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Research Report

Eindhoven
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GRADUATE SCHOOL OF INDUSTRIAL ENGINEERING AND MANAGEMENT SCIENCE

The Socio-Technical Systems Design (STSD) Paradigm

A full bibliography of 3082 English-language literature references Bibliography, micro floppy disk, and user manual Release FBEL 05T, August 1994

by F.M. van Eijnatten, S.J.C. Eggermont,
    G.T.A. de Goffau, & I. Mankoe

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This bibliography contains a full English-language reference list of the Socio-Technical Systems Design (STSD) paradigm. It is the fifth release of this bibliography (release FBEL 05T, August 1994). The report contains the following three products:

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This bibliography contains a full English-language reference list of the Socio-Technical Systems Design (STSD) paradigm. Its notation system is in accordance with contemporary American Psychological Association (APA) reference standards.

The bibliography was produced in several consecutive stages over a period of five years. From 1990 until 1993, five successive releases have been sent out to key authors in fourteen countries, covering four continents. Most of these colleagues have kindly responded with ample corrections or have suggested new entries. Therefore, it would be no exaggeration to say that scholars from all over the world have contributed in the (further) completion of this highly current STSD reference base.

Despite the fact that STSD articles and books have been published in almost all languages of the world, this bibliography only contains English-language literature references. Of course this sets certain limits to the overall representation of the reference list in question. For a full bibliography of 1145 Dutch-language socio-technical literature references, please consult Report EUT/BDK 63, FBNL 02T, Frans M. van Eijnatten, July 1994.

The author invites one and all to help in further developing the two above- mentioned bibliographies. Please be so kind to send any corrections and all new references to the address below. With your help these bibliographies can continue to grow into a major STSD reference base.

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This user manual provides information for the proper use of the MS-DOS micro floppy disk, containing the full bibliography of English-language literature references, release FBEL 05T, August 1994.

The user manual's first aim is to help those, who know little of working with computers. It is especially stressed here, that for an efficient use of the electronic bibliography it is by no means necessary for one to know how to work with computers using the operating system MS-DOS.

Both for the beginner and the experienced computer user, this manual will save time and energy in learning how the programme works. Following some exercise, everybody should be able to search for specific themes or references, to sort references according to private wishes, or to combine them into a unique reference list. And of course it is easy to print your own end-product.

The development of this electronic bibliography has only just begun. Therefore, we would very much appreciate any comments. Would you please be so kind to send all your remarks, by surface or electronic mail, to the address below. With your help we can further improve the user manual to support the next release.

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A Bibliography of 3082 English-Language Literature References concerning the Socio-Technical Systems Design (STSD) Paradigm of Organisations Release FBEL 05T, Frans M. van Eijnatten, August 1994

User Manual for the Micro Floppy Disk

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1.   Introduction

This user manual facilitates the use of the floppy disk (release FBEL 05T, August 1994). The floppy disk contains a complete STSD bibliography (N = 3082) and an application program by Stephan J.C. Eggermont and Inder Mankoe.

2.   What do you need to use this program?

To use this program you need an MS-DOS Personal Computer with a 3 1/2 inch, 1,4 Mb floppy disk drive and 2 Mb of RAM. If available you can use a mouse and/or colour monitor with the program. However, the program runs just as well without a mouse or colour monitor. Also, you do not have to have any knowledge of MS-DOS!

Computers with too little RAM will allow the program to run, but they will not be able to load the full bibliography. Should this be the case, you will find that only a limited part of the alphabet is available.

3.   Start the program

First, make a copy of the floppy disk and use that to work with. Put the original in a safe place, preferably not too close to your computer, and write-protect it.

The program can be run from both your harddisk and the floppy disk. If you opt for the harddisk, you will need 1,4 Mb of free space on your harddisk.

In the following we will describe exactly which actions to take to install and start the program from harddisk, and then to start it from the floppy disk.

First press the <RETURN/ENTER> key.

Harddisk   *Command*
- If your PC is part of a network then   *always followed by*
    uncouple it first (consult your network   <RETURN/ENTER>
    manual)
- Put the floppy disk in the floppy drive
- Make a directory on the harddisk for   [md stsd]
    your program
- Copy the files on the floppy disk to   [copy a:*.* stsd]
    this directory
- Go to this directory   [cd stsd]
- Start the program   [stsd]

Floppy disk
- Put the floppy disk in your floppy drive
- Start the program   [a:stsd] or [b:stsd]

4.   The first part of the program: Information

Once you have started the program, you will first see the starting screen. You can now choose between reading general information about the program, reading the help information, or immediately starting to use the bibliography.

- **G**eneral Information: this deals with general aspects of the bibliography and gives the author's address for correspondence.
- **H**elp: you are given a survey of the keys to press, their functions and a brief explanation on how to use the menu bar.
- **S**tart Bibliography: this starts the second part of the program.

You can continue the program from the starting screen by pressing the first letter of the subject of your choice (G, H, or S; small letters work too). If you choose the Help option (type h) then you will be presented with one screen of information. Pressing any random key will return you to the starting screen. If you choose General Information (type g), you will be given the first page of this option. The pages that follow appear by pressing any random key or by clicking randomly with the mouse button. After the final page the bibliography is automatically activated. The Help function can now be found under the '=' menu (see section 5.2.1). If you choose the Start Bibliography option (type s), then the bibliography starts immediately. Note: if you want the program to run reliably then all 3082 references should be loaded first (see section 5.1).

If you are working with a monochrome monitor on your PC, or a black-and-white monitor, you will first have to disable the colour option in the '='

menu (see section 5.2.1).

5.   The second part of the program: The electronic bibliography

5.1   General aspects

While you are reading the first part of the program, the program loads the complete English bibliography. At the moment you see the bibliography on the screen the program might not have finished loading the references. However, you can still make complete use of the program even though not all the references have been loaded. You can for example browse through the references with the left/right arrow keys. It should be noted that possible search and sorting activities will be limited to the references that have been loaded up to then. Therefore it is advisable to wait with search and sorting activities until all 3082 references have actually been loaded. This is indicated by the number in the top right-hand corner of the screen, which should indicate 3082 when the references are fully loaded.

Once you have started the bibliography, your screen will be divided as is indicated in figure 1. The bottom part of your PC's screen is the grey area of figure 1 which contains the data of the first literature reference (A/S Norske Shell, 1975).
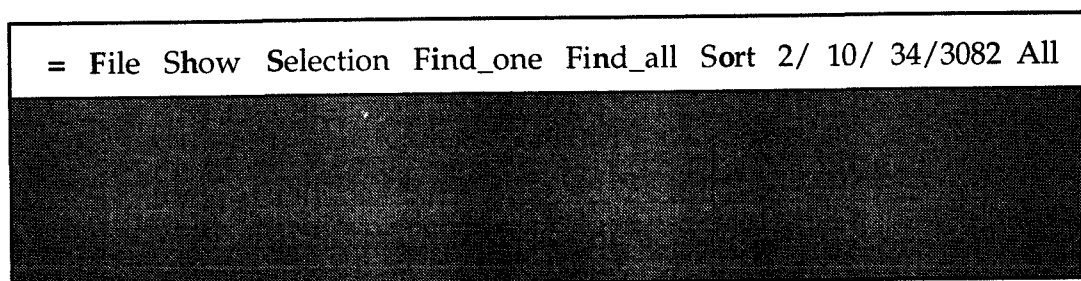

= File Show Selection Find_one Find_all Sort 2/ 10/ 34/3082 All

Figure 1   The menu bar

We shall now take a look at the data on the top line, the so-called menu bar. First we will explain the meaning of the right-hand side of the bar. This correlates with the numbers '2/ 10/ 34/3082 All' in figure 1. An explanation of the left-hand side of the menu bar is given in the following section.

