

## References

- 3GAmericas. (2004). *Short Messaging Services (SMS) for Success*. Retrieved May 20, 2004, from [http://www.3gamericas.org/English/Services/sms\\_for\\_success.cfm](http://www.3gamericas.org/English/Services/sms_for_success.cfm)
- Adler, P. S., & Winograd, T. A. (Eds.). (1992). *Usability: Turning technologies into tools*. New York: Oxford University Press.
- Albrechtsen, H., Andersen, H. H. K., Bødker, S., & Pejtersen, A. M. (2001). *Affordances in activity theory and cognitive systems engineering*. Roskilde: Riso National Laboratory.
- Ali, R. (2006, July 28). *Cyworld's U.S. Launch; \$10 Million Investment*. Retrieved July 8, 2010, from <http://paidcontent.org/article/cyworlds-us-launch-10-million-investment/>
- Andersen, J. (2008). The concept of genre in information studies. *Annual Review of Information Science and Technology*, 42, 339–367.
- Anderson, C. (2008). *The long tail: Why the future of business is selling less of more*. New York: Hyperion.
- Aykin, N. (Ed.). (2004). *Usability and internationalization of information technology*. Mahwah, NJ: Lawrence Erlbaum Associates.
- Aykin, N., & Milewski, A. (2004). Practical issues and guidelines for international information display. In N. Aykin (Ed.), *Usability and internationalization of information technology* (pp. 21–50). Mahwah, NJ: Lawrence Erlbaum Associates.
- Aykin, N., Chavan, A. L., Dray, S. M., & Prabhu, G. (2007). Panel discussion: Global innovative design for social change. In *HCI International 2007 Proceedings*, (Vol. 10, pp. 3–9). Berlin: Springer.

- Badre, A. (2002). *Shaping web usability: Interaction design in context*. Indianapolis, IN: Pearson Education.
- Baerentsen, K., & Trettvik, J. (2002). An activity theory approach to affordance. In O. W. Bertelsen, S. Bodker, & K. Kuuti (Eds.), *Proceedings of the Second Nordic Conference on Human-Computer Interaction* (pp. 51–60). New York: ACM Press.
- Bakhtin, M., M. (1981). *The dialogic imagination: Four essays*. Austin: University of Texas Press.
- Bakhtin, M., M. (1986). *Speech genres and other late essays*. Austin: University of Texas Press.
- Bannon, L. J., & Bødker, S. (1991). *Beyond the interface: Encountering artifacts in use*. Retrieved June 15, 2004, from <http://www.ul.ie/~idc/library/papersreports/LiamBannon/13/LBsb9.html>
- Barber, W., & Badre, A. (1998). Culturability: The merging of culture and usability. In *Proceedings of the Fourth Conference on Human Factors and the Web*. Basking Ridge, NJ. Retrieved April 5, 2000, from <http://zing.ncsl.nist.gov/hfweb/att4/proceedings/barber/>
- Bardzell, J., & Bardzell, S. (2008). Interaction criticism: A proposal and framework for a new discipline of HCI. In *Extended Abstracts of Conference on Human Factors in Computing Systems (CHI 2008)* (pp. 2463–2472). New York: ACM Press.
- Barendregt, B. (2008). Sex, cannibals, and the language of cool: Indonesian tales of the phone and modernity. *The Information Society*, 24, 160–170.
- Baron, N. S. (2008). *Always on: Language in an online and mobile world*. New York: Oxford University Press.
- Barton, D., & Hamilton, M. (1998). *Local literacies: Reading and writing in one community*. New York: Routledge.
- Batteau, A. W. (2010). *Technology and culture*. Long Grove, IL: Waveland.
- Baumgartner, V. J. (2003). *A practical set of cultural dimensions for global user-interface analysis and design*. Unpublished graduate thesis, University of Vienna, Vienna, Austria.
- Bazerman, C. (1998). The production of technology and the production of human meaning. *Journal of Business and Technical Communication*, 12(3), 381–387.
- Bazerman, C. (1999). *The language of Edison's light*. Cambridge, MA: MIT Press.
- Bazerman, C. (2000). Letters and the social grounding of differentiated genres. In D. Barton & N. Hall (Eds.), *Letter writing as a social practice* (pp. 15–29). Philadelphia: John Benjamins.
- Beaton, J., & Kumar, R. (2010). Indian cultural effects on user research methodologies. In *Extended Abstracts of Conference on Human Factors in Computing Systems (CHI 2010)* (pp. 4267–4272). Atlanta, GA: ACM.
- Bell, G. (2005). The age of the thumb: A cultural reading of mobile technologies from Asia. In P. Glotz, S. Bertschi, & C. Locke (Eds.), *Thumb culture: The meaning of mobile phones for society* (pp. 67–88). Bielefeld: transcript Verlag.
- Beyer, H., & Holtzblatt, K. (1998). *Contextual design: Defining customer-centered systems*. San Francisco: Morgan Kaufman.

- Blom, J., Chipchase, J., & Lehtikainen, J. (2005, July). Contextual and cultural challenges for user mobility research. *Communications of the ACM*, 48, 37–41.
- Blythe, M. A., Overbeeke, K., Monk, A. F., & Wright, P. C. (Eds.). (2004). *Funology: From usability to enjoyment*. Dordrecht, The Netherlands: Kluwer.
- Bourges-Waldegg, P., & Scrivener, S. (1998). Meaning, the central issue in cross-cultural HCI design. *Interacting with Computers*, 9(3), 287–309.
- Bødker, S., & Andersen, P. B. (2005). Complex mediation. *Human-Computer Interaction*, 20(4), 353–402.
- Bradner, E. (2001). *Social factors in the design and use of computer-mediated communication technology*. Unpublished doctoral dissertation, University of California, Irvine.
- Brandt, D., & Clinton, K. (2002). Limits of the local: Expanding perspectives on literacy as a social practice. *Journal of Literacy Research*, 34(3), 337–356.
- Broadbent, S., & Bauwens, V. (2008). Understanding convergence. *Interactions*, 15(1), 23–27.
- Brown, J. S., & Duguid, P. (1994). Borderline issues: Social and material aspects of design. *Human-Computer Interaction. Special Issue on Context in Design*, 9(1), 4–36.
- Brown, J. S., & Duguid, P. (1996). Keeping it simple. In T. Winograd (Ed.), *Bringing design to software* (pp. 129–150). New York: Addison Wesley.
- Campbell, H. (2008). ‘What hath God wrought?’ Considering how religious communities culture (or kosher) the cell phone. In G. Goggin (Ed.), *Mobile phone cultures* (pp. 53–65). Abingdon, Oxon: Routledge.
- Carroll, J., Howard, S., Vetere, F., Peck, J., & Murphy, J. (2002). Just what do the youth of today want? Technology appropriation by young people. In *Proceedings of the 35th Hawaii International Conference on System Sciences* (pp. 1777–1785). Hawaii: IEEE.
- Chen, K.-H. (1995). Cultural studies and the politics of internationalization: An interview with Stuart Hall by Kuan-Hsing Chen. In S. Hall, D. Morley, & K.-H. Chen (Eds.), *Stuart Hall: Critical dialogues in cultural studies* (pp. 392–408). New York: Routledge.
- Chochinov, A. (2007). *1000 words: A manifesto for sustainability in design*. Retrieved May 20, 2010, from [http://www.core77.com/reactor/04.07\\_chochinov.asp](http://www.core77.com/reactor/04.07_chochinov.asp)
- Chochinov, A. (2009). A good long tradition. In E. Pilloton (Ed.), *Design revolution: 100 products that empower people* (pp. 6–9). New York: Metropolis.
- Choi, B., Lee, I., Kim, J., & Jeon, Y. (2005). A qualitative cross-national study of cultural influences on mobile data service design. In *Proceedings of Conference on Human Factors in Computing Systems (CHI 2005)* (pp. 661–670). New York: ACM Press.
- Choi, B., Lee, I., & Kim, J. (2006). Culturability in mobile data services: A qualitative study of the relationship between cultural characteristics and user-experience attributes. *International Journal of Human-Computer Interaction*, 20(3), 171–206.

