About the Contributors

Panayiotis Zaphiris, City University London Panayiotis, is a reader at the Centre for Human-Computer Interaction Design. Before joining City University, he was a researcher at the Institute of Gerontology at Wayne State University from where he also got his PhD in human-computer interaction (HCI). His research interests lie in human-computer interaction with an emphasis on inclusive design and social aspects of computing. He is especially interested in HCI issues related to the elderly and people with disabilities. He is also interested in Internet related research (web usability, mathematical modelling of browsing behaviour in hierarchical online information systems, online communities, e-learning, computer aided language learning (CALL) and social network analysis of online human-to-human interactions). Panayiotis was the principal investigator of the JISC Information Visualisation Foundation Study and a co-investigator on the DRC Formal Investigation into Web site accessibility (managing the automatic testing of 1000 websites) and the JISC Usability Studies for JISC Services and Information Environment projects.

Chee Siang Ang is a research fellow in the Centre for Human-Computer Interaction (HCI) Design. He is interested in human interactions and social tendencies in the virtual world, particularly Second Life, from a sociological, psychological and HCI perspective. His main research interests include the psychology and sociology of computer games, virtual worlds or 3D Computer-Mediated Communication (CMC), learning theories particularly in gaming, digital media such as interactive narrative and simulation.

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Samantha Bax is an associate lecturer in the School of Information Technology at Murdoch University in Western Australia. She also works as an application developer. Her research interests include end user development and information systems success, as well as online learning environments.

Jorge Brusa is an associate professor at Texas A&M International University. He has an undergraduate degree from the Universidad del Litoral (Argentina), master’s degree from the University of Arkansas at Little Rock, and doctoral degrees from the Universidad de Belgrano (Argentina) and the University of Arkansas. His research interests include the study of new technologies in international markets and the effect of technology in financial markets. His studies have been published in numerous finance and technology journals.
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**Andrea Carugati** is associate professor at Århus School of Business. Andrea’s research focuses on information systems development and on the use of systems theory to create business-relevant systems. Andrea Carugati has published on the *European Journal of Information Systems*, on *International Journal of Human and Technology Interaction*, at the International Conference on Information Systems, and at the European Conference on Information Systems.

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**Claus-Dieter Hohmann** is the chief technology officer of Autostadt in Germany. He has served as the senior executive for this communicative platform for marketing and culture demonstrating the latest automotive technology, since April 2002. Previously, Mr. Hohmann served as Autostadt’s chief information officer, responsible for bringing the park to the digital age. His interest in the organizational unconscious began 6 years ago at which point he started to develop insights on management and organization practical experience and theory from a psychoanalytic perspective. His main interests are specialized in the field of networked societies, where virtual impressions do not reach the strength of real experiences, thus one loses the ability to deal with strong emotions since it is possible to always escape into virtual realities. Furthermore Mr. Hohmann currently serves as a lecturer and associated academic in seminars dealing with the psychodynamics in international organizations since April 2008 at Johann Wolfgang Goethe University in Frankfurt.

**Netta Iivari** has a doctoral degree in information systems and a master’s degree in cultural anthropology. Currently, she works as an assistant professor in the department of information processing science in the University of Oulu, Finland. In her doctoral thesis, she critically analyzed the discourses constructing ‘organizational culture’ and ‘usability work’ in the software product development context. Her research relies on interpretive and critical research traditions. Currently, she is specifically interested in the discursive construction of ‘users’ and ‘their role’ in the open source software development context. She has published in a number of human computer interaction and information systems research conferences and journals.
Ishraga Khattab works for the Sudan Academy for Banking and Financial Science. Previously, Ishraga was a PhD student in the School of Information Systems, Computing and Mathematics at Brunel University. She obtained her PhD from the Brunel University in July 2007. The main focus of her PhD studies was on exploring the impact of cultural differences in the use of mobile phones in both public and private locations. Ishraga also has a master's degree in Internet and multimedia information systems and a first degree in economics and political science.

Steve Love works in the School of Information Systems, Computing and Mathematics at Brunel University, West London, UK. His research interests primarily focus on looking at the social impact of mobile technology on people's behaviour and its affect on their perception of the usability of mobile services and applications. He has led a number of industrially funded research projects in the area of mobile application interface design and evaluation. In addition, he is on the editorial boards of the International Journal of Technology Human Interaction and the Mobile Communication Research Annual.

Tanya McGill is a senior lecturer in the School of Information Technology at Murdoch University in Western Australia. She has a PhD from Murdoch University. Her major research interests include end user computing and information technology education. Her work has appeared in various journals including the Journal of Research on Computing in Education, European Journal of Psychology of Education, Decision Support Systems, Information Resources Management Journal and Journal of Organizational and End User Computing.