

Index

A

actants 25, 136, 224. *See also* actors
 actor-network 25, 27, 29, 38, 39, 58, 69, 135, 143, 149, 150, 178, 181, 186, 187, 188, 189, 192, 193, 195, 196, 203, 204, 208, 236, 238, 239, 240, 244, 245, 255, 256, 257
 actor-networks, core 10
 actor-network theory (ANT) 1, 2, 3, 4, 6, 7, 9, 15, 16, 17, 18, 20, 22, 25, 26, 27, 29, 36, 37, 38, 39, 41, 42, 44, 46, 47, 48, 50, 55, 58, 59, 60, 68, 69, 78, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 143, 146, 147, 148, 149, 150, 153, 158, 181, 182, 185, 187, 192, 193, 195, 197, 198, 199, 201, 203, 204, 205, 210, 223, 224, 225, 226, 231, 234, 235, 236, 238, 239, 240, 243, 245, 247, 248, 249, 250, 251, 252, 253, 254, 256, 257, 258
 actors 1, 3, 4, 6, 7, 8, 9, 10, 11, 13, 14, 15, 16, 20, 22, 23, 25, 26, 27, 28, 29, 30, 31, 32, 33, 36, 37, 38, 41, 44, 45, 46, 47, 192, 193, 195, 196, 197, 199, 201, 203, 204, 224, 225
 adaptive mapping to realization (AMR) methodology 228, 229, 232
 Afrikaans language 239, 240, 241
 ALFA Bank 7, 8
 ALFA group management 10
 ALFA Invest 7, 8, 9, 12, 14, 15, 16, 17
 alternative model (AM) 103
 AMOS computer package 97, 103, 106, 108
 ANT literature 218
 Apple 162, 163, 168, 170, 171, 172, 173, 174, 175, 177

Aramis project 6
 Archos 162, 163, 168, 170, 171, 172, 173, 174, 175
 argument mosaic 146, 157
 assessment 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191
 assessment systems 181
 attitude 54
 attitude toward behaviour (ATB) 96
 Australia 208, 209, 210, 234, 235, 243, 246
 Australian Research Council (ARC) 209
 automatic bill payment (ABP) 115
 automatic teller machine (ATM) 115, 118

B

Bantuan Langsung Tunai (BLT) compensation program 70
 behavioural beliefs 54, 55, 58
 behavioural intention 54, 55, 58
 bio-fuel 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 79
 bio-fuel development trajectory 68, 69, 76
 bio-fuel innovation 68, 75
 bio-fuel innovation, diffusion of 68, 69, 77
 bio-fuel translations 68, 69, 71, 74, 75, 76, 77
 black boxes 252
 black-boxing 27
 blood sugar levels 226
 borderless marketing 193
 boundary objects 195

C

Callon, Michel 46, 47, 49, 224, 225
 chronic diseases 226, 231
 communication channels 55

community based organisations (CBO) 87
 compatibility 55, 57, 59, 81, 96, 163, 165, 169, 172, 175
 competition 164, 169, 170, 171, 172, 173, 175, 176
 complexity 55, 57, 61, 81, 96, 99, 163, 166
 constitutive entanglement 3
 constructive technology assessment (CTA) theory 69
 copyleft license 147
 corporate environment 247, 252
 cost-benefit analysis methodology 2
 cricket 80, 81, 87, 88, 90, 91, 92, 93
 crude oil 70
 cultural diversity 241

D

data entry 213
 data mining 229
 data visualisation 83
 data warehouses 229
 decision support system networks 42
 Decomposed Theory of Planned Behaviour (DTPB) 96
 determinism, hard 131
 determinism, soft 131
 diabetes 223, 224, 225, 226, 227, 230, 231, 232
 diabetes management 226
 diabetes self-care 224, 225, 226, 231, 232
 diffusion of innovations 81, 163
 digital audio players 162, 163, 168, 170, 171, 173
 digital restrictions management 145
 discounted cash flow analysis methodology 2
 distribution of innovation 163
 drifting technology 27

