

College of Information Science & Technology
University of Nebraska at Omaha

ISQA 9030

Behavioral and Organizational Issues in Information Systems Research

COURSE SYLLABUS¹
SPRING 2008

LOGISTICS

Time: Section 001, 10:00-11:15 a.m., Mondays & Wednesdays, PKI 277, call # 11683

Instructor: Professor Ilze Zigurs, PKI 284E, voice: 402.554.3182, fax: 402.554.3400,
izigurs@mail.unomaha.edu, <http://www.isqa.unomaha.edu/izigurs/home.htm>

Office hours: by appointment, via email, or just drop in whenever door is open

Required text and readings: No specific textbooks are required, though may be recommended.
Readings are required, as noted in the syllabus for each week.

Prerequisite: Doctoral student standing in Information Technology or permission of instructor.
ISQA 9010 is recommended but not required.

COURSE OVERVIEW

This seminar is a survey course on behavioral and organizational issues in information systems research. The course balances the acquisition of knowledge about the conduct of research in behavioral and organizational issues with the application of that knowledge to research on information systems. Major topics include: problem solving, cognitive perspectives, decision making processes, human aspects of computing, computer-mediated communication, systems development, project management, implementation and adoption, organizational change, and social and cultural issues. The course is intended for doctoral students in Information Technology or related areas. Advanced masters-level students and students from other doctoral programs may find the course relevant.

LEARNING OBJECTIVES

Upon completion of the seminar, students should be able to:

- Understand existing research related to behavioral and organizational issues in Information Systems
- Attain a critical perspective on past and current research
- Understand appropriate methods for conducting behavioral and organizational research in Information Systems
- Choose an appropriate method for researching specific behavioral and organizational issues
- Identify and develop interesting research topics in behavioral and organizational issues

¹ Syllabus is subject to change as announced in class and/or via email.

GRADING

Your final grade in the course will be determined as follows:

Class Participation – 20%

Leadership of class discussion – 20%

Homework (topic analyses, reviews, intermediate paper deliverables) – 25%

Final research paper (expect to submit to a conference or journal) – 35%

Class Participation

All students are expected to prepare for and participate in class discussion. In a seminar of this type, you *must* be active participants in the learning process. The class participation component of the course grade is awarded for constructive contributions to class discussion at every class meeting. Excellent participation requires thorough preparation, critical thinking, a cooperative attitude, and the willingness to share ideas. As a student, you should approach the readings from a critical perspective, looking for aspects of the readings that are interesting, intriguing, counter-intuitive, confusing, or even contradictory. You should consider what the most important insights were, what new things were learned, what caused you to think differently about a phenomenon, what caused you to become aware of a phenomenon, or what you didn't understand. Don't assume that just because a paper is assigned in the readings, it is a flawless paper. Examine what works in each paper and what does not – use a critical, but well-informed approach.

Leadership of class discussion

Leadership of class discussion on appointed class meetings involves presenting an overview of that day's topic, guiding discussion on the readings assigned for that day, and concluding the discussion with integrative commentary. The overview should be brief and designed to orient us and provide context for the detailed discussion to follow. You can organize your guidance of the discussion any way you feel is best. Don't be tied to a sequential analysis of one article at a time – use your creativity and judgment on how best to approach the topic. Have specific discussion questions prepared, but be flexible for going in different directions, depending on how the discussion evolves. Examples of what you might do during discussion: ask someone to summarize an article; ask for debate or for people to take a position; ask provocative questions or make daring assertions; bring in additional perspectives; de-emphasize some papers while going in greater depth in others; give us a quiz; most of all, get us thinking and talking. Your integrative, concluding commentary should be prepared ahead of time but also take into account the comments made during the discussion. Given the small class size this semester, we will not assign a specific individual to leadership of class each week, but will expect “shared leadership” at each class session.

Homework (topic analyses, reviews, intermediate paper deliverables)

A variety of “homework” assignments will be completed throughout the semester, involving hands-on development of ideas, or critiquing the ideas of others. The purpose of these assignments is to keep us moving ahead and get practice with development of research ideas and the final research paper.

Final research paper

The final research paper is expected to be submitted to a conference or journal. The final paper can take a variety of forms including, but not limited to, original data collection, literature review and analysis, or conceptual development. The selection of the topic and development of the paper will be done as a developmental process in class. The scope and quality are expected to be consistent with a high-quality conference or a journal paper. We will start working on the idea and development of the paper from the beginning of the course. We will talk about it often. Use the course readings as exemplars where relevant.