- Churchill, E. F., & Wakeford, N. (2001). Framing mobile collaborations and mobile technologies. In B. Brown, N. Green, & R. Harper (Eds.), *Wireless world: Social and interactional aspects of wireless technology* (pp. 154–179). London: Springer-Verlag.
- Clark, B., Drugan, J., Hartley, T., & Wu, D. (2003). *Training for localization (Replies to a questionnaire)*. Retrieved December 28, 2003, from <http://www.ice.uv.es/trans/future/localization2/leeds.html>
- Clement, A. (1994). Computing at work: Empowering action by “low-level users.” *Communications of the ACM*, 37(1), 52–63.
- Clemmensen, T., & Plocher, T. (2007). The Cultural Usability (CULTUSAB) Project: Studies of cultural models in psychological usability evaluation methods. In *HCI International 2007 Proceedings* (Vol. 10, pp. 274–280). Berlin: Springer.
- Comaroff, J., & Comaroff, J. (1992). *Ethnography and the historical imagination*. Boulder, Colorado: Westview Press.
- Costall, A. (1995). Socializing affordances. *Theory & Psychology*, 5(4), 467–481.
- Covey, N. (2008, November). *Flying fingers*. Retrieved June 30, 2010, from [http://en-us.nielsen.com/content/nielsen/en\\_us/insights/consumer\\_insight/issue\\_12/flying\\_fingers.html](http://en-us.nielsen.com/content/nielsen/en_us/insights/consumer_insight/issue_12/flying_fingers.html)
- Cox, A. L., Cairns, P. A., Walton, A., & Lee, S. (2008). Tlk or txt? Using voice input for SMS composition. *Personal and Ubiquitous Computing*, 12, 567–588.
- Coyne, R. (1995). *Designing information technology in the postmodern age: From method to metaphor*. Cambridge, MA: MIT Press.
- Crumlish, C., & Malone, E. (2009). *Designing social interfaces*. Sebastopol, CA: O’Reilly Media.
- CTIA. (2010). *Wireless quick facts: Year-end figures*. Retrieved June 30, 2010, from <http://www.ctia.org/advocacy/research/index.cfm/AID/10323>
- Cutting, J. (2002). *Pragmatics and discourse: A resource book for students*. Florence, KY: Routledge.
- Davis, F. D. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology. *MIS Quarterly*, 13(3), 319–340.
- de Certeau, M. (1984). *The practice of everyday life*. Berkeley, CA: University of California Press.
- Deleuze, G., & Guattari, F. (1987). *A thousand plateaus: Capitalism and schizophrenia* (B. Massumi, Trans.). Minneapolis: University of Minnesota Press.
- DeSanctis, G., & Poole, M. S. (1994). Capturing the complexity in advanced technology use: Adaptive structuration theory. *Organization Science*, 5(2), 121–147.
- DeVoss, D., Jasken, J., & Hayden, D. (2002). Teaching intracultural and intercultural communication: A critique and suggested method. *Journal of Business and Technical Communication*, 16(1), 69–94.
- Dias, P., Freedman, A., Medway, P., & Pare, A. (1999). *Worlds apart: Acting and writing in academic and workplace contexts*. Mahwah, NJ: Lawrence Erlbaum Associates.

- Donner, J. (2008). Research approaches to mobile use in the developing world: A review of the literature. *The Information Society*, 24, 140–159.
- Dourish, P. (2001). *Where the action is*. Cambridge, MA: MIT Press.
- Dourish, P. (2003). The appropriation of interactive technologies: Some lessons from placeless documents. *Computer-Supported Cooperative Work: Special Issue on Evolving Use of Groupware*, 12, 465–490.
- Dray, S. M., & Mrazek, D. (1996). A day in the life of a family: An international ethnographic study. In D. Wixon & J. Ramey (Eds.), *Field methods casebook for software design* (pp. 145–157). New York: John Wiley & Sons.
- Dray, S. (2007). *Global innovative design for social change: Susan Dray's Statement*. Paper presented at the 12th Human-Computer Interaction International, Beijing.
- Dray, S., & Siegel, D. (2007). Understanding users in context: An in-depth introduction to fieldwork for user centered design. In *Proceedings of the 11th IFIP TC 13 International Conference on Human-Computer Interaction* (Vol. Part II, pp. 712–713). Berlin: Springer-Verlag.
- Drouin, P. (2003). *Training for localization (Replies to a questionnaire)*. Retrieved December 28, 2003, from <http://www.ice.urv.es/trans/future/localization2/drouin.html>
- du Gay, P., Hall, S., Janes, L., Mackay, H., & Negus, K. (1997). *Doing cultural studies: The Story of the Sony Walkman*. London: Sage.
- Dumas, J. S., & Redish, J. (1993). *A practical guide to usability testing*. NJ: Ablex Publishing Corp.
- Duncker, E. (2002). Cross-cultural usability of the library metaphor. In *Proceedings of Joint Conferences on Digital Libraries 2002* (pp. 223–230). New York: ACM Press.
- Edwards, E. C., & Kasik, D. J. (1974). User experience with the CYBER graphics terminal. In *Proceedings of VIM-21* (pp. 284–286). New York: ACM Press.
- Eglash, R., Bennett, A., O'Donnell, C., Jennings, S., & Clintorino, M. (2006). Culturally situated design tools: Ethnocomputing from field site to classroom. *American Anthropologist*, 108(2), 347–362.
- Ehn, P. (1993). Scandinavian design: On participation and skill. In D. Schuler & N. Aki (Eds.), *Participatory design: Principles and practices* (pp. 41–77). Hillsdale, NJ: Erlbaum.
- Eldridge, M., & Grinter, R. E. (2001, April). *Studying text messaging in teenagers*. Paper presented at the CHI 2001 Workshop: Mobile Communications: Understanding Users, Adoption & Design, Seattle, WA.
- Elwood-Clayton, B. (2005). Desire and loathing in the cyber Philippines. In R. Harper, L. A. Palen & A. S. Taylor (Eds.), *The inside text: Social, cultural and design perspectives on SMS* (pp. 195–219). Dordrecht: Springer.
- Engeström, Y. (1999). Activity theory and individual and social transformation. In Y. Engeström, R. Miettinen, & R.-L. Punamäki (Eds.), *Perspectives on activity theory* (pp. 19–38). Cambridge: Cambridge University Press.