E

early adopter/early majority chasm 162, 163, 165, 166, 167, 168, 169, 170, 171, 172, 174, 175
 early adopters 162, 163, 164, 165, 166, 167, 168, 171, 172, 174, 175

early majority 164, 165, 172, 175
 e-business 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126
 ecosystems 247, 249, 250, 251, 252, 254, 258
 e-government 193
 Eight Malaysia Plan (2001-2005) 193
 electronic data interchange (EDI) 114, 119, 120, 121, 122, 127
 electronic funds transfer (EFT) 115
 England 178, 179, 191
 English language 240
 enrolment mechanism 196, 203
 enterprise resource planning (ERP) systems 119

F

favouritism 241, 242, 243
 females 209
 females in IT 'problem' 208, 209, 210, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221
 financial services sector 113, 114, 115, 116, 117, 118, 125, 126, 127
 free/open source software (FOSS) 144, 145, 146, 147, 148, 152
 Free Software Foundation (FSF) 144, 145, 153, 159
 freeware 143, 144, 145, 146, 147, 148, 153
 functionalism 2
 further education (FE) colleges 178, 179, 180, 187

G

gender 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221
 gender gap 209
 general symmetry principle 46, 69
 general systems theory 250, 253
 generation gap 241
 GNU General Public License 143
 GNU GPL 144, 145, 146, 147, 150, 151, 152, 153, 155, 160
 GNU GPLv2 143, 144, 145, 146, 148, 151, 152, 153, 154, 155, 156, 157, 158, 159

GNU GPLv3 143, 144, 145, 146, 148, 149,
150, 151, 152, 153, 154, 155, 157, 158,
159, 160

government multi-purpose card 193

H

handheld technology application (HTA) 228,
232

healthcare 41, 42, 43, 44, 45, 46, 47, 48, 50,
51, 223, 224, 225, 226, 227, 228, 229,
230, 232, 233

healthcare domains, cognitive 43, 50

healthcare domains, information 43

healthcare domains, physical 43

healthcare information grid 43, 44, 45, 46, 47

higher education (HE) 178, 179, 180, 187

Holgate teacher-training network 180

Holgate University 178, 179, 186, 187

Hughes, Thomas 132, 133, 135, 139, 140, 141

human networks 29

Hurricane Katrina 43, 45, 47

I

ICT systems 43

Indonesia 68, 70, 71, 72, 73, 74, 75, 76, 79

information superiority 43

information system (IS) evaluation 1, 2, 3, 4, 5,
6, 15, 16, 17, 18, 19

information system (IS) project proposals 1, 2,
3, 6, 7, 9, 10, 11, 12, 13, 14, 15, 16

Information Systems (IS) 1

innovation 52, 53, 55, 56, 58, 59, 62

innovation, continuous 162

innovation-decision maps 80, 81, 86, 88, 89,
91, 92, 93

innovation-decision process 80, 81, 82, 83, 86,
88

innovation-decision process stages 80, 88

innovation-decision process stages, adoption
80, 81, 82, 83, 84, 86, 87, 88, 89, 90, 91,
92, 93, 94

innovation-decision process stages, confirma-
tion 80, 82, 83, 84, 88, 89, 90, 91

innovation-decision process stages, decision
80, 81, 82, 83, 85, 86, 88

innovation-decision process stages, implemen-
tation 82, 83

innovation-decision process stages, knowledge
80, 82, 83, 84, 88, 89, 90, 91

innovation-decision process stages, persuasion
80, 82, 84, 88, 89, 90, 91

innovation-diffusion theory 52, 53, 57, 58, 60,
61, 62, 80, 81, 95, 226

innovation-evaluation information 55

innovations, diffusion of 55, 64

innovation translation 52, 53, 55, 57, 58, 59,
62, 65

innovators 164, 165, 166, 167, 174

input-process-output (IPO) system 147

input-process-output (IPO) system: community
143, 144, 145, 146, 147, 150, 151, 152,
153, 154, 156, 157, 158, 160

