Index

A
Abacus 115
academic management system 191
action technologies 207
acyclic menu structure 82
anthropology 279
artificial intelligence (AI) 269
automated recommender system 36
automation 222

B
backlash risks 26
banner ad 24
Blackboard 192
business curriculum 195
business process reengineering (BPR) 269

captology 42
cascading style sheets (CSS) 85
click-stream data 255
cluster analysis 139
command languages 79
command-based coding 78
company logos 24
computer information systems (CIS) 173
computer skills 149
computer-based information systems 284
congruency 81
construct paradigm 274
consumer behavior 23
conventional media 134
copernican turn 277
course management system (CMS) 192
custom research tool 254
customer support 24
cyclic menu structure 82

custom research tool 254
customer support 24
cyclic menu structure 82

D
decision-making 110
descriptive markup 84
disorientation 4
disruptive technology 222
document type definition 85
dynamic link libraries (DLL) 256

E
e-store 23
electronic document 211
electronic media 138
email attached survey 52
end user computing (EUC) 147
end user qualities 147
end-user program 175
end-user satisfaction 135
enlargement of the horizon 275
epistemology 278
external statistical data (ESD) 110

F
factor analysis 140
form fill-in structure 83
form-fill-in wizard 78
frame 7
functional boundaries 227
functional circle 280

G
geographical information system (GIS) 112
Glass-Steagall Act 221
grounded theory 161

H
hermeneutic approach 163

I
individualistic approach 279
infocracy 227
information centre (IC) 147
information retrieval system 2
information seeking 8
information system (IS) 147, 162, 267
information technology (IT)
135, 147, 193, 221, 234
informative commercial 28
innate ideas 279
instrument validity 66
integrated personal financial services (IPFS) 220
interaction mode 78, 79
internal demand 208

J
jittered visualization 38

L
layout 44
learnability 80

M
macroeconomic environment 202
Index 307

markup languages 78
mental model 2, 87
menu/form-fill in interfaces 81
metaphysical paradigm of inquiry 285
meter data agents (MDAs) 242
meter providers (MPs) 242
micro-based software 177
Microsoft Office Assistant 172
missing ontological unity 275
modernism-postmodernism debate 267
multidimensional scaling (MDS) 36
multiple-window environment 7

N
navigation 44
navigation buttons 24
navigational tool 1
neural network 37
No Child Left Behind Act 191
nonhierarchical links 3
novelty effect 60

O
observation data 273
online community 192
online teaching 192
organisational culture 203
organizational boundaries 227
organizational context 201

P
page design 44
paper based survey 53
paradigm 273
paradigm of inquiry 276
participant motivation 50
participation ease 57
personal financial services 220
population size 64
portal IPFS 225
portal providers 227
presentational markup 84
privacy 45
procedural markup 84
product development operational model (PDOM) 243
project evaluation 110
Q
Questionnaire for User Interface Satisfaction (QUIS) 43
R
radical constructivism 279
related tasks 114
response consistency 50
response error 67
response flexibility 62
response rate 54
response time 63
S
sample bias 64
sampling problems 50
scandal of philosophy 277
School of Business Administration Network 192
security 45
self organizing map (SOM) 37
self-administered survey 59
self-efficacy 151
service quality (SERVQUAL) 136
session membership matrix 38
share of wallet 225
single menu structure 82
smart classroom 174
social capital 238
social dynamics 50
social presence 135
sociological paradigm 274
sociopragmatic constructivism (SPC) 268
software crisis 268
software solution architects 176
software solutions architecture 174
software-based approach 253
standard generalized markup language (SGML) 85
standardization 192
statistical information system (SIS) 110
strategic alliance 233
strategic alliance phases 235
student achievement 192
SuperBook 7
survey data collection media 49
survey responses 49
systems theory 202

T

table mode 116
task model 110
telepresence 27
tree menu structure 82
tree structure 5
true picture 28

U

usability techniques 42
usability testing 110
usability testing procedure 118
user background 87
user interface 9, 23, 43, 45, 78, 79, 87
user satisfaction 42
user systems development 161
user-developer (UD) 162

V

value mode 115
virtual community 196
virtual organization 223
virtual reality markup language (VRML) 86
virtual reality storefronts 26

W

Web based training (WBT) 173
Web-based survey 52
WebBrowser Control 253
Webqual 43
Website logs 36
Website presentation techniques 22
Website usefulness 45
willingness to compromise 239
workflow protocol 207
workflow systems (WS) 202