- Entner, R. (2010, January 27). *Under-aged texting: Usage and actual cost*. Retrieved June 30, 2010, from [http://blog.nielsen.com/nielsenwire/online\\_mobile/under-aged-texting-usage-and-actual-cost/](http://blog.nielsen.com/nielsenwire/online_mobile/under-aged-texting-usage-and-actual-cost/)
- Erickson, T. (1999). Rhyme and punishment: The creation and enforcement of conventions in an on-line participatory limerick genre. In *Proceedings of the 32nd Hawaii International Conference on System Sciences* (pp. 1–10). Hawaii: IEEE.
- Eriksén, S. (2002). Localizing self on the Internet: Designing for “genius loci” in a global context. In Y. Dittrich, C. Floyd, & R. Klischewski (Eds.), *Social thinking-software practice* (pp. 425–450). Cambridge, MA: MIT Press.
- Ess, C., & Sudweeks, F. (Eds.). (2005). Special theme: Culture and computer-mediated communication. In *Journal of Computer-Mediated Communication* 11(1). Retrieved August 5, 2008, from <http://jcmc.indiana.edu/vol11/issue1/>
- Esselink, B. (2000). *A Practical guide to localization*. Philadelphia: John Benjamins.
- European Telecommunications Standards Institute (ETSI). (2010). *Cellular history*. Retrieved June 16, 2010, from <http://www.etsi.org/website/technologies/Cellularhistory.aspx>
- Faiola, A. (2002). A visualization pilot study for hypermedia: Developing cross-cultural user profiles for new media interfaces. *The Journal of Educational Multimedia and Hypermedia*, 11(3), 51–70.
- Feenberg, A. (1999). *Questioning technology*. New York: Routledge.
- Feenberg, A. (2002). *Transforming technology: A critical theory revisited*. New York: Oxford University Press.
- Feenberg, A. (2004). *Critical theory of technology*. Retrieved September 12, 2009, from <http://www.sfu.ca/~andrewf/ctt.htm>
- Figliola, P. M. (2008). *Text and multimedia messaging: Emerging issues for Congress* (No. RL34632): GalleryWatch.com.
- Fiske, J. (1987). British cultural studies and television. In R. Allen (Ed.), *Channels of discourse, reassembled: Television and contemporary criticism* (2nd ed., pp. 284–326). Chapel Hill, NC: University of North Carolina Press.
- Flanagan, M., Howe, D. C., & Nissenbaum, H. (2008). Embodying values in technology: Theory and practice. In J. v. d. Hoven & J. Weckert (Eds.), *Information technology and moral philosophy* (pp. 322–353). Cambridge: Cambridge UP.
- Fogg, B. J. (2003). *Persuasive technology: Using computers to change what we think and do*. San Francisco: Morgan Kaufmann.
- Ford, D. P., Connelly, C. E., & Meister, D. B. (2003). Information systems research and Hofstede’s culture’s consequences: An uneasy and incomplete partnership. *IEEE Transactions on Engineering Management*, 50(1), 8–25.
- Frantz, W. (2003, June 8). *SendNote*. Retrieved July 10, 2003, from <http://www.apgap.com/sendnote.php>
- Freadman, A. (1994). Anyone for tennis? In A. Freedman & P. Medway (Eds.), *Genre and the new rhetoric* (pp. 43–66). London: Taylor and Francis.

- Freadman, A. (2002). Uptake. In R. Coe, L. Lingard, & T. Teslenko (Eds.), *The rhetoric and ideology of genre: Strategies for stability and change* (pp. 39–53). Cresskill, NJ: Hampton Press.
- Friedman, B. (1996). Value-sensitive design. *Interactions*, 3(6), 17–23.
- Friedman, B. (Ed.). (1997). *Human values and the design of computer technology*. New York: Cambridge UP.
- Garrett, J. J. (2003). *The elements of user experience: User-centered design for the Web*. Indianapolis, IN: New Riders.
- Gaver, W. (1991). Technology affordances. In *Proceedings of Conference on Human Factors in Computing Systems (CHI'91)* (pp. 79–84). New York, NY: ACM Press.
- Geertz, C. J. (1973). *The interpretation of cultures*. New York: Basic Books.
- Geisler, C. (2004). *Analyzing streams of language: Twelve steps to the systematic coding of text, talk and other verbal data*. NY: Pearson/Longman.
- Geser, H. (2005). Towards a sociological theory of the mobile phone. In A. Zerdick, A. Picot, K. Schrape, J.-C. Burgelmann, R. Siverstone, V. Feldmann, C. Wernick, & C. Wolff (Eds.), *E-merging media: Communication and the media economy of the future* (pp. 235–260). Berlin: Springer.
- Gibson, J. J. (1979). *The ecological approach to visual perception*. Boston: Houghton Mifflin.
- Giddens, A. (1984). *The constitution of society*. Berkeley, CA: University of California Press.
- Gillan, D. J., & Bias, R. G. (2001). Usability science I: Foundations. *International Journal of Human-Computer Interaction*, 13(4), 351–372.
- Glotz, P., Bertschi, S., & Locke, C. (Eds.). (2005). *Thumb culture: The meaning of mobile phones for society*. Bielefeld: transcript Verlag.
- Goggin, G. (2006). *Cell phone culture: Mobile technology in everyday life*. London: Routledge.
- Gould, E. W. (2004). Synthesizing the literature on cultural values. In N. Aykin (Ed.), *Usability and internationalization of information technology* (pp. 66–102). Mahwah, NJ: Lawrence Erlbaum Associates.
- Gray, W. D., & Salzman, M. C. (1998). Damaged merchandise? A review of experiments that compare usability evaluation methods. *Human-Computer Interaction. Special Issue on Context in Design*, 13, 203–261.
- Green, W. S., & Jordan, P. W. (Eds.). (2002). *Pleasure with products: Beyond usability*. New York: Taylor & Francis.
- Grossberg, L. (1992). *We gotta get out of this place: Popular conservatism and postmodern culture*. New York: Routledge.
- Hackos, J. T., & Redish, J. C. (1998). *User and task analysis for interface design*. New York: John Wiley & Sons.
- Haddon, L. (2003). Domestication and mobile telephony. In J. E. Katz (Ed.), *Machines that become us: The social context of personal communication technology* (pp. 43–56). New Brunswick, NJ: Transaction Publisher.

- Hales, M. (1994). Where are designers? Styles of design practices, objects of design and views of users in CSCW. In D. Rosenberg & C. Hutchison (Eds.), *Design issues in CSCW* (pp. 151–177). London: Springer Verlag.
- Hall, E. (1983). *The dance of life*. New York: Anchor Books.
- Hall, S. (Ed.). (1997). *Representation: Cultural representations and signifying practices*. London: Sage.
- Harper, R., Palen, L. A., & Taylor, A. S. (Eds.). (2005). *The inside text: Social, cultural and design perspectives on SMS*. Dordrecht: Springer.
- Hart-Davidson, W., Cushman, E., Grabill, J., DeVoss, D., & Porter, J. (2005). Why teach digital writing? *Kairos*, 10(1). Retrieved June 10, 2009, from <http://kairos.technorhetic.net/10.1/binder2.html?coverweb/wide/index.html>
- Harvey, F. (1997). National cultural differences in theory and practice: Evaluating Hofstede's national cultural framework. *Information Technology & People*, 10(2), 132–146.
- Hassenzahl, M. (2008). Aesthetics in interactive products: Correlates and consequences of beauty. In H. N. J. Schifferstein & P. Hekkert (Eds.), *Product experience* (pp. 287–302). San Diego, CA: Elsevier.
- Hassenzahl, M. (2010). *Experience design: Technology for all the right reasons*. San Rafael, CA: Morgan & Claypool.
- Heskett, J. (2005). *Design: A very short introduction*. New York: Oxford University Press.
- Hill, T. (2004). New revenue alert from SMS. *Telecommunications International*, 38(2), 43–44.
- Hillebrand, F. (2010). Global market development. In F. Hillebrand (Ed.), *Short Message Service (SMS): The creation of personal global text messaging* (pp. 125–130). Chichester, West Sussex: John Wiley and Sons.
- Hjorth, L. (2009). *Mobile media in the Asia Pacific: Gender and the art of being mobile*. New York: Routledge.
- Hofstede, G. (2001). *Culture's consequences: Comparing values, behaviors, institutions, and organizations across nations* (2nd ed.). Thousand Oaks, CA: Sage.
- Hofstede, G., & Hofstede, G. J. (2005). *Culture and organizations: Software of the mind*. New York: McGraw-Hill.
- Hoft, N. L. (1995). *International technical communication: How to export information about high technology*. New York: John Wiley & Sons.
- Holtzblatt, K., Wendell, J. B., & Wood, S. (2005). *Rapid contextual design: A how-to guide to key techniques for user-centered design*. San Francisco: Morgan Kaufman.
- Horst, H., & Miller, D. (2006). *The cell phone: An anthropology of communication*. Oxford: Berg.
- Horton, W. (2004). Graphics: The not quite universal language. In N. Aykin (Ed.), *Usability and internationalization of information technology* (pp. 157–188). Mahwah, NJ: Lawrence Erlbaum Associates.



