

# Index

## A

action plans 467  
 active server pages (ASP) 232, 234  
 adaptative structuration theory (AST) 748  
 ad-hoc systems 767  
 adult learning 871, 872, 873, 874, 875, 876  
 agency theory 329  
 alternative dispute resolution (ADR) 668  
 American Society for Training and Development (ASTD)  
     623, 625, 629, 630  
 andragogy 42, 43, 44, 45, 46, 47, 125  
 applicant tracking systems (ATSs) 22, 401  
 application management 424  
 application service providers (ASPs) 22, 477  
 applications 18, 19, 20, 21, 22, 23  
 appraisal approach, 360-degree 307, 309, 312, 313  
 appraisal approach, behaviorally-based 309  
 arbitration 181  
 ASKME recruitment system 73  
 asynchronous JavaScript and XML (AJAX) 232, 234  
 avatars 133, 134, 135

## B

baby-boomers 770, 771  
 balanced scorecard approach 464, 465, 466, 467, 468,  
     469  
 bargaining 178, 179, 181, 182, 184  
 bargaining, collective 179, 181  
 bargaining, distributive 178, 181  
 bargaining, integrative 181, 182  
 basic pay 843, 846  
 benchmarking (goal setting) 92, 93, 94, 95, 96, 97, 98,  
     99, 100, 101, 307, 313  
 benefits 842, 843, 846, 847  
 bias, anchoring 701  
 bias, availability 701  
 bias, confirmation 701  
 bias, hindsight 701  
 body of knowledge 84

Bologna process, The 777, 779, 780, 782  
 bulletin boards 154, 155  
 business analytics (BA) 560, 561, 562  
 business intelligence (BI) 560, 561, 562  
 business intelligence systems 223, 224, 225, 227, 228  
 business organizational excellence 437, 438  
 business process outsourcing (BPO) 477, 479, 480, 481  
 business process reengineering 304  
 business processes 97, 98  
 business strategies 94  
 business to employee (B2E) 77, 78, 80, 81, 82  
 business unit 342  
 business-continuity plan 765

## C

cafeteria reward system 341  
 candidate relationship management (CaRM) 406, 408,  
     409, 410, 411  
 capital, human  
 capital, intellectual 428, 429, 430, 431, 432, 433  
 capital, organizational  
 capital, social 429  
 career ladder 217, 219  
 cascading goals 309, 312  
 cascading style sheets (CSS) 234  
 catastrophe communications network 767, 769  
 change management process 760  
 chat 155  
 client-server computing architecture 234  
 collaboration, horizontal 857, 858, 860, 861  
 collaboration, trans-disciplinary 856, 857, 858, 859, 860,  
     861  
 collaboration, vertical 857, 859, 861  
 collaborative learning on demand (CLoD) 15, 17  
 collaborative technologies 136, 137, 138, 139, 140, 891,  
     893, 894, 895, 896  
 communication 4, 156  
 communication, employee 248, 249  
 communication, organizational 248, 249  
 communication, symmetrical system of 249

communication, tools of 250  
communities of practice 143, 144, 578  
Companhia Distribuidora de Gás do Rio de Janeiro (CEG)  
72, 73, 74, 75, 76  
compensation packages 842, 847  
competence ontologies 541, 542, 544, 545, 546  
competency 84, 85, 87, 89, 90  
competency analysis 878, 879  
competency gap analysis 150, 151  
competency management (CM) 149, 150, 151, 152, 153,  
769  
competency management (CM) software 149, 150, 152  
competency management ontology 538, 539, 540, 541,  
542, 544, 545, 546  
competency management systems 309  
competency map 77, 80, 83  
competency models 77, 83  
competency reference models 538, 540, 544, 546  
competitive advantage 93, 94, 98, 99, 100, 216, 719  
computer adaptive testing 504  
computer assisted testing (CAT) 504, 505, 509  
computer supported cooperative work (CSCW) 136, 137,  
139, 140, 141, 142  
computer technologies 451  
computer-based training (CBT) 378  
computer-mediated communication (CMC) 746, 747  
conflict resolution 178, 179, 180, 181, 182, 183, 668  
Confucian heritage societies 45, 46, 47  
constructivism 125  
consulting functions 48, 49, 50, 52, 54  
contingent work 393, 394, 395, 396  
continuing professional development (CPD) 84, 85, 89  
continuous partial attention phenomenon 576  
contracts, psychological 640, 641, 642, 643, 644, 645,  
646, 647  
contracts, relational 641  
contracts, social 641  
contracts, transactional 642  
contracts, violation of 640, 642, 643, 646, 647, 648  
cooperative learning 132, 133  
cooperative work, computer supported 891  
Copenhagen declaration, The 777, 779, 780, 782, 783  
copyright 705, 707, 710  
copyright, Creative Commons 707  
core competencies 478  
corporate portals 538  
corporate social performance (CSP) 327, 328, 329, 330,  
331, 332, 333  
corporate social performance-financial performance  
(CSP-FP) relationship 327, 328, 329, 330  
corporate strategy 341, 342, 348  
corporate training, online 373  
Cranfield Network on Comparative Human Resource  
Management (CRANET) survey 26, 27, 28, 29

