

## References

Peter H. Jones - The Union Institute

---

- Abrahamson, E. (1991). Managerial fads and fashions: the diffusion and rejection of innovations. *Academy of Management Review*, 16, 586-612.
- Ackoff, R.L. (1974). *Redesigning the future: A systems approach to societal problems*. New York: Wiley and Sons.
- Ackoff, R.L. (1994). *The democratic corporation*. New York: Oxford University Press.
- Allen, M.W. and Ng, S.H. (1999). The direct and indirect influences of human values on product ownership. *Journal of Economic Psychology*, 20, 5-39.
- Amburgey, T.L., Kelly, D., and Barnett, W.P. (1993). Resetting the clock: The dynamics of organizational change and failure. *Administrative Science Quarterly*, 38, 51-73.
- Ancona, D., Bailyn, L., Brynjolfsson, E., Carroll, J., Kochan, T., Lessard, D., Malone, T., Orlikowski, W., Rockart, J., Morton, M.S., Senge, P., Sterman, J., and Yates, J. (1999). *What do we really want? A manifesto for the organizations of the 21<sup>st</sup> Century*. MIT Discussion Paper, November, 1999. Cambridge, MA: Massachusetts Institute of Technology.
- Alexander, G. (1964). *Notes on the synthesis of form*. Cambridge MA: Harvard University Press.
- Andersen, P.B. and Holmqvist, B. (1991). Language, perspectives, and design. In J. Greenbaum and M. Kyng (Eds.), *Design at work* (pp. 91-119). Hillsdale, NJ: Lawrence Erlbaum Associates.
- Argyris, C. (1992). *On organizational learning*. Cambridge, MA: Blackwell Publishers.
- Argyris, C. (1992). Seeking truth and actionable knowledge: How the scientific method inhibits both. *On organizational learning* (pp. 286- 294). Cambridge: Blackwell Publishers.
- Argyris, C. (1992). Why individuals and organizations have difficulty in double loop learning. *On organizational learning* (pp. 7-38). Cambridge: Blackwell Publishers.
- Attewell, Paul. (1996). Information technology and the productivity challenge. In R. Kling (Ed.), *Computers and controversy* (2<sup>nd</sup> edition), (pp. 227-238). Academic Press.
- Avison, D., Lau, F., Myers, M., and Nielsen, P.A. (1999). Action research. *Communications of the ACM*, 42 (1), 94-97.
- Banathy, B. H. (1996). *Designing social systems in a changing world*. New York: Plenum Publishing Co.
- Bannon, L.J. (1991). From human factors to human actors: The role of psychology and human-computer interaction studies in system design. In J. Greenbaum and M. Kyng (Eds.) *Design at work* (pp. 25-44). Hillsdale, NJ: Lawrence Erlbaum Associates.

- Bannon, L.J. (1995). The politics of design: Representing work. *Communications of the ACM*, 38 (9), 66-68.
- Barnard, E. (1996). Power and design: Why unions and organization matter. Keynote address. *PDC 96 Proceedings of the Participatory Design Conference*. November 1996, Cambridge, MA. Palo Alto: Computer Professionals for Social Responsibility.
- Basili, V.R. and Caldiera, G. (1995). Improving software quality by reusing knowledge and experience. *Sloan Management Review*, 36, 55-64.
- Baum, J.A.C. (1999). Organizational ecology. In S.R. Clegg and C. Hardy (Eds.), *Studying organizations* (pp. 71-108). London: SAGE Publications.
- Baum, J.A.C. and Oliver, C. (1992). Institutional embeddedness and the dynamics of organizational populations. *American Sociological Review*, 57, 540-559.
- Bausch, K.C. (1997). The practice and ethics of design. *Systems Research and Behavioral Science*, 14.
- Berger, P. and Luckmann, T. (1967). *Social construction of reality*. New York: Basic Books.
- Berquist, W. (1993). *The postmodern organization*. San Francisco: Jossey-Bass.
- Black, M. (1962). *Models and metaphors*. Ithaca, NY: Cornell Univ. Press.
- Blomberg, J., Suchman, L, and Trigg, R. (1997). Back to work. Renewing old agendas for cooperative design. In M. Kyng and L. Mathiassen (Eds.) *Computers and design in context* (pp. 267-287). Cambridge, MA: MIT Press.
- Bijker, W., Hughes, T., and Pinch, T. (1987). *The social construction of technological systems*. Cambridge, MA: MIT Press.
- Blackler, F. (1995). Knowledge, knowledge work, and organisations. *Organisation Studies*, 16 (6), 1021-1046.
- Bloomfield, B.P. and Vurdubakis, T. (1997). Visions of organization and organizations of vision: The representational practices of information systems development. *Accounting, Organizations and Society*, 22 (7), 639-668.
- Bodker, S., Greenbaum, J., and Kyng, M. (1991). Setting the stage for design as action. In J. Greenbaum and M. Kyng (Eds.), *Design at work* (pp. 139-154). Hillsdale, NJ: Lawrence Erlbaum Associates.
- Bodker, S., Gronbaek, K., and Kyng, M. (1993). Cooperative design: Techniques and experience from the Scandinavian scene. In D. Schuler and A. Namioka (Eds.) *Participatory design: Principles and practice* (pp. 157-175). Hillsdale, NJ: Lawrence Erlbaum Associates.
- Bodker, K. and Pedersen, J. S. (1991). Workplace cultures: Looking at artifacts, symbols, and practices. In J. Greenbaum and M. Kyng (Eds.), *Design at work* (pp. 121-136). Hillsdale, NJ: Lawrence Erlbaum Associates.

Bowker, G., Timmermans, S. and Star, S.L. (1995). Infrastructure and organizational transformation: Classifying nurse's work. In W. Orlikowski, G. Walsham, M.R. Jones, and J.I. DeGross (Eds.), *Information technology and changes in organizational work* (pp. 344-370). London: Chapman and Hall.

Braa, K. and Vidgen, R. (1997). An information systems research framework for the organizational laboratory. In M. Kyng and L. Mathiassen (Eds.) *Computers and design in context* (pp. 381-400). Cambridge, MA: MIT Press.

Braa, K. (1996). Influencing qualities of information systems – Future challenges for participatory design. *PDC 96 Proceedings of the Participatory Design Conference*. November 1996, Cambridge, MA. Palo Alto: Computer Professionals for Social Responsibility, pp. 163-172.

Braithwaite, V. A., and Law, H. G. (1985). Structure of human values: Testing the adequacy of the Rokeach Value Survey. *Journal of Personality and Social Psychology*, 49, 250-262.

Bratteteig, T. and Stolterman, E. (1997). Design in groups – and all that jazz. In M. Kyng and L. Mathiassen (Eds.) *Computers and design in context* (pp. 289-315). Cambridge, MA: MIT Press.

Bravo, E. (1993). The hazards of leaving out the users. In D. Schuler and A. Namioka, (eds.) *Participatory design: Principles and practices*. Hillsdale, NJ: Lawrence Erlbaum.