- House, R. J., Hanges, P. J., Javidan, M., Dorfman, P. W., & Gupta, V. (Eds.). (2004). *Culture, leadership, and organizations: The GLOBE study of 62 societies*. Thousand Oaks, CA: Sage.
- Höök, K. (2006). Designing familiar open surfaces. In *Proceedings of the 4th Nordic Conference on Human-Computer Interaction* (pp. 242–251). New York: ACM Press.
- Hsieh, A., Hausman, T., Titus, N., & Miller, J. (2008). “If you build it, they will come . . . if they can”: Pitfalls of releasing the same product globally. In *Extended Abstracts of Conference on Human Factors in Computing Systems (CHI 2008)* (pp. 2591–2596). New York: ACM.
- Hughes, T. P. (1999). Edison and electric light. In D. MacKenzie & J. Wajcman (Eds.), *The social shaping of technology* (2nd ed., pp. 50–63). Buckingham: Open UP.
- Hutchby, I. (2001). *Conversation and technology: From the telephone to the Internet*. Cambridge, UK: Polity Press.
- Hutchins, E. (1995). *Cognition in the wild*. Cambridge, MA: MIT Press.
- IDEO. (2008). *Design for social impact: How-to guide*. Retrieved April 5, 2010, from [http://www.ideo.com/images/uploads/news/pdfs/IDEO\\_RF\\_Guide.pdf](http://www.ideo.com/images/uploads/news/pdfs/IDEO_RF_Guide.pdf)
- Igarashi, T., Takai, J., & Yoshida, T. (2005). Gender differences in social network development via mobile phone text messages: A longitudinal study. *Journal of Social & Personal Relationships*, 22(5), 691–713.
- Iivari, N. (2006). ‘Representing the User’ in software development—a cultural analysis of usability work in the product development context. *Interacting with Computers*, 18(4), 635–664.
- Impiö, J. (2010). Give man a fish and you’ll feed him for a day, teach him how to fish and he will overfish. *Interactions*, 17(3), 22–25.
- Informa Telecoms & Media. (2011, January 26). *Global SMS traffic to reach 8.7 trillion in 2015*. Retrieved March 9, 2011, from <http://www.informatm.com/itmgcontent/icom/whats-new/20017843617.html>
- Inglehart, R. (1997). *Modernization and postmodernization: cultural, economic, and political change in 43 societies*. Princeton, NJ: Princeton UP.
- Irani, L., Vertesi, J., Dourish, P., Philip, K., & Grinter, R. E. (2010). Postcolonial computing: A lens on design and development. In *Proceedings of Conference on Human Factors in Computing Systems (CHI 2010)* (pp. 1311–1320). New York: ACM.
- ISO 9241. (1998). Ergonomic requirements for office work with visual display terminals: Part 11: Guidance on usability.
- Issacs, E., Walendowski, A., Whittaker, S., Schiano, D., & Kamm, C. (2002). The character, functions, and styles of instant messaging in the workplace. In *Proceedings of the 2002 Conference on Computer Supported Cooperative Work* (pp. 11–20). New Orleans, Louisiana.
- Ito, M. (2006). Introduction: Personal, portable, pedestrian. In M. Ito, D. Okabe, & M. Matsuda (Eds.), *Personal, portable, pedestrian mobile phones in Japanese life* (pp. 1–16). Cambridge, MA: MIT Press.

- Ito, M., Okabe, D., & Matsuda, M. (Eds.). (2006). *Personal, portable, pedestrian mobile phones in Japanese life*. Cambridge, MA: MIT Press.
- Jenson, S. (2005). Default thinking: Why consumer products fail. In R. Harper, L. A. Palen, & A. S. Taylor (Eds.), *The inside text: Social, cultural and design perspectives on SMS* (pp. 305–325). Dordrecht: Springer.
- Jiang, H. (2007). Shou ji duan xin/cai xin [mobile messaging/multimedia messaging]. In C. Gong (Ed.), *Xin mei ti gai lun [Intro to New Media]* (pp. 248–258). China Radio & Television Publishing House.
- Johnson, R. R. (1998). *User-centered technology: A rhetorical theory for computers and other mundane artifacts*. Albany, NY: SUNY Press.
- Johnson, R. R., Salvo, M., & Zoetewey, M. (2007). User-centered technology in participatory culture: Two decades “Beyond a narrow conception of usability testing.” *IEEE Transactions on Professional Communication*, 50(4), 320–332.
- Johnson, S. (2009, June 5). *How Twitter will change the way we live*. Retrieved June 13, 2009, from <http://www.time.com/time/printout/0,8816,1902604,00.html>
- Johnson-Eilola, J. (1996). Relocating the value of work: Technical communication in a post-industrial age. *Technical Communication Quarterly*, 5(3), 245–270.
- Jokinen, P., Karimäki, K., & Kangas, A.-M. (2003). Demanding needs for mobile phones: A qualitative user study on the young urban lower middle class in China. In V. Evers, K. Rose, P. Honold, J. Coronado, & D. L. Day (Eds.), *Designing for global markets 5—IWIPS 2003—Fifth International Workshop on Internationalisation of Products and Systems* (pp. 105–114). Berlin: IWIPS.
- Jordan, P. W. (2000). *Designing pleasurable products: An introduction to the new human factors*. London: Taylor & Francis.
- Julier, G. (2008). *The culture of design* (2nd ed.). London: Sage.
- Kano, N. (1995). *Developing international software for Windows 95 and Windows NT: A handbook for international software design*. Redmond, WA: Microsoft Press.
- Kaptelinin, V. (1996). Computer-mediated activity: Functional organs in social and developmental contexts. In B. Nardi (Ed.), *Context and consciousness: Activity theory and human-computer interaction* (pp. 45–68). Cambridge, MA: MIT Press.
- Kaptelinin, V., & Nardi, B. (2006). *Acting with technology: Activity theory and interaction design*. Cambridge, MA: MIT Press.
- Keeker, K. (1997). *Improving web-site usability and appeal: Guidelines compiled by msn usability research*. Retrieved March 20, 2010, from [http://msdn.microsoft.com/en-us/library/cc889361\(office.11\).aspx](http://msdn.microsoft.com/en-us/library/cc889361(office.11).aspx)
- Kill, M. (2006). Acknowledging the rough edges of resistance: Negotiation of identities for first year composition. *College Composition and Communication*, 58(2), 213–235.
- Kill, M. K. (2008). *Challenging communication: A genre theory of innovative uptake*. Unpublished doctoral dissertation, University of Washington, Seattle, WA.
- Klass, G. M. (2008). *Just plain data analysis: Finding, presenting, and interpreting social science data*. Lanham, MD: Rowman & Littlefield.

