Human-Computer Interaction: Developing Effective Organizational Information Systems

Dov Te'eni, Jane M. Carey, Ping Zhang

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Foreword by Izak Benbasat, Professor and CanadaResearch Chair in Information Technology Management, University of British Columbia A Balanced Look at HCI in Business Written specifically for Information Systems students, Te'eni, Carey, and Zhang's Human-Computer Interaction: Developing Effective Organizational Information Systems is the first of its kind. It offers a balanced coverage of the multidisciplinary nature of HCI. It takes a balanced view of the physical, cognitive, and affective aspects of HCI design, and then integrates these aspects in the organizational and business context. "User-friendly function has been the sine qua non of HCI for a long time. Unfortunately, though, it's been difficult to find a reader-friendly textbook, one accessible to readers who have not majored in computer science and are most interested in interactive systems in real-world settings. This book focuses on the organizational and managerial contexts of interactive systems, fulfilling, at long last, the HCI community's duty to provide a genuinely reader-friendly HCI textbook. Essential reading for anyone interested in how HCI fits into their work, their relationships, or their life generally." -- Jimwoo Kim, Professor of HCI, Yonsei University "Human-Computer Interaction (HCI) is not just for Computer Science anymore! It is re-inventing itself as the kernel of the new proto-discipline of Information. It's wonderful to see the concepts and techniques of HCI brought to life in the context of decision support, project management, enterprise resource planning, and other business applications." -- John M. Carroll, Edward M. Frymoyer Chair Professor of Information Sciences and Technology, Pennsylvania State University "Given the huge increase in the use of business systems, there is unprecedented need to focus on the interface to boost productivity and customer satisfaction. This book provides a business-oriented approach to HCI that has been lacking in our curricula. It is not a 'watered-down' approach to HCI, as are some technological adaptations to business. On the contrary, it tightly anchors the principles and methods of HCI design in theories especially appropriate for the organizational context. Pedagogically, the material is organized with simple frameworks that are useful and sensible, tying together the complex topics with ease. This is a book I will use." -- Dennis Galletta, Professor of Business Administration, University of Pittsburgh "As a multidisciplinary field, HCI has been crying out for a text that integrates the business, computer science, and psychology aspects of the field. This volume is long overdue for the business school market. I applaud the authors for writing the first of many more editions of this text." -- Jane Webster, Professor of Management Information Systems, Queen's University

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