Ella Kolkowska is a lecturer and PhD-student in Informatics at Örebro University, Sweden. In her research, Ella focuses on users’ information security behaviour in relation to information system security (ISS) policies and guidelines. Especially, she is interested in studying how users’ professional values influence their information security behaviour and how ISS policies should be designed so they are not in conflict with users’ professional values.

The thesis addresses the problem of a lack of ISS compliance methods which support a systematic analysis of compliant and non-compliant behaviours as well as the reasons for these behaviours. The problem is addressed by designing a method that supports an analysis of the different values that come into play in compliance and non-compliance situations in ISS. The method is called the Value-Based Compliance (VBC) method.

The VBC method is a hands-on guide aimed at assisting practitioners (managers and ISS managers) who wish to extend their analysis of employees’ compliance and understand the reasons for failing to comply with ISS rules given by employees. The VBC method is built on a social perspective where users’ knowledge about the current practice, their responsibility-taking and intentionality actions are utilized in the design of information security solutions. I believe that, by studying value conflicts in relation to non-compliance, it is possible to explain many of the tensions that are experienced in relation to ISS policy implementation and use. Hence, it helps to clarify the choices that have to be made in any ISS policy design or implementation. Using the VBC method directs management’s attention to other security solutions, such as new security policies and technical measures. This subsequently should lead to more work-friendly ISS rules, better ISS rule compliance and more prudent strategic decisions on the investment and design of ISS.

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Doctoral Dissertation
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