Breuner, E.F. (1995). *Complexity and organizational structure: Internet and Visa International as prototypes for the corporation of the future*. Masters thesis. Cambridge, MA: Massachusetts Institute of Technology.

Broadbent, G. (1988). *Design in architecture: Architecture and the human sciences*. London: David Fulton.

Bronfenbrenner, U. (1979). *The ecology of human development: Experiments by nature and design*. Cambridge, MA: Harvard University Press.

Bronfenbrenner U. (1989). Ecological systems theory. *Annals of Child Development*, 6, 185-246

Bronowski, J. (1956). *Science and human values*. New York: Harper and Row.

Brooks, F., Jr. (1995). *The mythical man-month: Essays on software engineering*. New York: Addison Wesley.

Burgess, R.G. (1984). Methods of field research 2: Interviews as conversations. *In the field*. London: Allen and Unwin. 101-122.

Carey, J.W. (1990). The language of technology: Talk, text, and template as metaphors for communication. In M.J. Medhurst, A. Gonzalez, and T.R. Peterson, (Eds.), *Communication and the Culture of Technology*. Pullman, Wash: Washington State University Press.

Chao, K-M., Smith, P., Hills, W., Florida-James, B., and Norman, P. (1998). Knowledge sharing and reuse for engineering design integration. *Expert Systems with Applications*, 14, 399-408.

Chawla, S. and Renesch, J. (1995). *Learning organizations: Developing cultures for tomorrow's workplace*. Portland, Oreg. Productivity Press.

Checkland, P. (1991). From framework through experience to learning: The essential nature of action research. In Nissen, H-E., Klein, H.K., and Hirschheim, R. (eds.) *Information systems research: Contemporary approaches and emergent traditions*. Amsterdam: Elsevier.

Christakis, A.N. and Shearer, W. L. (1997). *Collaboration through communicative action: Resolving the systems dilemma through the CogniScope system approach*. Philadelphia: Christakis, Whitehouse and Associates.

Christakis, A.N., and Conaway, D. (1995). *Building high-performance project teams: Learning about the CogniScope*. Paoli, PA: CWA, Ltd.

Ciborra, C.U. (1999). Notes on improvisation and time in organizations. *Accounting, Management and Technologies*, 9 (2), 77-94.

Ciborra, C.U. (1998). Crisis and foundations: An inquiry into the nature and limits of models and methods in the information systems discipline. *Journal of Strategic Information Systems*, 7, 5-16.

Cole, M. and Engeström, Y. (1991). A cultural historical approach to distributed cognition. In G. Salamon (Ed.), *Distributed Cognition* (pp. 1-47). Cambridge: Cambridge University Press.

Collins, J.C. and Porras, J.I. (1996.) Building your company's vision. *Harvard Business Review*, Sept-Oct., 65-88.

Cooper, R.G. (1996

Cooper, R.G. (1996). *Product leadership: Creating and launching superior products*. Cambridge, MA: Perseus Books.

Crosby, L.A., Bitner, M.J., and Gill, J.D. (1990). Organizational structure of values. *Journal of Business Research*, 20 (2), 123-134.

Curtis, B., Krasner, H., and Iscoe, N. (1988). A field study of the software design process for large systems. *Communications of the ACM*, 31 (11), 1268-1287.

Dahlbom, B. and Mathiassen, L. (1997). The future of our profession. *Communications of the ACM*, 40 (6), 80-89.

Denzin, N. and Lincoln, Y. (eds.). (1994). *Handbook of qualitative research*. Thousand Oaks, CA: Sage.

Dewey, J. (1951). *The supremacy of method*. originally published 1929 in M.H.Fisch.

Didier, C. (1999). Engineering ethics in France: a historical perspective. *Technology in Society*, 21 (4), 471-486.

Douglass,

- Drew, P., and Heritage, J. (1992). Analysing talk at work. In P. Drew and J. Heritage (Eds.), *Talk at work: Interaction in institutional settings*. Cambridge, UK: Cambridge University Press.
- Dreyfus, H.L. (1995). Heidegger on gaining a free relation to technology. In A. Feenberg and A. Hannay (Eds.), *Technology and the politics of knowledge*, (pp. 97-107). Indianapolis: Indiana University Press.
- Drucker, P.F. (1992). The new society of organizations. *Harvard Business Review*, Sept.-Oct., 95-104.
- Drucker, P.F. (1946). *The concept of the corporation*. New York: The John Day Company.
- Ehn, P. (1993). Scandinavian design: On participation and skill. In D. Schuler and A. Namioka (Eds.) *Participatory design: Principles and practice* (pp. 41-77). Hillsdale, NJ: Lawrence Erlbaum Associates.
- Ehn, P., Meggerle, T., Steen, O., and Svedemar, M. (1997). What kind of car is this sales support system? On styles, artifacts, and quality-in-use. In M. Kyng and L. Mathiassen (Eds.), *Computers and design in context* (pp. 112-143). Cambridge, MA: MIT Press.
- Eisenhardt, K. (1988). Agency and institutional theory explanations: The case of retail sales competition. *Academy of Management Journal*, 30, 488-511.
- Ellis, R.K. and Hall, M.L.W. (1994). Systems and values: An approach for practical organizational intervention. *Proceedings of the ISSS 94*.
- Ellul, J. (1954). *The technological society*. New York: Random House.
- Engeström, Y. (1999). Activity theory and transformation. In Y. Engeström, R. Miettinen, and R-L. Punamaki (Eds.), *Perspectives on activity theory*, (pp. 19-38). Cambridge, U.K.: Cambridge University Press.
- Engeström, Y. (1996). Interobjectivity, ideality, and dialectics. *Mind, Culture and Activity: An International Journal*, 3 (4), 259-265.
- Engeström, Y. and Escalante, V. (1996). Mundane tool or object of affection? In B. Nardi (Ed.), *Context and consciousness: Activity theory and human-computer interaction* (pp. 325-373). Cambridge, MA: MIT Press.
- England, G.W. (1967). Personal value systems of American managers. *Academy of Management Journal*, 10, 53-68.
- Erickson, T. (1995). Notes on design practice: Stories and prototypes as catalysts. In Carroll, J.M. (Ed.), *Scenario-based design*. New York: John Wiley and Sons.
- Erickson, T. (1996). Design as storytelling. *interactions* 3 (4), 31-35.
- Faro, A. and Giordano, D. (1998). Concept formation from design cases: Why reusing experience and why not. *Knowledge-Based Systems*, 11, 437-448.
- Feenberg, A. (1995). Subversive rationalization: Technology, power, and democracy. In A. Feenberg and A. Hannay (Eds.), *Technology and the politics of knowledge*, (pp. 3-22).

Bloomington, Ind: Indiana University Press.

Fentem, A.C., Dumas, A., and McDonnell, J. (1998). Evolving spatial representations to support innovation and the communication of strategic knowledge. *Knowledge-Based Systems*, 11 (7-8), 417-428.

Fischer, G., Lemke, A.C., McCall, R., and Morch, A.I. (1996). Making argumentation serve design. In T. Moran and J. Carroll (Eds.) *Design rationale* (pp. 267-293). Mahwah, NJ: Lawrence Erlbaum Associates.

