

References

- Acher, M. S. (1982). Morphogenesis versus Structuration: On combining Structure and Action, *The British Journal of Sociology*, **33**(4): 455-483.
- Adolfsson, P. (1998). Translating the Environment as a Part of the Organisational Process, *Organisational Praxis*, 16th European Group for Organizational Studies Colloquium (EGOS), 2-4 July, Helsinki School of Economics and Business Administration, Finland.
- African Bank of Development (ADB) (1998). *African Development Report: Human Capital Development in Africa*, Abidjan, ADB.
- Akpan, P.I. (2000). From Basic-Needs Approach to Globalisation: Are ICTs the Missing Link, paper presented at the *IFIP WG9.4 International Conference on Information Flows, Local Improvisations and Work Practices*, May 2000, Cape Town, South Africa.
- Akrich, M. (1997). The De-Description of Technical Objects in *Shaping Technology/Building Society*: 205-224 edited by W. Bijker and J. Law, second edition The MIT Press, Cambridge.
- Akrich, M. and Latour, B. (1997). A Summary of a convenient Vocabulary for the Semiotics of Human and Non-human Assemblies. In *Shaping Technology/Building Society*: 259-264 edited by W. Bijker and J. Law, second edition, The MIT Press, Cambridge.
- Allaire, Y. and Firsirotu, M. (1984). Theories of Organisational Culture, *Organisation Studies*, **5**(3): 193-226.
- Allen, J.P. (2000). Information Systems as Technological Innovation, *Information Technology & People*, **(13)** 3: 210-221.
- Alvesson, M. and Willmott, H. (1992). On the Idea of Emancipation in Management and Organisations Studies, *Academy of Management Review*, **(17)** 3: 432-464.
- Attewell, P. (1992). Technology Diffusion and Organisational Learning: The Case of Business Computing, *Organisation Science*, **3** (1).
- Avgerou, C. (1996). Transferability of Information Technology and Organisational Practices. In *Global Information Technology Socio-Economic Development*: 106-115 edited by M. Odedra-Straub, Ivy League, Nashua, New Hampshire.

Avgerou, C. (1998). How can IT enable Economic Growth in Developing Countries? *Information Technology for Development*, **8**(1): 15-29.

Avgerou, C. (2000). IT and Organisational Change: An Institutional Perspective, *Information Technology & people*, **13** (4): 234-262.

Avgerou, C. (2001a). The Significance of Context in Information Systems and Organisational Change, *Information Systems Journal*, **11**:43-63.

Avgerou, C. (2001b). *Information Systems and Organisational Diversity: The Articulation of Local and Global Rationalities*, Oxford University Press, UK.

Avgerou, C. and Walsham, G. (2000). Editors of *Information Technology in Context, Perspectives from Developing Countries*, Ashgate, UK.

Awepa (1992). *Acordos de Paz*, Awepa, Maputo, Moçambique.

Bada, A. B. (2000). *Global Practices and Local Interests: Implementing Technological-Based Changes in a Developing Country Context*, PhD thesis, Department of Information Systems, LSE, University of London.

Banco de Moçambique (1994). Ordem de Servico 41/94: Criação da Direcção de Projectos de Desenvolvimento e Implantação de Sistemas Informáticos, BM, Maputo, Moçambique.

Banco de Moçambique (1998). Relatório Annual 1998, BM, Maputo, Moçambique.

Banco de Moçambique (2000). Relatório Annual 2000, BM, Maputo, Moçambique.

Barely, S.R. (1986). Technology as an Occasion for Structuring: Evidence from Observation of CT Scanners. *Administrative Science Quarterly* 31: 78-108.

Barely, S.R. and Tolbert, P.S. (1988). Institutionalisation as Structuration: Methods and Analytic Strategies for Studying Links between Action and Structure. Paper presented at the *Conference on Longitudinal Field Research Methods for Studying Organisational Processes*, University of Texas, Austin: September.

Barnes, B., Bloor, D. and Henry, J. (1996). *Scientific Knowledge: a Sociological Analysis*, The Athlone Press, London.

Barrett, M.I, Cooper, D., Hinings, C.R., Lowe, G., Krahn, H and Hughes, K. (1997). *Understanding Information Technology, Globalisation and Changes in the Nature of Work*, proceedings of workshop at the University of Alberta, Edmonton, Alberta.

- Barrett, M.I. (1999). Challenges of EDI Adoption for Electronic Trading in London Insurance Market. *European Journal of Information Systems*, 8:1-15.
- Barry, A. and Elam, M. (1997). Actor Networks and the Problem of Empire, *Actor-Network Theory and After Workshop*, Centre for Social Theory and Technology, Keele University, 10-11 July.
- Beck, U. (2000). *What is Globalization?* Polity Press, Cambridge, England.
- Benbasat, I., Goldstein, D.K. and Mead, M., (1987). The Case Research Strategy in Studies of Information Systems *MIS Quarterly*, 11(3): 369-386.
- Benjamin, R. I. and Levison, E.(1993). A Framework for Managing IT-Enabled Change, *Sloan Management Review*, Summer: 23-33.
- Benjamin, R.I. and Morton, M.S. (1988). Information Technology, Integration, and organisational Change, *Interfaces* 18 (3) (May-June): 86-98.
- Berg, M. (1997). Of(f) the Record: Technology, Politics, Theory, *Actor-Network Theory and After Workshop*, Centre for Social Theory and Technology, Keele University, 10-11 July.
- Bhatnagar, S.C. (2000). Social Implications of Information and Communication Technology in Developing Countries: Lessons from Asian Success Stories. *Electronical Journal on Information Systems in Developing Countries* [htt://www.ejisdc.or](http://www.ejisdc.or) 1(4) 1-10, access date 31 January 2002.
- Bhatnagar, S.C. and Odedra, M, (1992).Editors of *Social Implication of Computers in Developing Countries*. Tata McGraw-Hill, New Delhi.
- Bijker, W. E. (1987). The Social Construction of Bakelite: Toward a Theory of Invention. In *Social Construction of Technological Systems: New Direction in Sociology and History of Technology*, edited by W. Bijker, T. Hughes, and T. Pinch, The MIT Press, Cambridge.
- Bijker, W.E. (1993). Do Not Despair: There is Life after Constructivism, *Science, Technology and Human Values*, 18(1): 113-118.
- Bijker, W.E. (1997). The Social Construction of Fluorescent Lighting or How an Artefact was invented in its Diffusion. In *Shaping Technology/Building Society: 75-102*, edited by W. Bijker and J. Law, The MIT press, Cambridge.
- Bijker, W. and Law, J. (1997). Editors of *Shaping Technology/Building Society*, second edition, The MIT press, Cambridge.
- Blau, P.M. Falbe, C.M., Mackinley and Tracy, P.K. (1976). Technology and Organisation in Manufacturing, *Administrative Science Quarterly*, 21:20-81.