- Knies, R. (2009, March 5). *boyd: Taking the Pulse of Social Networks*. Retrieved April 10, 2009, from <http://research.microsoft.com/en-us/news/features/boyd-032009.aspx>
- Kraidy, M. M. (2001). From imperialism to glocalization: A theoretical framework for the Information Age. In B. L. Ebo (Ed.), *Cyberimperialism? Global relations in the new electronic frontier* (pp. 27–42). Westport, CT: Greenwood Publishing.
- Krippendorff, K. (2006). *The semantic turn: A new foundation for design*. Boca Raton, FL: CRC Press.
- Kuniavsky, M. (2003). *Observing the user experience: A practitioner's guide to user research*. San Francisco: Morgan Kaufmann.
- Kuutti, K. (2001). *Hunting for the lost user: From sources of errors to active actors-and beyond*. Paper presented at the Cultural Usability Seminar, University of Art and Design, Helsinki.
- Latour, B. (2005). *Reassembling the social: An introduction to actor-network-theory*. New York: Oxford University Press.
- Lee, C. (2003). Towards a framework for culturally responsive design in multi-media computer environments: Cultural modeling as a case. *Mind, Culture, and Activity*, 10(1), 42–61.
- Lenhart, A., Rainie, L., & Lewis, O. (2001, June). *Teenage life online: The rise of the instant-message generation and the Internet's impact on friendships and family relationships*. Retrieved February 10, 2003, from <http://www.pewinternet.org>
- Lenhart, A., Ling, R., Campbell, S., & Purcell, K. (2010, April 20). *Teens and mobile phones*. Retrieved June 30, 2010, from <http://pewinternet.org/Reports/2010/Teens-and-Mobile-Phones.aspx>
- Leont'ev, A. N. (1978). *Activity. Consciousness. Personality*. Upper Saddle River, NJ: Prentice-Hall.
- Lin, A. (2005). Gendered, bilingual communication practices: Mobile text-messaging among Hong Kong college students. *Fibreculture Journal* (6). Retrieved from <http://six.fibreculturejournal.org/fcj-031-gendered-bilingual-communication-practices-mobile-text-messaging-among-hong-kong-college-students/>
- Lin, A. M. Y., & Tong, A. H. M. (2008). Text-messaging cultures of college girls in Hong Kong: SMS as resources for achieving intimacy and gift-exchange with multiple functions. In G. Goggin (Ed.), *Mobile phone cultures* (pp. 158–170). Abingdon, Oxon: Routledge.
- Ling, R. S. (2004). *The mobile connection: The cell phone's impact on society*. San Francisco: Morgan Kaufmann.
- Ling, R. (2008). Mobile communication and teen emancipation. In G. Goggin & L. Hjorth (Eds.), *Mobile technologies: From telecommunications to media* (pp. 50–61). New York: Routledge.
- Ling, R. (2008). *New tech, new ties: How mobile communication is reshaping social cohesion*. Cambridge, MA: MIT Press.
- Ling, R. (2010). Texting as a life phase medium. *Journal of Computer-Mediated Communication*, 15, 277–292.

- Lingo Systems. (2000). *The guide to translation and localization: Preparing products for the global marketplace*. Portland, OR: Lingo Systems.
- Lingo Systems. (2009). *The guide to translation and localization: Communicating with the global marketplace* (7th ed.). Portland, OR: Lingo Systems.
- LISA. (2007). *The globalization industry primer*. Switzerland: The Localization Industry Standards Association.
- Liu, Y., & Rähä, K. J. (2010). Predicting Chinese text entry speeds on mobile phones. In *Proceedings of Conference on Human Factors in Computing Systems (CHI 2010)* (pp. 2183–2192). New York: ACM.
- Livingstone, S. (2003). On the challenges of cross-national comparative media research. *European Journal of Communication*, 18(4), 477–500.
- Lowe, S. (2003, March 3). Upwardly mobile girls stay in close touch with technology. *Sydney Morning Herald*. Retrieved May 1, 2003, from <http://www.smh.com.au/articles/2003/03/14/1047583701261.html>
- Mackay, H. (Ed.). (1997). *Consumption and everyday life*. London: Sage.
- MacKenzie, D., & Wajcman, J. (Eds.). (1999). *The social shaping of technology* (2nd ed.). Buckingham: Open UP.
- MacLean, A., Carter, K., Lövstrand, L., & Moran, T. (1990). User-tailorable systems: Pressing the issues with buttons. In *Proceedings of the SIGCHI Conference of Human Factors in Computing Systems (CHI 1990)* (pp. 175–182). New York: ACM Press.
- Mallick, M. (2003). *Mobile and wireless design essentials*. New York: John Wiley & Sons.
- Mante, E., & Heres, J. (2003). Face and place: The mobile phone and Internet in the Netherlands. In J. E. Katz (Ed.), *Machines that become us: The social context of personal communication technology* (pp. 127–146). New Brunswick, NJ: Transaction Publisher.
- Marcus, G. E. (1995). Ethnography in/of the world system: The emergence of multi-sited ethnography. *Annual Review Anthropology*, 24, 95–117.
- Marcus, A. (1996). Icon and symbol design issues for graphical user interfaces. In E. M. D. Galdo & J. Nielsen (Eds.), *International user interfaces* (pp. 257–270). New York: John Wiley and Sons.
- Marcus, A., & Gould, E. W. (2000, June 19). *Cultural dimensions and global web user-interface design: What? So what? Now what?* Paper presented at the 6th Conference on Human Factors and the Web, Austin, Texas.
- Marcus, A., & Krishnamurthi, N. (2009). Cross-cultural analysis of social network services in Japan, Korea, and the USA. In N. Aykin (Ed.), *HCI International 2009 Proceedings (Internationalization, Design, LNCS 5623)* (pp. 59–68). Berlin: Springer-Verlag.
- Marková, I. (2003). Dialogicality in the Prague School of Linguistics: A theoretical retrospect. In I. E. Josephs (Ed.), *Dialogicality in development* (pp. 3–34). Westport, CT: Greenwood.