crisis management 767  
crisis response planning 764, 765, 766, 767, 768, 769  
criterion-referenced banding 492, 493  
critical management studies (CMS) 129  
critical path method 758  
culture 661  
curricula framework 216, 217, 220  
curricula vitae (CV) databases (external) 18, 19, 23  
curricula vitae (CV) management, online 405  
customer relationship management (CRM) 156, 233, 235,  
407, 410, 411  
customer satisfaction 191, 192, 194  
cybersexual harassment 656, 657  
cyberspace 571, 573, 574, 576

## D

data association analysis 225, 227, 229  
data classification 225, 226, 227, 229  
data mining 223, 224, 225, 226, 227, 228, 229  
data segmentation 225, 227, 229  
data warehousing 223, 224, 225, 226, 227, 228, 229, 464,  
467, 468, 469  
decision support systems (DSS) 94, 99, 557, 558, 559,  
560, 561, 562  
diagnostic measures 466  
diffusion of innovations (DOI) 242, 243, 244, 245  
digital divide 359, 360  
digital workplace 771  
distance education (DE) 12, 13, 14, 15, 16, 17, 378, 385  
distance education (DE) technologies 13, 14, 15  
distance learning (DL) 705, 708, 709  
distributed group decision support systems (DGDSS)  
415, 419  
distributed tutored video instruction (DVTI) 14, 15  
distributional information 701  
downsizing 617, 619, 621  
dynamic taxonomies 542, 544

## E

e-botho 819, 822  
e-business 598  
e-business collaboration 599  
e-coaching 191, 192, 193  
e-commerce 272  
education, formal 776, 781  
education, non-formal 781  
e-government 272, 274, 275, 276, 277, 293, 294  
Electronic Commerce and Telework Trends (ECATT)  
project 108  
electronic human resource management (e-HRM) systems  
279  
electronic human resource management (e-HRM) tools  
278, 279, 282, 283, 284

