



Foreword

This text, written by well-known academics influential in shaping human-computer-interaction (HCI) research in the information systems field, represents a paradigm shift in HCI scholarship. For many years, information systems academics teaching HCI courses in business and information schools faced the challenge of working with textbooks that had a computer-science centric view of HCI. Here at last is a novel, insightful, and comprehensive text that brings HCI knowledge front-and-center into the context of management and organizations. It does a masterful job of integrating the findings of HCI research in information systems with those found in the traditional HCI literature to provide new insights while maintaining the proper balance between theory, methods, and applications to the business context. It is also available just in time for the *Model Curriculum and Guidelines for Graduate Degree Programs in Information Systems* (MSIS 2006), making its implementation more feasible. It is an excellent text for undergraduate and graduate students specializing in information systems in business and information schools, as well as a worthwhile companion for HCI texts used in computer science curricula to provide students with a broader view of the applications of HCI in organizational and decision-making settings.

As one who has been involved in HCI research in management information systems for almost thirty-five years, I would characterize the HCI scholarly communities in computer science and information systems as the two solitudes. They exist in parallel worlds, different publication outlets and conferences, with few connections between them. When I was teaching the first HCI course offered at my university, in partnership with my computer science colleagues, to a group of students from both business and computer science departments, I found the difficulty of bridging the HCI knowledge in these two fields to be significant. Very little, if anything, is found in a typical HCI text about interacting with business systems; for example, how does one design interfaces for decision-support systems, group-support systems, knowledge-based systems, or electronic commerce Web sites? This text does a remarkable job of achieving this goal of knowledge-bridging. The authors have an excellent grasp of the state-of-the-art HCI research in management information systems, of human information processing, of organizations and organizational computing, and of the theories and methods in HCI in general. They skillfully blend this knowledge to deliver this text, which will be of great value in educating future systems analysts, designers, managers, and stakeholders.

HCI research in management information systems, which has played a dominant role in the development of the academic discipline during its emergence, has been experiencing a renaissance in recent years after a period of dormancy. This is partly due to the ubiquitous use of information technologies and partly to the increasing emphasis in the research arena focusing on the design of the information technology artifact, an endeavor to which HCI knowledge is of the utmost importance. The size, strength, and importance of the information systems academic community have increased recently as well due to the formation of the Association of the Information Systems Special Interest Group on HCI, an enterprise that has benefited greatly from the leadership and hard

xviii ► Foreword

work of the authors of this text, and through the scholarly activities of the members of this interest group. This text, therefore, is published at an opportune time as a conduit to transfer this growing new knowledge generated by information systems HCI researchers to students and future practitioners, and to no lesser degree to the academics teaching HCI topics. The product of this outstanding effort of Te'eni, Carey, and Zhang will play a major role in enhancing the stature of HCI courses in information systems departments and business schools, and among HCI academics in general. I congratulate the authors for this excellent scholarship, and encourage my colleagues to consider the use of this text in their HCI courses.

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