Fisher, K. (1993). *Leading self-directed work teams: a guide to developing new team leadership skills*. New York: McGraw-Hill.

Flach, J., Hancock, P., Caird, J., and Vicente, K. (1995). *Global perspectives on the ecology of human-machine systems*, vols. 1 and 2. Hillsdale, NJ: Lawrence Erlbaum Associates.

Flores, C. F., Graves, M., Hartfield, B., and Winograd, T. (1988). Computer systems and the design of organizational interaction. *ACM Transactions on Office Information Systems*, 6, (2), 153-172.

Flores, C.F. (1982). *Management and communication in the office of the future*. Ph.D. dissertation. Berkeley: University of California.

Fontenrose, J. (1971). *The ritual theory of myth*. Berkeley: Univ. of California Press.

Fox, M.S., Barbuceanu, M., and Gruninger, M. (1996). Organization ontology for enterprise modeling: Preliminary concepts for linking structure and behaviour. *Computers in Industry*, 29 (1-2), 123-134.

Fox, M. (1994). *The reinvention of work: A new vision of livelihood for our time*. San Francisco, CA: HarperSanFrancisco.

Fox-Wolfgramm, S.J. (1997). Towards developing a methodology for doing qualitative research: The dynamic-comparative case study method. *Scandinavian Journal of Management*, 13 (4), 439-455.

Frenkel, K.A. (1995). A conversation with Jaron Lanier. *interactions*, 2 (3), 46-63.

Friedman, B. (1997). *Human values and the design of computer technology*. Cambridge, UK: Cambridge University Press.

Friedman, B. and Kahn, P.H., Jr. (1994). Educating computer scientists: linking the social and the technical. *Communications of the ACM*, 37 (1), 64-70.

Friedman, B. (1996). Value-sensitive design. *interactions*, 3 (6), 16-23.

Friedman, B. and Nissenbaum, H. (1996). Bias in computer systems. *ACM Transactions on Information Systems*, 14 (3), 330-347.

Gaines, B.R. (1988). A conceptual framework for person-computer interaction in complex systems. *IEEE Transactions on Systems, Man, and Cybernetics*, 18 (4), 532- 541.

Gadamer, H-G. (1976). Man and language, In D.E. Linge (Ed.), *Philosophical hermeneutics* (pp. 65-68). Berkeley, CA: University of California Press.

Gadamer, H-G. (1976). Semantics and hermeneutics. In D.E. Linge (Ed.), *Philosophical hermeneutics* (pp. 82-94). Berkeley, CA: University of California Press.

Garfinkel, H. (1965). *Studies in ethnomethodology*. Englewood Cliffs, NJ: Prentice-Hall.

Gaver, W.W. (1991). Technology affordances. *CHI '91 Conference Proceedings, ACM Conference on Human Factors in Computing Systems*. 1991, April, New Orleans. New York: Association for Computing Machinery, pp. 79-83.

George, J.M. and Jones, G.R. (1997). Experiencing work: Values, attitudes, and moods. *Human Relations*, 50 (4), 393-417.

Gersick, C.G. (1992). Revolutionary change theories: A multilevel exploration of the punctuated equilibrium paradigm. *The Academy of Management Review*, 16, 10-36.

Gersick, C.J.G. 1994. Pacing strategic change: The case of a new venture. *Academy of Management Journal*, 37 (1), 9-45.

Gibbs, J.C. (1979). Kohlberg's moral stage theory: A Piagetian revision. *Human Development*, 22, 89-112.

Gibson, J.J. (1979). *The ecological approach to visual perception*. Houghton-Mifflin, Boston.

Gibson, J. J. (1977). The theory of affordances. In R.E. Shaw, and J. Bransford, (Eds.) *Perceiving, Acting and Knowing*. Hillsdale, NJ: Lawrence Erlbaum Associates.

Gilligan, C. (1982). *In a different voice: Psychological theory and women's development*. Cambridge, MA: Harvard University Press.

Giorgi, A. (1985). *Phenomenology and Psychological Research*. Pittsburgh: Duquesne University Press.

Glaser, B.G. and Strauss, A.L. (1967). *The discovery of grounded theory*. Chicago: Aldine.

Glaser, B.G. (1993). *Basics of grounded theory analysis*. Mill Valley, CA: Sociology Press.

Gobbin, R. (1999). The role of cultural fitness in user resistance to information technology tools. *Interacting with Computers*, 9, 275-285.

Golembiewski, R.T. (1993). *Approaches to planned change: orienting perspectives and micro-level interventions*. New Brunswick, NJ: Transaction Publishers.

Golembiewski, R.T. (1993). *Handbook of organizational behavior*. New York: M. Dekker.

Granovetter, M. (1985). Economic action and social structure: The problem of embeddedness. *American Journal of Sociology*, 91, 481-510.

Greenbaum, J. (1993). A design of one's own: Towards participatory design in the United States. In D. Schuler and A. Namioka (Eds.) *Participatory design: Principles and practice* (pp. 27-37). Hillsdale, NJ: Lawrence Erlbaum Associates.

Greenbaum, J. (1996). Back to Labor: Returning to labor process discussions in the study of work. *CSCW Conference Proceedings*, ACM Conference on Computer Supported Cooperative Work, 1996, November, Cambridge, MA. New York: Association for Computing Machinery, pp. 229-237.

Greenbaum, J. (1996). Post modern times: Participation beyond the workplace. *PDC 96 Proceedings of the Participatory Design Conference*. November 1996, Cambridge, MA. Palo Alto: Computer Professionals for Social Responsibility, pp. 65-72.

Greenbaum, J. and Kyng, M. (1991). Introduction: Situated design. In J. Greenbaum and M. Kyng, (Eds.), *Design at Work: Cooperative Design of Computer Systems*, (pp. 1-24). Hillsdale, NJ: Lawrence Erlbaum Associates.

Greenbaum, J. and Madsen, K.H. (1993). Small changes: Starting a participatory design process by giving participants a voice. In D. Schuler and A. Namioka (Eds.) *Participatory design: Principles and practice* (pp. 289-298). Hillsdale, NJ: Lawrence Erlbaum Associates.

Grudin, J. (1993). Obstacles to participatory design in large product development organizations. In D. Schuler and A. Namioka (Eds.) *Participatory design: Principles and practice* (pp. 99-119). Hillsdale, NJ: Lawrence Erlbaum Associates.

Grudin, J. (1994). Groupware and social dynamics: Eight challenges for developers. *Communications of the ACM*, 37 (1), 93-105.

Hanseth, O. and Monteiro, E. (1997). Inscribing behavior in information infrastructure standards. *Accounting, Management, and Information Technology*, 7 (4), 183-211.

Hanseth, O. and Monteiro, E. (1997). Navigating future research: Judging the relevance of information systems development research. *Accounting, Management, and Information Technology*, 6 (1/2), 77-85.

Habermas, J. (1972). *Knowledge and human interests*. London: Heinemann.