Final Grades

Your final grade is based on the percentage of points that you receive out of the total possible points for the course. The grade scale is shown in the following table.

GRADE	POINT VALUE
A+	$97\% \leq x \leq 100\%$
A	$92\% \leq x < 97\%$
A-	$90\% \leq x < 92\%$
B+	$87\% \leq x < 90\%$
B	$82\% \leq x < 87\%$
B-	$80\% \leq x < 82\%$
C+	$77\% \leq x < 80\%$
C	$72\% \leq x < 77\%$
C-	$70\% \leq x < 72\%$
D+	$67\% \leq x < 70\%$
D	$62\% \leq x < 67\%$
D-	$60\% \leq x < 62\%$
F	Less than 60%

COURSE POLICIES

This course will be conducted in a manner consistent with official policies of the University of Nebraska at Omaha and in a spirit of professionalism and integrity. Please read and follow the Student Code of Conduct at <http://studentaffairs.unomaha.edu/documents/scc.pdf> . In addition, the following points deserve special emphasis.

Academic Integrity

The web has made it all too easy to copy material from all over the world and include it in one's own reports and writing. Be aware that you must cite your web sources just as you would sources from printed material. To copy another's ideas or writing and pass them off as your own is *plagiarism*. It is unethical and illegal. Dishonest students suffer the risk of failing this course and being expelled from the university. Remember, if you copy material verbatim *from any source*, including web sources, you must put quotation marks around the verbatim material and provide a citation to its source. Merely changing a word or two, so that the material is no longer verbatim, still is not enough to make those ideas your own. ***YOU MUST ALWAYS CITE THE SOURCE.*** The AIS Code of Research Conduct (<http://home.aisnet.org/displaycommon.cfm?an=1&subarticlenbr=13>) is a good source for a detailed explanation of academic integrity in writing and publication. Please use it regularly.

Late Assignments, Make-ups, and Incompletes

You are expected to turn in all assignments on time. Late assignments suffer a penalty of one letter grade per day. Incomplete grades will not be given unless there are extraordinary circumstances, as determined by the instructor.

Score/Grade Appeals

Any grade you receive on an assignment is subject to appeal. You must make the appeal in writing. However, score changes are at the discretion of the instructor and may be up or down based upon a complete review of the work. Final grades are assigned by the instructor, based on total score distribution at semester's end. A grade reflects *another's* judgment of your work, so all grading has a subjective component. Appealing scores on assignments is discouraged, since a few points rarely make a difference in the final grade. Time is much better spent discussing/clarifying the information content presented in the course. Ask for work to be re-graded only in cases of real inequity.

Disabilities

Accommodations are provided for students with verified disabilities. For more information, contact Services for Students with Disabilities (SSD) in EAB 117 or 554-2872, TTY 554-3799.

OVERVIEW OF COURSE TOPICS AND SCHEDULE

WEEK	DATE	TOPIC & DELIVERABLES
Week 1	Jan 14 & 16	Introduction and Overview
Week 2	Jan 23 (Wed only)	Theory and Methods
Week 3	Jan 28 & 30	Behavioral and Organizational Foundations
Week 4	Feb 4 & 6	Systems and Problem Solving Perspectives TOPIC ANALYSIS #1 DUE ON FEB 4
Week 5	Feb 11 & 13	Cognitive Perspectives
Week 6	Feb 18 & 20	Decision-Making Process and Perspectives
Week 7	Feb 25 & 27	Human Aspects of Computing TOPIC ANALYSIS #2 DUE ON FEB 25
Week 8	Mar 3 & 5	Systems Development
Week 9	Mar 10 & 12	Project Management
Week 10	Mar 17 & 19	Spring Break – No class
Week 11	Mar 24 & 26	Information Systems Implementation and Adoption
Week 12	Mar 31 & Apr 2	Organizational Change
Week 13	Apr 7 & 9	Strategic Management and Impact of IT
Week 14	Apr 14 & 16	Computer-Mediated Communication
Week 15	Apr 21 & 23	Virtuality, Virtual Teams, and Virtual Worlds
Week 16	Apr 28 & 30	Social Issues, Impacts, New Directions in IT FINAL RESEARCH PAPER DUE MAY 5

Note: Deadlines for all deliverables (homework, research paper) will be announced in class.