- Maxwell, J. A. (1996). *Qualitative research design: An interactive approach*. Thousand Oaks, CA: Sage.
- McCarthy, J., & Wright, P. (2004). *Technology as experience*. Cambridge, MA: MIT Press.
- McCool, M. (2006). Information architecture: Intercultural human factors. *Technical Communication*, 53(2), 167–183.
- McCoy, S., Galletta, D. F., & King, W. R. (2007). Applying TAM across cultures: The need for caution. *European Journal of Information Systems*, 16, 81–90.
- McLaughlin, M. L. (1984). *Conversation: How talk is organized*. Beverly Hills, CA: Sage.
- Merholz, P., Wilkens, T., Schauer, B., & Verba, D. (2008). *Subject to change: Creating great products & services for an uncertain world*. Sebastopol, CA: O'Reilly Media.
- Meso, P., Musa, P., & Mbarika, V. (2005). Towards a model of consumer use of mobile information and communication technology in LDCs: The case of sub-Saharan Africa. *Information Systems Journal*, 15, 119–146.
- MIIT. (2008). *Monthly statistical report on the telecommunications industry of December 2007*. Retrieved August 18, 2009, from <http://www.miit.gov.cn/n11293472/n11293832/n11294132/n11302706/11766761.html>
- MIIT. (2009). *Report of major benchmarks accomplished by the telecommunications industry in December 2008*. Retrieved August 18, 2009, from <http://www.miit.gov.cn/n11293472/n11295057/n11298508/11912660.html>
- MIIT. (2010). *2009 Annual statistical report of the telecommunications industry*. Retrieved June 29, 2010, from <http://www.miit.gov.cn/n11293472/n11293832/n11294132/n12858447/13011909.html>
- Miller, C. R. (1984). Genre as Social Action. *Quarterly Journal of Speech*, 70(2), 151–167.
- Miller, C. R. (1994). Rhetorical community: The cultural basis of genre. In A. Freedman & P. Medway (Eds.), *Genre and the new rhetoric* (pp. 67–78). London: Taylor & Francis.
- Miller, C. R., & Shepherd, D. (2009). Questions for genre theory from the blogosphere. In J. Giltrow & D. Stein (Eds.), *Genres in the Internet: Issues in the theory of genre* (pp. 263–290). Amsterdam: John Benjamins.
- Miller, D. (1997). Consumption and its consequences. In H. Mackay (Ed.), *Consumption and everyday life* (pp. 13–50). London: Sage.
- Miller, M. (2007, March 15). *Is Twitter popular because no one has “real” friends who text message?* Retrieved June 15, 2008, from <http://www.zdnet.com/blog/mobile-gadgeteer/is-twitter-popular-because-no-one-has-real-friends-who-text-message/316>
- Miller, C. C. (2009, August 26). *Who's driving Twitter's popularity? Not teens*. Retrieved July 7, 2010, from <http://www.nytimes.com/2009/08/26/technology/internet/26twitter.html>

- Mirel, B. (2002). Advancing a vision of usability. In B. Mirel & R. Spilka (Eds.), *Reshaping technical communication* (pp. 165–188). Mahwah, NJ: Lawrence Erlbaum Associates.
- Mirel, B. (2004). *Interaction design for complex problem solving: Developing useful and usable software*. San Francisco: Morgan Kaufmann.
- MobileSMS. (2004). *SMS History Zone*. Retrieved May 5, 2004, from <http://www.mobilesms.com/history.asp>
- Morgan Stanley. (2004, April 14). *Chinese Internet report*. Retrieved June 3, 2004, from [http://www.morganstanley.com/institutional/techresearch/pdfs/China\\_Internet\\_Report0404.pdf](http://www.morganstanley.com/institutional/techresearch/pdfs/China_Internet_Report0404.pdf)
- Morville, P. (2004). *User experience design*. Retrieved July 20, 2007, from <http://semanticstudios.com/publications/semantics/000029.php>
- MultiLingual. (2010). *Guide archives*. Retrieved June 12, 2010, from <http://www.multilingual.com/guides.php>
- Murphie, A., & Potts, J. (2003). *Culture and technology*. New York: Palgrave Macmillan.
- Musale, S. (2001). *Localizing for mobile devices: A primer*. Féchy: LISA.
- Myers, M. D., & Tan, F. B. (2002). Beyond models of national culture in information systems research. *Journal of Global Information Management*, 10(1), 24–32.
- Nardi, B. (1996a). Studying context: A comparison of activity theory, situated action models, and distributed cognition. In B. Nardi (Ed.), *Context and consciousness: Activity theory and human-computer interaction* (pp. 69–102). Cambridge, MA: MIT Press.
- Nardi, B. (1996b). Activity theory and human-computer interaction. In B. Nardi (Ed.), *Context and consciousness: Activity theory and human-computer interaction* (pp. 7–16). Cambridge, MA: MIT Press.
- Nielsen, J. (1993). *Usability engineering*. London: AP Professional.
- Nielsen, J. (1994). Heuristic evaluation. In J. Nielsen & R. L. Mack (Eds.), *Usability inspection methods* (pp. 25–64). New York: John Wiley & Sons.
- Nielsen Norman Group. (2008). *User experience—our definition*. Retrieved June 20, 2008, from <http://www.nngroup.com/about/userexperience.html>
- Nieminen-Sundell, R., & Vaananen-Vainio-Mattila, K. (2003). Usability meets sociology for richer consumer studies. In C. Lindholm, T. Keinonen, & H. Kiljander (Eds.), *Mobile usability: How Nokia changed the face of the mobile phone* (pp. 113–130). New York, NY: McGraw-Hill.
- Nissenbaum, H. (2005). Values in technical design. In *Encyclopedia of science, technology and ethics* (pp. ixvi–ixx). New York: Macmillan.
- Norman, D. A. (1988). *The design of everyday things*. New York: Basic Books.
- Norman, D. A. (1999, May/June). Affordance, conventions and design. *Interactions*, 6(3), 38–42.
- Norman, D. A. (2004). *Emotional design: Why we love (or hate) everyday things*. New York: Basic Books.
- O'Reilly, T. (2005, September 30). *What is Web 2.0*. Retrieved July 10, 2006, from <http://oreilly.com/pub/a/web2/archive/what-is-web-20.html>

- Ong, W. (1982). *Orality and literacy*. New York: New Accents.
- Orita, A., & Hada, H. (2009). Is that really you? An approach to assure identity without revealing real-name online. In *Proceedings of the 5th ACM Workshop on Digital Identity Management* (pp. 17–20). New York: ACM.
- Orlikowski, W. J. (1992). The duality of technology: Rethinking the concept of technology in organizations. *Organization Science*, 3(3), 398–427.
- Orlikowski, W. J. (2000). Using technology and constituting structures: A practice lens for studying technology in organizations. *Organization Science*, 11(4), 404–428.
- Ou, C. X., & Davison, R. M. (2009). Why eBay lost to Taobao in China: The Glocal advantage. *Communications of the ACM*, 52(1), 145–148.
- Page, C. (2005). Mobile research strategies for a global market. *Communications of the ACM*, 48(7), 42–48.
- Palen, L., & Salzman, M. (2002a). Beyond the handset: Designing for wireless communications usability. *ACM Transactions on Computer-Human Interaction*, 9(2), 125–151.
- Palen, L., & Salzman, M. (2002b). Voice-mail diary studies for naturalistic data capture under mobile conditions. In *Proceedings of the 2002 Conference on Computer Supported Cooperative Work*. New Orleans, Louisiana.
- Paterson, M. (2006). *Consumption and everyday life*. London: Routledge.
- Pertierra, R. (2005). Mobile phones, identity and discursive intimacy. *Human Technology*, 1(1), 23–44.
- Peters, O., Almekinders, J., van Buren, R., Snippers, R., & Wessels, J. (2003). *Motives for SMS use*. Paper presented at the 2003 International Communication Association Annual Convention, San Diego CA.
- Petroski, H. (1989). *The pencil: A history of design and circumstances*. New York: Knopf.
- Pilloton, E. (2009). *Design revolution: 100 products that empower people*. New York: Metropolis.
- Pinch, T. J., & Bijker, W. E. (1987). The social construction of facts and artifacts. In W. E. Bijker, T. P. Hughes, & T. J. Pinch (Eds.), *The social construction of technological systems* (pp. 17–50). Cambridge, MA: MIT Press.
- Pine, B. J., & Gilmore, J. H. (1999). *The experience economy: Work is theater & every business a stage*. Cambridge, MA: Harvard Business School Press.
- Porter, J. (2008). *Designing for the social web*. Berkeley, CA: New Riders.
- Prabhu, G. (2007). *Global innovative design for social change: Girish Prabhu's Statement*. Paper presented at the 12th Human-Computer Interaction International, Beijing.
- Prahalad, C. K. (2006). *The fortune at the bottom of the pyramid: Eradicating poverty through profits*. Upper Saddle River, NJ: Wharton School Publishing.
- Rakow, L. F. (1992). *Gender on the line: Women, the telephone, & community life*. Urbana, IL: University of Illinois Press.
- Rakow, L. F., & Navarro, V. (1993). Remote mothering and the parallel shift: Women meet the cellular phone. *Critical Studies in Mass Communication*, 10(2), 144–157.