Habermas, J. (1973). *Theory and practice*. Boston: Beacon Press.

Habermas, J. (1979). Moral development and ego identity. In J. Habermas (Ed.), *Communication and the Evolution of Society*. Boston: Beacon Press.

Habermas, J. (1987). *The theory of communicative action: Lifeworld and system: A critique of functionalist reason*. Boston: Beacon Press.

Hannan, M.T. and Freeman, J.H. (1989). *Organizational ecology*. Cambridge, MA: Harvard University Press.

Heermann, B. (1997). *Building team spirit*. New York: McGraw-Hill.

Heidegger, M. (1966). *Discourse on thinking*. New York: Harper and Row.

Herbsleb, J.D. and Kuwana, E. (1993). Preserving knowledge in design projects: What designers need to know. *Conference Proceedings on Human Factors in Computing Systems*, InterCHI '93, 1993, April, Amsterdam. New York: Association for Computing Machinery, pp. 7-14.



- Hill, S. (1981). *Competition and control at work*. Cambridge, MA: MIT Press.
- Hillman, J. (1995). *Kinds of power*. New York: Currency Doubleday.
- Hinings, C.R. (1997). Reflections on processual research. *Scandinavian Journal of Management*, 13 (4), 493-503.
- Hinings, C.R., Thibault, L., Slack, T., and Kikulis, L.M. (1996). Values and organizational structure. *Human Relations*, 49 (7), 885-917.
- Hochheiser, H. (1997). Workplace database systems: Difficulties of data collection and presentation. In B. Friedman (Ed.), *Human values and the design of computer technology* (pp. 239-258). Cambridge, UK: Cambridge University Press.
- Hock, D. (1999). *Birth of the chaordic age*. San Francisco: Berrett-Koehler Publishers.
- Hodas, S. (1996). Technology refusal and the organizational culture of schools. In R. Kling (Ed.), *Computerization and controversy: Value conflicts and social choices* (2nd ed.), (pp. 197-218). New York: Academic Press.
- Holland, D. and Reeves, J.R. (1996). Activity theory and the view from somewhere. In B. Nardi (Ed.), *Context and consciousness: Activity theory and human-computer interaction* (pp. 257-281). Cambridge, MA: MIT Press.
- Holtzblatt, K. and Beyer, H. (1998). *Contextual Design: Defining customer-centered systems*. San Francisco: Morgan Kaufmann Publishers.
- Holtzblatt, K. and Jones, S. (1993). Cooperative design: Techniques and experience from the Scandinavian scene. In D. Schuler and A. Namioka (Eds.) *Participatory design: Principles and practice* (pp. 177-210). Hillsdale, NJ: Lawrence Erlbaum Associates.
- Howard, G.S. (1985). The role of values in the science of psychology. *American Psychologist*, 40, 255-265.
- Huff, C. and Finholt, T. (1994). Toward a design ethic for computing professionals. In C. Huff and T. Finholt (Eds.), *Social issues in computing: Putting computing in its place*. New York: McGraw-Hill.
- Hull, R. (1999). Governing the conduct of computing: Computer science, the social sciences, and frameworks of computing. *Accounting, Management, and Society*, 7 (4), 213-240.
- Hunter, R.A. (1997). Assessing moral sensitivity in business personnel (ethics). Ph.D. dissertation. Georgia State University.
- Hutchins, E. (1994). *Cognition in the wild*. Cambridge, MA: MIT Press.
- Jackson, M. (1995). Beyond the fads: Systems thinking for managers. *Systems Research*, 12 (1), 25-42.
- Janlert, L. and Stolterman, E. (1997). The character of things. *Design Studies*, 18, 297-314.

- Jewett, T. and Kling, R. (1990). The work group manager's role in developing computing infrastructure. *Proceedings of the ACM Conference on Office Information Systems*, Boston. New York: Association for Computing Machinery.
- Johnson, D. (1991). *Ethical issues in engineering*. Englewood Cliffs, NJ: Prentice Hall.
- Jones, J.C. (1992). *Design methods*. New York: John Wiley and Sons.
- Jones, P.H. (1998). *Handbook of team design*. New York: McGraw-Hill.
- Joy, B. (2000). Why the future doesn't need us. *Wired*, 8 (4), 238-262.
- Junnakar, B. (1997). Leveraging collective intellect by building organizational capabilities. *Expert Systems with Applications*, 13 (1), 29-40.
- Kanny, E.M. (1997). *Occupational therapists' ethical reasoning assessing student and practitioner responses to ethical dilemmas*. Ph.D. dissertation. University of Washington.
- Kanter, R.M. (1988). When a thousand flowers bloom: Structural, collective, and social conditions for innovation in organizations. *Research in Organizational Behavior*, 10, 169-211.
- Kanter, R.M. (1984). Innovation: Our only hope for times ahead? *Sloan Management review*, 25 (Summer), 51-55.
- Kaptelinin, V. and Nardi, B. (1998). Activity theory: Basic concepts and applications. Tutorial notes. *ACM 1998 Conference on Computer Supported Cooperative Work*. Seattle, Wash., November 14-18.
- Karasek, R. and Theorell, T. (1990). *Healthy work: Stress, productivity, and the reconstruction of working life*. New York: Basic Books.
- Karsten, H. and Jones, M. (1998). The long and winding road: Collaborative IT and organisational change. *CSCW Conference Proceedings*, ACM Conference on Computer Supported Cooperative Work, 1998, November, Seattle. New York: Association for Computing Machinery, pp. 29-38.
- Katsioloudes, M.I. (1996). Socio-technical analysis: A normative model for participatory planning. *Human Systems Management*, 15 (4), 235-243.
- Keen, P. G.W. (1991). *Shaping the future: Business design through information technology*. Boston: Harvard Business School Press.
- Keeney, R.L. (1994). Creativity in decision making with value-focused thinking. *Sloan Management Review*, 35, 33-41.
- Kensing, F., Simonsen, J., and Bodker, K. (1996). MUST – A method for participatory design. *PDC 96 Proceedings of the Participatory Design Conference*. November 1996, Cambridge, MA. Palo Alto: Computer Professionals for Social Responsibility, pp. 129-140
- King, J. (1996). Where are the payoffs from computerization? In R. Kling (Ed.), *Computerization and controversy: Value conflicts and social choices* (2nd ed.), (pp. 239-260). New York: Academic Press.

