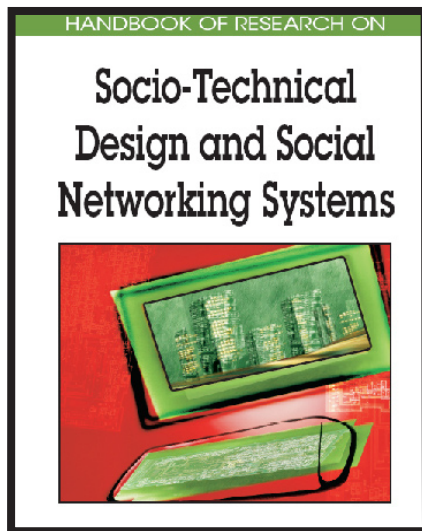


New Release

March 2009

**Handbook of Research on Socio-Technical Design
and Social Networking Systems (2-Volume Set)**

**Edited by: Brian Whitworth, Massey University (Albany),
Auckland, New Zealand and Aldo de Moor,
CommunitySense, The Netherlands; Foreword by Ben
Shneiderman, University of Maryland, USA**

13-digit ISBN: 978-1-60566-264-0

1,056 pages; 2009 Copyright

Price: US \$495.00 (hardcover*)

Pre-pub price[§]: US \$465.00

Perpetual Access: US \$745.00

Print + Perpetual Access: US \$990.00

Illustrations: figures, tables (8 1/2" x 11")

Translation Rights: World

*Paperback is not available. [§]Pre-pub price is good through one month after publication.

** Online access is for libraries and is good for three years.

"Brian Whitworth and Aldo de Moor have gathered valuable material from an international panel of experts who guide readers through the analysis, design and implementation of socio-technical systems. It will be widely useful in defining issues in engineering, computing, management, organization, government policy, and ethics. The practical guidance and fresh theories can inspire a new generation of designers and researchers to catalyze even more potent forms of human collaboration."

- Ben Shneiderman, University of Maryland, USA

The focus of this book is not how to make technology more efficient, nor even how technology harms or helps society, but rather how to successfully combine society and technology into socio-technical performance.

The **Handbook of Research on Socio-Technical Design and Social Networking Systems** provides a state-of-the-art summary of knowledge in this evolving, multi-disciplinary field distinctive in its variety of international authors' perspectives, depth and breadth of scholarship, and combination of practical and theoretical views. This noteworthy Handbook of Research extends a useful collection for anyone interested in modern socio-technical systems where knowledge of social principles can mean the difference between success and failure.

Subject:

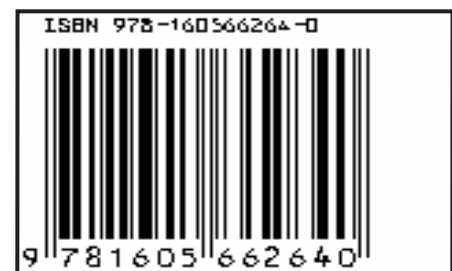
Social Computing; Networking/Telecommunication; IT Security/Ethics; Web Technologies; Human Aspects of Technology; Software/Systems Design

Market:

This essential publication is for all academic and research libraries, as well as all those interested in computer technologies that enable social interactions. Researchers, educators, students, practitioners, technical designers, sociologists, and end-users alike will benefit from this commanding handbook.