Bloomfield, B.P. and Vurdubakis, T. (1994). Boundary Disputes: Negotiating the Boundary between the Technical and the Social in the Development of IT systems, *Information Technology and People*, 7(1), 9-24.

Bloomfield, B.P. and Vurdubakis, T. (1997). Paper Traces: Inscribing Organisations and Information Technology. In *Information Technology and Organisations. Strategies, Networks and Integration*: 85-111, edited by B.P. Bloomfield, R. Coombs, D. Knights and D. Littler, Oxford University Press, Oxford.

Bloomfield B.P, Coombs, R., Owen J. and Taylor, P. (1997). Doctors as managers: constructing systems and users in the National Health Service. In *Information Technology and Organisations. Strategies, Networks and Integration*: 112-134, edited by B.P. Bloomfield, R. Coombs, D. Knights and D. Littler, Oxford University Press, Oxford.

Boland, R.J. (1985). Phenomenology: A Preferred Approach to Research in Information Systems. In *Research Methods in Information Systems*, edited by Mumford, E., Hirschheim, R., Fitzgerald, G. and T.A. Wood-Harper, North Holland, Amsterdam.

Boland, R.J. (1991). Information Systems Use as a Hermeneutic Process. In *Information Systems Research: Contemporary Approaches and Emergent Traditions*, edited by H-E. Nissen, H.K. Klein and R. Hirschheim, North Holland, Amsterdam.

Boland, R.J. and Schultze, U. (1996). From Work to Activity: Technology and the Narrative of Progress. In *Information Technology and Changes in Organizational Work*: 308-324, edited by W.J. Orlikowski, G. Walsham, M.R. Jones and J.I. DeGross, Proceedings of the IFIP WG8.2 Working Conference, Cambridge University, 7-9 December 1995, Chapman and Hall, London.

Bourdieu, P. (1977). *Outline of a Theory of Practice*, Cambridge University Press, UK

Bowker, G.C., Timmermans, S. and Leigh Star, S. (1996). Infrastructure and Organizational Transformation: Classifying Nurses' Work. In *Information Technology and Changes in Organizational Work*: 344-370, edited by W.J. Orlikowski, G. Walsham, M.R. Jones and J.I. DeGross, Proceedings of the IFIP WG8.2 Working Conference, Cambridge University, 7-9 December 1995, Chapman and Hall, London.

Braa, J. (1997). *Use and Design of Information Technology in Third World Contexts with a Focus on the Health Sector: Case Studies from Mongolia and South Africa*, PhD thesis, Department of Informatics, University of Oslo, Norway.

Brooks, L. (1997). Structuration Theory and New Technology: Analysing Organisationally situated Computer aided Design. *Information Systems Journal* 7: 133-151.

- Buchamn, D., Boddy, D. and McCalman, J. (1988). Getting in, Getting on, Getting out, and Getting Back. In *Doing Research in Organisations: 53-76*, edited by A. Bryman, Routledge, London, England.
- Burrell, G. and Morgan, G. (1979). *Sociological Paradigms and Organisational Analysis*, Heinemann, London.
- Büscher, M. and Mogensen, P.H. (1997). Mediating Change: Translation and Mediation in the Context of Bricolage. In *Facilitating Technology Transfer Through Partnership Learning from Practice and Research* edited by T. McMaster, E. Mumford, E; B. Swanson, and D. Wastell, Chapman & Hall, London.
- Callon, M. (1986). Some Elements of a Sociology of Translation: Domestication of the Scallops and the Fishermen of St Brieuc Bay. In *Power, Action and Belief: 196-233* edited by J. Law, Routledge and Kegan Paul, London and New York.
- Callon, M. (1991). Tecno-Economic Networks and Irreversibility. In *A Sociology of Monsters: Essays on Power, Technology and Domination*, edited by John Law, Sociological Review Monograph 38, London, England.
- Callon, M. (1999). Actor Network Theory: The Market Test. In *Actor Network Theory: and After: 181-195*, edited by J. Law and J. Hassard, Blackwell, Oxford.
- Callon, M. and Law, J. (1989). On the Construction of Socio-technical Networks: Content and Context revisited. *Knowledge and Society* **9**: 57-83.
- Carter, N.M., (1984). Computerisation as a Predominant Technology: Its Influence on the Structure of Newspaper Organisations, *Academy of Management* **27**: 247-270.
- Castells, M. (1996). *The Rise of the Networked Society*, Cambridge, MA, Blackwell.
- Castell, M. (2001). *The Internet Galaxy: Reflections on the Internet Business, and Society*, Oxford Press University, England.
- Checkland, P. (1991). *Systems Thinking Practice*, John Wiley, Chichester.
- Child, J. (1992). Organisational Structure, environment and performance; the Role of strategic Choice, *Sociology* **6**: 1-22.
- Chrisyoschos, N.E. (1999). *Information Systems and Organisational Change: The Case of Flexible Specialisation in Cyprus*, PhD thesis, Department of Information Systems, LSE, University of London, England.
- Ciborra, C.U. (1999). A Theory of Information Systems Based on Improvisation. In *Rethinking Management Information Systems*, edited by W. Currie and B. Galliers, New York, Oxford University Press.

Ciborra, C. U. and Hanseth, O. (2000). Introduction. In *From Control to drift. The dynamics of corporate information infrastructures*, edited by C. U. Ciborra, Oxford University Press.

CIUEM, 1997. *Em Direcção à Sociedade de Informação*, documentos do Workshop, Centro de Informática da Universidade Eduardo Mondlane (CIUEM), Maputo, Moçambique.

Clark, J. (1990). Anthony Giddens, Sociology and Modern Social Theory. In *Anthony Giddens Consensus and Controversy*, edited by J. Clark and C. Modgil, Basingtoke: Falmer.

Cohen, D, I.J. (1990). Structuration Theory and Social Order. In *Social Theories of Modernity Societies: Giddens and his Critics*, edited by D. Held and J.B. Thompson, Cambridge University Press.

Comissão Nacional de Política de Informática (CPI), (2000). *Relatório do Inquerito sobre o Parque Informático de Moçambique*, CPI, Maputo, Moçambique.