To the far right in the bar you see either 'All' or 'Sel'. This indicates whether you are working with a selection of references or with all references (the entire bibliography). The numbers to the left of 'All' or 'Sel' are divided in two pairs. The left-hand pair (2/ 10/) shows numbers belonging to the selection, while the right-hand pair (34/3082) refers to all references. The first number of a pair indicates the current reference on screen. The second number gives the total

amount of references of the group in question ('Sel' or 'All').

Example: 7/ 10/ 20/3082 All

The reference you see on screen is Ackoff (1983). From the menu bar numbers above, you can see that this is reference number 20 from the complete bibliography (this is because `All' is indicated on the bar and not 'Sel'). The number 10 indicates that there is also a personal selection available that is made up of ten references. If you were to switch from the whole bibliography (All) to the selection (Sel), then you would see reference number 7. Section 5.2.3 describes how you can switch between the selection and the complete bibliography.

5.2   The Menus

In the last section an explanation was given of the right-hand part of the menu bar. Now we will take a closer look at the left-hand side. To illustrate matters figure 2 again shows a detailed picture of the menu bar. On the left-hand side of the menu bar you can see the menu titles. You can choose which menu you want to see by positioning the pointer on a menu title and clicking the mouse. If you are not using a mouse, you have to press the <ALT> key together with the (red) highlighted letter of the menu of your choice. If you are using a black-and-white monitor then the letters are white. With monochrome monitors the letters are simply high-lighted. In the figures of this manual these letters are indicated by means of bold print. You can use both capital and small letters to select a menu.
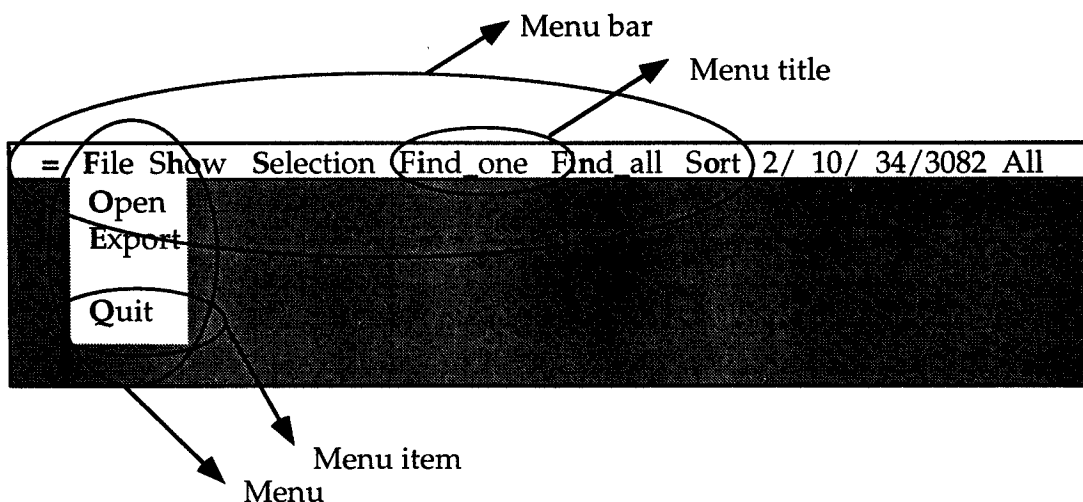

Figure 2   Menu options

If you accidentally activated the wrong menu (e.g. Selection), you can move to the right menu by means of the left/right arrow keys on the keyboard (e.g. Find_one or Show). Once you have selected a menu by pressing the highlighted letter, you can go through all menus on the menu bar by means of the left/right arrow keys on the keyboard.

When the desired menu has been activated, the options that belong to a particular menu title appear. Once again you will note that for each option there is one letter that is highlighted or of a different colour. An option can be selected by pressing the letter in question. You do not need to use the <ALT> key in this case; a letter will suffice. If you do use the <ALT> key, the program reacts with an error message (a beep). Again there is no difference between the use of capital or small letters.

5.2.1   The '='-menu

In figure 3 the '='-menu is shown.

```
┌──┐
│ =│
├──┴─────────┐
│ Info        │
│ Help        │
│ Black/White │
│ Colour      │
└─────────────┘
```
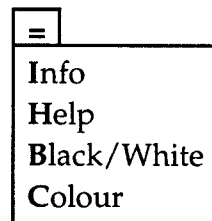
Figure 3   The '='menu

You can choose between the following four options:

Info: gives you information about the amount of memory still available. This information is not needed during normal use.

Help: you are returned to the starting screen where you can choose between General Information of Help. If you want to have Help information while using the bibliography, you have to press <h> twice.

Black/White: switches to black-and-white or monochrome shades. Everything will now be displayed in black-and-white or monochrome.

Colour: switches to colour. Everything will now be displayed in colour.

Both capital and small letters can be used to make your choice.

During actual use of the bibliography you can always go back to this menu to switch from colour to black-and-white or vice versa.

5.2.2   The File menu

Next, we shall discuss the File menu (see figure 4).

```
┌─────┐
│File │
├──────────┐
│Open      │
│Export    │
│          │
│Quit      │
└──────────┘
```
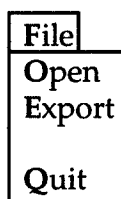
Figure 4   *The 'File'-menu*

Within this menu you can choose options to save files of selections you have made. This is necessary if you wish to print your selection or want to save the information in a separate file. Besides this, you can also open up a different file on your PC, e.g. a selection you made earlier, or stop the bibliography program.

©**pen**: allows you to open files. A window is created in which a file (e.g. STSDLIST.BIB), drive (A:\ or B:\) or directory (STSD, MSDOS, or TEXT) can be selected (see figure 5). There is a vertical scrollbar next to this window, with which you can choose these or other options. Above the window you will find the path to the active directory (C:\). You need this to save files on a different directory. Be careful when you use the Open option, because reading the wrong files can make the program crash.
In the example of figure 5 the file 'STSDFULL.BIB' is selected. Selection can be done in two ways: using the mouse or the keyboard.
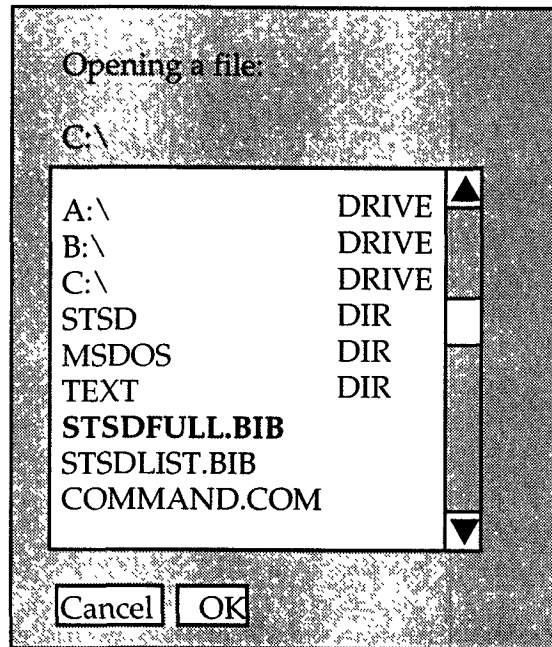
Figure 5   Opening a file

Mouse: if the filename is visible in the window place the cursor on the name and click a mouse button. If the file is in the current directory (C:\), you can scroll the list of filenames by pressing a mouse button while the cursor is in the scroll bar (see figure 6). If the cursor is placed on one of the triangles and you click a mouse button, the cursor moves up or down one filename. If the cursor is positioned between the white square and the triangle, the cursor jumps by a complete window.

