About the Contributors

Darek M. Haftor, PhD, (prev. Darek M. Eriksson) is currently an associate professor at the Stockholm University School of Business, Stockholm, Sweden. He has studied the sciences and arts at various universities in Europe and North America, and received his doctorate in Industrial Organization at Chalmers University of Technology, Sweden. He has spent fifteen years in various managerial positions in the private industry sector, and has worked in Europe and the Middle East. Previously, he has held several academic positions in Sweden, including the Mid Sweden University, the Luleå University of Technology, and at the Linnaeus University where he is currently affiliated as a senior researcher. Darek is now mainly occupied with research and teaching, and he is also the Director of Executive Education at the Stockholm University School of business. His research addresses two main frontiers: the structure and dynamics of information-based organizations and their operations, and the normative conditions inherent in the design, development and change of any human affairs.

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Sara Alander, MSc in Environmental Planning and Design, PhD in Gender and Technology. Her research interests are in the relationship between technology and society with a particular focus on sustainable development, not only in an ecological, resource saving way but also in regard to social, economic and cultural aspects such as health, social care, participation, creativity and understanding. Her research shows how awareness of diversity, the multiplicity of perspectives and visions that continue to...
influence the use of technology and technology development enhances the opportunities to understand and integrate situated knowledges in making the changes required for sustainable development.

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**Jacques Berleur** is an emeritus professor at the Computer Science Faculty of the University of Namur (Belgium) where he was a professor from 1972. He continues to be interested in, and specialized in, the fields of “Computers and Rationality”, “Computers and Society” and “Ethics of Computing”. His research interests have included the epistemology of computing, technology assessment in the field of development and use of information and communication technology, social informatics, and the ethics of computing. He was previously co-director of the Cellule Interfacultaire de Technology Assessment (CITA), an interdisciplinary research team that focuses on the assessment of information and communication technology. He was President of his University, which is a Catholic University, for 9 years (1984-1993), and a European advisor to the Jesuit Advisory Committee for Higher and University Education of the Society of Jesus in Rome (1994-1997). He was involved as a Belgian expert to several initiatives co-financed by the European Commission including the FAST Programme (Forecasting and Assessment for Science and Technology) and the MONITOR Programme (1989-93). He co-authored the first “Science and Technology Assessment Report” to the European Parliament. He is co-founder of the European Association for Society, Science and Technology (ESST), a consortium of fifteen European Universities which has created common masters curricula in “Society, Science and Technology”. He is a corresponding member of the “Académie Européenne des Sciences, des Arts et des Lettres” in Paris since 1993. He is a longstanding member of the International Federation for Information Processing, and helped to found Technical Committee 9 on Computers and Society, working group 9.2 on social accountability and computing, and special interest group 9.2.2 on the IFIP framework on ethics. He is author of around 200 papers and has authored and co-edited several well-known books which provided many of the foundations to the two fields known today as computers and society and the ethics of computing.

**Birgitta Bergvall-Kåreborn**, PhD, is professor in Social Informatics at Luleå University of Technology, where she also earned her Ph.D. Her current research interests concern participatory design in distributed and open environments; human centric and appreciative methodologies and methods for design, evaluation and learning; and, the relation between IT-use and IT-design. She has contributed to
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**Gunilla Bradley**, PhD, is Professor emerita at School of ICT, Royal Institute of Technology (KTH). She is an interdisciplinary scholar that has focused her lifelong research in the interplay between ICT, Human Beings, and Society. Beginning in 1973, Prof. Bradley who has a broad background in the social and behavioral sciences, initiated and led cross-disciplinary research programs on computerization and working life at Stockholm University. This program was conducted for twenty years. Gunilla Bradley was one of the first to do interdisciplinary studies with Computer Science and ICT related disciplines on psychosocial, motivational and emotional changes, and additionally, organizational, institutional and, societal changes emerging of the interrelations between ICT, Society, and Human Beings. Prof. Bradley’s positions have been placed in several institutions in Sweden as well as abroad, e.g., professor of Technology and Social Change at Royal Institute of Technology, professor of Informatics at Umeå University and Mid Sweden University, professor of Informatics at KTH, guest professor at the Centre for ICT & Society in Salzburg Austria, visiting professor at Stanford University USA in two periods. Her positions and engagement in academia has led to the establishment of a worldwide network of renowned scholars from a variety of fields that are inspired by professor Bradley’s pioneering work. These fields range from: Human Work Science, Social Informatics, Human-Computer Interaction, Media Technology, Computer Science, Communications. Prof. Bradley has authored more than 200 publications during the last 30 years and is the author of 13 books.