- Kling, R. (1996). Computerization at work. In R. Kling (Ed). *Computerization and controversy: Value conflicts and social choices* (2<sup>nd</sup> ed.), (pp. 278-308). New York: Academic Press.
- Kling, R. and Allen, J.P. (1996). Can computer science solve organizational problems? In R. Kling (Ed), *Computerization and controversy: Value conflicts and social choices* (2<sup>nd</sup> ed.), (pp. 261-276). New York: Academic Press.
- Kling, R. (1996). The centrality of organizations in the computerization of society. In R. Kling (Ed). *Computerization and controversy: Value conflicts and social choices* (2<sup>nd</sup> ed.), (pp. 108-112). New York: Academic Press.
- Kling, R. (1980). Social analyses of computing: Theoretical perspectives in recent empirical research. *ACM Computing Surveys*, 12, 61-110.
- Kogut, B. and Zander, U. (1996). What firms do: Coordination, identity and learning. *Organization Science*, 7, 502-518.
- Kohlberg, L. (1969). Stage and sequence: The cognitive development approach to socialization. In D.A. Goslin (Ed.), *Handbook of socialization theory and research* (pp. 347-480). Chicago: Rand McNally.
- Krasner, L. and Houts, A.C. (1984). A study of the 'value' systems of behavioral scientists. *American Psychologist*, 39, 840-850.
- Krippendorff, K. (1996). On the essential contexts of artifacts or on the proposition that "design is making sense (of things)." In V. Margolin and R. Buchanan (Eds.), *The idea of design*, (pp. 156-184). Cambridge, MA: MIT Press.
- Kuhn, S. (1996). Design for people at work. In Winograd (ed.), *Bringing Design To Software*. New York: Addison-Wesley.
- Kumar, K. and Bjorn-Anderson, N. (1990). A cross-cultural comparison of IS designer values. *Communications of the ACM*, 33 (5), 528-538.
- Kuo, F. (1998). Managerial intuition and the development of executive support systems. *Decision Support Systems*, 24 (2), 89-103.
- Kyng, M. (1995). Making representations work. *Communications of the ACM*, 38 (9), 46-55.
- Kyng, M. (1994). Scandinavian design: Users in product development. *CHI '94 Conference Proceedings*, ACM Conference on Human Factors in Computing Systems. 1994, April, Boston. New York: Association for Computing Machinery, pp. 3-9.
- Lakoff, G. (1993). The contemporary theory of metaphor. In Ortony, A. (ed.), *Metaphor and thought*. New York: Cambridge University Press.
- Lam, A. (1997). Embedded firms, embedded knowledge: Problems of collaboration and knowledge transfer in global competitive ventures. *Organization Studies*, 18 (6), 973-996.
- Landauer, T. (1995). *The trouble with computers*. Cambridge, MA: MIT Press.

- Lanier, J. (1997). *The frontier between us*. Communications of the ACM, 40 (2), 55-56.
- Latour, B. (1991). Technology is society made durable. In J. Law (Ed.), *A sociology of monsters: Essays on power, technology, and domination*, (pp. 103-131). London: Routledge.
- Lave, J. (1988). *Cognition in practice*. Cambridge, UK: Cambridge University Press.
- Lave, J. and Wenger, E. (1991). *Situated learning: Legitimate peripheral participation*. Cambridge, UK: Cambridge University Press.
- Lazega, E. (1992). *Micropolitics of knowledge: Communication and indirect control in workgroups*. New York: Aldine de Gruyter.
- Lee, T.W. and Mitchell, T.R. (1994). Organizational attachment: Attitudes and actions. In J. Greenberg (Ed.), *Organizational behavior: The state of the science*, (pp. 83-108). Hillsdale, NJ: Lawrence Erlbaum Associates.
- Leonard-Barton, D. (1995). *Wellsprings of knowledge: Building and sustaining the sources of innovation*. Boston: Harvard Business School Press.
- Leonard, D. and Rayport, J.F. (1997). Spark innovation through empathic design. *Harvard Business Review*, Nov.-Dec., 102-135.
- Leont'ev, A.N. (1978). *Activity, consciousness, and personality*. Englewood Cliffs, NJ: Prentice-Hall.
- Levén, P. & Stolterman, E. (1995). Turning visions into values: Information systems design as vision management. In B. Dahlbom, et al, (Eds.), *Proceedings of IRIS-18: Gothenbourg studies in Informatics, Report 7*. Gothenbourg, Sweden: University of Gothenbourg.
- Levine, F., Locke, C., Searls, D., and Weinberger, D. (2000). *The cluetrain manifesto*. Cambridge, MA: Perseus Books.
- Ljunberg, J. and Holm, P. (1997). Speech acts on trial. In M. Kyng and L. Mathiassen (Eds.), *Computers and design in context* (pp. 317-347). Cambridge, MA: MIT Press.
- Lusk, E.J. and Oliver, B. L. (1972). American managers' personal value systems - Revisited. *Academy of Management Journal*. 17, 549-554.
- Maccoby, M. (1997). Is there a best way to build a car? *Harvard Business Review*. Nov.-Dec., 161-172.
- Madsen, K.H. and Kensing, F. (1991). Generating visions: Future workshops and metaphorical design. In J. Greenbaum and M. Kyng (Eds.), *Design at Work: Cooperative Design of Computer Systems* (pp. 155-168). Hillsdale, NJ: Lawrence Erlbaum Associates.
- Madsen, K.H. and Aiken, P. (1993). Experiences using cooperative interactive storyboard prototyping. *Communications of the ACM*, 36 (4), 57-63.
- Margolin, V. (1998). Design for a sustainable world. *Design Issues*, 14 (2), 83-92.
- Markus, M.L. (1994). Finding a happy medium: Explaining the negative effects of electronic

communication on social life at work. *ACM Transactions on Information Systems*, 12 (2), 119-149.

Markus, M.L. and Bjorn-Anderson, N. (1987). Power over users: Its exercise by system professionals. *Communications of the ACM*, 30 (6), 498-504.

Markus, M.L and Keil, M. (1994). If we build it, they will come: Designing information systems that people want to use. *Sloan Management Review*, 35, 11-25.

Maslow, A.H. (1965). *Eupsychian management: A journal*. Homewood, IL: The Dorsey Press.

Maslow, A.H. (1971). *The farther reaches of human nature*. New York: Viking Press.

McCracken, G.D. (1988). *Culture and consumption: New approaches to the symbolic character of consumer goods and activities*. Bloomington, Ind: Indiana University.

McDonnell, J. (1997). Descriptive models for interpreting design. *Design Studies*, 18, 457-473.

McDonnell, J.T. and Gould, S.J. (1998). Creating an environment to encourage emergent strategy. *PDC 98 Proceedings of the Participatory Design Conference*. November 1998, Seattle. Palo Alto: Computer Professionals for Social Responsibility, pp. 157-166.

Medhurst, M.J. (1990). Human values and the culture of technology. In M.J. Medhurst A. Gonzalez, and T.R. Peterson (Eds.), *Communication and the Culture of Technology*. Pullman, Wash: Washington State University Press.

Meyerson, D. and Martin, J. (1987). Cultural change: An integration of three different views. *Journal of Management Studies*, 24, 623-648.

Miller, S.E. (1993). From system design to democracy. *Communications of the ACM*, 36 (8), 38.

Mintzberg, H. (1978). Patterns in strategy formation. *Management Science*, 24 (9), 934-948.

Monsma, S.V. (1986). *Responsible technology*. Grand Rapids, Mich: Wm. B. Eerdmans Publishing Co.

Morton, M.S. (1996). How information technologies can transform organizations. In R. Kling (Ed). *Computerization and controversy: Value conflicts and social choices* (2<sup>nd</sup> ed.), (pp. 148-160). New York: Academic Press.