Figure 6   The scroll bar

Keyboard: using the up and down arrow keys a file in the current window can be selected. If the selected file is near the top or bottom of the window, the list of filenames scrolls up or down a line. With the Page up/down keys the list scrolls

up, or down a complete window.

The selected file can be opened by pressing <RETURN/ENTER> or clicking on 'Ok' with the mouse. If you do not want to open a file, press <ESC> or click on 'Cancel'.

If the selected file is followed by 'DRIVE', opening it changes the current drive to the selected one, and a new list of files appears.

If the selected file is followed by 'DIR', opening it changes the current path to that directory, and a new list of files is shown.

If '.' is selected, the files from the active directory are displayed. If '..' is chosen then you go up a level in directories.

Export: allows you to create a file for use in Wordperfect, Microsoft Word (rtf) or a database. If you choose this option, your screen will display figure 7. The window contains a number of possible settings.

The three words on the left-hand side of figure 7 indicate the kind of file that is desired:

RTF: is the transfer format of Microsoft, used in Word. The abbreviation stands for Rich Type Format. Such a file can also be read in WP 6.0.

Dbase: is a standard in which the fields are delimited by means of a <TAB>, while records are delimited by means of <RETURN/ENTER>.

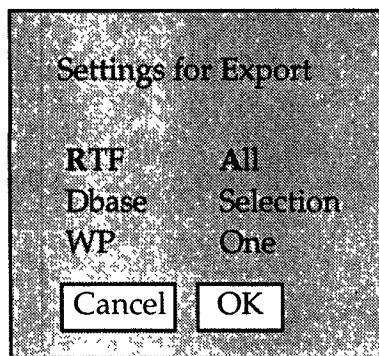**Wp**: is the standard of Wordperfect version 5.0. It can also be read by WP 6.0.

Figure 7   Making an export file

In RTF and Wp the references appear in the international APA format (APA stands for American Psychological Association).

The three words on the right-hand side of figure 7 indicate which references are to be exported:

All: indicates the references from the entire bibliography are to be exported.
Selection: indicates that the reference(s) from the selection are to be exported.
One: indicates that only the current reference on screen is to be exported.

The default values are RTF and All (see figure 7). You can change these settings by clicking the mouse on the word, or by pressing the first letter of the word. When you have made the changes you wanted to make, press <ENTER> or click 'OK' with the mouse. If you do not want to adjust the settings, press <ESC> or click 'Cancel' with the mouse.

If you press <RETURN/ENTER> or click 'OK' with the mouse, a small window appears on your screen that contains the message 'Export filename'. The idea is to enter the name of the file to export to. You can cancel by pressing <ESC> or press <RETURN/ENTER> to continue. After the file has been created, you can start the program you exported to and load the file.

Quit: The last option on the File menu is 'Quit'. This stops the electronic bibliography. The program does not automatically save the selections you sorted. You have to make a file of your own. If you do not choose to save the information, the selection you made is erased. Having selected the 'Quit' option, you can remove the floppy disk from the drive without any other actions being needed. Please wait until the drive has stopped operating (drive light goes out) first.

5.2.3 The Show menu

Through this menu you can indicate from which selection you wish to take a closer look at the references (Whole Bibliography or Selection, see figure 8).

```
Show
Selection
Whole Bibliography
```
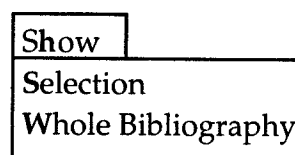
Figure 8   *The 'Show' menu*

In the top right-hand corner of your screen, information is given on which selection the current reference belongs to (All or Sel). With the Show menu you can switch between the Whole Bibliography and a Selection (press <w> or <s>).

Selection: shows (the current reference of) the selection on the screen, if you have made a selection (the second number on the right-hand side of the menu bar at the top of the screen should be larger than zero). If the selection made contains no items, the whole bibliography is shown and 'All' remains on screen in the top right-hand corner of the menu bar. If the selection does contain items then the references from the selection are displayed. In that case the menu bar will indicate 'Sel' in the top right-hand corner.

Whole bibliography: shows (the current reference of) the complete collection of references.

5.2.4   The Selection menu

With this option you can build up your own reference list. The menu is shown in figure 9.

```
 ┌─────────┐
 │Selection│
 ├─────────┴──────┐
 │Add Reference   │
 │Delete Reference│
 │                │
 │Clear Selection │
 └────────────────┘
```
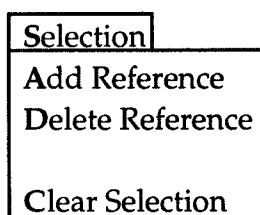
Figure 9   The 'Selection' menu

Add Reference: adds the reference on screen to your selection, if this has not already taken place. The reference is added to the end of the list (to sort or places references in alphabetical order see section 5.2.7).

Delete Reference: deletes the reference shown on screen from your selection.

Clear Selection: deletes all references from your selection. In the top right-hand corner of your screen the selection is now indicated by the numbers 0/0.

5.2.5   The Find_one menu

With this menu you can search for a particular reference. In figure 10 the Find_one menu is shown.

Note: To guarantee that the program works reliably, then it is advisable to always check the settings at each attempt to search and adapt them if necessary (see last option in figure 10).

Find_one
From First Item
From Present Item
Next Item
Change Settings

Figure 10   The 'Find_one' menu

For each option you choose (except for Alter Settings), a window appears directly below the menu bar where you can enter a word (or 'string' in jargon) to search for. The following three search options are open to you:

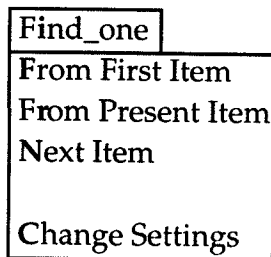**From First Item**: requires a string of characters to search for. Depending on the selection active at the time (see right-hand side of the menu bar), a search is made from the first reference of the whole bibliography (All), or the first item in the Selection (Sel).

From Present Item: works the same as 'From first item', only the search starts at the reference shown on screen.

Next Item: works the same as the above options, but now the program does not require a string, because a search procedure has usually taken place already. If this is not the case (you have chosen this option first in the Find_one menu) then a string is required.

Change Settings: makes it possible to decide where and how a search should actually be carried out. The standard settings include searching in all fields of the references, where the option 'At the beginning of the field' is not active (in other words the program searches through all fields to match the string or word that was provided). The standard settings can of course be changed to your personal choice. You can restrict searches by (de)selecting certain fields (see figure 11). You can select or delete a field by placing the cursor on it and clicking the mouse, or by positioning the cursor on the field by means of the arrow-keys and pressing the <SPACE> bar.

There are three fields that determine how searches are carried out (see figure 11):

At the beginning of the field: indicates that the string to be searched for has to

be located at the beginning of a field (e.g. if 'the' is the string to be searched for, then a reference entitled 'The beginning' will be selected, but a reference entitled 'What is the worst' will not).