DETAILED COURSE SCHEDULE AND READINGS

Week 1, January 14 & 16: Introduction and Overview

- Gallupe, B. "Recognizing Good Ideas: An Essential Skill of a Doctoral Student Advisor," *Communications of the Association for Information Systems*, Vol. 20, Article 5, 2007, pp. 20-25.
- Innovation Centre, University of Ontario, 2004, Conceptual frameworks learning object, http://innovation.dc-uoit.ca/cloe/lo/cf/CF_LO_content.html
- Palvia, P., Midha, V., and Pinjani, P. "Research Models in Information Systems," *Communications of the Association for Information Systems*, Volume 17, Article 47, 2006, pp. 1042-1063.
- Baskerville, R., and Myers, M. "Information Systems as a Reference Discipline," *Management Information Systems Quarterly*, Vol. 26, No. 1, 2002, pp. 1-14.
- Lee, Y., Lee, Z., and Gosain, S. "The Evolving Intellectual Diversity of the IS Discipline: Evidence from Referent Theoretical Frameworks," *Communications of the Association for Information Systems*, Volume 1436, 2004, pp. 546-579.
- Teo, T.S.H., and Srivastava, S.C. "Information Systems (IS) Discipline Identity: A Review and Framework," *Communications of the Association for Information Systems*, Vol. 20, Article 33, 2007, pp. 518-544.

Week 2, January 23 (Wed. only): Theory and Methods

- Whetten, D.A. "What Constitutes a Theoretical Contribution?" *Academy of Management Review*, Volume 14, 1989, pp. 490-495.
- Miner, J.B. "The Rated Importance, Scientific Validity, and Practical Usefulness of Organizational Behavior Theories: A Quantitative Review," *Academy of Management Learning and Education*, Volume 2, Number 3, 2003, pp. 250-268.
- Barkhi, R. and Sheetz, S. "The State of Theoretical Diversity in Information Systems," *Communications of the Association for Information Systems*, Volume 7, Article 6, July 2001.
- Weber, R. "Editor's Comments: Theoretically Speaking," *Management Information Systems Quarterly*, Volume 27, Number 3, September 2003, pp. iii-xii.
- Palvia, P., Leary, D., Mao, E., Midha, V., Pinjani, P., and Salam, A.F. "Research Methodologies in MIS: An Update," *Communications of the Association for Information Systems*, Volume 14, 2004, pp. 526-542.

Week 3, January 28 & 30: Behavioral and Organizational Foundations

- Miller, G.A. "The Magical Number Seven, Plus or Minus Two: Some Limits on Our Capacity for Processing Information," *The Psychological Review*, Volume 63, Number 2, March 1956, pp. 81-97.
- Feltham, G.A. "The Value of Information," *The Accounting Review*, Volume 43, Issue 4, October 1968, pp. 684-696.
- Pounds, W.F. "The Process of Problem Finding," *Industrial Management Review*, Volume 11, Issue 1, January 1969, pp. 1-19.

- Dickson, G.W., and Simmons, J.K. "The Behavioral Side of MIS: Some Aspects of the People Problem," *Business Horizons*, Volume 13, Issue 4, 1970, pp. 59-71.
- Dickson, G.W., Senn, J.A., Chervany, N.L. "Research in Management Information Systems: The Minnesota Experiments," *Management Science*, Volume 23, Number 9, May 1977, pp. 913-927.
- Benbasat, I. and Taylor, R.N. "The Impact of Cognitive Styles on Information Systems Design," *MIS Quarterly*, Volume 2, Number 2, June 1978, pp. 43-54.
- Zmud, R.W. "Individual Differences and MIS Success: A Review of the Literature," *Management Science*, Volume 25, Number 10, October 1979, pp. 966-979.
- Huber, G.P. "Cognitive Style as a Basis for MIS and DSS Designs: Much Ado About Nothing," *Management Science*, Volume 29, Number 5, May 1983, pp. 567-579.
- Robey, D. "Cognitive Style and DSS Design: A Comment on Huber's Paper," *Management Science*, Volume 29, Number 5, May 1983, pp. 580-582.

