

Subject Index for Volume 21

APPLICATION

Business Process Change: A Study of Methodologies,
Techniques, and Tools
William J. Kettinger, James T.C. Teng, and Subashish Guha. No.1, pg. 55

Searching and Scanning: How Executives Obtain
Information From Executive Information Systems
Betty Vandebosch and Sid L. Huff. No.1, pg. 81

THEORY AND RESEARCH

Factors Affecting the Adoption of Open Systems:
An Exploratory Study
Patrick Y.K. Chau and Kar Yan Tam. No.1, pg. 1

Information Specificity and Environmental Scanning:
An Economic Perspective
Vivek Choudhury and Jeffrey L. Sampler. No.1, pg. 25

Communication Richness in Electronic Mail: Critical
Social Theory and the Contextuality of Meaning
Ojelanki K. Ngwenyama and Allen S. Lee. No. 2, pg.145

Can Humans Detect Errors in Data? Impact of Base Rates,
Incentives, and Goals
Barbara D. Klein, Dale L. Goodhue, and Gordon B. Davis. No. 2, pg. 169

Developing an Historical Tradition in MIS Research
Richard O. Mason, James L. McKenney, and Duncan G. Copeland. No. 3, pg. 257

Personal Computing Acceptance Factors in Small Firms:
A Structural Equation Model
Magid Igbaria, Nancy Zinatelli, Paul Cragg, and Angele L.M. Cavaye. No. 3, pg. 279

Effects of User Participation in Systems Development:
A Longitudinal Field Experiment
James E. Hunton and Jesse D. Beeler. No. 4, pg. 359

RESEARCH NOTES

Measuring Information Systems Service Quality: Concerns
on the Use of the SERVQUAL Questionnaire
Thomas P. Van Dyke, Leon A. Kappleman, and Victor R. Prybutok. No. 2, pg. 195

Measuring Information Systems Service Quality:
Concerns for a Complete Canvas
Leyland F. Pitt, Richard T. Watson, and C. Bruce Kavan. No. 2, pg. 209

Pragmatic Perspective on the Measurement of
Information Systems Service Quality
William J. Kettinger and Choong C. Lee No. 2, pg. 223

An Historical Method for MIS Research: Steps
and Assumptions
Richard O. Mason, James L. McKenney, and Duncan G. Copeland No. 3, pg. 307

Gender Differences in the Perception and Use of E-Mail:
An Extension to the Technology Acceptance Model
David Gefen and Detmar W. Straub No. 4, pg. 389

RESEARCH ESSAYS

Discovery and Representation of Causal Relationships
in MIS Research: A Methodological Framework
Byungtae Lee, Anitesh Barua, and Andrew B. Whinston No.1, pg. 109

SIM PAPER COMPETITION

Transformation of the IT Function at British Petroleum
John Cross, Michael J. Earl, and Jeffrey L. Sampler No. 4, pg. 401

Building Change-Readiness Capabilities in the IS
Organization: Insights From the Bell Atlantic Experience
Charles E. Clark, Nancy C. Cavanaugh, Carol V. Brown, and V. Sambamurthy No. 4, pg. 425

Redesigning the Customer Support Process for the
Electronic Economy: Insights From Storage Dimensions
Omar A. El Sawy and Gene Bowles No. 4, pg. 457

CASE HISTORY

Bank of America: The Crest and Trough of
Technological Leadership
James L. McKenney, Richard O. Mason, and Duncan G. Copeland No. 3, pg. 321

REFERENCE LIST OF MIS DOCTORAL DISSERTATIONS

MIS Dissertations: 1995-96
J. Scott Hamilton and Gordon B. Davis No. 2, pg. 243

MISQ DISCOVERY

Qualitative Research in Information Systems
Michael D. Myers No. 2, pg. 241