1. Overviews


- Part I – Mental models for traveling through the computer world.


2. Theories and Frameworks


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3. Social Shaping of Technology

3.1. Sources of Technological Shaping


- Part III – The economic, cultural, and organizational dimensions of computerization.


3.2. Process of Technological Shaping


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4. Social Impacts of Technology

4.1. Impacts on Structures and Relationships


- Part II – Electronic groups.
- Part V – Networked organizations.


- Part V – Social relationships in electronic forums.


4.2. Impacts on Processes and Practices


- Part IV – Computerization and the transformation of work.


5. Social Perspectives on Design


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- Part I – Reflecting on work practice.