Ignore capital letters: makes no distinction between capital or small letters (e.g. if 'the' is the string to be searched for, then references with 'tHe' and 'THE' will be selected too).

Only complete words: means that the string to be searched for cannot be followed by a letter (e.g. if 'the' is to be searched for then 'thesis' is not selected).

Figure 11   Alter search settings

When all the changes wanted have been made, you can either press the <RETURN/ENTER> key or click the mouse on 'OK'. If you do not want to make any changes then you can press the <ESC> key or click the mouse on 'Cancel'.

In figure 11 the settings have been chosen in such a way that the fields 'Author' and 'Article' will be searched, in which capital letters will be ignored (e.g. references with 'Van' and 'vandal' are selected, because the option 'Only complete words' is not activated).

We would like to repeat that the quality of searches is primarily determined by your self-discipline in checking or making the (proper) settings each time.

5.2.6   The Find_all menu

By means of this menu you can make larger selections (e.g. of one particular author, of one particular subject, of one particular year, or combinations of these elements). If desired you can add new selections and/or restrict the selection made up to then. In figure 12 the Find_all menu is shown. See section 5.2.7 to sort references or place them in alphabetical order.

Note: To guarantee that the program works reliably, then it is advisable to always check the settings at each attempt to search and adapt them if necessary (see last option in figure 12). This is an absolute must for complex searches!

```
Find_all
Add to Selection
Restrict Selection
Delete from Selection

Change Settings
```
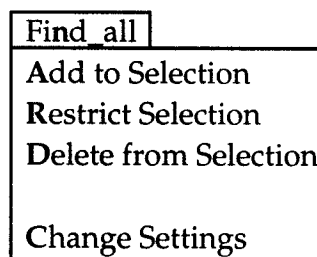
Figure 12   The 'Find_all' menu

For each option you choose (except for Change Settings), a window appears directly below the menu bar where you can enter a word (or 'string' in jargon) to search for. Three search options are possible:

Add to Selection: searches all references for a given word. All references that contain the string are selected or added to the previous selection.

Restrict Selection: searches the whole selection of references for a string and removes the references that do not contain the string.

Delete from Selection: searches the whole selection of references for the word or string given and removes the ones that contain the string.

Change Settings: makes it possible for you to decide where and how searches actually have to take place. The standard setting is to search in all fields of the references, where the option 'At the beginning of the field' is not active (in other words the program searches through all fields to match

the string or word that was provided). The standard settings can of course be changed to your personal choice. You can restrict searches by (de)selecting certain fields (see figure 11). You can select or delete a field by placing the cursor on it and clicking the mouse, or by positioning the cursor on the field by means of the arrow-keys and pressing the <SPACE> bar.

There are three fields that determine how searches are carried out (see figure 11):

At the beginning of the field: indicates that the string to be searched for has to be located at the beginning of a field (e.g. if 'the' is the string to be searched for, then a reference entitled 'The beginning' will be selected, but a reference entitled 'What is the worst' will not).

Ignore capital letters: makes no distinction between capital or small letters (e.g. if 'the' is the string to be searched for, then references with 'tHe' and 'THE' will be selected too).

Only complete words: means that the string to be searched for cannot be followed by a letter (e.g. if 'the' is to be searched for then 'thesis' is not selected).

Although the 'Change Settings' option in the 'Find_all' menu displays the same screen as 'Change Settings' from the 'Find_one' menu (see figure 11), they are completely independent of each other. Therefore it does not suffice to set the search options for 'Find_all' and 'Find_one' only one time.

5.2.7   The Sort menu

This menu gives you the opportunity to carry out all kinds of sort/alphabetize commands both on the Whole Bibliography and on the Selection (see figure 13).

Note: To guarantee that the program works reliably, then it is advisable to always check the settings at each attempt to search and adapt them if necessary.

```
┌─Sort┐─────────────────┐
│ Selection             │
│ Whole Bibliography    │
│                       │
│ Change Settings       │
└───────────────────────┘
```
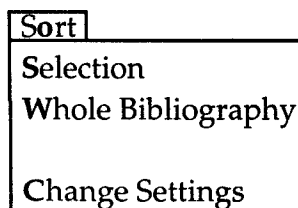
Figure 13   *The 'Sort' menu*

Selection: sorts all references in the selection.

Whole Bibliography: sorts all references in the Whole Bibliography.

Change Settings: allows you to influence the sorting criteria. The standard setting is the same as that used by the APA (see figure 14). The references are always sorted in this way when the electronic bibliography is started up.

Sort according to strings formed by the fields in the following order:

First row	Second row	Third row
Article	Article	Article
Book	Book	Book
Author	Author	Author
Year	Year	Year
Editor	Editor	Editor
Publisher	Publisher	Publisher
Place	Place	Place
Periodical	Periodical	Periodical
Volume	Volume	Volume
Number	Number	Number
Page	Page	Page
Original	Original	Original
Annotation	Annotation	Annotation

