Index

A action research (AR) 28 adaptive structuration theory (AST) 194 adoption of IT 12 advanced information technologies (AIT) 194 AIT appropriation 199 AIT implementation 199 arbitrary system 22	critical systems thinking (CST) 25,29 cross-cultural research 11, 62 cultural differences 2 cultural group 9 cultural values 10 culturally-influenced work-related values 10 culture 5,9,61,63, 64,68, 78,105,108 cultures 105
B boundary setting 20 brainstorming session 22 business market business unit (BMBU) 107 C	database marketing 31, 33 deception 290 design architecture 47 design engineers 49 design philosophy 47 design process 47 E
cache memory 89 canonical correlation analysis (CanCor) 226 client-led design 24 collectivism 75 collectivistic cultures 5 communication paradigm 253 complementarist framework 27 computer anxiety 275 computer aptitude literacy and interest profile (CALIP) 182 computer attitude 154, 161, 211, 219 computer attitude scale (CAS) 182, 216, 271 computer mediated communication (CMC) 5, 255, 296, 298 cookies 89	e-mail 86 electronic meeting systems (EMS) 195 end user performance 180, 188 end user relationships 241 end user satisfaction 153, 160 ergonomic environment 46 ethics 24 executive information system (EIS) 105, 113 F focus groups 38 G global IT research 2 global organizations 1 globalization 8, 62 goal setting 180, 190

GOMS 52 group decision support systems (GDSS) 196

H

historical-social models 5 human factors engineering 47 human resource management 117, 127 human resource practices 117, 120 human-centered systems thinking 36 human-centred methods 20

I

individual differences 211 individualism 66 individualistic cultures 5 information systems (IS) 20, 31, 34, 105, 142, 153, 281 information systems development 25, 281 information technology 55, 62, 135, 142, 153 information technology implementation 55 interface design 45, 48, 51 Internet technology 83 intervention 21 IS development 20, 31, 105, 104, 112 IS research literature 1, 9, 11 IT end-user relationship 242, 243 IT end-user relationship paradigm 247, 248 IT planning 309, 310

J

joint application design (JAD) 109

K

knowledge management 287

\mathbf{L}

logico-linguistic modeling (LLM) 105

M

management advocacy 161 management information system (MIS) 21 sanagement science 25, 28 medical information databases 86 medium access control 91 mental model hypothesis 51 methodology 24, 28,37, 57,173,217 microcomputers 56, 57 multiple dimension models 5

N

nation state 9, 11, 13 national culture 2, 6, 7, 8, 12 national culture concept 5 nominal group technique (NGT) 109

O

office technologies (OT) 194, 198, 204, 207 one culture 9 opportunity 8 organization environment 194 organizational actions 153 organizational culture 74

P

parallel scenarios 173
people management capability maturity
model (PM-CMM) 120
politics 100
post-reengineering environment 169
processor serial number (PSN) 90
production system modeling 52
protocol analysis 52
psychosocial environment 46
public organizations 155

R

referent informational influence (RII) 72

S

scaling techniques 52 self-efficacy 185 shared values 64, 68 single dimension models 5 situationally conditioned belief (SCB) 169 social identity theory (SIT) 72 sociotechnical systems theory 195 soft systems methodology (SSM) 104 software engineering 117, 118, 120 software organisation 120 spatial visualization ability (SVA) 269, 270, 275 sub-cultures 9 system analysis 46 system boundary 20 system knowledge 51 systems approach 51 systems development methodology 283

T

technological frames 137
Thai culture 5
theoretical classification 137
threefold approach 96
"too-little-too-late" phenomenon 49
total systems intervention (TSI) 25, 29
traditional culture 12

IJ

user mental models 51 user performance 51

\mathbf{V}

value 64 value patterns 65 value survey module (VSM) 7 values 75, 105 viable system model (VSM) 140, 288

W

watermarks 90 wireless advertising 88 wireless communications 88 work environment 46