Comissão Nacional de Política de Informática (CPI), (2001). *Estratégia de Implementação da Política de Informática de Moçambique*, CPI, Maputo, Moçambique.

Comissão Permanente da Assembleia Popular (1977a). Lei 5/77, *Boletim da República* nº 52, I serie, o suplemento de 31 de Dezembro 1977: 623.

Comissão Permanente da Assembleia Popular, (1977b). Lei 6/77 *Boletim da República* nº 52, I Serie, Suplemento de 31 de Dezembro 1977:624-28.

Comissão Permanente da Assembleia Popular (1980). Lei 2/80: Criação da Unidade Monetária - Metical, *Boletim da Republica* nº 24, I Serie, 2º Suplemento de 16 de Junho 1980:74-77.

Conselho de Ministros, (1977). Decreto lei 38/77: Criação da EDM como Empresa Estatal. *Boletim da República* nº 99 Agosto 1977: 453.

Conselho de Ministros, (1992). Decreto lei 1/92: Separação das funções Comerciais e Centrais do BM, *Boletim da República* nº 1, I serie, 1º Suplemento de 3 de Janeiro de 1992:1-11.

Conselho de Ministros, (1995). Decreto lei 28/95: Transformação da EDM em Empresa Pública, *Boletim da Republica* nº 28, I Serie, Suplemento de 17 de Julho 1995: 124-132.

Conselhos de Ministros (2000). Política de Informática, *Boletim da República*, nº 49 I Serie, 3º suplemento de 12 de Dezembro : 218-28.

- Cool, K.O., Dierickx, I. and Szulanski, G. (1997). Diffusion of Innovations Within Organisations. Electronic Switching in the Bell System 1971-1982, *Organisation Science* 8 (5).
- Cornford, T and Smithson, S. (1996). *Project Research in Information Systems: A Student's Guide*, Macmillan Press, Ltd, London, England.
- Cowie, A.P. and Hornby, A.S. (1991). *Oxford Advanced Learner's Dictionary of current English*, Fourth Edition – Fifth impression, University Press, Oxford, England.
- Cussins, C. (1997). Local and Global Challenges from Biodiversity Conservation to the Idea of Centres of Calculation (Translation?), *Actor-Network Theory and After Workshop*, Centre for Social Theory and Technology, Keele University, 10-11 July.
- Czarniawska, B. (1998). On Travelling between the Worlds: City Management as Translation, *Organisational Praxis, 16th European Group for Organizational Studies Colloquium (EGOS)*, 2-4 July, Helsinki School of Economics and Business Administration, Finland.
- Davenport, T.H. and Short J.E. (1990). The New Industrial Engineering: Information Technology and Business Process Redesign. *Sloan Management Review* 31(4 (summer)): 11-27.
- Davenport, T.H., Hammer, M. and Mestsisto, T.J. (1989). How Executives Can Shape their Company's Information System, *Harvard Business Review* (March-April):130-134.
- DeCock, C. (1996). *An Investigation into the Introduction of Planned Organisational Change: Theoretical and Empirical Considerations*. Ph.D Thesis, Manchester Business School, University of Manchester.
- Deetz, S. (1996). Describing Differences in Approaches to Organisation Science: Rethinking Burrell and Morgan and their Legacy, *Organisation Science* 7 (2): 199-207.
- Departamento de Matemática e Informática (DMI), (2002). *Estatísticas de Ingressos e Graduações do Curso de Informática Durante o Período 1987-2001*, DMI, EMU, Maputo, Moçambique.
- DeSanctis, G. and Poole, M.S. (1994). Capturing the Complexity in Advanced Technology Use: Adaptive Structuration Theory, *Organisation Science* 5(2): 121-147.
- DiMaggio, P.J. and Powell, W.W. (1991). The Iron Cage Revisited: Institutional Isomorphism in Organisational analysis in the Organisational Field. In *The new Institutionalism in Organisational Analysis*: 63:82, edited by W.W. Powell, and P.J. DiMaggio, P.J., University of Chicago Press, London.

Dobers, P. (1998). Action Nets in the Construction of an IT-network, *Organisational Praxis*, 16th European Group for Organizational Studies Colloquium (EGOS), 2-4 July, Helsinki School of Economics and Business Administration, Finland.

Drucker, P. (1993). *Post-Capitalist Society*, New York: Harper Business.

Du Plooy, N. F. (1998). *An Analysis of the Human Environment for the Adoption and Use of Information Technology*, PhD thesis, University of Pretoria, South Africa.

Eduardo Mondlane University (EMU), (1989). *Presente e Perspectivas*, EMU, Maputo, Moçambique.

Electricidade de Moçambique (EDM), (1999). *Nova Política de Tarifa de Energia* <http://www.mozambique/electricity.mz>, access date, 5 December, 2000. (new page address www.edm.co.mz).

Electricidade de Moçambique (EDM), (2000a). *Dados Gerais da EDM* <http://www.mozambique/electricity.mz>, access date, 5 February, 2002. (new page address www.edm.co.mz).

Electricidade de Moçambique (EDM), (2000b). *Relatório Interno : Problemas do Galatee*, EDM, Maputo, Mocambique.

Electricidade de Moçambique (EDM), (2000c). *Despacho de Cancelamento de Contratos de dois Funcionarios - Caixas*, Área Operacional de Nampula, Nampula, Mocambique.

Electricidade de Moçambique (EDM), (2001a). *Relatório das Áreas Operacionais sobre o Estado de Implementação do Galatee*, EDM, Moçambique.

Electricidade de Moçambique (EDM), (2001b). *Dados Anuais – 2000 da EDM*, EDM, Moçambique.

Escobar, A. (1995). *Encountering Development: The Making and Unmaking of the Third World*, Princeton University Press, New Jersey.

Farhoomand, A., F. (1992). Scientific Progress of Management Information Systems. In *Information Systems Research; Issues, Methods and Practical Guidelines*: 92-111 Edited by R.D. Galliers, Blackwell Scientific Publication, London, England.

Flowers, S. (1996). *Software Failures - Management Failures: Amazing Stories and Cautionary Tales*, J. Wiley and Sons, Chichester.

Forester, J. (1992). Critical Ethnography: On Field work in an Habermasian Way. In *Critical Management Studies*: 46-65, edited by M. Alvesson and H. Willmott, Sage Publications, London.

