Designing for Technological Change: People in the Process Edward O. Laumann, Gerald Nadler, and Brigid O'Farrell	1
Improving the Development, Acceptance, and Use of New Technology: Organizational and Interorganizational Challenges Rosabeth Moss Kanter	15
1	
AUTOMATED MANUFACTURING TECHNOLOGIES	
Capitalizing on New Manufacturing Technologies: Current Problems and Emergent Trends in U.S. Industry Paul S. Adler	59
Design and Implementation of a Process for a Large-Scale System Change at Boeing Bruce Gissing	89
A Case History of Organizational Change: People and New Technology James R. Hettenhaus	102
Achieving Excellence Through People, Technology, and Teamwork Joseph C. High	119

MEDICAL TECHNOLOGIES

The Process of Adopting Innovations in	
Organizations: Three Cases of Hospital Innovations Andrew H. Van de Ven	133
Managing the Ambulatory Care Unit H. Robert Cathcart	159
Technology and Intervention in the Neonatal Intensive Care Unit John M. Driscoll, Jr. and Charles J. H. Stolar	171
Operations Research in Nurse Scheduling Thomas Choi, Helen Jameson, and Milo L. Brekke	189
3	
OFFICE AUTOMATION TECHNOLOGIES	
Integrating New Tools into Information Work: Technology Transfer as a Framework (
T. K. Bikson and J. D. Eveland	229
The Forest Service Information System Charles R. Hartgraves	253
Introducing a Computer-Based Human Resource System into the United Way Robert J. Krasman	272
Telecommunication in the News Industry: The Newsroom Before and After Computers Wilson R. Locke	279
A Business Approach to Technology: Shearson Lehman Commercial Paper Inc. Signe A. von Verdo (Weber)	296
Contributors	200
Index	309
	315