- electronic human resource management (e-HRM), adoption of 31, 33, 34, 35, 36, 38, 39, 40
  - electronic human resource management (e-HRM), applications of 31, 32, 34, 35, 36, 37, 38, 39
  - electronic human resource management (e-HRM), benefits of 31, 32, 33, 34, 35, 37, 39
  - electronic human resource management (e-HRM), challenges to 31, 33, 34, 35, 38, 39
  - electronic human resource management (e-HRM), deployment of 24, 28
  - electronic human resource management (e-HRM), factors of 31, 33, 34, 35, 36, 38, 39
  - electronic human resource management (e-HRM), functions of 24, 31, 35, 36, 37
  - electronic human resource management (e-HRM), generations of 25
  - electronic human resource management (e-HRM), innovation of 32, 33, 34, 39, 40
  - electronic human resource management (e-HRM), objectives of 31, 35, 36, 37, 38
  - electronic human resource management (e-HRM), operational 196
  - electronic human resource management (e-HRM), relational 194, 196
  - electronic human resource management (e-HRM), satisfaction from 27
  - electronic human resource management (e-HRM), transformational 196, 279, 281
  - electronic learning (e-learning) 191, 193, 194, 195, 378, 379, 380, 381, 383, 384, 385, 623, 627, 630
  - electronic learning (e-learning) modules 380, 383
  - electronic learning (e-learning) systems 538, 539, 541
  - electronic meeting systems 891, 892
  - electronic performance (e-performance) contingency 197, 199, 201
  - electronic performance management (e-PM) 191, 192, 193, 196, 197, 198, 199, 200, 201, 202
  - electronic performance management (e-PM), implementation of 198
  - electronic performance management (e-PM), operational 198
  - electronic performance management (e-PM), relational 198, 202
  - electronic performance management (e-PM), transformational 198, 202
  - electronic platform 533
  - electronic portfolio (e-portfolio) 235
  - electronic recruitment (e-recruitment) 267, 268, 269, 270, 334, 357, 358, 360, 361, 362
  - electronic recruitment (e-recruitment) portals 358
  - electronic training (e-training) 623, 628, 629
  - electronic training (e-training) 898, 899, 905, 908
  - electronic-leadership 719
  - emancipatory learning 871, 872, 875, 876
  - emergency response organizational model 764
  - emotional labor 65, 67
  - emotional regulation 65
  - emotional suppression 65
  - employee competency 77, 78, 79, 80, 81, 83, 293, 294, 296, 298, 538, 540, 541, 544, 545
  - employee life cycle management 149
  - employee motivation 842, 848
  - employee performance 842, 843, 844, 845, 846, 847, 848
  - employee performance management (EPM) 307, 308, 309, 308, 309, 307, 309, 310, 311, 312, 313
  - employee performance management (EPM) systems 379, 381, 383, 385
  - employee privacy 314, 318, 319, 320
  - employee productivity 810, 811, 812, 813, 814, 815, 816, 842, 843
  - employee relationship management (ERM) 747, 750
  - employee relationships 636
  - employee rewards 340, 341, 342, 349
  - employee satisfaction 434, 436, 437
  - employee self-service (ESS) 750
  - employee values 373
  - employer branding 157, 334, 335, 336, 337, 338, 411, 412
  - employer-employee relationship 321, 340, 342, 347
  - enterprise alignment 350, 351, 353, 354, 355
  - enterprise application integration (EAI) 824
  - enterprise resource planning (ERP) system 151, 152, 232, 235, 473
  - e-resourcing 363, 365, 366, 368, 371
  - ergonomics 236
  - ethical behavior 373, 374, 375
  - ethical decisions 373, 376
  - ethical values 373, 374, 375, 376, 377
  - ethics training 373, 374, 375, 376, 377
  - ethics training programs, online 374
  - e-unionism 158
  - evaluation frameworks 94, 95
  - examination 849
  - experience 687
  - experiential learning 124, 125, 126, 127, 130
  - expert system (ES) 557
  - explicit knowledge 862
  - extended reality 451
  - external online recruiting 267, 268, 269
  - external recruiting sites 268
  - externalization 477, 478, 479
- F**
- face-to-face group decision support systems (FGDSS) 415, 419
  - Facilitate® 892, 893, 894, 895, 896
  - family obligations 818
  - family-work interference 63, 66

fast analysis of shared multidimensional information (FASMI) concept 224, 225, 229  
 financial performance (FP) 327, 328, 329, 330  
 financial rewards 340, 343, 344, 349  
 fit, external 364, 371  
 fit, internal 364, 372  
 flexibility, functional 392, 394, 395, 397  
 flexibility, locational 392, 393, 395, 397  
 flexibility, numerical 392, 393, 394, 395, 397  
 flexibility, organizational 392, 393, 394, 395, 396, 397  
 flexible work practices (FWP) 392, 393, 395  
 flexible working 66, 67  
 functionality 93, 94, 95, 96, 97, 98