- Frelimo and Governo Portugues, (1974). *Acordos de Lusaka e lei Constitucional no 8/74: Alterações a lei Constitucional relativa aos Poderes do Estado Português sobre Moçambique 1974: 9*, Moçambique.
- Fuller, M.K. and Swanson, E.B. (1992). Information Centers as Organisational Innovation: Exploring the Correlates of Implementation Success, *Journal of Management Information systems*, **9** (1): 47-67.
- Galliers R.D., (1991), Choosing Appropriate Information Systems Research Approaches: A revised Taxonomy. In *The Information Systems Research Arena of the 90s, Challenges, Perceptions and Alternative Approaches*: 144-166, edited by Hans-Erik Nissen, Amsterdam, North Holland.
- Galliers, R.D., (1987), *Information Systems Planning in Britain and Australia in the Mid-1980s: Key Success Factors*, Ph.D thesis, LSE, University of London.
- Gaster, P. (2001). Pontos de Acesso Comunitário. *Paper presented at the International Workshop on ICT Policy Implementation Strategy*, Maputo, 29 March, 2001, Maputo, Mozambique.
- Gaster, P., Sousa, C.; Sotomane; C. and Macitele, F. (1998). *Feasibility Study and Project For Establishing The Pilot Telecentres In Maputo Province, Manhiça and Namaacha*, CIUEM Maputo, Mozambique.
- Giddens, A. (1977). *Studies in Social and Political Theory*, Hutchinson, London.
- Giddens, A. (1979). *Central Problems in Social Problems*, Macmillan, London.
- Giddens, A. (1984). *The Constitution of Society*, Berkeley, University of California Press, USA.
- Giddens, A. (1990). *The consequences of modernity*, Cambridge, Polity Press.
- Giddens, A. (1999). *Runaway World: The Reith Lectures*, <http://www.lse.ac.uk/Giddens/reith.htm>, access date 23 June, 2001.
- Goodman, P. (1982). *Change in Organisations: New perspectives on Theory, Research and Practice*. San Francisco Jossey-Bass publishers.
- Governo de Moçambique (2000). *Plano Quinquenal de Governo* official publication, Maputo, Moçambique.
- Governo de Moçambique (2001a). *Programa de Redução de Probreza Absoluta (PARPA)*, official publication, Maputo, Moçambique..
- Governo de Moçambique (2001b). *Reforma da Função Pública*, official publication, Maputo, Moçambique.

- Governo de Transição de Moçambique (1975). Decreto 2/75: Criação do Banco Central de Moçambique. *Boletim Oficial* nº59, pp: 344-349.
- Hall, R. (1991). *Organisations: Structures, Processes and Outcomes*. London, Sage.
- Hanseth, O. and Monteiro, E. (1997). Inscribing Behaviour in Information Infrastructure Standards, *Accounting, Management and Information Technology*, 7(4): 183-211.
- Hanseth, O. and Monteiro, E. (1998). Changing Irreversible Networks, *Sixth European Conference on Information Systems*: 1123-1139, edited by W.R.J. Baets, 4-6 June 1998, Aix-en-Provence.
- Harvey, L.J. and Myers, M.D. (1995). Scholarship and Practice: The Contribution of Ethnographic Research Methods to Bridging the Gap, *Information Technology and People*, 8(3), 13-27.
- Hassard, J., Law, J. and Lee, N. (1999). Themed Section: Actor-Network Theory and Managerialism. Preface, *Organization* 6 (3): 385-390, August.
- Hatt, G. (1997). Re-materialising the Body: Networks and Embodied Nodes, *Actor-Network Theory and After Workshop*, Centre for Social Theory and Technology, Keele University, 10-11 July.
- Held, D. McGrew, A., Goldblatt D. and Perraton J. (1999). *Global Transformations: Politics, Economics & Culture*. Stanford, California: Stanford University Press.
- Hettne, B. (1990). *Development Theory and the Third World*, Longman Scientific and Technical Publications, Essex, UK.
- Hirschheim, R. and Klein, H.K. (1994). Realising Emancipatory Principles in Information Systems Development: The Case for ETHICS, *MIS Quarterly* 8 (1): 83-109.
- Huber, G. P.(1990). A Theory of the Effects of Advanced Information Technology on Organisation Design Intelligence and Decision Making, *Academy Management Review* 15 (1): 47-71.
- Hunt, P. (2001). True Stories: Telecentres in Latin America, *The Electronic Journal on Information Systems in Developing Countries* 4(5):1-17, <http://www.ejisd.com>, access date 23 April 2002.
- Instituto Nacional de Estatística (INE), (1999). *Censo Geral de 1997*, INE, Maputo Mozambique, <http://www.ine.gov.mz>., access date, 23 March, 2001.

International Institute for Applied Systems Analysis (IIASA), (2000). *Mozambique General Data* (<http://www.iiasa.ac.at/Research/POP/pde/briefs/mz-gen.html>), access date, 26 June 2001.

IDRC, (1999). *Acacia programme in Africa*, IRDC, <http://www.IRDC.org/Acacia>, access date 25 Mai, 2001.

IDRC, (2000). *Telecentre Experience in Africa*, IRDC-Southern Africa Regional office, Johannesburg, South Africa. (in CD).

Jones, M. (1994). Learning Language of the Market: Information Systems strategy formation in a UK District Health Authority, *Accounting, Management and Information Technology*, **4**(3): 119-147.

Jones, M. (1999). Structuration Theory. In *Rethinking Management Information Systems: A Interdisciplinary Perspective*: 103-135, edited by W. Currie and B. Galliers, Oxford University Press, Oxford England.

Jones, M. and Nandhakumar, J. (1993). Structured Development? A Structural Analysis of Development of an Executive Information Systems. In *Organisational and Social Dimensions of Information systems Development*, edited by D.E. Avison, J.E. Kendall, and J.I. DeGross, Amsterdam; North Holland.

Kalpan, B. and Maxwell, J.A. (1994). Qualitative Research Methods for Evaluating Computer Information Systems. In *Evaluating Health Care Information Systems: Methods and Applications*, edited by J.G. Anderson, C.E. Aydin and S.J. Jay, Sage, Thousand Oaks, CA.

Karsten, H. (1995). It's like Everyone Working Around the Same Desk: Organisational Reading Notes. *Scandinavian Journal of Information Systems* **1**: 7-34.

Kiggundu, M.N. (1991). The Challenges of Management Development in Sub-Saharan Africa, *Journal of Management Development* **10**(6): 32-47.

Kirton, M. (1980). Adopters and Innovators in Organisations, *Human Relations* **33**: 213-224.