Ascending
Numbers
Author & Ed.
Empty Ref First

Ascending
Numbers
Author & Ed.
Empty Ref First

Ascending
Numbers
Author & Ed.
Empty Ref First

Cancel   OK

Figure 14   Alter sort settings

You can define three strings in sorting references (cf. figure 14). You can make a sort string by selecting (a) field(s) in a specific order of your own choice. In figure 14, for example, sorting i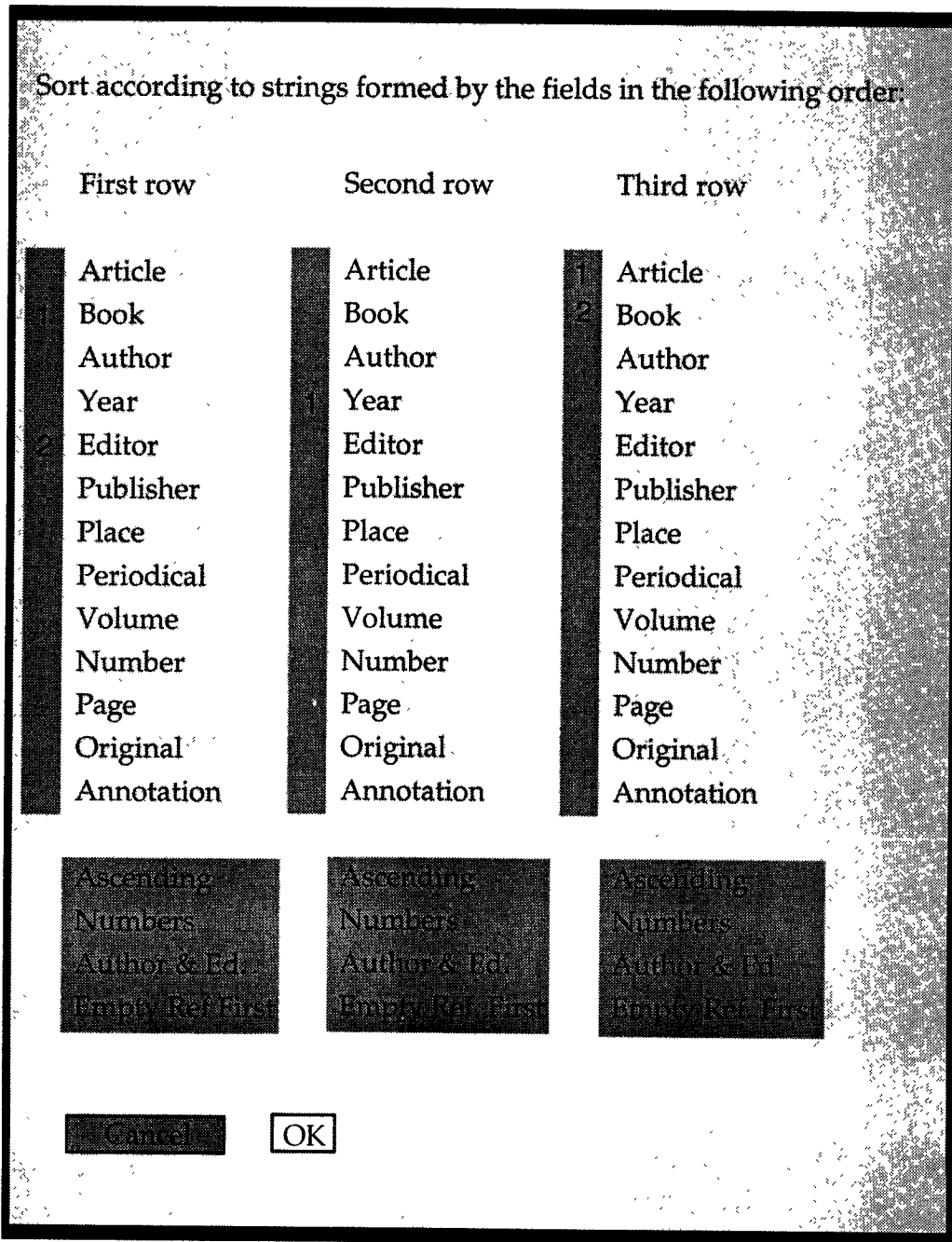s first done by means of the author and then by means of editor (string 1). Next, sorting is carried out by means of the year (string 2), and finally by means of the article followed by the book (string 3). This is the basic setting that is identical to the standard set by the APA. Sorting first takes place by means of string 1. If references are identical for string 1 (in figure 14 this means references with the same author and editor) then further sorting occurs using string 2 (in figure 14 this is by means of the year). If any further references are identical, a final sorting procedure takes place using string 3 (in figure 14 this is by means of the article and book).

The selection or removal of sort options is determined by placing the cursor on the field on question and clicking the mouse, or by positioning the cursor by means of the arrow-keys and pressing the <SPACE> bar.

The numbers that precede the fields (see figure 14) indicate *in which order* the fields are to be sorted. Below the fields an indication is given *in which way* the fields are to be sorted.

Ascending: indicates that you want the references to be sorted in ascending order (e.g. 'A' comes before 'B', 1 comes before 2). If this option is not chosen, sorting automatically becomes descending.

Numbers: gives you the opportunity to sort numerically. If you choose this option, '199' comes before '1900'. If you deselect 'Numbers' then sorting takes place character by character. In that case '199' would come after '1900', because the third character '9' is higher than '0'.

Author & Ed.: puts references with one author or editor before those with two or more.

Empty Ref. First: puts references with an empty string in front of those with a non-empty one.

The standard setting for all three strings is: Ascending, Numbers, Author & Ed. and Empty Ref. First.

When you have made the changes you wanted, press <RETURN/ENTER> or click with the mouse on 'OK'. If you do not wish to make any changes, press <ESC> or click with the mouse on 'Cancel'.

We would like to repeat here that the reliability of the sorting procedure is determined by your self-discipline in setting the sort settings each time and checking them thoroughly.

6.   Basic routines

The actual use of the bibliography will imply having to take a number of identical steps in practice each time. These steps can be grouped and will be referred to as basic routines in future. We distinguish eight different basic routines:

1. Making settings for sorting procedures.
2. Making settings for search procedures (a: one ref.; b: all).
3. Creating a selection.
4. Searching and adding to a Selection.
5. Restricting a Selection.
6. Sorting.
7. Making a file.
8. Printing a file.

These basic routines are described in detail below. **Before working with the basic routines, you will have to start up the bibliography.**

6.1   Basic routine 1: Making settings for sorting procedures

1. Press <ALT> and the <o> key or <ALT> and the <O> key at the same time, or click with the mouse on the Sort menu.
    The Sort menu is now activated.
2. Press the <c> or <C> key.
    A window now appears on screen with the current settings for sorting (see figure 14 of this manual). A field that has already been selected, is provided with a number. Fields not selected are not numbered. The way sorting is to occur is indicated too. Here, the selected items are set against a dark background.
3. Use the arrow-keys or the mouse to reach a field or item.
4. Use the arrow-keys or the mouse the select or deselect a field/item.
    A field that has already been selected (being numbered), is deselected and the number of removed from the field. If necessary the numbers of the remaining fields are changed. A field that was not selected earlier is numbered. This field is given the highest number. The higher the number is, the lower its priority is in the sorting procedure.
5. Repeat steps 3 and 4 until you have the desired settings.
6. Press <RETURN/ENTER> or click 'OK' to fix the settings. Press <ESC>, or click with the mouse on **'Cancel'** to cancel the changes made.
7. End of basic routine 1.

7. End of basic routine 1.

6.2   Basic routine 2: Making settings for search procedures

1a. Press <ALT> and the <i> key or <ALT> and the <I> key at the same time, if you are searching one reference.
1b. Press <ALT> and the <n> key or <ALT> and the <N> key at the same time, if you are searching all references. Alternatively, you can click with the mouse on the Find_one or Find_all menu.
    The Find_one or Find_all menu is now activated.
2. Press the <c> or <C> key.
    A window will now appear on screen with the current settings for searching (see figure 10 of
    this manual). A field that has already been selected, is provided with a white background.
3. Use the arrow-keys or the mouse to reach a field or item.
4. Press the <SPACE> bar or click the mouse to select or deselect a field/item.
    A field that has already been selected (being numbered), is deselected and the number of
    removed from the field. If necessary the numbers of the remaining fields are changed. A field
    that was not selected earlier is numbered. This field is given the highest number. The higher
    the number is, the lower its priority is in the searching procedure.
5. Repeat steps 3 and 4 until you have the desired settings.
6. Press <RETURN/ENTER> or click 'OK' to fix the settings. Press <ESC>, or click with the mouse on 'Cancel' to cancel the changes made.
7. End of basic routine 2.

6.3   Basic routine 3: Making a Selection

1. Press <ALT> and the <s> key or <ALT> and the <S> key at the same time, or click with the mouse on the Selection menu.
    The Selection menu is now activated.
2. Press the <c> or <C> key to empty.
    The Selection is now emptied. You should be able to see 0/0 at the top right-hand side of the
    screen. If this is not the case, please repeat steps 1 and 2. If all is running correctly and you
    were viewing the references from the Selection, the program will automatically switch to the
    Whole Bibliography. You can check this by looking at the top right-hand corner of the screen,
    where the word 'All' should now be displayed. The current reference from the Whole
    Bibliography will now be shown on screen.

Even if you have not yet made a Selection, we nevertheless advise you to carry out steps 1 and 2 first.

3. Press <ALT> and the <n> key or <ALT> and the <N> key at the same time, or click with the mouse on the Find_all menu.
    The Find_all menu is now activated.
4. Press the <a> or <A> key to 'Add to Selection'.
    A window will now appear on screen in which you have to insert a string (or word) to be

A window will now appear on screen in which you have to insert a string (or word) to be searched.