- Randall, D., Harper, R., & Rouncefield, M. (2007). *Fieldwork for design: Theory and practice*. London: Springer-Verlag.
- Reardon, M. (2008a, September 10). *U.S. text usage hits record despite price increases*. Retrieved June 7, 2009, from [http://news.cnet.com/8301-1035\\_3-10038634-94.html](http://news.cnet.com/8301-1035_3-10038634-94.html)
- Reardon, M. (2008b, September 23). *Text messaging explodes in America*. Retrieved June 7, 2009, from <http://www.cbsnews.com/stories/2008/09/23/tech/cnettechnews/main4471183.shtml>
- Rheingold, H. (2002). *Smart mobs: The next social revolution*. Cambridge, MA: Perseus.
- Richtel, M. (2004, June 26). For liars and loafers, cellphones offer an alibi. *New York Times*. Retrieved June 27, 2004, from <http://www.nytimes.com/2004/06/26/business/for-liars-and-loafers-cellphones-offer-an-alibi.html>
- Rogers, E. M. (1995). *Diffusion of innovations* (5th ed.). New York: Free Press.
- Rubin, H., & Rubin, I. (1995). *Qualitative interviewing: The art of hearing data*. San Diego: Sage.
- Saffer, D. (2007). *Designing for interaction: Creating smart applications and clever devices*. Berkeley, CA: New Riders.
- Salvador, T., Bell, G., & Anderson, K. (1999). Design ethnography. *Design Management Journal*, 10(4), 35–41.
- Salvo, M. (2001). Ethics of engagement: User-centered design and rhetorical methodology. *Technical Communication Quarterly*, 10(3), 273–290.
- Sassen, S. (1998). *Globalization and its discontents*. New York: New Press.
- Satchell, C. (2008). Cultural theory and real world design—Dystopian and utopian outcomes. In *Proceedings of Conference on Human Factors in Computing Systems (CHI 2008)* (pp. 1593–1602). New York: ACM Press.
- Schiano, D., Chen, C., Ginsberg, J., Gretarsdottir, U., Huddleston, M., & Issacs, E. (2002). *Teen use of messaging media*. Paper presented at the CHI 2002 Short Talk, Minneapolis, MN.
- Schmitt, B. (2003). *Customer experience management*. New York: The Free Press.
- Schneider-Hufschmidt, M. (2005). Usability issues of sending text messages. In R. Harper, L. A. Palen, & A. S. Taylor (Eds.), *The inside text: Social, cultural and design perspectives on SMS* (pp. 223–236). Dordrecht: Springer.
- Schonfeld, E., Malik, O., & Copeland, M. V. (2006, March 1). *The Next Net 25: Social media*. Retrieved March 15, 2006, from [http://money.cnn.com/2006/02/24/smbusiness/business2\\_nextnet\\_social/index.htm](http://money.cnn.com/2006/02/24/smbusiness/business2_nextnet_social/index.htm)
- Schonfeld, E. (2006, July 27). *Cyworld ready to attack MySpace*. Retrieved July 8, 2010, from <http://money.cnn.com/2006/07/27/technology/cyworld0727.biz2/index.htm>
- Schryer, C. F. (1994). The lab versus the clinic. In A. Freedman & P. Medway (Eds.), *Genre and the new rhetoric* (pp. 105–124). London: Taylor & Francis.
- Schumacher, R. M. (Ed.). (2010). *Handbook of global user research*. Burlington, MA: Morgan Kaufmann.



- Selfe, C. L., & Richard J. Selfe, J. (1994). The politics of the interface: Power and its exercise in electronic contact zones. *College Composition and Communication*, 45(4), 480–504.
- Sengers, P., Kaye, J. J., Boehner, K., Fairbank, J., Gay, G., Medynskiy, Y., et al. (2004). Culturally embedded computing. *Pervasive Computing*, 3(1), 14–21.
- Sengers, P., & Gaver, W. (2005). Designing for interpretation. In *Proceedings of the 11th International Conference on Human-Computer Interaction*. Mahwah, NJ: Lawrence Erlbaum Associates. Retrieved from <http://cemcom.infosci.cornell.edu/mainsite/uploads/pubs/DesigningForInterpretation.pdf>
- Sengers, P., & Gaver, W. (2006). Staying open to interpretation: Engaging multiple meanings in design and evaluation. In *Proceedings of the 6th conference on designing interactive systems* (pp. 99–108). New York: ACM Press.
- Shade, L. R. (2008). Feminizing the mobile: Gender scripting of mobiles in North America. In G. Goggin (Ed.), *Mobile phone cultures* (pp. 42–52). Abingdon, Oxon: Routledge.
- Sheppard, C., & Scholtz, J. (1999). The effects of cultural markers on web site use. In *Proceedings of the Fifth Conference on Human Factors and the Web*. Gaithersburg, MD. Retrieved April 5, 2000, from <http://zing.ncsl.nist.gov/hfweb/proceedings/sheppard/index.html>
- Shneiderman, B. (1998). *Designing the user interface: Strategies for effective human-computer interaction*. Reading, MA: Addison-Wesley.
- Silverberg, M., MacKenzie, I. S., & Korhonen, P. (2000). Predicting text entry speed on mobile phones. In *Proceedings of Conference on Human Factors in Computing Systems (CHI 2000)* (pp. 9–16). New York: ACM.
- Silverstone, R., & Haddon, L. (1996). Design and the domestication of information and communication technologies: Technical change and everyday life. In R. Mansell & R. Silverstone (Eds.), *Communication by design: The politics of information and communication technologies* (pp. 44–74). Oxford: Oxford University Press.
- SINA. (2006, January 28). *Beijing shiwei shizhengfu tongguo duanxin xiang shimin bainian* [Beijing city government sent text message greetings to citizens]. Retrieved April 15, 2006, from <http://news.sina.com.cn/c/2006-01-28/02088098887s.shtml>
- Singh, N., & Pereira, A. (2005). *The culturally customized web site: Customizing web sites for the global marketplace*. Burlington, MA: Elsevier (Butterworth-Heinemann).
- SJInfo. (2003). *An overview of Chinese input on cell phones*. Retrieved June 20, 2004, from <http://www.sjinfo.net/syzn/59.html>
- Slack, J. D. (1989). Contextualizing technology. In B. Dervin, L. Grossberg, B. J. O’Keefe, & E. Wartella (Eds.), *Rethinking communication: Volume 2: Paradigm exemplars* (pp. 329–345). Newbury Park, CA: Sage.
- Slack, J., Miller, D., & Doak, J. (1993). The technical communicator as author: Meaning, power, authority. *Journal of Business and Technical Communication*, 7(1), 12–36.