Excellent addition to your library! Recommend to your acquisitions librarian.

www.info-sci-ref.com



Handbook of Research on Socio-Technical Design and Social Networking Systems

Edited by: **Brian Whitworth, Massey University (Albany), Auckland, New Zealand** and **Aldo de Moor, CommunitySense, The Netherlands**; Foreword by **Ben Shneiderman, University of Maryland, USA**

Table of Contents

Section I: General Socio-Technical Theory

Prologue by Tom Stewart, System Concepts Limited, London
Chapter I: The Social Requirements of Technical Systems
Brian Whitworth, Massey University Albany, New Zealand
Chapter II: The Social Study of Computer Science
Matti Tedre, Tumaini University, Tanzania
Chapter III: Virtual Collaboration and Community
Ann Borda, London South Bank University & Museophile Limited, United Kingdom
Jonathan P. Bowen, London South Bank University & Museophile Limited, United Kingdom
Chapter IV: The Social Derivation of Technical Systems
David Davenport, Bilkent University, Turkey
Chapter V: Socio-Technical Theory And Work Systems in the Information Age
Ken Eason, Loughborough University, UK
José Luis Abdelnour-Nocera, Thames Valley University, UK
Chapter VI: An Engagement Strategy for Community Network Research and Design
Peter Day, University of Brighton, England, UK
Chapter VII: On the Alignment of Organizational and Software Structure
Cleudson R. B. de Souza, Universidade Federal do Pará, Brasil
David F. Redmiles, University of California, Irvine, USA

Section II: Socio-Technical Perspectives

Prologue by Ronald K. Stamper, UK
Chapter VIII: Privacy and the Identity Gap in Socio-Technical Systems
Catherine Heaney, The University of Oxford, England
Chapter IX: Privacy regulation in the Metaverse
Ronald Leenes, Tilburg University, The Netherlands
Chapter X: Leadership of Integrated Teams in Virtual Environments
David Tuffley, Griffith University, Australia
Chapter XI: Recontextualising Technology in Appropriation Processes
Monique Janneck, University of Hamburg, Germany
Chapter XII: Explaining Participation in Online Communities
Petter Bae Brandtzaeg, University of Oslo, Norway
Jan Heim, SINTEF, Norway
Chapter XIII: Cyber Security and Anti-Social Networking
Malcolm Shore, Canterbury University, New Zealand
Chapter XIV: Emerging Cybercrime Variants in the Socio-Technical Space
Wilson Huang, Valdosta State University, USA
Shun-Yung Kevin Wang, Florida State University, USA
Chapter XV: Developing Innovative Practice In Service Industries
Elayne W Coakes, Westminster Business School, UK
Peter Smith, The Leadership Alliance Inc. (TLA), Canada
Dee Alwis, Chartered Institute of Management Accountants (CIMA), UK

Section III: Socio-Technical Analysis

Prologue by Mark Aakhus, Rutgers, The State University of New Jersey, USA.
Chapter XVI: Using Communication Norms In Socio-Technical Systems
Hans Weigand, Tilburg University, The Netherlands
Chapter XVII: Socio-Instrumental Pragmatism In Action
Jonas Sjöström, Uppsala University, Sweden
Göran Goldkuhl, Linköping University, Sweden
Chapter XVIII: A Framework for Using Analytics to Make Decisions
Paul J. Bracewell, Offlode Ltd., New Zealand
Chapter XIX: The Challenges of Co-design and the Case of E-ME
Mikael Lind, University College of Borås, Sweden
Peter Rittgen, University College of Borås, Sweden

Chapter XX: Formal Analysis of Workflows in Software Development

Harry S. Delugach, Univ. of Alabama in Huntsville, USA
Chapter XXI: The Role of Expectations in Information Systems Development
Dorit Nevo, York University, Canada
Brent Furneaux, York University, Canada
Chapter XXII: Building a Path for Future Communities
Jeff Axup, Mobile Community Design Consulting, USA