Moustakas, C. (1990). *Heuristic research: Design, methodology, and applications*. Newbury Park: Sage Publications.

Moustakas, C. (1994). *Phenomenological research methods*. Thousand Oaks, CA: Sage Publications.

Muller, M.J. and Kuhn, S. (1993). Response letter to ACM Forum. *Communications of the ACM*, 36 (10), 18.

Muller, M.J., Wharton, C., McIver, W.J., and Laux, L. (1997). Toward an HCI research and

- practice agenda based on human needs and social responsibility. *Proceedings of ACM SIG CHI '97 Conference on Human Factors in Computing Systems* (pp. 155-161). April, 1997, Atlanta. Association for Computing Machinery.
- Mumford, E. (1983). *Designing human systems*. Manchester, UK: Manchester University Press.
- Murray, M.E. (1996). *An overview of moral development and education*. Unpublished monograph. Chicago: University of Illinois.
- Nonaka, I. (1991). The knowledge creating company. *Harvard Business Review*, Nov.-Dec., 96-104.
- Nardi, B.A., Whittaker, S., and Bradner, E. (2000). Media ecologies: An investigation of instant messaging in the workplace. Article submitted to CSCW 2000.
- Nardi, B.A. (1996). Studying context: A comparison of activity theory, situated action models, and distributed cognition. In B. Nardi, (Ed.), *Context and consciousness: Activity theory and human-computer interaction*, (pp. 69-102). Cambridge, MA: MIT Press.
- Nardi, B.A., ed. (1996). *Context and consciousness: Activity theory and human-computer interaction*. Cambridge, MA: MIT Press.
- Nardi, B.A. and O'Day, V.L. (1999). *Information ecologies: Using technology with heart*. Cambridge, MA: MIT Press.
- Nass, C., Steuer, J., and Tauber, E. (1994). Computers are social actors. in: *CHI '94, Conference proceedings on human factors in computing systems*, pp. 72-78.
- Nelson, R. and Winter, S. (1982). *An evolutionary theory of economic change*. Cambridge, MA: Harvard University Press.
- Nevis, E.C., DiBella, A.J., and Gould, J.M. (1995). Understanding organizations as learning systems. *Sloan Management Review*, 36, 73-85.
- Newman, M., and Robey, D. (1992). A social process model of user-analyst relationships. *MIS Quarterly*, 16, 249-266.
- Norman, D.A. (1998). *The invisible computer*. Cambridge, MA: MIT Press.
- Norman, D. A. (1988). *The psychology of everyday things*. New York: Basic Books.
- Norrgrén, F. and Schaller, J. (1999). Leadership style: its impact on cross-functional product development. *Journal of Product Innovation Management*, 16 (4), 377-384.
- Oliver, B.L (1999). Comparing corporate managers' personal values over three decades, 1967-1995. *Journal of Business Ethics*, 20 (2 ), 147-161.
- Oliver, C. (1996). The institutional embeddedness of economic activity. In J.C. Baum and J.E. Dutton (Eds.), *Advances in strategic management*, vol. 13. (pp. 163-186). Greenwich, Conn: JAI Press.
- Orlikowski, W.J. (1991). Learning from Notes: Organizational issue in groupware

implementation. In *Proceedings of CSCW 92*, ACM Conference on Computer Supported Cooperative Work, Toronto, pp. 362–369.

Orlikowski, W.J. (1993). CASE tools as organizational change: Investigating incremental and radical changes in systems development. *MIS Quarterly*, 17 (3).

Orlikowski, W.J. and Robey, D. (1991). Information technology and the structuring of organizations. *Information Systems Research*, 2 (2), 143-169.

Orlikowski, W.J. and Baroudi, J.J. (1991). Studying information technology in organizations: Research approaches and assumptions. *Information Systems Research*, 2, 1-28.

Orr, J.E. (1996). *Talking about machines: An ethnography of a modern job*. Ithaca, NY: ILR Press/ Cornell University Press.

Orton, J.D. (1997). From inductive to iterative grounded theory: Zipping the gap between process theory and process data. *Scandinavian Journal of Management*, 13 (4), 419-438.

Osbeck, L. (1993). Social constructionism and the pragmatic standard. *Theory and Psychology*, 3, 337-350.

Owen, H. Spirit: *Transformation and development in organizations*. Potomac, MD: Abbott Publishing.

Pacey, A. (1984). *The culture of technology*. Cambridge, MA: MIT Press.

Palmer, R. E. (1969). *Hermeneutics*. Evanston, IL: Northwestern University Press.

Parnas, D.L. (1990). Professional responsibility to blow the whistle on SDI. In M.D Ermann, M.B. Williams, and C. Gutierrez, (Eds.) *Computers, ethics, and society*, (pp. 359-372). New York: Oxford University Press.

Pandit, N.R. (1996). The creation of theory: A recent application of the grounded theory method. *Qualitative Research.*, 2, (4).

Papanek, V. (1996). The future isn't what it used to be. In V. Margolin and R. Buchanan (Eds.), *The idea of design*, (pp. 56-69). Cambridge, MA: MIT Press.

Papanek, V. (1983). *Design for human scale*. New York: Van Nostrand Reinhold.

Papanek, V. (1984). *Design for the real world*. New York: Van Nostrand Reinhold.

Papert, A.S. (1991). *Situating constructionism*. Norwood, NJ: Ablex Publishing Co.

Patton, M.Q. (1990). *Qualitative evaluation and research methods*. London: Sage Publications.

Perin, C. (1991). Electronic social fields in bureaucracies. *Communications of the ACM*, 34 (12), 74-82.

Pippin, R.B. (1995). On the notion of technology as ideology. In A. Feenberg and A. Hannay (Eds.), *Technology and the politics of knowledge*, (pp. 43-61). Indianapolis: Indiana

University Press.

Polanyi, M. (1962). *Personal knowledge*. Chicago: University of Chicago Press.

Polanyi, M. (1966). *The tacit dimension*. New York: Doubleday and Co.

Polanyi, K. (1944). *The great transformation: The political and economic origins of our time*. Boston: Beacon Press.

Poltrock, S.E. and Grudin, J. (1994). Organizational obstacles to interface design and development: Two participant-observer studies. *ACM Transactions on Computer-Human Interaction*, 1 (1), 52-80.

Prentice, D. A. (1987). Psychological correspondence of possessions, attitudes, and values. *Journal of Personality and Social Psychology*, 53, (6), 993-1003.

Project Management Institute, Inc. (2000). *A guide to the Project Management Body of Knowledge (PMBOK Guide)*, (2000 Edition). Newton Square, PA: Author.

Pullinger, D.J. (1989). Moral judgments in designing better systems. *Interacting with Computers*, 1 (1), 93-104.

Quinn, R.E., Kahn, J.A., and Mandl, M.J. (1994). Perspectives on organizational change: Exploring movement at the interface. In J. Greenberg, (Ed.), *Organizational behavior: The state of the science*, (pp. 109-133). Hillsdale, NJ: Lawrence Erlbaum Associates.