Klein, H.K. and Myers, M.D. (1999). A Set of Principles for Conducting and Evaluating Interpretive Field Studies in Information Systems, *MIS Quarterly*, **23**(1): 67-93.

Kiely, R. (1998). Introduction: Globalisation, (Post)modernity and the Third World. In *Globalisation and the Third World*, edited by R. Kiely, R. and P. Marfleet, London, Routledge:1-22.

Kluzer, S. (1992). *IT Diffusion in Africa*, Working Paper, LSE, University of London.

- Kluzer, S. (1993). *The Political Economy of IT in Sub-Saharan Africa: The Diffusion of Computers in Mozambique*, PhD Thesis, LSE, University of London.
- Knights, D. and Noble, F. (1997). Networks and Partnerships in the Evolution of Home Banking, in *Facilitating Technology Transfer Through Partnership Learning from Practice and Research*, edited by T. McMaster, E. Mumford, E.B. Swanson and D. Wastell, Chapman & Hall, London.
- Latour, B. (1987). *Science in Action: How to Follow Scientists and Engineers through Society*, Cambridge, Massachusetts: Harvard University Press.
- Latour, B. (1991). Technology is Society Made Durable, in *A Sociology of Monsters. Essays on Power, Technology and Domination*: 103-131, edited by J. Law, Routledge, London and New York.
- Latour, B., (1992). *Arms , or The love of technology*, Harvard University Press, Massachusetts (Translated by C. Porter in 1996).
- Latour, B. (1993). *We have never been Modern*, Harvard University Press, Massachusetts.
- Latour, B. (1996). Social Theory and the Study of Computerised Work Sites. In *Information Technology and Changes in Organisational Work*: 295-307, edited by W.J Orlikowski, G. Walsham, M.R. Jones, and J.I. DeGross, London, Chapman & Hall, London.
- Latour, B. (1997a). *On Actor-Network Theory: Few Clarifications*, Centre for Social Theory and Technology, Keele University, UK.
- Latour, B. (1997b). Where are the Missing Masses? The Sociology of a Few Mundane Artefacts. In *Shaping Technology/Building Society*, edited by W. Bijker and J. Law (eds.), The MIT Press, Cambridge.
- Latour, B. (1999). On Recall ANT. In *Actor Network Theory: and After*: 15-25, edited by B. Latour, J. Law, and J. Hassard, Blackwell, Oxford.
- Latour, B. (2000). When Things Strike Back – A Possible Contribution of Science Studies, *British Journal of Sociology*, Special Millenium issue, edited by J. Urry. <http://www.ensmp.fr/~latour/Articles/sciencesstudies.html>, access date 25 June, 2001.
- Law, J. (1991). Editor, *A sociology of monsters. Essay on Power, technology and domination*, Routledge, London.
- Law, J. (1994). *Organising Modernity*, Oxford: Basil Blackwell.
- Law, J. and Callon M. (1997). The Life and Death of an Artifact: A Network Analysis of Technical Change. In *Shaping Technology/Building Society*, edited by W. Bijker and J. Law, The MIT Press, Cambridge.

- Law, J. and Hassard, J. (1999). Editors of *Actor Network Theory: and After*, Blackwell, Oxford.
- Lee, A. S. (1989). A Scientific Methodology for MIS Case Studies, *MIS Quarterly*, **13** (1): 33-52.
- Lee, A. S. (1994). Electronic Mail as a Medium for Rich communication: An Empirical Investigation Using Hermeneutic interpretation, *MIS Quarterly*, **18** (2): 143-157.
- Lee, R.M. (1993). *Doing Research on Sensitive Topics*, Sage Publications, London.
- Levy, A. and Merry, U. (1986). *Organisational Transformation: Approaches, Strategies, Theories*, NY, Praeger.
- Lyytinen, K. and Ngwenyama, O. (1992). What does Computer Support for Cooperative Work mean? A Structural Analysis of Computer Support for Cooperative Work, *Accounting, Management and Information Technologies* **2**(1): 19-37.
- Macome, E. and Cumbana, C. (2001). *Assessment Study of the Manhiça and Namaacha Pilot Telecentres*, DMI, UEM, Maputo, Mozambique.
- Madon, S. (1992). *The Impact of Computer-based Information Systems on Rural Development: A case Study in India*, Ph.D Thesis, Imperial College, University of London, UK.
- Madon, S. (1994). *Designing Information Systems for Development Planning*. Henley on Thames, Alfred Waller.
- Madon, S. (2000). The Internet and Socio-economic development: exploring the interaction. *Information Technology and People*, **3** (2): 85-101.
- Madon, S. and Sahay, S. (2001). Cities in Developing World: Linking Global and Local Networks. *Information Technology and People*, **14**(3):273-286.
- Madon, S. and Walsham, G. (1995). Decentralized Information Systems for Development Planning in India: Context/Process Interaction. *Information Infrastructure and Policy*, **4**:163-179.
- Mansell, R; and When, U. (1998). *Knowledge Societies: Information Technology for Sustainable Development*, Oxford University Press, UK.
- Massingue, V. (2001). Mozambique Information and Communication Technology (ICT) Policy Implementation: An Initial Conceptualisation of an ICT Human Resource Project for Mozambique. *Paper presented in the International Workshop on ICT Policy Implementation Strategy*, Maputo, 29 March, 2001, Maputo, Mozambique.