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Tom Denison, PhD is a research associate with the Centre for Community Networking Research, Monash University, Melbourne. Having consulted widely in Australia and Vietnam, his research interests relate to the provision of online services, and the situated use of information and communications technology within the frameworks of social and community informatics. His recent projects include: a cross-cultural study of the drivers for, and barriers to, the adoption of web-based technologies by non-profit organizations in Australia and Italy; and a study of the use of information and communications technology for social cohesion among Chinese and Italian communities in Melbourne, Australia, and the Chinese in Prato, Italy.

Susan Dray, PhD, has worked in the field of Human Factors since 1979. She worked for 14 years industry, on both research and corporate IT systems. Since 1993, as president of Dray & Associates, Inc., she has provided contextual user research, usability evaluation, and interface design consultation for a wide range of products, systems, and applications and has worked in 24 countries. She has given over 100 talks at professional conferences in the U.S., Europe, Africa, and Australia, including invited plenary and keynote speeches. In addition, she has published numerous papers and book chapters. She is Publications Director of the UPA, was the North American editor of Behaviour and Information Technology, and co-edited the Business Column of the ACM magazine <interactions> for many years. Susan was elected a Fellow of the Human Factors and Ergonomics Society in 1994. She is the 2006 recipient of the ACM-SIGCHI Lifetime Service Award.

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**Annagreta Dyring** was born in Lapland (northern Sweden) and studied Modern Language at Uppsala University, Trinity College in Dublin and the universities of Göttingen and Rome. After working as director of communication at Uppsala University, she was offered to lead the Swedish programme for Public Understanding of Science at the Swedish Council for Planning and Coordination of Research, where her specialization as a journalist in popular science grew. She engaged researchers and artists in the public debate and developed new forms of communicating between researchers and the community in general: debate books, theatre of science, popular science weeks, etc. In the 1990s she was the curator for two large popular science exhibitions at the Bundeskunsthalle in Bonn; “ErdSicht” and “Arctic-Antarctica”. The combination of Art & Science is her speciality. Annagreta Dyring has participated in a large Multi Media-project in the European Union, and has had a lot of board assignments; for example the Swedish Author’s Fund, The National Museum of Science and Technology, The Swedish Species Information Centre and others. She is also a writer. Her latest book “Polardrömmars höga pris” (The High Price of Polar Dreams) was published in 2007. She received The Royal Society of Pro Patria gold medal and the Royal Academy of Engineering Sciences gold medal. The University of Stockholm has appointed her honorary doctor.

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Peter Hoonakker, PhD, is Research Scientist at the Center for Quality and Productivity Improvement at the University of Wisconsin-Madison. Hoonakker’s research focuses on the relationship between job and organizational characteristics and quality, safety and health, in different settings such as the construction industry, the public sector, the IT sector, and healthcare. He has published the results of his studies in more than 60 technical reports and nearly 100 conference papers, book chapters, and journal articles.

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Geraldine Hultkrantz, née Pratchett was born in Hassocks, Sussex, England in 1938 and spent the war years in England. On her father’s return from serving as a Naval Mine Disposal Officer in 1946, the family moved to South Africa. Returning to Europe in 1953 they settled in Jersey, Channel Islands. Geraldine joined the WRNS (Women’s Royal Naval Service) and served there until her marriage to Professor Åke Hultkrantz in Stockholm in 1960 when she became an English teacher (RSA – teaching English as a second language). She started an English Kindergarten in their house, and taught English for various Adult Education Programmes. Her work entailed translation, checking manuscripts for her husband and other professionals as well as for journals e.g. Acta Americana, etc. Geraldine has painted animal portraits as a hobby, designed book covers for some of her husband’s books and collaborated with him in Das Buch der Schamanen: Nord – und Südamerika, (Luzerne, 2002). Since 2006 Geraldine has been working on many of her late husband’s unpublished manuscripts. Two volumes of The Veils of Religion, are to be published in Aberdeen. She has also compiled Shoshone Tales – a collection of Indian Tales. These should be in book form by Christmas 2010. She has written the History of the Hultkrantz Family, Lt. R.M. Pratchett, RNVR, M.B.E. World War II Experiences, (the story of her father’s exploits and adventures during WWII). Her first novel – Time to Tell – a story of forbidden love during the Occupation of the Channel Islands during WWII has just been released. A sequel is planned. Geraldine’s friendship with Gunilla started when Gunilla’s children attended English Kindergarten some thirty years ago and has strengthened and grown with the years.

Stina Immonen is D. Sc (Tech). She works as Lecturer at Aalto University School of Science and Technology, Helsinki. Her most recent research initiatives deal with media industry, how technological advancements will affect the media professionals’ knowledge work, and how media organisations’ flexibility and agility can be improved through organisational development.

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Author of several books, papers and research reports, all in the information systems area, he has headed several conferences and workshops within the mentioned area.