## G

gender harassment 655, 659, 660  
 Generation X 770  
 Generation Y 770, 771  
 G-Generation 135  
 global crossing 471  
 globalization 118, 121  
 government-to-business (G2B) 272, 276  
 government-to-citizen (G2C) 272, 276  
 government-to-employees (G2E) 272, 276, 277  
 government-to-government (G2G) 272, 276, 277  
 graphic gender harassment, active 655  
 graphic gender harassment, passive 655  
 grievances 180, 181  
 group decision support systems (GDSS) 413, 415, 417, 418, 419, 891, 897  
 group support systems (GSS) 413, 414, 415, 416, 417, 418, 419, 891, 894, 896  
 groupware 891, 897

## H

haptic interface 484  
 hierarchical analysis 225, 226, 229  
 hiring management systems (HMS) 459, 462  
 home-based workers 103, 105, 108  
 home-based workers, entrepreneurs 108  
 home-based workers, full-time 108  
 home-based workers, independent contractors 108  
 home-based workers, moonlighters 108  
 home-based workers, occasional homeworkers 108  
 home-based workers, part-time 108  
 human capital (HC) 149, 150, 151, 152, 441, 442, 443, 444, 445, 446, 447, 810, 811, 815  
 human capital management (HCM) 379, 380, 381, 383, 385, 441, 444, 445  
 human capital management (HCM) systems 313  
 human computer interaction (HCI) 137, 482  
 human potential management (HPM) 817  
 human resources (HR) configurations

human resources (HR) function, role of 110, 111, 113, 114, 115  
 human resources (HR) history 278  
 human resources (HR) intranets 242, 245  
 human resources (HR) management 420, 425, 426  
 human resources (HR) plan 466, 468  
 human resources (HR) portals 289, 291, 428, 429, 431, 432, 878, 882  
 human resources (HR) processes 111, 112, 113, 114, 115, 116  
 human resources (HR) service centers 689  
 human resources (HR) strategy 314, 317, 318  
 human resources (HR) systems 287, 290  
 human resources (HR), virtual 286, 290, 291  
 human resources (HR)-relevant VCs 155  
 human resources development (HRD) 42, 43, 44, 45, 124, 125, 128, 592, 617, 618, 619  
 human resources extensible markup language (HR-XML) 772, 774  
 human resources information systems (HRIS) benchmarking 93, 94, 95, 101  
 human resources information systems (HRIS) utilization 57, 58, 59  
 human resources information technology (HRIT) 56, 57, 58, 59, 60, 61, 62  
 human resources management (HRM) dichotomy 299  
 human resources management (HRM) functions 48, 49, 50  
 human resources management (HRM) functions success factors 48, 52  
 human resources management (HRM) performance linkage model 363, 366, 367, 368  
 human resources management (HRM) practitioners 592  
 human resources management (HRM) restructuring 49, 51  
 human resources management (HRM) strategic functions 49  
 human resources management (HRM), old 639  
 human resources management (HRM), strategic role of 26  
 human resources management system (HRMS) 289, 291  
 human resources policy (HRP) 117, 119, 120, 121, 122  
 humanism 43, 47  
 hygiene factors 302

## I

image auditing 336, 337  
 impact, operational 749  
 impact, relational 749  
 impact, transformational 749  
 incentives 843, 846  
 India, e-recruitment in 357, 358, 359, 360, 361, 362  
 industrial relations 179, 180, 182, 183  
 info-mania 573

information and communication technology (ICT) skills 84, 85, 87, 90

information and communication technology (ICT)-mediated communication 186, 189, 190

information and communication technology (ICT)-mediated cooperation 186, 187, 188, 190

information systems (IS) 137, 547, 611, 733, 734, 735, 736, 737, 738

information systems (IS) adoption 18, 19, 20, 21

information systems (IS) function 437

information systems network (ISN) 386, 387, 388, 389, 390

information technology (IT) capability 56, 57, 59, 60

information technology (IT) certification 386, 387, 388, 389, 390

information technology (IT) infrastructure 57, 59, 427

information technology (IT) resources 421, 424, 425, 426, 427

information technology (IT) strategy 421, 426

information technology (IT) systems, medical 649, 650, 651, 652, 653

information technology (IT) utilization 56

information technology (IT), and organization development 350, 351, 352, 353, 354, 355, 356