- Max-Neef, M., Elizalde A., Hopenhayn, M. Herrera, F., Zemelman, H., Jatabá J. and Weinstein, L. (1989). Development Dialogue: Human Scale Development, *Journal of International Developmental Co-operation*, Dag Hammarskjold Foundation, Upsala, Sweden.
- McMaster, T., Vidgen, R.T. and Wastell, D.G. (1997). Technology Transfer: Diffusion or Translation? In *Facilitating Technology Transfer Through Partnership Learning from Practice and Research*, edited by T. McMaster, E. Mumford, E.B. Swanson and D. Wastell, Chapman & Hall, London.
- McMaster, T., Vidgen, R.T. and Wastell, D.G. (1998). Networks of Association and Due Process in IS Development, IFIP WG 8.2 & 8.6 *Joint Working Conference on IS: Current and future changes*, Helsinki, Finland, December, 10-13/1998.
- Meek, V.L. (1988). Organisational Culture: Origins and Weakness. *Organisation Studies* 9(4): 453-473.
- Miles, M.B. and Huberman, A.M. (1994). *Qualitative Data Analysis: A Sourcebook of New Methods*, Sage Publications, London, UK.
- Mintzberg, H. and Waters, J.L. (1985). Of Strategies, Deliberate and Emergent, *Strategic Management Journal*, 6(3): 257-272.
- Mintzberg, H. and Westley, F. (1992). Cycles of Organisational Change, *Strategic Management Journal* 13:39-59.
- Mitev, N. N. (2000a). *Toward Social Constructivist Understandings of IS Success and Failure: Introducing a New Computerised Reservation System*: 84-93. ICIS, 2000, Brisbane, Australia.
- Mitev, N. N. (2000b). *Information Systems Failure, Politics and Sociology of Transalation: The Problematic Introduction of an American Computerised Reservation Systems and Yield Management at French Railways*, PhD Thesis, Business and Informatics Research Institute, Information Systems Research Centre, University of Salford, UK.
- Montealegre, R. (1995). *The Risk of Large-scale Information Technology Failure: Lessons from the Denver International Airport*, Faculty Working Paper 96-01, 16th November, College of Business and Administration, University of Colorado, Boulder.
- Monteiro, E. (2000). Actor-Network Theory and Information Infrastructures. In *From Control to Drift. The Dynamics of Corporate Information Infrastructures*: 71-83, edited by C. Ciborra, Oxford University Press, Oxford, UK.
- Monteiro, E. and Hepso, V. (1998). Diffusion of Infrastructure: Mobilization and Improvisation, IFIP WG 8.2 & 8.6 *Joint Working Conference on IS: Current and future changes*, Helsinki, Finland, 10-13 December.

- Monteiro, E. and Hanseth, O. (1996). Social Shaping of Information Infrastructure: On Being Specific about the Technology. In *Information Technology and Changes in Organizational Work*: 325-343, edited by W.J. Orlikowski, G. Walsham, M.R. Jones and J.I. DeGross, Proceedings of the IFIP WG8.2 working conference, Cambridge University, 7-9 December 1995, Chapman and Hall, London.
- Mumford E. and Henshall, D. (1979). *A Participative Approach to Computer Systems Design*, London: Associated Business Press.
- Murdoch, J. (1997). Asymmetrical Translations: Configurations and disfigurements within the Geometries of Power, *Actor-Network Theory and After Workshop*, Centre for Social Theory and Technology, Keele University, 10-11 July.
- Myers, G. (1997). Texts, Time and Action: Unfolding Leaflets, *Actor-Network Theory and After Workshop*, Centre for Social Theory and Technology, Keele University, 10-11 July.
- Myers, M.D. (1994). A Disaster for Everyone to See: An Interpretive Analysis of a Failed IS Project, *Accounting, Management and Information Technologies* 4(4): 185-201.
- Myers, M.D. (1997). Qualitative Research in Information Systems, *MIS Quarterly* 21(2) June: 241-242. MISQ Discovery, archival version, <http://www.aucland.ac.nz:miss:isworld>, access date, 25 June 2001.
- Myers, M. D., Lee A.S. and Markus M. (1998). *Qualitative Research in Information Systems*, ISWorld_Net. <http://www.isworld.org/isworld/isworldtext.html>, access date access 28 November, 1999.
- Nelson, R. and Dowling, P.J. (1998). Electricity Industry Reform: A Case Analysis in Australia, *Journal of Organisational Change* 11(6): 481-495.
- Nidumolu, S.R., Goodman, S.E., Vogel, D.R. and Danowitz, A.K. (1996). Information Technology for Local Administration Support: The Governorates project in Egypt, *MIS Quarterly* 20(2): 197-224.
- Ngwenyama, O.K. (1991). The Critical Social Theory Approach to Information Systems: Problems and Challenges. In *Information Systems Research: Contemporary Approaches and Emergent Traditions*: 267-280, edited by H-E Nissen, H.K Klein and R. A. Hirschheim, North Holland, Amsterdam.
- Ngwenyama, O.K. and Lee, A.S. (1997). Communication Richness in Electronic Mail: Critical Social Theory and the Contextuality of Meaning, *MIS Quarterly* 21(2): 145-167.
- Odedra, M. (1991). *IT Transfer in Developing Countries: The Three Case Studies from Kenya, Zambia and Zimbabwe*, Ph.D Thesis, LSE, London.

- Odedra-Straub, M. (1996). (Eds.) *Global Information Technology Socio-economic Development*, Ivy League Nahua, New Hampshire.
- Oliver, C. (1997). Sustainable Competitive Advantage Combining Institutional and Resources Based View, *Strategic Management Journal* **18**(9): 697-713.
- Orlikowski, W.J., Walsham, G., Jones, M.R., and DeGross J. (1996). Editors of *Information technology and changes in organizational work*, Proceedings of the IFIP WG8.2 working conference, Cambridge University, 7-9 December 1995, Chapman and Hall, London.
- Orlikowski, W.J. (1991). *Radical and Incremental Innovations in Systems Development: An Empirical Investigation of Case Tools*, Sloan Working Paper no. 3283, Center for Information Research, Sloan School of Management, Massachusetts Institute of Technology, USA.
- Orlikowski, W.J. (1992). The duality of Technology: Rethinking the Concept of Technology in Organisations, *Organisation Science* **3**(3, August); 398-427.
- Orlikowski, W.J. (1993a). Learning from Notes: Organisational Issues in Groupware Implementation, *Information Society*, **9**(3): 237-250.
- Orlikowski, W.J. (1993b). Case Tools as Organisational Change: Investigating Incremental and Radical Changes in System Development, *MIS Quarterly*, September: 309-340.
- Orlikowski, W.J. (1993c). How Structuration Theory can inform the Social Study of Information Technology, *Tutorial presented at the Fourteenth Annual ICIS*, December 1993.
- Orlikowski, W.J. (1996). Improvising Organisational Transformation Over time: A Situated Change Perspective, *Information Systems Research*, **7** (1): 63-92.
- Orlikowski, W.J. and Baroudi, J.J. (1991). Studying Information Technology in Organisations: Research Approaches and Assumptions, *Accounting, Management and Information Technologies* **1**(1): 9-42.
- Orlikowski, W.J. and Robey, D. (1991). Information technology and the structuring of organisations. *Information Systems Research* **2** (1): 1-28.
- Orlikowski, W.J. and Gash, D.C. (1994). Technological Frames: Making Sense of Information Technology in Organisations, *ACM Transactions on Information systems* **12** (2): 1-28.
- Orlikowski, W.J. and Hofman, J.D. (1997). An Improvisational Model for Change Management: The Case of Groupware Technologies, *Sloan Management Review* (Winter): 11-21.