**Kristo Ivanov** is PhD and Professor Emeritus of Informatics at Umeå University, Sweden. He was educated in Brazil, France and Sweden, and worked both as engineer and manager in France, Sweden and the USA. In 1972, he was the first in Sweden to receive a PhD in Informatics (then Electronic Data Processing), from the Royal Institute of Technology, on a thesis that gains relevance for every year: the quality of information. He has held academic positions at Stockholm University, Linköping University, and Umeå University, all in Sweden; in the latter he founded and managed the Department of Informatics, a nationally and internationally leading institution of its kind. Ivanov’s research interests, presented in more than 100 main publications, are focused on the relation between Systems Sciences and its applications to business and government. He is especially interested in the interplay among technical, economic, political, psychological, aesthetical and ethical considerations in the design and use of information technology, including philosophical and theological issues. One main question that dominates the research interest is what directs and should direct the development and application of information technology.

**Nicole Jochems** studied computer science at the RWTH Aachen University. Since April 2005 she is a research assistant and Ph.D. candidate at the Institute of Industrial Engineering and Ergonomics at RWTH Aachen University. In 2010 she will receive the Dr.-Ing. degree from RWTH Aachen University. Her research interests include human-computer interaction, design of age-based user interfaces and ergonomics.

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Elspeth McKay, PhD, FACS, is an active researcher in the School of Business IT and Logistics at the RMIT University, Australia www.rmit.edu.au/staff/elspeth_mckay. Her PhD is in Computer Science and Information Systems, from Deakin University, Geelong, Australia. Elspeth also holds further qualifications in Instructional Design, Computer Education and Business Information Systems. She is passionate about designing effective eLearning resources for the education sector and industry training/reskilling programmes research interests involve investigations of how individuals interpret text and graphics within Web-mediated learning environments. Her work involves developing specialist e-Learning tools implemented through rich internet applications; including: ARPS – an advanced repurposing pilot system, COGNIWARE – a multi-modal e-Learning framework, GEMS – a global eMuseum System, eWRAP – Electronic work readiness awareness programme, EASY – Educational/academic (skills) screening for the young, offering enhanced accessibility through touch screen technologies. Over the last decade Dr McKay has published extensively in the research fields of HCI and educational technology. Her authored books include: The eLearning Toolkit, ARK Group, UK, 2009; The Human-Dimensions of Human-Computer Interaction: Balancing the HCI Equation, Vol:3 Future of Learning, IOS Press, Netherlands, 2008; Enhancing Learning Through Human-Computer Interaction: Premier Reference Source. London: Idea Group Reference, 2007. In recognition of her contribution to the professional practice of information systems research, she was elected as a Fellow of the Australian Computer Society (ACS).

Vladimir Munipov, a leading pioneer of the science of ergonomics in Russia, is an authority on the theory, practice, and history of ergonomics, industrial design, and labor psychology. Munipov was born in 1931 in Asbest city in Ural. He graduated at the science department of the philosophy faculty at the Lomonosov Moscow State University in 1954. In 1962, he was one of the founders of USSR Research Institute of Industrial Design (VNIITE). From 1962 to 1992 he worked in VNIITE. Munipov received PhD in ergonomics in USSR in 1988 and received the professorship in ergonomics in 1990. In 1995, Munipov was elected as academician of the Russian Academy of Education. Today he is professor at the Moscow State University of Radioengineering, Electronics and Automation. Munipov was the author of more than 300 scientific contributions. He is known to professionals throughout the world as the author of the paper “Chernobyl operators: criminals or victims?” published in Applied Ergonomics (1992). He contributed to the chapter on ergonomics published in International Encyclopedia on the Work Safety and Hygiene (Geneva, 1997). He wrote the text book for students of the highest educational institutes “Ergonomics: The Human-centered Ergonomic Design of Tool, Technology, Hardware, Software and Environment” (2001). Munipov was elected to the International Commission on Human Factors in Computerization, and he was member of advisory board of the Handbook on Human Factors (three editions have been issued, USA). He also served as a member of international editorial board of the journals Applied Ergonomics (UK), Ergonomics (UK), Human-Computer Interaction (USA) and others. Munipov was part of prominent professionals on ergonomics in International Encyclopedia of Ergonomics and Human Factors (second edition, 2006).
Christina Mörtberg, PhD, docent/reader, is an associate professor at the Department of Informatics, University of Oslo, Norway and University of Umeå, Sweden. Mörtberg's current research interests can be described in two interrelated areas that link to each other. In the first, systems design, she bases her research on situated perspectives and participatory design approaches and in the second, a theoretical/methodological perspective is in focus where systems design is studied in combination with theory/methodology based on (feminist) science and technology studies. Mörtberg has been involved in numerous national, Nordic, and international research projects throughout the years and has also been one of the founders of several transnational research networks. She has published and continues to publish her research on her own as well as in collaboration with doctoral students and colleagues.