Week 4, February 4 & 6: Systems and Problem Solving Perspectives

- Churchman, C.W. and Schainblatt, A.H. "The Researcher and the Manager: A Dialectic of Implementation," *Management Science*, Volume 11, Number 4, February 1965, pp. B69-B87.
- Saraswat, P. "A Historical Perspective on the Philosophical Foundations of Information Systems," *Foundations of Information Systems*, 1998, <http://www.bauer.uh.edu/parks/fis/saraswat3.htm>
- Linden, L.P., Kuhn, Jr., J.R., Parrish, Jr., J.L., Richardson, S.M., Adams, L.A., Elgarah, W., and Courtney, J.F. "Churchman's Inquiring Systems: Kernel Theories for Knowledge Management," *Communications of the Association for Information Systems*, Volume 20, Article 52, 2007, pp. 836-871.
- Hevner, A.R., March, S.T., Park, J., and Ram, S. "Design Science in Information Systems Research," *MIS Quarterly*, Volume 28, Issue 1, March 2004, pp. 75-105.

Recommended but not required:

- Churchman, C. W. *The Design of Inquiring Systems: Basic Concepts of Systems and Organization*, New York: Basic Books Inc., 1971.
- Simon, H.A. *Models of Thought*, New Haven, CT: Yale University Press, 1979.

Week 5, February 11 & 13: Cognitive Perspectives

- Johnson-Laird, P.N. "Mental Models in Cognitive Science," *Cognitive Science*, Volume 4, 1980, pp. 71-115.
- Schwenk, C.R. "The Cognitive Perspective on Strategic Decision Making," *Journal of Management Studies*, Volume 25, Issue 1, January 1988, pp. 41-55.
- Thuring, M., Hannemann, J. and Haake, J.M. "Hypermedia and Cognition: Designing for Comprehension," *Communications of the ACM*, Volume 38, Issue 8, August 1995, pp. 57-66.
- Agarwal, R. and Karahanna, E. "Time Flies When You're Having Fun: Cognitive Absorption and Beliefs About Information Technology Usage," *MIS Quarterly*, Volume 24, Number 4, December 2000, 665-694.

- Taylor, W.A. "Computer-Mediated Knowledge Sharing and Individual User Differences: An Exploratory Study," *European Journal of Information Systems*, Volume 13, Number 1, March 2004, pp. 52-64.
- Thomas, D.M. and Bostrom, R. "The Role of a Shared Mental Model of Collaboration Technology in Facilitating Knowledge Work in Virtual Teams," *Proceedings of the 40th Hawaii International Conference on System Sciences (HICSS-40)*, 8 pp., CD-ROM, IEEE Computer Society, January 2007.

Week 6, February 18 & 20: Decision-Making Processes and Perspectives

- Pomerol, J-C and Adam, F. "Practical Decision-Making – From the Legacy of Herbert Simon to Decision Support Systems," *Proceedings of 2004 IFIP International Conference on Decision Support Systems (DSS2004)*, Prato, Tuscany, Italy, July 2004, pp. 647-656.
- Cohen, M.D., March, J.C., and Olsen, J.P. "A Garbage Can Model of Organizational Choice," *Administrative Science Quarterly*, Volume 17, Issue 1, March 1972, pp. 1-25.
- Sprague, Jr., R.H. "A Framework for the Development of Decision Support Systems," *Management Information Systems Quarterly*, Volume 4, Number 4, December 1980, pp. 1-25.
- Jarvenpaa, S. "The Effect of Task Demands and Graphical Format on Information Processing Strategies," *Management Science*, Volume 35, Issue 3, March 1989, pp. 283-303.
- Hilmer, K.M., and Dennis, A.R. "Stimulating Thinking: Cultivating Better Decisions with Groupware Through Categorization," *Journal of Management Information Systems*, Volume 17, Number 3, Winter 2000/2001, pp. 93-114.
- Venkatesh, V., "Where To Go From Here? Thoughts on Future Directions for Research on Individual-Level Technology Adoption with a Focus on Decision Making," *Decision Sciences*, Volume 37, Number 4, pp. 497-518..

