# Contents

1 Introduction: Reframing Humans and Information Systems.............. 1
Hannakaisa Isomäki and Samuli Pekkola

Part I Human Systems Analysis

2 On the Emergence of Techno-religious Spaces: Implications for Design and End Users................................................... 17
Heba El-Sayed, Anita Greenhill, and Chris Westrup

3 Towards Lifeworld-Oriented Information Systems Development ................................................................. 31
Andrew Basden

4 Understanding the Business Client – Systems Developer Relationship: A Power Perspective.................................................. 55
Bruce Rowlands

5 A Semiotic Analysis of Interactions Between End Users and Information Systems ...................................................... 75
Sheng-Cheng Huang and Randolph G. Bias

6 Information Systems Development as an Intellectual Process: Designers’ Perceptions of Users.................................................. 93
Hannakaisa Isomäki

Part II Methodology

7 Participatory Design in Information Systems Development............ 115
Keld Bødker, Finn Kensing, and Jesper Simonsen

8 Reflecting, Tinkering, and Tailoring: Implications for Theories of Information System Design.......................................... 135
Dirk Hovorka and Matt Germonprez
9 Evolutionary Application Development: Tools to Make Tools and Boundary Crossing ................................. 151
   Anders I. Mørch

10 Design Science Research for User-Centeredness ................................. 173
    Juhani Iivari and Netta Iivari

11 “20 Years a-Growing”: Revisiting From Human Factors to Human Actors ................................................................. 181
    Liam J. Bannon

Part III Practice

12 Three Levels of Failure: Analysing a Workflow Management System ................................................................. 191
   Tom Gross and Samuli Pekkola

13 When and How Do We Become a “User”? ............................................. 211
   Katarina Lindblad-Gidlund

14 Use of Mobile IS: New Requirements for the IS Development Process ................................................................. 227
   Bo Andersson and Stefan Henningsson

15 Reframing Online Shopping Through Innovative and Organic User-Oriented Design ................................................................. 243
   Anita Greenhill and Gordon Fletcher

16 Stakeholder Involvement and Team Working in Systems Development Practice ................................................................. 263
   Hilary Berger

17 Epilogue ......................................................................................... 283
    Samuli Pekkola and Hannakaisa Isomäki

Index ................................................................................................................. 287
Reframing Humans in Information Systems Development
Isomäki, H.; Pekkola, S. (Eds.)
2011, X, 290 p., Hardcover
ISBN: 978-1-84996-346-6