Managing the Human Side of Information Technology: Challenges and Solutions

Table of Contents

Preface ............................................................................................................ vii
Edward J. Szewczak, Canisius College, USA
Coral R. Snodgrass, Canisius College, USA

Part I: Leadership, Risk, Spirit and Information Technology

Chapter I
The Changing Face of Leadership: The Influence of Information Technology .................................................................................. 1
Walter O. Einstein, University of Massachusetts–Dartmouth, USA
John H. Humphreys, Eastern New Mexico University, USA

Chapter II
The Social Antecedents of Business Process Planning Effectiveness ................................................................................. 35
Sofiane Sahraoui, American University of Sharjah, United Arab Emirates

Chapter III
Assessing the Risks of IT-Enabled Jobs ................................................. 60
Laura Lally, Hofstra University, USA

Chapter IV
The Non-Technical Side of Office Technology: Managing the Clarity of the Spirit and the Appropriation of Office Technology .. 78
Huub J. M. Ruël, University of Twente, The Netherlands

Part II: Organizational Communication, Learning and Information Technology

Chapter V
Computer-Mediated Communication–The Power of Email as a Driver for Changing the Communication Paradigm .............................. 106
Dianne Willis, Leeds Metropolitan University, England
Chapter VI
Personal Information Privacy and the Internet: Issues, Challenges and Solutions ................................................................. 131
Edward J. Szewczak, Canisius College, USA

Chapter VII
E-communication of Interdepartmental Knowledge: An Action Research Study of Process Improvement Groups .......... 162
Ned Kock, Temple University, USA
Robert J. McQueen, University of Waikato, New Zealand

Chapter VIII
A Strategic Systems Perspective of Organizational Learning: Development of a Process Model Linking Theory and Practice .... 182
Olivia Ernst Neece, California Institute of Technology, USA

Part III: Organizational Groups and Information Technology

Chapter IX
GSS Facilitation: A Reflective Practitioner Perspective ....................... 223
Pak Yoong, Victoria University of Wellington, New Zealand
Brent Gallupe, Queen’s University, Canada

Chapter X
Using Action Learning in GSS Facilitation Training ............................. 250
Pak Yoong, Victoria University of Wellington, New Zealand
Brent Gallupe, Queen’s University, Canada

Chapter XI
Extending Collaboration Support Systems: Making Sense in Remote Innovation ............................................................. 266
Thekla Rura-Polley and Ellen Baker
University of Technology–Sydney, Australia

Part IV: Culture and Information Technology

Chapter XII
Andrew Targowski and Ali Metwalli
Western Michigan University, USA
Chapter XIII
Cultural Characteristics of IT Professionals: An
Ethnographic Perspective ................................................................. 311
Robert W. Gerulat, Empire State College, USA

About the Authors ........................................................................... 343

Index .................................................................................................. 349