input-process-output (IPO) system: develop-
ment process 147

input-process-output (IPO) system: license
143, 144, 145, 146, 147, 148, 149, 150,
151, 152, 153, 154, 155, 157, 158, 159

input-process-output (IPO) system: software
143, 144, 145, 146, 147, 148, 149, 153,
155, 157, 158, 159, 160

inscription 26, 29, 35, 36, 195, 196

Institute of Agriculture Bogor (IPB) 72

intelligence continuum (IC) 229

interessement mechanism 196, 200

internal examination 186

internal moderation 181, 182, 183, 184, 186,
187

Internet acceptance model 95, 104, 105, 106,
107

Internet adoption research 95

Internet technology 95, 117

invention 52, 53

irreversibility 195

IS projects 1, 2, 3, 7, 9, 15

IT careers 209

IT classes 214

IT education 211

IT pathways 209

IT strategy 234, 235, 236, 238, 239, 240, 241,
242, 243, 244

IT strategy: people 234

IT strategy: process 234
 IT strategy: technology 234, 238, 245, 246

J

jatropha curcas 72, 73, 74, 75
 Jordan 113, 114, 116, 117, 118, 125, 126

L

laboratory life 6
 laggards 164, 165
 late majority 164, 165
 Latour, Bruno 2, 6, 7, 18, 46, 47, 49, 53, 55, 56, 58, 64, 134, 136, 137, 140, 142, 224, 225
 Law, John 46, 49, 50
 Linux community 143, 145, 150, 151, 153
 Linux development 143, 147
 Linux kernel 143, 144, 145, 146, 147, 148, 149, 150, 152, 153, 154, 155, 157, 158
 Linux Kernel Mailing List (LKML) 143, 144, 146, 148, 150, 151, 154, 156, 157, 158, 160

M

macro-environments 42
 Malaysia 192, 193, 196, 198, 199, 200, 206
 males 209
 market segmentation 162, 163, 167, 168
 metropolitan areas 211
 MicroWorld program 213
 Multimedia Super Corridor (MSC) 193, 199

N

nepotism 241, 242, 243
 net present value methodology 2
 network-centric computing 42
 network-centric healthcare 41, 42, 43, 44, 48
 network-centric healthcare operations (HNCO) 43, 44, 45, 46, 47, 48
 network-centricity 42, 43, 48
 networking 247, 248, 249, 256
 network stabilization 252
 network structure 252
 network theory 20, 22, 23, 24, 25, 27, 29, 36, 37, 38, 39, 40

network translation 22, 25, 26, 30, 36, 37, 38
 nexus of practice 181
 Ninth Malaysia Plan (2006-2010) 193
 non-human alliances 37, 59
 non-human elements 25, 55, 56, 195, 249
 non-technical mechanisms 37
 normative beliefs 54
 Nvivo 9

O

obligatory passage points (OPP) 26, 30, 31, 32, 195, 196, 199, 200, 201, 203, 204, 237, 239
 observability 55, 57, 81, 96, 163, 167, 169, 173, 174
 Open Learning Network (OLN) 28
 Open Source Initiative 144, 160
 open source software 143, 144, 146, 147, 148, 157, 159
 operational advantage 43
 ordering work 182

P

payback period methodology 2
 perceived attributes 81, 82
 perceived behaviour control (PBC) 54, 96
 perceived ease of use (PEOU) 54, 60, 62, 63, 95, 96, 98, 99, 103, 104, 105, 106, 107, 108, 111
 perceived usefulness (PU) 54, 58, 62, 95, 96, 98, 99, 103, 104, 105, 106, 107, 109, 111
 planned behaviour, decomposed theory of (DTPB) 53, 96, 100
 planned behaviour, theory of (TPB) 53, 54, 96, 98, 99, 100, 106, 108
 political determinism 134
 postgraduate certificate in education (PGCE) 179, 180, 182
 postmodern organizations 248
 post-structuralism 249
 power relations 2
 process of continuous transformation 55
 process of transmission 55
 productivity paradox 4, 17
 Project Management Committee (PMC) 200
 proliferation 68, 70, 73, 76