5. Enter the string (or word) that has to be searched for and press **<RETURN/ ENTER>** to start the search procedure.

6. The program will now look for references that contain the given string.

   If no reference can be found that matches the string then a message appears on screen. If references have been found, these are placed in the selection. At the top right-hand side of the menu bar the number of references in the Selection is indicated and thus how many references were found. Assume that we see the following on the menu bar: 1/21/1/3082 All. This means that 21 references were found and placed in the Selection. (1/21)

7. End of basic routine 3.

6.4.   Basic routine 4: Searching and adding to the Selection

Note: if you wish to extend a Selection already made, please ignore steps 1 and 2!

1. Press **<ALT>** and the **<s>** key or **<ALT>** and the **<S>** key at the same time, or click with the mouse on the Selection menu.

   The Selection menu is now activated.

2. Press the **<c>** or **<C>** key to empty.

   The Selection is now emptied. You should be able to see 0/0 at the top right-hand side of the screen. If this is not the case, please repeat steps 1 and 2. If all is running correctly and you were viewing the references from the Selection, the program will automatically switch to the Whole Bibliography. You can check this by looking at the top right-hand corner of the screen, where the word 'All' should now be displayed. The current reference from the Whole Bibliography will now be shown on screen.

3. Press **<ALT>** and the **<h>** key or **<ALT>** and the **<H>** key at the same time, or click the mouse on the Show menu.

   The Show menu is now activated.

4. Press the **<w>** or **<W>** key of 'Whole Bibliography'.

   The Whole Bibliography is now selected. At the top right-hand corner of the menu bar you will see the word 'All'.

5. Press **<ALT>** and the **<n>** key or **<ALT>** and the **<N>** key at the same time, or click with the mouse on the Find_all menu.

   The Find_all menu is now activated.

6. Press the **<a>** or **<A>** key to 'Add to Selection'.

   A window will now appear on screen in which you have to insert a string (or word) to be searched.

7. Enter the string (or word) that has to be searched for and press **<RETURN/ ENTER>** to start the search procedure.

8. The program will now look for references that contain the given string.

   If no reference can be found that matches the string then a message appears on screen. If references have been found, these are placed in the selection. At the top right-hand side of the menu bar the number of references in the Selection is indicated and thus how many references

menu bar the number of references in the Selection is indicated and thus how many references were found. Assume that we see the following on the menu bar: 1/21/1/3082 All. This means that 21 references were found and placed in the Selection. (1/21)

9. End of basic routine 4.

6.5   Basic routine 5: Restricting a Selection

1. Press <ALT> and the <h> key or <ALT> and the <H> key at the same time, or click the mouse on the Show menu.

   The Show menu is now activated.

2. Press the <s> or <S> key of 'Selection'.

   You have now selected the Selection. Now the references from the Selection are shown on screen. At the top right-hand corner of the menu bar you can now see the string 'Sel' instead of 'All'.

3. Press <ALT> and the <n> key or <ALT> and the <N> key at the same time, or click with the mouse on the Find_all menu.

   The Find_all menu is now activated.

4. Press the <r> or <R> key to 'Restrict Selection'.

   A window will now appear on screen in which you have to insert a string (or word) to be searched.

5. Enter the string (or word) that has to be searched for and press <RETURN/ ENTER> to start the search procedure.

   The program will now look for references that contain the given string. References that do not contain the string are deleted from the Selection.

6. Once the procedure has been carried out, you can see the number of references that occur in the Selection on the menu bar.

7. End of basic routine 5.

6.6   Basic routine 6: Sorting

1. Carry out basic routine 1.

2. Press <ALT> and the <o> key or <ALT> and the <O> key at the same time, or click with the mouse on the Sort menu.

   The Sort menu is now activated.

3. If you want to sort the selection press the <s> or <S> key. If you want to sort the Whole Bibliography, press the <w> or <W> key.

4. The program will now carry out the option you chose.

   A window will appear on screen indicating how far the program has progressed on a given task. If there are few references to be sorted, the window will only be visible on screen for a fraction of a second.

5. When sorting is completed the window disappears from the screen.

6. Press <ALT> and the <h> key or <ALT> and the <H> key at the same time, or click the mouse on the Show menu.

7. Press the <s> or <S> key if you sorted a Selection, or the <w> or <W> key if

7. Press the <s> or <S> key if you sorted a Selection, or the <w> or <W> key if you sorted the Whole Bibliography.
8. End of basic routine 6.

6.7   Basic routine 7: Making a file

1. Carry out basic routine 3 (unless you have just finished basic routine 8).

   You have to carry out this step, if you do not wish to save all the references from the Whole Bibliography in a file and you have not yet made a selection. You do not have to carry out this step if you do want to save all references from the Whole Bibliography in a file, or if you have just finished basic routine 8.

2. Press <ALT> and the <f> key or <ALT> and the <F> key at the same time, or click the mouse on the File menu.

   The File menu is now activated.

3. Press the <e> or <E> key of 'Export'. Figure 7 of this manual will now be seen on screen.

4. Change the settings for export.

   Press the first letter of the kind of file you want made, and the first letter of the Selection you wish to export. RTF and All are the standard settings. If you want to make a file that works in WordPerfect, you should press the <W> key. Next, you have to indicate which Selection has to be exported: press the <A> key to save all references from the Whole Bibliography, or press the <S> key to save the references from the Selection only. Press the <O> key if you only want to save the reference shown.

5. Press <RETURN/ENTER> or click on 'OK'.

   A window will appear on screen in which you have to insert the name of the file you wish to save.

6. Enter C:\ followed by the name of the file (no more than eight characters) and press <RETURN/ENTER>.

   If you do not want to save the file on your harddisk but onto a floppy disk instead, then you should replace C:\ with the letter of the drive in which you have placed the floppy disk, e.g. A:\.

7. The program will now export the reference(s) to a file.
8. End of basic routine 7.

6.8   Basic routine 8: Printing a file

1. Carry out basic routine 7 (unless you have already made a file).
2. Press <ALT> and the <f> key or <ALT> and the <F> key at the same time, or click the mouse on the File menu.

   The File menu is now activated.

3. Press the <q> or <Q> key of 'Quit'

   If everything is running properly then you have just stopped the bibliography program.

4. Go to the WordPerfect directory.

   If your computer is linked to a network, enter the command C: followed by

<RETURN/ENTER>. The C:\> prompt will appear on screen. We will assume that you have made a WordPerfect file, and that you installed STSD on your harddisk in the directory C:\STSD. In order to read your file, WordPerfect has to be started up first. You can reach Wordperfect from the directory C:\STSD by first entering cd\ and then pressing <RETURN/ENTER>. You are now in the root directory. Your screen should display the prompt C:\>. Next, you can move to the directory that has WordPerfect by means of the cd (change directory) command. Assuming WordPerfect can be found in directory WP51, then you should enter the command cd wp51 followed by <RETURN/ENTER>. If everything is working properly then you should see the prompt C:\WP51> on screen. You are now in the WordPerfect directory. For more detailed information on changing directories please consult your DOS manual.