- Oshikoya, T and Hussain, M. (1998). Information Technology and the Challenge of Economic Development in Africa, *Economic Research Papers*, No. 36, Abidjan, African Development Bank.
- Paré, G and Elam J.J. (1997). Using Case Study Research to Build Theories of IT implementation. In *Information Systems and Qualitative Research*: 542-568 edited by A.S. Lee, J. Liebenau, J. and J. I. DeGross, Chapman and Hall, London.
- Perago, (2000). *BM - IT Master Plan Proposal*, Maputo, Moçambique.
- Pettigrew, A.M. (1985). *Contextualist Research and the Study of Organisational Change Processes*, IFIP WG 8.2 Colloquim, Manchester Business School.
- Pettigrew, A.M. (1987). Context and Action in the Transformation of the Firm, *Journal of Management Studies*, **24**(6): 649-670.
- Pettigrew, A.M., and Whipp, A. (1992). *Managing Change for Competitive Success*, Blackwell Publishers, Oxford, UK.
- Pettigrew, A.M., Ferlie, E., and Mckee, L. (1992). *Shaping Strategic Change*, Sage Publications London.
- Plant, R. (1987). *Managing change and Making it Stick*, Fontana, London.
- Powell, W.W. and DiMaggio, P.J. (1991). (Eds.) *The New Institutionalism in Organisational Analysis*, The University of Chicago Press, Chicago.
- Prakashi, R (1980). *Entrevista sobre Metical*, Tempo Magazine n° 508 6 July 1980.
- Prasad, P. (1997). Systems of Meaning: Ethnography as a Methodology for the Study of Information Technologies. In *Information Systems and Qualitative Research*, edited by A. S. Lee, J. Liebenau, J. and J.I. DeGross, J.I., Chapman & Hall, London.
- Prescott, M.B. and Conger, S.A. (1995). Information Technology Innovations: A Classification by IT Locus of Impact and Research Approach, *Data Base Advances* **26**(2&3): 20-41.
- Press, L. (1997). A Framework to Characterise the Global Diffusion of the Internet, *Notes for the Presentation at INFO'97*, October, Havana, Cuba, <http://som.csudh.edu/fac/lpress/>, access date, 30 April, 2002.
- Price, C.R. and Johri, H.P. (1992). Management Consulting Global Economy, *Journal of Management consulting* **7**(2): 42-47.
- Programa das Nações Unidas para o Desenvolvimento (PNUD), (2001). *Relatório do Desenvolvimento Humano 2001: Novas Tecnologias e Desenvolvimento Humano*. PNUD Trinova editora, Lisboa, Portugal.

- Puliati, E. and Accascina, G. (2001). *Information and Communication for Development: Findings and recommendations, International Assessment Mission to Egypt*, UNDP, Cairo, Egypt.
- Quinn, J.B. (1980). *Strategies for Change: Logical incrementalism*. Homewood, IL., Richard D.Irwin.
- Reddy, W. (1987). *Money and Liberty in Modern Europe*. Cambridge University Press, Cambridge.
- Reed, M.I. (1995). The Action/ Structure Debate in Organisational Analysis, *Conference on Structuration Theory and Organisations*. Paris, France.
- Reekers, N. and Smithson, S. (1996). The Role of EDI in Inter-organisational Coordination in the European Automotive Industry, *European Journal of Information Systems* 5:120-130.
- Rogers, E.M. (1983). *Diffusion of Innovations*, Free Press, (3rd edition).
- Rogers, E.M. (1995). *Diffusion of Innovations*, Free Press, (4th edition).
- Roode, J.D. (forthcoming). *A Framework for Achieving Sustainable Development through ICT Interventions*.
- Sauer, C. (1993). *Why Information Systems Fail: A Case Study Approach*, Alfred Waller Limited, Henley on Thames.
- Saxena, K.B.C. (1996). Re-engineering Public Administration in Developing Countries, *Long Range Planning*, 29 (5): 703-711.
- Scheepers, R. and Rose, J. (2000). Understanding Ubiquitous IT in Organisations: The case of Intranet Introduction, Proceedings of *the Information Systems Research Seminar in Scandinavia (IRIS)* 1:597-609, Ligantan, Sweden, 12-15 August 2000.
- Schwartzman, H.B. (1993). *Ethnography in Organizations*, Qualitative Research Methods Series 27, Sage, London.
- Scott, H. and Ives, B. (1992). MIS Research Strategies. In *Information Systems Research: Issues, Methods and Practical Guidelines*: 132-143, edited by R.D. Galliers, Balckwell Scientific Publications, London, England.
- Sen, A. (1993). Capability and Well-Being. In *Quality of Life*: 30-553, edited by M. Nussbaum M and A. Sen, Clarendon Press, Oxford
- Silva, L. (1997). *Power and Politics in the Adoption of Information systems: The Case of a Research Centre in Latin America*, PhD thesis, Department of Information Systems, LSE, University of London, London, UK.

- Silva, L. and Backhouse, J. (1997). *Becoming Part of the Furniture: The Institutionalisation of Information Systems*. In *Information Systems and Qualitative Research* :389-413, edited by A.S. Lee, J. Liebenau and J.I. DeGross, Chapman & Hall, London.
- Slappendel, C. (1996). Perspectives on Innovation in Organisations, *Organisation Studies* 17(1): 107-129.
- Smircich, L. (1983). Concepts of Culture and Organisational Analysis, *Administrative Science Quarterly* 28: 339-358.
- Stake, R.E. (1993). Case Studies. In *Handbook of Qualitative Research*: 236-24, edited by N.K. Denzin and Y.S. Lincoln, Sage Publication, London, England.
- Star, S.L. (1991). Power, Technologies and the Phenomenology of Conventions: On Being Allergic to Onions. In a *Sociology of Monsters: Essays on Power, Technology and Domination*, edited by J. Law, Routledge, London.
- Straub, D.W., Loch, K.D. and Hill, C.E. (2000). *Transfer of Information Technology to the Arab Work: A Test of Cultural Influence Modelling*, Working Paper, Georgia State University, USA, 1-60.
- Suchman, L. (1987). *Plans and Situated Actions: The Problem of Human-Machine Communication*, Cambridge University Press, Cambridge.
- Talero, E. and Gaudette, P.(1995). Harnessing Information for Development: A Proposal for a World Bank Group Strategy, *World Bank Discussion Paper*, No. 313.
- Telecomunicações de Moçambique (TDM), (2001). *Relatório de Contas*, TDM, Maputo, Moçambique.
- Uimonen, P. (1997). *The Internet as a Tool for Social Development*, http://www.isoc.org/inet97/G4/G4_1.HTM, access date 30 October, 1998.
- UNDP, (1999). *World Human Development Report*, Oxford University Press, UK.
- UNDP, (2000a). *World Human Development Report*, Oxford University Press, UK.
- UNDP, (2000b). *Mozambique, Education and Human Development: Trajectory Lessons and Challenges for the 21st Century*, *National Human Development Report 2000*, UNDP, Maputo, Mozambique.