Section IV: Socio-Technical Design

Prologue by Thomas Erickson, IBM T. J. Watson Research Center, USA
Chapter XXIII: Systems Design with the Socio-Technical Walkthrough
Thomas Herrmann, University of Bochum, Germany
Chapter XXIV: Applied Pragmatism and Interaction Design
Anders I. Mørch, University of Oslo, Norway
Chapter XXV: A Social Framework for Software Architectural Design
Manuel Kolp, Université catholique de Louvain, Belgium
Yves Wauetelet, Université catholique de Louvain, Belgium
Chapter XXVI: Designing for Trust
Piotr Cofta, British Telecom, UK
Chapter XXVII: Pattern Languages for CMC Design
Dan Dixon, University of the West of England, UK
Chapter XXVIII: Creating Social Technologies to Assist and Understand Social Interactions
Anton Nijholt, University of Twente, The Netherlands
Dirk Heylen, University of Twente, The Netherlands
Rutger Rienks, University of Twente, The Netherlands
Chapter XXIX: A Modern Socio-Technical View on ERP-Systems

Jos Benders, Tilburg University, the Netherlands
Ronald Batenburg, Utrecht University, the Netherlands
Paul Hoeken, Radboud University Nijmegen, the Netherlands
Roel Schouteten, Radboud University Nijmegen, the Netherlands
Chapter XXX: Being Face to Face - A State of Mind or Technological Design?
Mary Allan, University of Canterbury, New Zealand
Thorns David, University of Canterbury, New Zealand
Chapter XXXI: Applying Bourdieu to Ebay's Success and Socio-Technical Design
Rebecca M. Ellis, University of Essex, UK
Chapter XXXII: Relationships and Etiquette with Technical Systems
Christopher A. Miller, Smart Information Flow Technologies, USA

Section V: Socio-Technical Implementation

Prologue by Anton Nijholt, University of Twente, The Netherlands
Chapter XXXIII: Augmenting Actual Life Through MUVES
Laura Anna Ripamonti, Università degli Studi di Milano, Italy
Ines Di Loreto, Università degli Studi di Milano, Italy
Dario Maggiorini, Università degli Studi di Milano, Italy
Chapter XXXIV: The Role of Affect In Agent-Based Collaborative E-Learning
Mohamed Ben Ammar, University of Sfax, Tunisia
Mahmoud Neji, University of Sfax, Tunisia
Chapter XXXV: Gaze-Aided Human-Computer and Human-Human Dialogue
Pernilla Qvarfordt, FX Palo Alto Laboratory, USA
Shumin Zhai, IBM Almaden Research Center, USA
Chapter XXXVI: How to Engage Users in Online Sociability
Licia Calvi, IBBT/K.U.Leuven, Belgium
Chapter XXXVII: Socio-Technical Systems and Knowledge Representation
Ivan Launders, Sheffield Hallam University, UK

Chapter XXXVIII: Social Support for Online Learning

Claire de la Varre, University of North Carolina at Chapel Hill, USA
Julie Keane, University of North Carolina at Chapel Hill, USA
Matthew J. Irvin, University of North Carolina at Chapel Hill, USA
Wallace Hannum, University of North Carolina at Chapel Hill, USA
Chapter XXXIX: Enabling Remote Participation in Research
Jeremy Birnholtz, Cornell University, USA
Emilee J. Rader, University of Michigan, USA
Daniel B. Horn, Booz Allen Hamilton, USA
Thomas Finholt, University of Michigan, USA
Section VI: Socio-Technical Evaluation
Prologue by Starr Roxanne Hiltz, New Jersey Institute of Technology, USA

Chapter XL: Community Collective Efficacy

John M. Carroll, The Pennsylvania State University, USA
Mary Beth Rosson, The Pennsylvania State University, USA
Umer Farooq, The Pennsylvania State University, USA
Jamika D. Burge, The Pennsylvania State University, USA
Chapter XLI: An Analysis of The Socio-Technical Gap In Social Networking Sites
Tanguy Coenen, Vrije Universiteit Brussel, Belgium
Wouter Van den Bosch, Katholieke Hogeschool Mechelen, Belgium
Veerle Van Der Sluys, Belgium
Chapter XLII: Situational Awareness In Collaborative Work Environments
Olga Kulyk, University of Twente, The Netherlands
Betsy van Dijk, University of Twente, The Netherlands
Paul van der Vet, University of Twente, The Netherlands
Anton Nijholt, University of Twente, The Netherlands
Gerit van der Veer, Open University, The Netherlands
Chapter XLIII: A Scale of Affective Satisfaction in Online Learning Communities