5. Start WordPerfect. WordPerfect can be started by typing the command **wp** followed by **<RETURN/ENTER>**.

6. Call up the file.

   Once WordPerfect has been started, you will see a blank (blue) screen. We can now call up the file that we made in STSD. Use the function key F5 for this. In the bottom left-hand corner of your screen you will now see a message like DIR C:\WP51\WP.*. Using the arrow-keys move to the end of this statement and remove all characters with <BACKSPACE> until you are left with C:\. Now enter the pathname for the file you wish to call up. Enter the **name of the file** from step 6 of basic routine 7 (without C:\) and press <RETURN/ENTER>.*
   You will now have a screen with all the files in the directory C:\STSD. In the bottom two lines you will see options that are numbered, which you can choose from. Move to the name of the file that you made in step 6 of basic routine 7 by means of the arrow-keys. The name of the file that is selected is highlighted by means of a bar. Once you have selected the file, press the <1> key to call up the file. If all steps have been carried out correctly, you will now have opened the STSD file. You can now work in this file in the same way as you would in any normal WordPerfect file.

7. Printing the reference list.

   Now that you have entered the file into WordPerfect, you can print the references in the file. Press <SHIFT> and <F7> at the same time to enter the print menu of WordPerfect. Select option 1 and press the <1> key to print the whole document. Your list of references will now be printed. Make sure that you have selected the right printer in WordPerfect beforehand (follow the instructions at the bottom of the screen; you will hear a beep) and that there is sufficient paper in the printer tray. In order to install the right printer in WordPerfect please read the WordPerfect manual.

8. Exit WordPerfect by pressing the function key <F7> twice.

   You will be asked whether you wish to save the file that you just printed. If you want to do this press the <y> or <Y> key. If not press the <n> or <N> key. Press the <y> or <Y> to leave WordPerfect, or the <n> or <N> key to continue.

9. End of basic routine 8.

7.   Examples

So as to have actual practice at operating the electronic bibliography, five examples have been included below:

1. A printout of all references that concern Eijnatten (Ed.) (1993).
2. A printout of the only two references on the theme 'design' that were produced at the State University of Groningen, the Netherlands.

2. A printout of the only two references on the theme 'design' that were produced at the State University of Groningen, the Netherlands.
3. A survey of fourteen authors and their articles from the volume: Davis, L.E., Cherns, A.B., & associates (1975). *The quality of working life: problems, prospects and state of the art, Vols. I and II.* New York: Free Press.
4. A survey of the twenty references covering the subject of 'sociotechnical design' that were published in the nineties.
5. A printout of the articles in books and periodicals on the subject 'self-managing teams', in alphabetical order and in descending order of time.

7.1   Example 1

Problem:
Make a printout of all references included in the bibliography that concern Eijnatten (Ed.) (1993).

Answer:
1. Carry out **basic routine 2** (make settings for search procedures) using the Find_all menu. Deselect 'Author'.
2. Carry out **basic routine 3** (make a selection) and insert the string '1993' (120 references are selected).
3. Carry out **basic routine 5** (restrict the selection) and insert the string 'Eijnatten' (the selection is restricted to 5 references).

   You have now made a selection of all references concerning Eijnatten (Ed.) (1993). If you wish to check the result before printing continue or otherwise skip to step 7.
4. Press <ALT> and the <h> or <H> key at the same time.

   The Show menu is now activated.
5. Press the <s> or <S> key for 'Selection'.

   You have now selected the Selection. The references from the Selection are now displayed on screen. In the top right-hand corner you will see 'Sel' instead of 'All'.
6. Use the arrow-keys to run through the Selection.
7. In order to print your Selection, carry out **basic routine 8**. The printer gives the following result:

> Beinum, H.J.J. van (1993). Foreword. In: Eijnatten, F.M. van (Ed.), *The paradigm that changed the work place.* Assen/Maastricht: Van Gorcum.
>
> Eijnatten, F.M. van (Ed.) (1993). The socio-technical systems design (STSD) paradigm: a full bibliography of English-language literature (FBEL 04T on micro floppy disk). *The paradigm that changed the work place.* Assen/Maastricht: Van Gorcum.
>
> Emery, F.E. (1993). Epilogue. In: Eijnatten, F.M. van (Ed.) (1993), *The paradigm that changed the work place.* Assen/Maastricht: Van Gorcum.
>
> Gustavsen, B. (1993) Workplace development and communicative autonomy. In: Eijnatten, F.M. van (Ed.) (1993), *The paradigm that changed the work place.* Assen/Maastricht: Van Gorcum.

Sitter, L.U. de (1993). A sociotechnical perspective. In: Eijnatten, F.M. van (Ed.) (1993), *The paradigm that changed the work place.* Assen/Maastricht: Van Gorcum.

7.2   Example 2

Problem:

Make a printout of the two references on the theme 'design' that were produced at the State University of Groningen, the Netherlands.

Answer:

1. Carry out **basic routine 2** (make settings for search procedures) using the Find_all menu. Select 'Author' again.
2. Carry out **basic routine 3** (make a selection) and insert the string 'groningen' (5 references are selected).
3. Carry out **basic routine 5** (restrict the selection) and insert the string 'design' (the selection is restricted to 2 references).

    You have now made a selection of the desired references. If you want to check the result before printing continue, or otherwise skip to step 7.

4. Press <**ALT**> and the <**h**> or <**H**> key at the same time.

    The Show menu is now activated.

5. Press the <**s**> or <**S**> key for 'Selection'.

    You have now selected the Selection. The references from the Selection are now displayed on screen. In the top right-hand corner you will see 'Sel' instead of 'All'.

6. Use the arrow-keys to run through the Selection.
7. In order to print your Selection, carry out **basic routine 8**. The printer gives the following result.

Zwaan, A.H. van der (1991). *Labour process, and the design and consultancy process.* Groningen, the Netherlands: State University, Faculty of Industrial Engineering and Management Science, Research Report RR 1991-01.

Haak, A.T. (1994). *Dutch sociotechnical design in practice: an empirical study of the concept of the whole task group.* Assen: Van Gorcum, Ph.D. thesis State University of Groningen, the Netherlands.

7.3   Example 3

Problem:

Reconstruct (but do not make a printout of) all authors and their articles, included in the bibliography, from the volume: Davis, L.E., Cherns, A.B., & associates (1975). *The quality of working life: problems, prospects and state of the art, Vols. I and II.* New York: Free Press.

Answer:

1. Carry out **basic routine 3** (make a selection) and insert the string 'Davis' (93

references are selected).

2. Carry out **basic routine 5** (restrict the selection) and insert the string 'Cherns' (the selection is restricted to 16 references).

3. Carry out **basic routine 5** again (restrict selection) and insert the string '1975' (the selection is restricted to 15 references).

4. Carry out **basic routine 5** again (restrict selection) and insert the string 'New York' (the selection is restricted to 14 references).

   You have now made a selection of the authors and their articles from the aforementioned volumes. To have a look at them continue with the following steps:

5. Press <ALT> and the <h> or <H> key at the same time.

   The Show menu is now activated.

6. Press the <s> or <S> key for 'Selection'.

   You have now selected the Selection. The references from the Selection are now displayed on screen. In the top right-hand corner you will see 'Sel' instead of 'All'.

7. Use the arrow-keys to run through the Selection.

7.4 Example 4

Problem:

Make a survey (to save but not to print) of twenty references covering the subject of 'sociotechnical design' published in the nineties.

Answer:

1. To start with, carry out **basic routine 3** (make a selection) and insert the string 'sociotechnical' (41 references are selected).

2. Carry out **basic routine 4** (add to selection, so ignore steps 1 and 2!) and insert the string 'socio-technical' (the selection is *extended* to a total of 204 references).