information-based organizations 303

innovation, adoption of 243, 244, 245, 247

innovation, compatibility of 243

innovation, complexity of 242, 243

innovation, diffusion of 242, 244, 245, 246, 247

innovation, observability of 243, 244

innovation, relative advantage of 243

innovation, trialability of 243

input/output devices 451

insourcing 422, 423, 424, 425, 426

instrumental-symbolic framework 335, 339

intangible assets 294, 295, 299

integrated information systems 639

intellectual capital 457, 459, 547

intellectual property (IP) 706, 707

intelligent agents 451

interactive problem solving 182

interactive voice response (IVR) 56

interconnection

intercultural communication 563

intermediaries 557

internal clients 532

internal e-communication 534

internal marketing 532

internal profile databases 20, 23

internalization 479

Internet 250

intranets 77, 78, 79, 80, 81, 83, 771, 772

intranets, corporate 747, 749

intranets, human resources (HR) 746, 747, 748, 749

intranets, specialized 747

inverted pyramid 434, 436, 440

ISO 10015 Quality Management Standard 813, 815

ISO 10015 Quality management guideline 623, 624, 626, 627, 628, 629, 630, 631

## J

job boards 18, 19, 21, 22, 23

job evaluation 878, 879, 882

job satisfaction 842, 844, 845, 848

joint consultation 181

joint ventures 424

## K

kaleidoscope career model (KCM) 584, 585, 586, 587, 588, 589, 590

kaleidoscope career pattern, alpha 586

kaleidoscope career pattern, beta 586

kaleidoscope value, authenticity 585, 586, 589, 591

kaleidoscope values, balance 585, 586, 587, 588, 589, 591

kaleidoscope values, challenge 585, 586, 587, 588, 589, 591

Kirkpatrick's model of training evaluation 900, 907

KLD index 328, 330

knowledge as an object 606

knowledge assets 150

knowledge diffusion 521

knowledge intensive firms 457

knowledge management (KM) 457, 458, 463, 558, 599, 605

knowledge management (KM) 862

knowledge management (KM) systems 769

knowledge management system 611

knowledge transfer 862

knowledge workers 216, 221, 351, 354

knowledge-based economy 862

knowledge-based society 775

knowledge-object group 606

## L

Laissez-faire leaders 849

leadership styles 849

learning management systems (LMS) 151, 153, 309, 313, 378, 379, 380, 381, 382, 383, 384, 385

learning objects (LOs) 378, 381, 382, 383, 384, 385

learning organizations 172, 216, 617, 618, 619, 620, 621

learning structure 173

learning, informal 776, 782, 783

learning, lifelong 775, 776, 777, 778, 779, 780, 781, 782, 783

localizations 533

lockouts 179

Lominger Leadership Architect® Competency Library 379



**M**

management by objectives 301  
 management by objectives system 340, 341, 344, 348  
 management development 124, 125, 126, 127, 128, 129  
 management information systems (MIS) 464, 467, 468  
 management, mainstream 124, 125, 130  
 management portal 470  
 management process 464, 467, 468, 469  
 management self-service 797  
 media 676  
 mediation 181, 182  
 mentor/protégé pair matching 168  
 mentoring 166, 167, 168, 169, 170, 171  
 mentoring, electronic (e-mentoring) 166, 167, 168, 169, 170, 171  
 mentoring, peer 171  
 mentoring, traditional (t-mentoring) 167, 170  
 merging 617, 619, 621  
 mobile technology 65, 66, 68  
 mobile working 64, 65, 66, 67, 69  
 modern talent management 639  
 moments of truth 688  
 monitoring feedback 314, 316, 317  
 monitoring system fairness 317  
 monitoring, electronic 314, 315, 316, 317, 318, 319  
 motivating factors 302, 303  
 motivation 532  
 moving pictures expert groups layer 3(MP3) format 706, 710  
 multicriteria group support systems (MCGSS) 415, 419

**N**

negotiation tasks 495  
 networked enterprise 187, 188  
 networks 155  
 new economy 185, 188, 189, 441, 443, 444, 445, 447  
 nonexplicable tacit knowledge 520  
 non-financial rewards 343, 344

