Table of Contents

Preface.................................................................................................................................................. xiv

Section 1

Chapter 1
Exploring Meaning: The Implications of a Hyphen for Socio-Technical Theory and Practice.......... 1
  
  Elayne Coakes, University of Westminster, UK
  Jim Coakes, University of Westminster, UK

Chapter 2
Designing Visionary Leadership Teams.............................................................. 36
  
  Martin Johnson, The Thalidomide Trust, UK

Chapter 3
The Change Equation............................................................................................................. 56
  
  Peter Duschinsky, Imaginist Company, UK

Chapter 4
Leveraging Communities for Sustainable Innovation: A Commentary............................... 68
  
  Elayne Coakes, University of Westminster, UK
  Peter A.C. Smith, The Leadership Alliance Inc., Canada
  Dee Alwis, University of Middlesex, UK

Chapter 5
Affective Factors for Successful Knowledge Management.................................................. 79
  
  Peter A.C. Smith, The Leadership Alliance Inc., Canada

Chapter 6
The War for Talent: Identifying Competences in IT Professionals through Semantics.............. 88
  
  Ricardo Colomo-Palacios, Universidad Carlos III de Madrid, Spain
  Marcos Ruano-Mayoral, EgeoIT, Spain
  Pedro Soto-Acosta, Universidad de Murcia, Spain
  Ángel García-Crespo, Universidad Carlos III de Madrid, Spain
Section 2

Chapter 7
Think Global, Act Local: How ICTs are Changing the Landscape in Community Development...... 101
   Sylvie Albert, Laurentian University, Canada
   Don Flournoy, Ohio University, USA

Chapter 8
Towards a Knowledge-Based Economy – the Case of Botswana: A Discussion Article .............. 117
   Bwalya Kelvin Joseph, University of Botswana, Botswana

Section 3

Chapter 9
A Framework for Analyzing Online Communities: Sponsor and Member Value Proposition......... 129
   M. Gordon Hunter, University of Lethbridge, Canada
   Rosemary Stockdale, Swinburne University of Technology, Australia

Chapter 10
Realising Virtual Reality: A Reflection on the Continuing Evolution of New Media.................... 144
   Allan McLay, RMIT University, Australia

Chapter 11
Free, Open, Online Help Forums: Convenience, Connection, Control, Comfort, and
Communication...................................................................................................................... 162
   Carla van de Sande, Arizona State University, USA

Chapter 12
A Way Out of the Information Jungle: A Longitudinal Study about a Socio-Technical Community
and Informal Learning in Higher Education........................................................................ 180
   Isa Jahnke, TU Dortmund University, Germany

Chapter 13
The Diverging Effects of Social Network Sites on Receiving Job Information for Students and
Professionals .......................................................................................................................... 202
   Bart Rienties, Maastricht University, The Netherlands & University of Surrey, UK
   Dirk Tempelaar, Maastricht University, The Netherlands
   Miriam Pinckaers, TNT post BV, The Netherlands
   Bas Giesbers, Maastricht University, The Netherlands
   Linda Lichel, Maastricht University, The Netherlands
Section 4

Chapter 14
Performing Charlotte: A Technique to Bridge Cultures in Participatory Design ........................................ 219
Ann Light, Sheffield Hallam University, UK
Dorothea Kleine, University of London, UK
Royal Holloway, University of London, UK
Macarena Vivent, Universidad de La Frontera, Spain

Chapter 15
Achieving Best Practice Manufacturing Involving Tacit Knowledge through the Cautious Use of Mixed-Mode Modelling .......................................................................................................................... 237
Miles G. Nicholls, RMIT University, Australia
Barbara J. Cargill, University of Melbourne, Australia

Compilation of References ........................................................................................................................................... 257

About the Contributors .................................................................................................................................................. 284

Index ........................................................................................................................................................................ 290