Week 7, February 25 & 27: Human Aspects of Computing

- Lewis, C.H., "A Research Agenda for the Nineties in Human-Computer Interaction," *Human-Computer Interaction*, Volume 5, Issue 2/3, 1990, pp. 125-143.
- Bannon, L. "From Human Factors to Human Actors: The Role of Psychology and Human-Computer Interaction Studies in System Design," in Greenbaum, J. and King M. (eds.), *Design at Work: Cooperative Design of Computer Systems*, Hillsdale: Lawrence Erlbaum Associates, 1991, pp. 25-44, at <http://www.ul.ie/~idc/library/papersreports/LiamBannon/6/HFHA.html>
- Grudin, J. "Groupware and Social Dynamics: Eight Challenges for Developers," *Communications of the ACM*, Volume 37, Number 1, January 1994, pp. 92-105.
- Lamb, R. and Kling, R. "Reconceptualizing Users as Social Actors in Information Systems Research," *MIS Quarterly*, Volume 27, Issue 2, June 2003, pp. 197-235.
- Zhang, P. and Li, N. "The Intellectual Development of Human-Computer Interaction Research: A Critical Assessment of the MIS Literature (1990-2002)," *Journal of the Association for Information Systems*, Volume 6, Number 11, November 2005, pp. 227-292.

Recommended but not required:

Baecker, R.M., Grudin, J., Buxtin, W.A.S., and Greenberg, S. (eds.) *Readings in Human-*

Computer Interaction: Toward the Year 2000, 2nd edition, San Francisco, CA: Morgan Kaufmann Publishers, 1995.

Norman, D.A. *The Psychology of Everyday Things*, New York: Basic Books, 1988. (Just about any book by Donald Norman is a fun and informative read.)

Week 8, Mar 3 & 5: Systems Development

Wynekoop, J.L. and Russo, N.L., "Studying System Development Methodologies: An Examination of Research Methods," *Information Systems Journal*, Volume 7, Issue 1, January 1997, pp. 47-65.

Iivari, J., Hirschheim, R., and Klein, H.K., "A Dynamic Framework for Classifying Information Systems Development Methodologies and Approaches," *Journal of Management Information Systems*, Volume 17, Number 3, Winter 2000/2001, pp. 179-218.

Benbunan-Fich, R., and Mohan, K., "Information Technology and Systems – III. Research Publications in Systems Development during 2000-2004," *Communications of the Association for Information Systems*, Volume 17, 2006, pp. 373-390.

Fruhling, A., and de Vreede, G.-J., "Field Experiences with eXtreme Programming: Developing an Emergency Response System," *Journal of Management Information Systems*, Volume 22, Number 4, pp. 39-68.

Iivari, J., and Huisman, M., "The Relationship Between Organizational Culture and the Deployment of Systems Development Methodologies," *MIS Quarterly*, Volume 31, No. 1, March 2007, pp. 35-58.

Week 9, March 10 & 12: Project Management

Keil, M. "Pulling the Plug: Software Project Management and the Problem of Project Escalation," *MIS Quarterly*, Volume 19, Issue 4, December 1995, pp. 421-447.

Jiang, J.J., Klein, G., Hwang, H-G., Huang, J., and Hung, S-Y. "An Exploration of the Relationship Between Software Development Process Maturity and Project Performance," *Information & Management*, Volume 41, Issue 3, January 2004, pp. 279-288.

Roberts, T., Cheney, P.H., Sweeney, P.D., and Hightower, R.T. "The Effects of Information Technology Project Complexity on Group Interaction," *Journal of Management Information Systems*, Volume 21, Issue 3, Winter 2004/2005, pp. 223-247.

Khazanchi, D. and Ziguers, I. "Patterns for Effective Management of Virtual Projects: Theory and Evidence," *International Journal of E-Collaboration*, Volume 2, Number 3, July-Sept 2006, pp. 25-49.

Reich, B.H., "Managing Knowledge and Learning in IT Projects: A conceptual Framework and Guidelines for Practice," *Project Management Journal*, Volume 38, Number 2, pp. 5-17.

Petter, S., and Vaishnavi, V., "Facilitating Experience Reuse Among Software Project Managers," *Information Sciences*, Volume 178, pp. 1783-1802.

Week 10, March 17 & 19: SPRING BREAK, NO CLASS, enjoy...

