

# Preface

Recently nonprofit organizations have got more attention of general public as state institutions are moving away from their responsibilities towards citizens. In order to indulge in effective work, such social settings are needed to communicate and coordinate effectively. As a matter of fact, such nonprofit organizations are typically characterized by lack of resources, absence of formal hierarchical structures, and differences in languages and cultures among the activists. Modern technologies can help nonprofit organizations in improving their working. Technology support for nonprofit sector is an important field of research not only due to the increased political importance of this sector in a globalized world but also due to their organizational characteristics. In order to design appropriate technological support for such settings, it is important to first understand their work practices which widely differ from traditional business organizations. This book “User-Centric Technology Design for Nonprofit and Civic Engagements” aims to strengthen the body of knowledge by providing user studies and concepts related to user-centered technology design process for nonprofit settings.

The aim of the book is to present high quality contributions examining the inherent issues, technology design implications, user experiences, and guidelines for technology appropriation in nonprofit settings. The key objectives of the book include:

- Capturing the state of the art in technology design for nonprofit and civic settings
- Presenting relevant theoretical frameworks and practical approaches prevailing to current and future research
- Providing best practices for fostering technology in nonprofit and civic settings

The book focuses on theory and practice in a balanced way. It is organized into two parts and each part contains six chapters. The contributions in the first part discuss conceptual foundations for the technology support in nonprofit sector whereas the contributions in the second part of the book discuss different case studies. The book will be of interest to academics from a range of fields including Information

Systems, Human Computer Interaction, Computer Supported Cooperative Work and Organizational Science as well as for government officials and governmental organizations. This book will also be helpful for students who want to learn about the design of information systems in the context of nonprofit settings from a user-centric perspective.

Islamabad, Pakistan

Saqib Saeed



<http://www.springer.com/978-3-319-05962-4>

User-Centric Technology Design for Nonprofit and Civic Engagements

Saeed, S. (Ed.)

2014, XII, 218 p. 43 illus., 40 illus. in color., Hardcover

ISBN: 978-3-319-05962-4