Table of Contents

Preface .................................................................................................................................................. xv

Section 1
End-User Computing: Innovations and New Understanding

Chapter 1
Contrasting IT Capability and Organizational Types: Implications for Firm Performance ............... 1

   Terry Anthony Byrd, Auburn University, USA
   Linda W. Byrd, Auburn University, USA

Chapter 2
Utilization and Perceived Benefit for Diverse Users of Communities of Practice in a Healthcare Organization ................................................................. 25

   Steven Walczak, University of Colorado Denver, USA
   Richard Mann, Cardinal Health, USA

Chapter 3
Culturally Compatible Usability Work: An Interpretive Case Study on the Relationship between Usability Work and Its Cultural Context in Software Product Development Organizations ............... 54

   Netta Iivari, University of Oulu, Finland

Chapter 4
Studying the Documentation of an API for Enterprise Service-Oriented Architecture .................. 81

   Brad A. Myers, Carnegie Mellon University, USA
   Sae Young Jeong, Carnegie Mellon University, USA
   Yingyu Xie, Carnegie Mellon University, USA
   Jack Beaton, Nokia, Inc., USA
   Jeff Stylos, Carnegie Mellon University, USA
   Ralf Ehret, SAP, AG, Germany
   Jan Karstens, SAP, AG, Germany
   Arkin Efeoglu, SAP, AG, Germany
   Daniela K. Busse, SAP Labs, LLC, USA
Chapter 5
Mutual Development: The Software Engineering Context of End-User Development .......... 103
  *Anders I. Mørch, University of Oslo, Norway*
  *Renate Andersen, University of Oslo, Norway*

Section 2
Approaches, Frameworks and Techniques for End-User Computing

Chapter 6
WOAD: A Framework to Enable the End-User Development of Coordination-Oriented Functionalities ................................................................. 127
  *Federico Cabitza, Università degli Studi di Milano-Bicocca, Italy*
  *Carla Simone, Università degli Studi di Milano-Bicocca, Italy*

Chapter 7
Self-Determined Adoption of an ICT System in a Work Organization .......................... 148
  *Eija Korpelainen, Helsinki University of Technology, Finland*
  *Matti Vartiainen, Helsinki University of Technology, Finland*
  *Mari Kira, Helsinki University of Technology, Finland*

Chapter 8
A Model of System Re-Configurability and Pedagogical Usability in an E-Learning Context: A Faculty Perspective ................................................................. 168
  *Jianfeng Wang, Mansfield University of Pennsylvania, USA*
  *William J. Doll, The University of Toledo, USA*
  *Xiaodong Deng, Oakland University, USA*

Chapter 9
End-User Software Engineering and Why It Matters .................................................... 185
  *Margaret Burnett, Oregon State University, USA*

Chapter 10
End User Development and Meta-Design: Foundations for Cultures of Participation ........ 202
  *Gerhard Fischer, University of Colorado, USA*

Chapter 11
Investigating Technology Commitment in Instant Messaging Application Users ............. 227
  *Y. Ken Wang, University of Pittsburgh at Bradford, USA*
  *Pratim Datta, Kent State University, USA*
Section 3
End-User Computing: Evidence from Practice

Chapter 12
Appropriation Infrastructure: Mediating Appropriation and Production Work
Gunnar Stevens, University of Siegen and Fraunhofer FIT, Germany
Volkmart Pipek, University of Siegen and Fraunhofer FIT, Germany
Volker Wulf, University of Siegen and Fraunhofer FIT, Germany

Chapter 13
Entering the Clubhouse: Case Studies of Young Programmers Joining the Online Scratch Communities
Yasmin B. Kafai, University of Pennsylvania, USA
Deborah A Fields, University of California, Los Angeles, USA
William O. Burke, University of Pennsylvania, USA

Chapter 14
Enterprise Systems Training Strategies: Knowledge Levels and User Understanding
Tony Coulson, California State University, San Bernardino, USA
Lorne Olfman, Claremont Graduate University, USA
Terry Ryan, Claremont Graduate University, USA
Conrad Shayo, California State University, San Bernardino, USA

Chapter 15
The Influence of Perceived Source Credibility on End User Attitudes and Intentions to Comply with Recommended IT Actions
Allen Johnston, University of Alabama, USA
Merrill Warkentin, Mississippi State University, USA

Chapter 16
Organizing End-User Training: A Case Study of an E-Bank and its Elderly Customers
Harri Oinas-Kukkonen, University of Oulu, Finland
Sari Hohtari, Kemi-Tornio University of Applied Sciences, Finland
Samuli Peikola, Tampere University of Technology, Finland

Chapter 17
A Path Analysis of the Impact of Application-Specific Perceptions of Computer Self-Efficacy and Anxiety on Technology Acceptance
Bassam Hasan, The University of Toledo, USA
Mesbah U. Ahmed, The University of Toledo, USA

Compilation of References

About the Contributors

Index