The Social and Interactional Dimensions of Human–Computer Interfaces

Edited by
Peter J. Thomas
University of the West of England
## Contents

List of contributors  page vi
Acknowledgments  ix

1 Introduction: The social and interactional dimensions of human–computer interfaces, Peter J. Thomas  1
2 Ethnography and human–computer interaction, Geoff Cooper, Christine Hine, Janet Rachel, and Steve Woolgar  11
3 Toward foundational analysis in human–computer interaction, James M. Nyce and Jonas Löwgren  37
4 Representing the user: Notes on the disciplinary rhetoric of human–computer interaction, Geoff Cooper and John Bowers  48
5 Conceptions of the user in computer systems design, Philip E. Agre  67
6 On simulacrumns of conversation: Toward a clarification of the relevance of conversation analysis for human–computer interaction, Graham Button and Wes Sharrock  107
7 Wizards and social control, Robin Wooffitt and Catriona MacDermid  126
8 Sociology, CSCW, and working with customers, Dave Randall and John A. Hughes  142
9 Expert systems versus systems for experts: Computer-aided dispatch as a support system in real-world environments, Jack Whalen  161
10 Conversation analysis and human–computer interaction design, Sarah A. Douglas  184
11 Multimedia tools for social and interactional data collection and analysis, Beverly L. Harrison  204
12 Social interaction in the use and design of a workstation: Two contexts of interaction, Deborah Lawrence, Michael E. Atwood, Shelly Dews, and Thea Turner  240

Index  261