Index

public policy 192, 193, 195, 206
public sector 192, 193, 196

Q

qualculation 68, 69, 70, 74, 75, 76
quality assurance (QA) 180, 181

R

rarefaction 68, 70, 76
R & D clusters 193
reasoned action, theory of (TRA) 53, 54, 96, 106
reification 182
relative advantage 55, 57, 81, 82, 96, 99, 163
Rogers, Everett M. 53, 55, 61, 62, 64
rural areas 211

S

S'ANT approach 223, 224, 226, 231
semiotics 248, 253, 256
semiotics of materiality 248
semi-structured interview approach 235, 236
service-driven business revolution 22
service innovation 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 33, 35, 36, 37, 38, 39
service sector 20, 21, 23
service systems 20, 21, 22, 23, 25, 27, 29, 30, 36, 37, 38, 40
service systems, back stage 21
service systems, front stage 21
Seventh Malaysia Plan (1996-2000) 193
smart-school 193
social cognitive theory 53, 63, 96, 108
social construction of technology (SCOT) 132, 133, 134, 135, 138
social constructivism 2, 131, 132, 134, 135, 136, 138
social determinism 134
Social Network Analysis 223, 254
social network analysis (SNA) 41, 44, 45, 46, 48, 51, 223, 224, 226
social psychology 54
social subsystems 5
social system 55
socio-economic status (SES) 211, 212

sociology 205, 236, 245, 248, 254, 255, 256, 258
socio-technical issues 1, 2, 3, 4, 5, 7, 18
sociotechnical system 247
Software Freedom Law Center 145, 159
software information 55
Sony 162, 163, 168, 169, 170, 171, 173, 174, 175, 177
South Africa 234, 235, 242, 245
sporting associations 80, 81, 83, 86, 87, 88, 90, 91, 92, 93
Stallman, Richard 144, 145, 153, 154, 160
Standards Verification UK (SVUK) 181
stocks of knowledge 235
structural equation modeling (SEM) 95, 97, 102, 103, 104, 106, 107, 121
subjective norms (SN) 54, 96
systems development life cycle (SDLC) 228

T

TAM, augmented 53
TAM, extended (TAM2) 53, 96, 98, 99, 106
technical education 178, 179
technological determinism 130, 131, 132, 133, 135, 136, 138, 140, 141
technological innovation 68
technology acceptance model (TAM) 52, 53, 54, 55, 57, 58, 59, 60, 61, 62, 95, 96, 97, 98, 99, 106
Technology Acceptance Model (TAM) 95, 96
technology-organization-environment (TOE) framework 113, 116, 118, 119, 120, 121, 122
technology, political power of 134, 136
technology transfer process 192, 193, 194, 195, 196, 197, 198, 199, 201, 202, 203, 204, 205, 206
technology transfer stages 192, 193
telemedicine 193
Thailand 95, 97, 98, 109, 110
Thai public university sector 97
time, passage of 55
tivoization 145
Torvalds, Linus 145, 146, 150, 151, 152, 153, 154, 155, 159, 160

translation 26, 55, 56, 59, 60, 62, 68, 69, 72,
73, 74, 76, 77, 195, 196, 197, 198, 201,
203, 204, 205, 236, 237, 238, 245
translation, chains of 55
translation, enrolment 26, 32, 36, 196, 198,
200, 201, 203, 237, 239, 240
translation, intéressement 26, 196, 198, 200,
204, 237, 239, 244
translation, mobilisation 26, 36, 196, 198, 201,
203, 237, 240
translation, problematisation 26, 30, 196, 198,
199, 237, 238, 244
trialability 55, 57, 81, 96, 163
tutors 179, 180, 181, 182, 183, 184, 185, 186,
187, 188

U

unified theory of acceptance and use of technol-
ogy (UTAUT) 96, 98, 106

V

value chains 114, 119
vocational education 178, 179

W

work-based learning 31
worldwide manufacturing web 193