Janet L. Holland, Emporia State University, USA

Chapter XLIV: Assessing the Social Network Health of Virtual Communities
David Hinds, Hinds & Associates, USA
Ronald M. Lee, Florida International University, USA
Chapter XLV: Situated Evaluation of Socio-technical Systems
Bertram C. Bruce, University of Illinois at Urbana-Champaign, USA
Andee Rubin, TERC, USA
Junghyun An, University of Illinois at Urbana-Champaign, USA
Chapter XLVI: Cultural Appropriation of Software Design and Evaluation

Heike Winschiers-Theophilus, Polytechnic of Namibia, Namibia

Section VII: The Future of Socio-Technical Systems

Prologue by Charles Steinfield, Michigan State University, USA
Chapter XLVII: Resolving Wicked Problems through Collaboration
Peter J. Denning, Naval Postgraduate School, USA
Chapter XLVIII: The Myth of the E-Commerce Serf to Sovereign Powershift
Rachel McLean, Manchester Metropolitan University Business School, UK
Chapter XLIX: Teaching the Socio-Technical Practices of Tomorrow Today
Theresa Dirndorfer Anderson, University of Technology, Australia
Chapter L: Socio-technical Communities - From Informal to Formal?
Isa Jahnke, Dortmund University of Technology, Germany
Chapter LI: Future Living in Participatory Way
Laurence Claeys, Alcatel-Lucent Bell Labs, Belgium
Johan Criel, Alcatel-Lucent Bell Labs, Belgium
Chapter LII: The Impact of Communications Technology on Trust
Paul Hodgson, British Telecom, UK
Chapter LIII: Good and Evil in the Garden of Emerging Information Technologies
Kenneth E. Kendall, Rutgers University, USA
Julie E. Kendall, Rutgers University, USA

About the Editors:

Brian Whitworth is a senior lecturer at Massey University (Albany) (Auckland, New Zealand). He holds a BSc in mathematics, a BA in psychology, an MA (1st Class) in neuro-psychology, and a PhD in information systems. He has published in journals like *Small Group Research*, *Group Decision & Negotiation*, *The Database for Advances in Information Systems*, *Communications of the AIS*, *IEEE Computer*, *Behavior and Information Technology (BIT)*, *Communications of the ACM* and *IEEE Transactions on Systems, Man and Cybernetics*. Topics include generating online agreement, voting before discussing, online communication processes, legitimate by design, spam and the social-technical gap, polite computing and the web of system performance. His hobbies include motorcycle riding, quantum theory, and philosophical songs.

Aldo de Moor is owner of CommunitySense, a research consultancy firm on community informatics. In 1999, he got his PhD in information management from Tilburg University (Netherlands). From 1999-2004, he was an assistant professor at Infolab, Department of Information Systems and Management, Tilburg University. In 2005-2006, he was a senior researcher at the Semantics Technology and Applications Research Laboratory (STARLab) of the Vrije Universiteit Brussel. Aldo's research interests include the evolution of virtual communities, communicative workflow modeling, argumentation support technologies, language/action theory, conceptual graph theory, and socio-technical systems design. Aldo has been a visiting researcher at the University of Guelph (Canada) and the University of Technology (Sydney, Australia). Aldo has been Program Co-Chair of the International Conference on Conceptual Structures, the Language/Action Perspective Working Conference on Communication Modeling, and the Pragmatic Web Conference. Key publications have appeared in journals like *Communications of the ACM*, *Data and Knowledge Engineering*, *Group Decision and Negotiation Information Systems*, *Information Systems Frontiers*, and *Information Systems Journal*.

Excellent addition to your library! Recommend to your acquisitions librarian.

www.info-sci-ref.com