

THE ROLE OF DIGITALIZATION IN CONTEMPORARY ORGANIZATIONS: A SYSTEMATIC LITERATURE REVIEW

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Abstract

The role of digitalization in contemporary organizations is a current and highly relevant topic, which is why the specialized literature requires frequent revision and updating of the theoretical framework. Therefore, this paper aims to provide a recent contribution to this framework, enabling a better conceptualization of digitalization in relation to the most important organizational process, more exactly, decision-making. In this regard, the main objective of the study is to determine the role that digitalization plays in contemporary organizations, particularly in relation to decision-making. The research employs a systematic literature review methodology, relying exclusively on sources indexed in the Web of Science Core Collection. Furthermore, the research findings answer its central question, providing a current, rigorous and coherent perspective on the subject under analysis. Additionally, the study concludes by highlighting the role and importance of digitalization in the organizational environment.

Keywords

Digitalization, contemporary organizations, decision-making, systematic literature review

JEL Classification

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