ARTIFICIAL INTELLIGENCE, BIG DATA, STRATEGIC FLEXIBILITY, AGILITY, AND ORGANIZATIONAL RESILIENCE: A CONCEPTUAL FRAMEWORK BASED ON EXISTING LITERATURE

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ABSTRACT

In today’s economically turbulent times, it is imperative that organizations remain flexible and resilient in order to adapt themselves to an ever-changing environment. To facilitate this, organizations should rely upon pliant structures of information, whilst simultaneously continuing to incorporate more rigid infrastructures in order to allow for the collection and analysis of large amounts of both internal and external data. This juxtaposition gives rise to the need for a trade-off. While academic literature has stressed that information systems may represent a burden for organizations pursuing strategic agility, flexibility, and organizational resilience, this paper highlights the ways in which Analytical, Automatic, Adaptive, and Agile information systems - or Big Data Analytics (BDA) capable information systems - may be helpful. In particular, this paper proposes BDA capable information systems, tied with artificial intelligence capabilities, as a trade-off solution. Alongside this, it also proposes some further implications of the topic for scholars and practitioners.

KEYWORDS

Organizational Resilience, Strategic Agility, Strategic Flexibility, Big Data Analytics, Artificial Intelligence, Information Systems

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