Week 11, March 24 & 26: Information Systems Implementation and Adoption

- Markus, M.L. "Power, Politics, and MIS Implementation," *Communications of the ACM*, Volume 26, Number 6, June 1983, pp. 430-444.
- Davis, F.D., Bagozzi, R.P., and Warshaw, P.R. "User Acceptance of Computer Technology: A Comparison of Two Theoretical Models," *Management Science*, Volume 35, Number 8, August 1989, pp. 982-1003.
- Fichman, R.G. "Information Technology Diffusion: A Review of Empirical Research," *Proceedings of the International Conference on Information Systems*, 1992, pp. 195-206.
- Sharma, R., and Yetton, P. "The Contingent Effects of Management Support and Task Interdependence on Successful Information Systems Implementation," *MIS Quarterly*, Volume 27, Number 4, December 2003, pp. 533-555.
- Lee, Y., Kozar, K.A., and Larsen, K.R.T. "The Technology Acceptance Model: Past, Present, and Future," *Communications of the Association for Information Systems*, Volume 12, Article 50, December 2003, pp. 752-780.
- Ilie, V., Courtney, J.F., and Van Slyke, C., "Paper versus Electronic: Challenges Associated with Physicians' Usage of Electronic Medical Records," *Proceedings of the 40th Hawaii International Conference on System Sciences (HICSS-40)*, 10 pp., CD-ROM, IEEE Computer Society, January 2007.
- Lucas, H.C., Swanson, E.B., and Zmud, R.W. "Implementation, Innovation, and Related Themes Over the Years in Information Systems Research," *Journal of the Association for Information Systems*, Volume 8, Issue 4, Article 2, April 2007, pp. 206-210.

For your additional perusal as time permits, but not required:

- DeLone, W.D., and McLean, E.R. "The DeLone and McLean Model of Information Systems Success: A Ten-Year Update," *Journal of Management Information Systems*, Volume 19, Number 4, Spring 2003, pp. 9-30.
- Venkatesh, V., Morris, M.G., Davis, G.B., and Davis, F. "User Acceptance of Information Technology: Toward a Unified View," *MIS Quarterly*, Volume 27, Issue 3, September 2003, pp. 425-478.

Week 12, March 31 & April 2: Organizational Change

- Markus, M.L. and Robey, D. "Information Technology and Organizational Change: Causal Structure in Theory and Research," *Management Science*, Volume 34, Number 5, May 1988, pp. 583-598.
- Prasad, P. "Symbolic Processes in the Implementation of Technological Change: A Symbolic Interactionist Study of Work Computerization," *Academy of Management Journal*, Volume 36, Number 6, December 1993, pp. 1400-1429.
- Robey, D., Ross, J.W., and Boudreau, M-C. "Learning to Implement Enterprise Systems: An Exploratory Study of the Dialectics of Change," *Journal of Management Information Systems*, Volume 19, Number 1, Summer 2002, pp. 17-46.
- Volkoff, O., Strong, D.M., and Elmes, M.B. "Technological Embeddedness and Organizational Change," *Organization Science*, Volume 18, Number 5, September-October 2007, pp. 832-848.

Week 13, April 7 & 9: Strategic Management and Impact of IT

- Huber, G.P. "A Theory of the Effects of Advanced Information Technologies on Organizational Design, Intelligence, and Decision Making," *Academy of Management Review*, Volume 15, Number 1, January 1990, pp. 47-71.
- Orlikowski, W.J., and Robey, D. "Information Technology and the Structuring of Organizations," *Information Systems Research*, Volume 2, Number 2, June 1991, pp. 143-168.
- Henderson, J.C., and Venkatraman, N. "Strategic Alignment: Leveraging Information Technology for Transforming Organizations," *IBM Systems Journal*, Volume 32, Number 1, 1993.
- Pinsonneault, A. and Kraemer, K. "Middle Management Downsizing: An Empirical Investigation of the Impact of Information Technology," *Management Science*, Volume 43, Number 5, May 1997, pp. 659-679.
- Carr, N.G. "IT Doesn't Matter," *Harvard Business Review*, Volume 81, Number 5, May 2003, pp. 41-49.
- Tallon, P.P., and Kraemer, K.L. "The Development and Application of a Process-oriented 'Thermometer' of IT Business Value," *Communications of the Association for Information Systems*, Volume 17, Article 45, 2006, pp. 995-1027.

