeping them apart across hospital departments**

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**Standardized cancer pathways: layers of sorting out patients suspected with cancer**

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