**O**

occupational cultures 661  
 occupational identity 65  
 online analytical processing (OLAP) 223, 224, 225, 226, 227, 228, 229, 407, 409, 410, 411  
 online harassment 655, 657  
 operationalization 95, 98  
 organization development (OD) 350, 351, 352, 353, 354, 355, 356  
 Organization for Economic Cooperation and Development (OECD) 623, 625, 630  
 organizational asset 606  
 organizational attraction 335

organizational change 733, 734, 735, 736, 737, 738  
 organizational culture 314, 316, 317, 318, 635, 636, 639  
 organizational justice 489, 494  
 organizational justice 693  
 organizational learning 174  
 organizational performance 392, 393, 394, 395, 397  
 organizational security 314  
 organizational semiotics (OS) 796  
 organizational structure 683  
 organizations, complex 793  
 outsourcing 187, 188, 422, 423, 424, 425, 426, 427

**P**

parameterization 344, 345  
 pay grade 878, 879, 882  
 pay lines 879  
 pedagogy 42, 44, 45, 46, 47  
 Penta A Engine (access, affordability, anonymity, acceptability, and aloneness) 656, 660  
 people-focused orientation 435  
 performance 1, 682  
 performance evaluation 314, 317  
 performance management (PM) 149, 153, 314, 317  
 performance standards 84  
 personalization 428, 429, 432  
 personnel attraction 408, 412  
 personnel management 441, 444, 445, 711, 712, 713, 714, 716  
 personnel marketing 406, 408, 409, 411, 412  
 personnel pooling 267, 268, 269  
 personnel selection 267, 268, 269  
 physical environment 533  
 planning fallacies 700, 702, 703  
 pluriactivity 785, 786, 790  
 podcasting 705, 706, 707, 708, 709, 710  
 portals 747, 750, 751, 823, 824, 825, 826, 827, 828, 829  
 portals, applications of 824, 825, 826  
 portals, architecture of 824  
 portals, employee 826, 827, 828  
 portals, human resources (HR) 826, 827, 828  
 privacy 527, 528, 529  
 process integration 717, 718  
 process standardization 712  
 process-oriented motivation 301  
 product life cycle 118  
 professional training 636, 637  
 program evaluation 758  
 project management 725, 758  
 public sector 272, 273, 275  
 punishment 752

**Q**

quality assurance (QA) 815  
 quality management 464, 467, 468

**R**

real simple syndication (RSS) feeds 705, 706, 707  
 recruitment (hiring) 18, 19, 20, 21, 22, 23, 70, 71, 73, 84, 334, 335, 336, 337, 338, 406, 407, 408, 409, 410, 411, 412  
 recruitment sites 71  
 recruitment, external 399, 400, 401, 402  
 recruitment, internal 400, 401, 402, 403  
 regional competitiveness 624, 631  
 reneging 643  
 resistance to change 831  
 restructuring 617, 619, 621  
 return on investment (ROI) of training 816  
 reusable learning objects (RLOs) 378, 382, 383, 384, 385  
 reverse Polish notation (RPN) 795, 796  
 review 752  
 review technique 758  
 reward and recognition (R&R) programs 322, 324  
 reward systems 341, 342, 343, 344, 345, 347

**S**

Sarbanes-Oxley Act (SOX) 471, 472, 474, 475  
 scientific management 301  
 Second Life 133, 134, 135  
 segments 534  
 self service applications 878, 881, 882  
 self-efficacy 213  
 self-improvement 752  
 self-managing teams 683  
 self-service 688  
 self-service applications 242, 245  
 semiotics 791, 795, 796  
 service functions 48, 49, 50, 52, 53, 54, 55  
 sexual coercion 655, 660  
 sexual harassment (SH) 655, 656, 657, 658, 659, 660  
 shared leadership 684  
 shared service center 478  
 shared-time work (STW) 784, 785, 786, 787  
 signs 791, 792, 793, 794, 795  
 simultaneity 364  
 single sign on 824  
 skills management 785, 786, 787  
 sliding band method 492  
 small and medium sized enterprises (SMEs) 784, 785, 786, 787, 790  
 small office home office (SOHO) 108  
 social activity theory 600  
 social capital 211, 212, 213, 214, 215, 797