Week 14, April 14 & 17: Computer-Mediated Communication

- DeSanctis, G., and Gallupe, R. B. "A Foundation for the Study of Group Decision Support Systems," *Management Science*, Volume 33, Number 5, 1987, pp. 589-609.
- Rao, V. S., and Jarvenpaa, S.L. "Computer Support of Groups: Theory-based Models for GDSS Research," *Management Science*, Volume 37, Number 10, October 1991, pp. 1347-1362.
- McGrath, J. E. "Time, Interaction, and Performance (TIP): A Theory of Groups," *Small Group Research*, Volume 22, Number 2, 1991, pp. 147-174.
- DeSanctis, G., and Poole, M.S., "Capturing the Complexity in Advanced Technology Use: Adaptive Structuration Theory," *Organization Science*, Volume 54, Number 2, May 1994, pp. 121-147.
- Carte, T., and Chidambaram, L. "A Capabilities-Based Theory of Technology Deployment in Diverse Teams: Leapfrogging the Pitfalls of Diversity and Leveraging Its Potential with Collaborative Technology," *Journal of the Association for Information Systems*, Volume 5, Number 11-12, December 2004, pp. 448-471.
- Zigurs, I., and Munkvold, B.E. "Collaboration Technologies, Tasks, and Contexts: Evolution and Opportunity," in Galletta, D. and Zhang, P. (eds.), *Human-Computer Interaction and Management Information Systems – Applications*, Volume 6, Armonk, NY: M.E. Sharpe, Inc., 2006, pp. 143-169.

Recommended for further reading but not required:

- McGrath, J.E. *Groups: Interaction and Performance*, New Jersey: Prentice Hall, 1984.
- Fjermestad, J., and Hiltz, S.R. "An Assessment of Group Support Systems Experimental Research: Methodology and Results," *Journal of Management Information Systems*, Volume 15, Number 3, Winter 1998-1999, pp. 7-149.
- Fjermestad, J., and Hiltz, S.R. "Group Support Systems: A Descriptive Evaluation of Case and

Field Studies,” *Journal of Management Information Systems*, Volume 17, Number 3, Winter 2000-2001, pp. 115-159.

Briggs, R.O., de Vreede, G-J, and Nunamaker, Jr., J.F. “Collaboration Engineering with ThinkLets to Pursue Sustained Success with Group Support Systems,” *Journal of Management Information Systems*, Volume 19, Number 4, 2003, pp. 31-64.

Week 15, April 21 & 23: Virtuality, Virtual Teams, and Virtual Worlds

Mowshowitz, A. “Virtual Organization,” *Communications of the ACM*, Volume 40, Number 9, 1997, pp. 30-37.

Turoff, M. “Virtuality,” *Communications of the ACM*, Volume 40, Number 9, 1997, pp. 38-43.

Majchrzak, A., Rice, R.E., Malhotra, A., King, N., and Ba, S. “Technology Adaptation: The Case of a Computer-Supported Inter-Organizational Virtual Team,” *MIS Quarterly*, Volume 24, Number 4, December 2000, pp. 569-600.

Watson-Manheim, M.B., Chudoba, K.M., and Crowston, K. “Discontinuities and Continuities: A New Way to Understand Virtual Work,” *Information Technology & People*, Volume 15, Number 3, 2002, pp. 191-209.

Powell, A., Piccoli, G., and Ives, B. “Virtual Teams: A Review of Current Literature and Directions for Future Research,” *The DATA BASE for Advances in Information Systems*, Volume 35, Number 1, Winter 2004, pp. 6-36.

Bainbridge, W. S. The Scientific Research Potential of Virtual Worlds, *Science Magazine*, Volume 317, July 2007, pp. 472-476.

Davis, A., Murphy, J., Owens, D., Khazanchi, D., & Zigurs, I. “Avatars, People, and Metaverses: Foundations for Research in Virtual Worlds,” unpublished working paper, University of Nebraska at Omaha, March 2008.

Week 16, April 28 & 30: Social Issues, Impacts, New Directions in IT

Kling, R. “Learning About Information Technologies and Social Change: The Contribution of Social Informatics,” *Information Society*, Volume 16, Issue 3, July-September 2000, pp. 217-232.

Joy, B. “Why the Future Doesn’t Need Us,” *Wired*, April 2000, pp. 238-246,
<http://www.wired.com/wired/archive/8.04/joy.html>.

Smith, H.J. “Ethics and Information Systems: Resolving the Quandaries,” *The DATA BASE for Advanced in Information Systems*, Volume 33, Number 3, Summer 2002, pp. 8-22.

Dewan, S., and Riggins, F.J. “The Digital Divide: Current and Future Research Directions,” *Journal of the Association for Information Systems*, Volume 6, Number 12, December 2005, pp. 298-337.

Avital, M., Lyytinen, K., King, J.L., Gordon, M.D., Granger-Happ, E., Mason, R.O., and Watson, R.T. “Leveraging Information Technology to Support Agents of World Benefit,” *Communications of the Association for Information Systems*, Volume 19, 2007, pp. 567-588.