3. Carry out **basic routine 5** (restrict the selection) and insert the string 'design' (the selection is restricted to 58 references).

4. Carry out **basic routine 5** again (restrict selection) and insert the string `199' (the selection is restricted to 20 references).

   You have now made a selection of all references, included in the bibliography, covering socio-technical design that are published in the nineties. To have a look at them continue with the following steps:

5. Press <ALT> and the <h> or <H> key at the same time.

   The Show menu is now activated.

6. Press the <s> or <S> key for 'Selection'.

   You have now selected the Selection. The references from the Selection are now displayed on screen. In the top right-hand corner you will see 'Sel' instead of 'All'.

7. Use the arrow-keys to run through the Selection.

8. Carry out **basic routine 7** (make a file) except for step 1, and insert the following (example) name for the file **C:\STSD199+**.

7.5   Example 5

Problem:

Make a scan of the literature, that is included in the bibliography, of all articles (in books and periodicals) on the subject 'self-managing teams'. Alphabetise these references and sort them in descending order of time.

Answer:

1. Carry out **basic routine 2** (make settings for search procedures) using the Find_all menu. Deselect 'Book'.
2. Carry out **basic routine 3** (make a selection) and insert the string 'teams' (30 references are selected).
3. Carry out **basic routine 5** (restrict the selection) and insert the string 'self-managing' (the selection is restricted to 6).
4. Carry out **basic routine 1** (make settings for sorting procedures) and alter the fields and items as follows:

1st column:	Deselect 'Authors' and 'Editor'
	Select 'Year'
	Deselect 'Ascending'

   | 2nd column: | Deselect 'Year' |
   | | Deselect 'Ascending' |

   | 3rd column: | Deselect 'Article' and 'Book' |
   | | Deselect 'Ascending' |

5. Carry out **basic routine 6** (sort) for the selection you made and sorted.

   In less than a second you will have your Selection sorted according to the above criteria with literature references on self-managing teams. To have a look at them continue with the following step:
6. Use the arrow-keys to run through the Selection.
7. In order to save this selection, carry out **basic routine 7** (make a file) except for step 1, and insert the following (example) name for the file **C:\SMTSCAN↓**.
8. In order to print your selection, carry out **basic routine 8**. The printer gives the following result:

> Clipp, F.P. (1990). Focusing on self-managing work teams. *Quality Digest, April,* 20-29.
>
> Goodman, P.S., Devadas, R. & Griffith-Hughson, T.L. (1988). Groups and productivity: analyzing the effectiveness of self-managing teams. In: Campbell, J.P. & Campell and associates, R.J. (Ed.), *Productivity in organizations.* (pp. 295-327). San Francisco, California: Jossey-Bass.
>
> Manz, C.C. & Sims, H.P. Jr. (1987). Leading workers to lead themselves: the external leadership of self-managing work teams. *Administrative Science Quarterly, 32,* 106-128.
>
> Simmons, J. & Blitzman, G. (1986). Training for self-managing work teams. *Quality Circles Journal, 9,* 18-21.

Donovan, M. (1986). Self-managing work teams: extending the qua`lity circle concept. *Quality Circles Journal, 9 (September)*, 15-20.

Sims, H.P. Jr. & Dean, J.W. Jr. (1985). Beyond quality circles: self-managing teams. *Personnel, January*, 25-32.

8.   Error messages

When an error occurs, the program will show an error message. The error message is displayed on a bar at the bottom left-hand side of the screen. The error codes that occur most frequently are listed below with a brief explanation.

2.   File not found is shown when the program cannot find the file containing the references. Choose the option `Open' in the `File' menu to locate the file.

3.   Path not found means there is an error in the path to the directory.

4.   Too many open files appears when you have too many files open at one time. Close a number of them before continuing.

5.   File access denied means that the file cannot be opened because it is protected.

6.   Invalid file handle should never happen. There might be a conflict with other programs running in the background or a hardware problem.

12.   Invalid file access code should also never happen.

15.   Invalid drive number means you have entered a drive name that does not exist.

100. Disk read error and

101. Disk write error can have the following causes:
- You removed the floppy from the disk drive while the program was reading/writing from it.
- The floppy disk is damaged.
- The floppy disk drive is damaged.
- The floppy controller is damaged.

102. File not assigned and

103. File not open and

104. File not open for input and

105. File not open for output should never happen.

Other possible error messages include:

150. Disk write protected

151. Error in drive request struct length

152. Drive not ready

154. CRC error in data

156. Disk seek error
157. Unknown media type
158. Sector not found
159. Printer has no paper
160. Device write error
161. Device read error
162. Hardware error

Other errors are indicated by means of the **Error type** and a number. This number of the error value of MS-DOS interrupt 21 h. If error messages are shown please consult your DOS manual or system manager.

If you still have difficulties with operating the programme, please consult a colleague or an in-house computer expert. They can solve the problem for you!

A Full Bibliography of 3082 English-Language Literature References of the Socio-Technical Systems Design (STSD) Paradigm:

Release FBEL 05T, Frans M. van Eijnatten, August 1994

Micro Floppy Disk

Stephan J.C. Eggermont & Inder Mankoe

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A Full Bibliography of 3082 English-Language Literature References of the Socio-Technical Systems Design (STSD) Paradigm
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The English-language bibliography of the Socio-Technical Systems Design (STSD) Paradigm, Release FBNL 05T, is also delivered on an electronic medium (MS-DOS floppy disk). This set is accompanied with a tailor-made application programme for computer searches and automated reference list production.

This floppy disk was developed at Eindhoven University of Technology, only using legally obtained software, that was bought by the Faculty of Industrial Engineering and Management Science TUE, or was freely available from the internal TUE-net (campus licence). The floppy disk was tested negative to all known viruses at the moment of production.

Both the electronic bibliography and the accompanying application programme have been made available as shareware. Whenever you use it, please mention the complete reference (see floppy lable or the colophon of this publication).

We are most interested in receiving reactions to our product. Please send all your comments via surface or electronic mail to the address below.

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EUT/BDK/54	Computer, manager, organisatie (deel I en II) **R. Cullen, H. Grünwald, J.C. Wortmann**
EUT/BDK/53	Risico diagnose methode voor produktinnovatieprojecten; Een uitwerking toegesneden op de Industriegroep TV van Philips Glas te Eindhoven/Aken **J.I.M. Halman, J.A. Keizer**
EUT/BDK/52	Methodological problems when determining verbal protocol accuracy empirically **J.A. Brinkman**
EUT/BDK/51	Verbal protocol accuracy in fault diagnosis **J.A. Brinkman**
EUT/BDK/50	Techniek en marketing **H.W.C. van der Hart**
EUT/BDK/49	Een methoden voor kosten-batenanalyse voor automatiseringsprojecten bij de overheid **M. van Genuchten, F. Heemstra, R. Kusters**
EUT/BDK/48	Innoveren in technologie-gedreven ondernemingen, bedrijfskundige aspecten van de voorontwikkelfunktie **W.H. Boersma**
EUT/BDK/47	The creation of a research model for estimation **M. Howard**
EUT/BDK/46	Het 80 flat square project; Een case studie als aangrijpingspunt voor lerend innoveren **J.I.M. Halman, J.A. Keizer**
EUT/BDK/45	Interface design for process control tasks **T.W. van der Schaaf**
EUT/BDK/44	Afzetfinanciering **S.G. Santema**