Rest, J. (1986). *DIT Manual*. Minneapolis: Center for the Study of Ethical Development.

Rheinfrank, J. and Evenson, S. (1996). Design languages. In T. Winograd (ed.), *Bringing design to software*. New York: Addison-Wesley.

Richardson, F.C. and Woolfolk, R.L. (1994). Social theory and values: A hermeneutic perspective. *Theory and Psychology*, 4, 199-226.

Richards, T. and Richards, L. (1994). *Using hierarchical categories in qualitative data analysis*. Bundoora, Australia: La Trobe University.

Richins, M.L. (1994). Valuing things: The public and private meaning of possessions. *Journal of Consumer Research*, 21 (3), 504-521.

Ricoeur, P. (1981). *Hermeneutics and the human sciences*. Cambridge: Cambridge University Press.

Ricoeur, P. (1979). The model of the text: Meaningful action considered as a text. In P. Rabinow and W. Sullivan, (Eds.), *Interpretive Social Science*. Berkeley, CA: University of California Press.

Robey, D. and Markus, M. (1984). Rituals in information systems design. *MIS Quarterly*, 8 (1), 5-15.

Robey, D. and Newman, M. (1996). Sequential patterns in information systems development: an application of a social process model. *ACM Transactions on Information Systems*, 14 (1), 30-63.



- Rokeach, M. (1973). *The nature of human values*. New York: Free Press.
- Sabherwal, R. and Robey, D. (1993). An empirical taxonomy of implementation processes based on sequences of events in information system development. *Organization Science*, 4, 548-576.
- Sachs, P. (1995). Transforming work: Collaboration, learning, and design. *Communications of the ACM*, 38 (9), 36-45.
- Saetnan, A.R. (1991). Rigid politics and technological inflexibility: The anatomy of a failed hospital innovation. *Science and Technology and Human Values*, 16 (4), 419-447.
- Saviotti, P.P. (1998). On the dynamics of appropriability, of tacit and of codified knowledge. *Research Policy*, 26, 843-856.
- Schaiken, H. (1991). The automated factory. In T. Forester (Ed.), *Computers in the human context: Information technology, productivity, and people*. Cambridge, MA: MIT Press.
- Schein, E. (1985). *Organizational culture and leadership*. San Francisco: Jossey-Bass.
- Schmidt, K. (1999). Of maps and scripts The status of formal constructs in cooperative work. *Information and Software Technology*, 41 (6), 319-329.
- Schön, D. A. (1983). *The reflective practitioner: How professionals think in action*. Basic Books.
- Schön, D. (1992). Designing as reflective conversation with the materials of a design situation. *Knowledge-Based Systems*, 5 (1), 3-14.
- Schrage, M. (1995). *No more teams! Mastering the dynamics of creative collaboration*. New York: Doubleday Currency.
- Schrage, M. (1996). Cultures of prototyping. In Winograd (ed.), *Bringing design to software*. New York: ACM Press.
- Schuler, D. and Namioka, A. (1993). *Participatory design: Principles and practice*. Hillsdale, NJ: Lawrence Erlbaum Associates.
- Schwartz, S. H. (1994). Are there universal aspects in the structure and contents of human values? *Journal of Social Issues*, 50 (4), 19-46.
- Searle, J.R. (1979). *Expression and Meaning: Studies in the Theory of Speech Acts*. Cambridge: Cambridge University Press.
- Searle, J.R. (1983). *Intentionality*. Cambridge, UK: Cambridge University Press.
- Searle, J.R. (1995). *The construction of social reality*. New York: The Free Press.
- Sharrock, W. and Anderson, B. (1996). Organizational innovation and the articulation of the design space. In T. Moran and J. Carroll (Eds.) *Design rationale* (pp. 429-451). Mahwah, NJ: Lawrence Erlbaum Associates.

- Shneiderman, B. and Rose, A. (1997). Social impact statements: Engaging public participation in information technology design. In B. Friedman (Ed.), *Human values and the design of computer technology* (pp. 117-133). Cambridge, UK: Cambridge University Press.
- Slater, J. (1998). Professional misinterpretation: What is participative design? *PDC 98 Proceedings of the Participatory Design Conference*. November 1998, Seattle. Palo Alto: Computer Professionals for Social Responsibility, pp. 83-92.
- Smith, S. (1991). Information technology in banks: Taylorization or human-centered systems? In T. Forester (Ed.) *Computers in the human context* (pp. 377-390). Cambridge, MA: MIT Press.
- Snell, R.S. (1996). Complementing Kohlberg: Mapping the ethical reasoning used by managers for their own dilemma cases. *Human Relations*, 49 (1), 23-50.
- Spender, J.-C. (1994). Organizational knowledge, collective practice, and Penrose rents. *International Business Review*, 3 (4), 353-367.
- Star, S.L. and Ruhleder, K. (1994). Steps toward an ecology of infrastructure. In *Proceedings of CSCW 94*. Chapel Hill, NC (Oct. 22-26), pp. 253-264.
- Star, S.L. and Bowker, G.C. (1994). Knowledge and infrastructure in international information management: Problems of classification and coding. In L. Bud, (Ed.), *Information Acumen: The Understanding and Use of Knowledge in Modern Business*. London: Routledge.
- Staw, B.M. (1984). *Research in Organizational Behavior*. Greenwich, Conn: JAI Press.
- Storck, J. and Hill, P.A. (2000). Knowledge diffusion through "strategic communities." *Sloan Management Review*, 41, 63-74.
- Strauss, A. and Corbin, J. (1990). *Basics of qualitative research*. Thousand Oaks, CA: Sage Publications.
- Suchman, L.A. (1987). *Plans and situated actions: The problem of human machine communication*. Cambridge, UK: Cambridge University Press.
- Suchman, M.C. (1995). Managing legitimacy: strategic and institutional approaches. *Academy of Management Review*, 20 (3), 571-611.
- Tabrizi, B. and Walleigh, R. (1997). Defining next-generation products: An inside look. *Harvard Business Review*, Nov./Dec., 116-128.
- Tang, J.C. (1997) Eliminating a hardware switch: Weighing economics and values in a design decision. In B. Friedman (Ed.), *Human values and the design of computer technology* (pp. 259-270). Cambridge, UK: Cambridge University Press.
- Teece, D.J., Pisano, G., and Schuen, A. (1997). Dynamic capabilities and strategic management. *Strategic Management Journal*, 18 (7), 509-533.
- Terveen, L.G., Selfridge, P.G., Long, M.D. (1993). From "folklore" to "living design memory. *CHI '93, Conference proceedings on human factors in computing systems*, pp. 15-22.