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Jacob Palme, Professor emeritus at Stockholm university, Department of Computer and Information Science. He has done research on natural-language understanding, programming language design (co-inventor of object oriented languages 1973), computer-mediated communication (early research 1975-1990).

Natalie Pang graduated with a PhD from Monash University’s Faculty of Information Technology. Her research is an interdisciplinary study of cultural institution, the commons and participation in the contemporary media environment. Her other research and teaching interests include archival informatics, information management, human-computer interaction, and collaborative records management. A graduate of Melbourne University in Australia and Nanyang Technological University in Singapore,
Natalie has worked in Singapore, Malaysia, and Australia. An active contributor and member of the P2P Foundation, she has also served as an Honorary Research Associate of Museum Victoria, the Victorian Association of Tertiary Libraries and the Centre for Community Networking and Research, Monash University in Australia.

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**Alice Robbin** is an associate professor of library and information science in the School of Library and Information Science at Indiana University Bloomington. She is co-director of the Rob Kling Center for Social Informatics. Her research interests include information policy, communication and information behavior in complex organizations, and the societal implications of the information age. In addition to her research on the consequences of privacy law and policy for social research, the effects of digital inequality, and information seeking behavior on the Internet, she examines the political controversy over the federal reclassification of standards for racial and ethnic group data.

**Michelle M. Robertson**, PhD., CPE is a research scientist at the Liberty Mutual Research Institute for Safety and has conducted primarily applied, field intervention research studies in ergonomics and training for more than 17 years. Dr. Robertson also spent 12 years at the University of Southern California where she served on the faculty at the Institute of Safety and Systems Management. She is a Board Certified Professional Ergonomist and holds a Ph.D. in Instructional Technology and a M.S. in Systems Management from the University of Southern California, and a B.A. in Human Factors from the University of California, Santa Barbara. She is a Fellow of the Human Factors and Ergonomics Society and the International Ergonomics Association. She was co-recipient of the National Occupational Research Agenda, Innovative Research Award for Worker Health and Safety.

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About the Contributors

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Michael J. Smith is Professor emeritus. He received his Ph.D. degree in Industrial Psychology from the University of Wisconsin-Madison in 1973. Dr. Smith directed a research program on human factors and safety at the US National Institute for Occupational Safety and Health from 1974-1984. Professor Smith received the US Public Health Service Superior Service Award for his research on applying human factors methods to reduce occupational injuries, and two special awards for his research on the health effects of using computers at work, and for research on the causes of occupational injuries. Dr. Smith was a professor of Industrial Engineering at the University of Wisconsin from 1984-2007 where he received many teaching awards. He is currently professor emeritus. Professor Smith has published many journal articles and refereed book chapters dealing with human factors and ergonomics, and has edited 22 books. He has been the editor-in-chief for the two scientific journals, the International Journal on Human-Computer Interaction, and Cognitive Ergonomics. He has served on the editorial boards of several scientific journals. Professor Smith is a Certified Professional Ergonomist (CPE) and a licensed psychologist. Professor Smith is a Fellow of the International Ergonomics Association.
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Larry Stillman, PhD is a Senior Research Fellow at the Centre for Community Networking Research (CCNR) within the Faculty of Information Technology at Monash University, Melbourne. His most recent research activity has included a comprehensive study of ICT cultures in welfare organisations in the State of Victoria Australia as well as social-technical issues around the development of the Digital Doorway project, project for deprived communities, based in South Africa. He is also interested in theoretical issues about the relationship between community informatics and Information Systems, as well as broader issues concerned with theory development, rigour, and methodology in technology field work where the emphasis is upon community engagement and development. He has been key to the Community Informatics conferences held at the Monash Centre, Prato, Italy.

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Dagny Stuedahl, PhD and postdoc at Department of Media and Communication, University of Oslo, has a background in ethnology, history and theatre studies. Her design research focus is related to socio-cultural aspects of participatory design, digital design, communication design – and especially related to design with and for youths. Her background in ethnology brings a concentration on performative interactions between individuals and the collective in media spaces, in which technological artefacts play an important role. Her current research focuses on the interchange between narratives, proximity-based social and personal media and digital environments related to youths’ engagement with digital cultural heritage.
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Margaret Tan is Associate Professor at the Wee Kim Wee School of Communication and Information and Deputy Director, Singapore Internet Research Centre at Nanyang Technological University. Her research interests include the building of online trust and security, data protection and privacy, e-payment, Internet policies and governance, and the digital societies. With many scholarly publications and 2 books: “The Virtual Workplace” and “e-Payment: The Digital Exchange”, Margaret has also spoken at international conferences as well as serving numerous editorial boards of international journals. She has taught senior executives in areas ranging from information technology planning and strategies, change management and process redesign as well as knowledge management.

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