social capital theory 203  
 social issue participation 328  
 social liability 211, 212, 213, 215  
 social networking 131, 135, 210, 211, 212, 213, 214, 215  
 social networking platform (SNP) 23  
 social norms 211  
 social presence 415, 416, 417, 418, 419  
 Society for Human Resource Management (SHRM) application tool 460, 461  
 socio-technical approach 733, 734  
 software agent 559  
 staff selection 684  
 stakeholder influence capacity 327, 329, 330, 331  
 stakeholder management 328, 332  
 standard operation procedures (SOPs) 713, 715, 717, 718  
 standards for educational and psychological testing 493  
 static organizations 617, 618, 619, 620, 621, 622  
 statistical decision support system 365, 367  
 statistical moderators 490, 491, 492  
 statistical sensitivity power 491, 492  
 strategic human resources management (SHRM) 273, 277  
 strategic plan 464, 465, 467  
 strategy map concept 465, 466, 470  
 stress (anxiety) 314, 315, 316, 318, 319  
 strikes 179  
 supplemental instruction 14, 16  
 supplier relationship management 478, 481  
 supply and demand 85, 89  
 supply chain management 481  
 surface acting 65  
 sustainable competitive advantage (SCA) 441, 442, 443, 444, 447, 450  
 symbol 794  
 system 676

**T**

tacit or implicit knowledge 863  
 tacit signals 294, 295, 296, 297, 298  
 talent war 334, 338  
 tangible reality 791, 792  
 task circumplex model 495, 496  
 task technology fit (TTF) model 526, 527, 529  
 technologically mediated systems 191, 196  
 technology acceptance model (TAM) 525, 526, 527, 529, 531, 689  
 telecardiology 830  
 telecommuting 102, 108  
 teledermatology 830  
 telemedicine 830, 831, 832, 833, 834, 835  
 telemonitoring 830  
 telenursing 830  
 telepathology 830  
 teleradiology 830

telesurgery 830  
 telework 64, 65, 69, 102, 107, 108, 109, 392, 393, 394, 396, 397  
 telework 785, 786, 830  
 testing, high stakes 506, 509  
 testing, low stakes 506, 509  
 testing, proctored 504, 505, 506  
 Title VII of the Civil Rights Act of 1964 (US law) 489  
 total quality management (TQM) 434, 435, 436, 437, 438, 439, 440  
 touchpoints 688  
 training 684  
 transformational outsourcing 479  
 transformative learning theory 871, 872, 873, 874, 875, 876  
 Triple A Engine (affordability, access, and anonymity) 656, 660  
 trust 1  
 tutored video instruction (TVI) 12, 14, 15, 16, 17  
 type I errors 491, 492  
 type II errors 491, 492

## U

ubiquitous computing 451  
 unified modeling language (UML) 558  
 usability 689  
 user interface 482  
 user interface design 485  
 user-centered design 136  
 users, autonomous professional 527, 529  
 utility analysis (UA) 898, 899, 900, 901, 904, 905

utility analysis, multi-attribute (MAU) 898, 899, 900, 901, 902, 903, 904, 905, 908

## V

variable pay 349  
 verbal gender harassment, active 655  
 verbal gender harassment, passive 655  
 virtual career centers (VCCs) 282  
 virtual community 154  
 virtual private networks (VPN) 771, 774  
 virtual servers 232  
 virtual teams 1, 693, 751  
 virtual teamwork 563  
 virtual worlds 131, 133, 134, 278, 279, 280, 281, 282, 283  
 virtuous cycle 330, 331

## W

Web 1.0 131, 135  
 Web 2.0 131, 132, 133, 134, 135  
 Web logs (blogs) 155  
 work arrangements, adaptable 770, 771, 772  
 work breakdown structure (WBS) 702  
 work-family amalgamation 818  
 work-family interference 64, 65, 66  
 workforce 321, 322, 323, 324, 325  
 workforce development (WFD) 816  
 workforce productivity 816  
 work-life balance 63, 64, 66, 67, 68  
 workplace training 810  
 WorldCom 471, 476