- Thoma, S.J. (1986). Estimating gender differences in the comprehension and preference of moral issues. *Developmental Review*, 6, 65-80.
- Thompson, P. and McHugh, D. (1990). *Work organizations*. New York: Macmillan.
- Thumin, F.J., Johnson, J.H., Kuehl, C., and Jiang, W.Y. (1995). Corporate values as related to occupation, gender, age, and company size. *The Journal of Psychology*, 129 (4), 389-401.
- Tolbert, P.S. and Zucker, L.G. (1999). The institutionalization of institutional theory. In S.R. Clegg and C. Hardy (Eds.), *Studying organizations* (pp. 169-184). London: SAGE Publications.
- Tractinsky, N. (1997). Aesthetics and apparent usability: Empirically assessing cultural and methodological issues. In *Proceedings of ACM SIG CHI '97 Conference on Human Factors in Computing Systems*. New York: Association for Computing Machinery. 115-122.
- Tractinsky, N. and Jarvenpaa, S.L. (1995). Information systems design decisions in a global versus domestic context. *MIS Quarterly*, 19 (4), 507-535.
- Trist, E.L. (1983). Referent organizations and the development of inter-organizational domains. *Human Relations*, 36, 269-284.
- Trist, E.L. (1976). A concept of organizational ecology. *Australian Journal of Management*, 2.
- Tyre, M.J. and Orlikowski, W.J. (1994). Windows of opportunity: Temporal patterns of technological adaptation in organizations. *Organization Science*, 5 (1), 98-118.
- Uschold, M. and Gruninger, M. (1996). Ontologies: principles, methods and applications. *Knowledge Engineering Review*, 11 (2), 93-136.
- Van de Ven, A.H. (1992). Suggestions for studying strategy process. *Strategic Management Journal*, 13, 169-188.
- van Maanen, J. and Barley, S.R. (1984). Occupational communities: Culture and control in organizations. In Staw, B.M. (Ed.), *Research in Organizational Behavior*, vol. 6. Greenwich, Conn: JAI Press.
- Van Manen, M. (1990). *Researching lived experience: Human science for an action sensitive pedagogy*. London, Ontario: University of Western Ontario.
- Van Oers, B. (1998). From context to contextualizing. *Learning and Instruction*, 8 (6), 473-488.
- Vicente, K. (1999). Wanted: psychologically relevant, device- and event-independent work analysis techniques. *Interacting with Computers*, 11 (3), 237-254.
- Vickers, G. (1972). *Value systems and social process*. London: Tavistock.
- Visala, S. (1996). Interests and rationality of information systems development. *Computers and Society*, Sept, 19-22.

- Vygotsky, L.S. (1978). *Mind in society: The development of higher psychological processes*. Cambridge, MA: Harvard University Press.
- Walsham, G. and Waema, T. (1994). Information systems strategy and implementation: A case study of a building society. *ACM Transactions on Information Systems*, 12 (2), 150-173.
- Warfield, J.N. and Cardenas, A.R. (1994). *A handbook of Interactive Management*. Ames, Iowa: Iowa State University Press.
- Warfield, J.N. (1990). *A science of generic design: Managing complexity through systems design*. Ames, Iowa: Iowa State University Press.
- Walz, D.B., Elam, J.J., Curtis, B. (1993). Inside a software design team: knowledge acquisition, sharing, and integration. *Communications of the ACM*, 36 (10), 63-77.
- Wegenroth, U. (1992). The cultural bearings of modern technological development. In Sejerstad and Moser, (Eds.), *Humanistic perspectives on technology, development, and environment*. Oslo: Centre for Technology and Culture.
- Weick, K.E. (1979). Cognitive processes in organizations. *Research in Organizational Behavior*, 1, (1), 41-74.
- Weick, K.E. (1990). Technology as equivoque: Sensemaking in new technologies. In *Technology and Organizations*. San Francisco: Jossey-Bass. 1-44.
- Weick, K.E. and Bougon, M.G. (1986). Organizations as cognitive maps: Charting ways to success and failure. In *The Thinking Organization*. San Francisco: Jossey-Bass. 102-135.
- Weick, K.E. (1989). Theory construction as disciplined imagination. *Academy of Management Review*, 14, 532-550.
- Weick, K.E. (1993). Sensemaking in organizations: Small structures with large consequences. In J.K. Murnighan (Ed.), *Social psychology in organizations: Advances in theory and research*, (pp. 10-37). Englewood Cliffs, NJ: Prentice-Hall.
- Wenger, E. (1998). *Communities of practice: Learning, meaning, and identity*. New York: Cambridge University Press.
- West, D. (1997). Hermeneutic computer science. *Communications of the ACM*, 40 (4), 115.
- Wheatley, M.J. (1992). *Leadership and the new science: Learning about organization from an orderly universe*. San Francisco: Berrett-Koehler Publishers.
- White, R.D. (1999). Are women more ethical? Recent findings on the effects of gender upon moral development. *Journal of Public Administration Research and Theory*, 3 (9), 459-467.
- Wiener, N. (1954). *The human use of human beings*. New York: Houghton Mifflin Company.
- Winner, L. (1995). Citizen virtues in a technological order. In A. Feenberg and A. Hannay (Eds.), *Technology and the politics of knowledge*, (pp. 65-84). Indianapolis: Indiana University Press.

Winograd, T. (1997). Categories, disciplines, and social coordination. In B. Friedman (Ed.), *Human values and the design of computer technology* (pp. 107-114). Cambridge, UK: Cambridge University Press.

Winograd, T. (1996). *Bringing design to software*. New York: ACM Press.

Winograd, T. (1995). Heidegger and the design of computer systems. In A. Feenberg and A. Hannay (Eds.), *Technology and the politics of knowledge*, (pp. 108-127). Indianapolis: Indiana University Press.

Winograd, T. and Flores, C.F. (1986). *Understanding computers and cognition*. Norwood, NJ: Ablex.

Wixon, D. and Ramey, J. (1996). *Field methods casebook for software design*. New York: John Wiley and Sons.

Wood-Harper, A.T., Corder, S., Wood, J.R.G., and Watson, H. (1996). How we profess: The ethical systems analyst. *Communications of the ACM*, 39 (3), 69-77.

Wynn, E. (1991). Taking practice seriously. In J. Greenbaum and M. Kyng (eds.) *Design at work*. Hillsdale, NJ: Lawrence Erlbaum Associates.

Yasai-Ardekani, M. and Haug, R.S. (1997). Contextual determinants of strategic planning processes. *Journal of Management Studies*, 5 (34), 729-741.

Yates, J. and Orlikowski, W.J. (1992). Genres of organizational communication: A structural approach to studying communication and media. *The Academy of Management Review*, 17 (2), 299-326.

Yin, R. (1989). *Case study research: Design and methods*. (rev. ed.). Newbury Park, CA: Sage Publications.

Zuboff, S. (1996). Groupware at work: It's here, but what is it? Panel discussion, *CSCW Conference Proceedings*, ACM Conference on Computer Supported Cooperative Work, 1996, November, Cambridge, MA.

Zuboff, S. (1988). *In the age of the smart machine*. New York: Basic Books.

Zukin, S. and DiMaggio, P. (1990). *Structures of capital: The social organization of the economy*. Cambridge, UK: Cambridge University Press.

 **Return**

Copyright © 2000, [Peter H. Jones](#)