- UNDP, (2001a). *World Human Development Report*, Oxford University Press, UK.
- UNDP, (2001b). *Information and Communication Technology for Development*, UNDP- Bureau for Development Policy, New York, USA.
- Van Maanen J. (1988). *Tales of the Field: On Writing Ethnography*. Chicago. University of Chicago Press.
- Vaughan, D. (1996). *The Challenger Launch Decision: Risky Technology, Culture and Deviance at NASA*, University of Chicago Press, Chicago.
- Venkatraman, N.(1994). It –enbeled Business Transformation: From Automation to Business scope Redefinition, *Sloan Management Review* **35**(2).
- Vidgen, R.T. and McMaster, T. (1996). Black Boxes, Non-human Stakeholders and the Translation of IT through Mediation. In *Information Technology and Changes in Organizational Work: 239-249*, edited by W.J. Orlikowski, G. Walsham, M.R. Jones and J.I. DeGross, Proceedings of the IFIP WG8.2 Working Conference, Cambridge University, 7-9 December 1995, Chapman and Hall, London.
- Walsham, G. (1993). *Interpreting Information Systems in Organisations*, John Wiley & Sons, New York, USA.
- Walsham, G. (1995a). Interpretive Case Studies in IS Research: Nature and Method, *European Journal of Information Systems* **4**: 74-81.
- Walsham, G. (1995b). The Emergence of Interpretivism in IS Research, *Information Systems Research*, **6**(4): 376-394, December.
- Walsham, G. (1997). Actor-Network Theory and IS Research: Current Status and Future Prospects. In *Information Systems and Qualitative Research: 466-480*, edited by A.S. Lee, J. Liebenau and J.I. DeGross, Chapman & Hall, London.
- Walsham, G. (1998). IT, Globalisation and Cultural Diversity. Proceedings of the *IFIP WG 9.4 International Working Conference - Implementing and Evaluation of Information Systems in Developing Countries*, Bangkok, Thailand.
- Walsham, G. (2001). *Making a World of Difference: IT in a Global Context*, John Willey & Sons, West Sussex, England.
- Walsham, G. and Han, C-K. (1991). Structuration Theory and Information Systems Research, *Journal of Applied Systems* **17**: 77-85.
- Walsham G. and Sahay, S. (1999). GIS for District-level Administration in India: Problems and Opportunities, *MIS Quarterly*, **23**(1): 39-65, March. (Special Issue on Intensive Research in Information Systems).

- Weick, K.E. (1993). Organisational Redesign as Improvisation. *Organisational Change and Redesign*, edited by G.P. Huber and W.H. Glick, Oxford University Press, New York.
- Westley, F. (1990). The Eye of the Needle: Cultural and Personal Transformation in Traditional Organisations. *Human Relations* **43** (3): 273-293.
- Westney, E. (1987). *Imitation and Innovation: The Transfer of Western Organisational Patterns to Meiji Japan*, Harvard University Press, Massachusetts.
- Whetten D.A. (1989). What Constitutes a Theoretical Contribution? *Academy of Management Review* **14**(4): 490-495.
- Whitley E. A. and Hosein I. (2001). Doing politics around electronic commerce: Opposing the Regulation of Investigatory Powers Bill. In *Realigning Research and Practice in IS Development: The Social and Organisational Perspective*, edited by N. Russo B. Fitzgerald and J.I. D. Gross, 415-438, Kluwer, Boise, Idaho.
- Williams, R. and Edge, D. (1996). The Social Shaping of Technology. In *Information and Communication Technologies*, edited by H. William and Dutton, Oxford University Press, England.
- Wilson, D.C. (1992). *A Strategy of Change: Concepts and Controversies in the Management of Change*, Routledge, London, UK.
- Wilson, D.C. and Ronsenfeld, R.H. (1990). *Making Organisations: Text, Readings and Cases*, McGraw-Hill, London.
- Winner, L. (1993). Upon the Black Box and Finding it Empty: Social Constructivism and the Philosophy of Technology. *Science, Technology and Human Values*, **18**(3): 362-378.
- World Bank, (1997). *The World Bank Annual Report*, <http://www.worldbank.org/html/extpb/annrep97/overview.htm> access date 19 June, 2000.
- World Bank, (1998). *The World Bank Annual Report*, <http://www.worldbank.org/html/extpb/annrep98/overview.htm> access date 19 June, 2000.
- World Bank, (1999). Knowledge for Development, *The World Bank Annual Report 1999*, Oxford University Press, UK.
- World Bank, (2000). *The World Bank Annual Report*, Oxford University Press, UK.
- Yahaga, F. (2000). *Information and Communication Technologies in Sub-Saharan Africa: The Case for National Information Infrastructure*, PhD Thesis, Department of Information Systems, LSE, London, UK.

Yamakage, S. (1990). A Strategy for IT-led Development: Impact of Information Technology on Development Policies. In *Information Technology-led Development: A Report of APO Basic Research on Information Technology*, Asian Productivity Organisation, Tokyo.

Yeung, O. and Matheson, J.A. (1998). *Global Benchmarks: Comprehensive Measures of Development*, SRI, International, Menlo Park, California.

Yin, R.K. (1993). Applications of Case Study Research. In *Applied Social Research Methods Series*, edited by L. Bickman, L. and D.J. Rog , Sage Publications, London, England.

Yin, R.K. (1994). *Case Study Research, Design, and Methods*, 2nd ed. Newbury Park, Sage Publications.

Zuboff, S. (1988). *In the Age of the Smart Machine*, Basic Books, New York.

Zuboff, S. (1996). The Emperor's New Information Economy. In *Information Technology and Changes in Organizational Work*: 13-17, edited by W.J. Orlikowski, G. Walsham, M.R. Jones and J.I. DeGross, Proceedings of the IFIP WG8.2 working conference, Cambridge University, 7-9 December 1995, Chapman and Hall, London.