- Slack, J. (1996). The theory and method of articulation in cultural studies. In D. Morley & K.-H. Chen (Eds.), *Stuart Hall: Critical dialogues in cultural studies* (pp. 112–127). New York: Routledge.
- Slack, J. D., & Wise, J. M. (2005). *Culture + Technology: A primer*. New York: Peter Lang.
- Smith, C. E. (Ed.). (2007). *Design for the other 90%*. New York: Smithsonian Organization & Cooper-Hewitt, National Design Museum.
- Spinuzzi, C. (1999a). *Designing for lifeworlds: Genre and activity in information systems design and evaluation*. Unpublished PhD dissertation, Iowa State University, Ames, IA.
- Spinuzzi, C. (1999b). Grappling with distributed usability: A cultural-historical examination of documentation genres over four decades. In *ACM SIGDOC Conference Proceedings* (pp. 16–21). New York, NY: ACM Press.
- Spinuzzi, C. (2002). Toward integrating our research scope: A sociocultural field methodology. *Journal of Business and Technical Communication*, 16(1), 3–32.
- Spinuzzi, C. (2003). *Tracing genres through organizations: A sociocultural approach to information design*. Cambridge, MA: MIT Press.
- Spinuzzi, C. (2005). Lost in the translation: Shifting claims in the migration of a research technique. *Technical Communication Quarterly*, 14(4), 411–446.
- Spinuzzi, C. (2008). *Network: Theorizing knowledge work in telecommunications*. New York: Cambridge UP.
- Stake, R. E. (1995). *The art of case study research*. Thousand Oaks, CA: Sage Publications.
- Starke-Meyerring, D. (2005). Meeting the challenges of globalization: A framework for cultural literacies in professional communication programs. *Journal of Business and Technical Communication*, 19(4), 468–499.
- Stewart, J., & Williams, R. (2005). The wrong trousers? Beyond the design fallacy: Social learning and the user. In D. Howcroft & E. M. Trauth (Eds.), *Handbook of critical information systems research: Theory and application* (pp. 195–221). Cheltenham, Glos: Edward Elgar Publishing.
- Stewart, J., & Quick, C. (2009, October 6). *Global mobile—Strategies for growth*. Retrieved June 30, 2010, from [http://blog.nielsen.com/nielsenwire/online\\_mobile/global-mobile-strategies-for-growth/](http://blog.nielsen.com/nielsenwire/online_mobile/global-mobile-strategies-for-growth/)
- Storey, J. (1999). *Cultural consumption and everyday life*. London: Arnold.
- Straub, D. W. (1994). The effect of culture on IT diffusion: E-mail and FAX in Japan and the U.S. *Information Systems Research*, 5(1), 23–47.
- Straub, D., Keil, M., & Brenner, W. (1997). Testing the technology acceptance model across cultures: A three country study. *Information and Management*, 33(1), 1–11.
- Suchman, L. (1987). *Plans and situated actions: The problem of human-computer communication*. New York: Cambridge University Press.
- Suchman, L., Blomberg, J., Orr, J. E., & Trigg, R. (1999). Reconstructing technologies as social practice. *American Behavioral Scientist*, 43(3), 392–408.

- Suchman, L. (2002). *Located accountabilities in technology production*. Retrieved October 10, 2004, from <http://www.lancs.ac.uk/fass/sociology/papers/suchman-located-accountabilities.pdf>
- Sullivan, P. (1989). Beyond a narrow conception of usability testing. *IEEE Transactions on Professional Communication*, 32(4), 256–264.
- Sullivan, P., & Porter, J. E. (1997). *Opening spaces: Writing technologies and critical research practices*. Greenwich, CT: Ablex.
- Sun, H. (2001). Building a culturally-competent corporate Web site: An exploratory study of cultural markers in multilingual Web design. In *Proceedings of ACM Special Interest Group for Design of Communications (SIGDOC) 2001* (pp. 95–102). New York: ACM.
- Sun, H. (2002a). Exploring cultural usability. In *Proceedings of 2002 IEEE International Professional Communication Conference* (pp. 319–330). Portland, OR: IEEE. Copyright 2002 IEEE.
- Sun, H. (2002b). Why cultural contexts are missing: A rhetorical critique of localization practices. In *Proceedings of STC 49th Annual Conference*. Arlington, VA: STC Publications.
- Sun, H. (2004). *Expanding the scope of localization: A cultural usability perspective on mobile text messaging use in American and Chinese contexts*. Doctoral dissertation, Rensselaer Polytechnic Institute, Troy, NY. Available from Proquest Digital Dissertations database (AAT 3140970).
- Sun, H. (2006). The triumph of users: Achieving cultural usability goals with user localization. *Technical Communication Quarterly*, 15(4), 457–481.
- Sun, H. (2009a). Designing for a dialogic view of interpretation in cross-cultural IT design. In *HCI International 2009 Proceedings (Internationalization, Design and Global Development, LNCS 5623)* (Vol. 4, pp. 108–116). Berlin: Springer-Verlag.
- Sun, H. (2009b). Towards a rhetoric of locale: Localizing mobile messaging technology into everyday life. *Journal of Technical Writing and Communication*, 39(3), 245–261. ©2009, Baywood Publishing Co., Inc.
- Sutcliffe, A. (2010). *Designing for user engagement: Aesthetic and attractive user interfaces*. San Rafael, CA: Morgan & Claypool.
- Svanaes, D. (2000). *Understanding interactivity: Steps to a phenomenology of human-computer interaction*. Unpublished PhD dissertation, Norwegian University of Science and Technology, Trondheim.
- Tabuchi, H. (2011, January 9). Facebook Wins Relatively Few Friends in Japan. Retrieved October 17, 2011, from <http://www.nytimes.com/2011/01/10/technology/1ofacebook.html>
- Tannen, D. (1990). *You just don't understand: Women and men in conversation*. New York: Bellantine Books.
- Tarkka, M., & Tikka, H. (2001). *Cultural usability: Towards a design sensibility*. Retrieved October 10, 2001, from <http://mlab.uiah.fi/culturalusability/introduction.html>

- Taylor, D. (1992). *Global software: Developing applications for the international market*. New York: Springer-Verlag.
- Taylor, A. S., & Harper, R. (2001). *Talking 'activity': Young people and mobile phones*. Paper presented at the CHI 2001 Workshop: Mobile Communications: Understanding Users, Adoption & Design, Seattle, WA.
- Texting: The (near) silent revolution*. (2004). Retrieved June 10, 2004, from [http://www.science.ie/scopetv/content/content.asp?section\\_id=665#links](http://www.science.ie/scopetv/content/content.asp?section_id=665#links)
- Thackara, J. (2005). *In the bubble: Designing for a complex world*. Cambridge: MIT Press.
- The Nielsen Company. (2010, March 19). *Global audience spends two hours more a month on social networks than last year*. Retrieved June 23, 2010, from <http://blog.nielsen.com/nielsenwire/global/global-audience-spends-two-hours-more-a-month-on-social-networks-than-last-year/>
- The Nielsen Company. (2011, September). *The Social Media Report: Q3 2011*. Retrieved October 17, 2011, from [http://cn.nielsen.com/documents/Nielsen-Social-Media-Report\\_FINAL\\_090911.pdf](http://cn.nielsen.com/documents/Nielsen-Social-Media-Report_FINAL_090911.pdf)
- Think globally, act locally*. (1994). Retrieved March 30, 2006, from [http://capita.wustl.edu/ME567\\_Informatics/concepts/global.html](http://capita.wustl.edu/ME567_Informatics/concepts/global.html)
- Thomas, P., & Macredie, R. (2002). Introduction to the new usability. *ACM Transactions on Computer-Human Interaction*, 9(2), 69–73.
- Thomas, F., Haddon, L., Gilligan, R., Heinzmann, P., & de Gournay, C. (2005). Cultural factors shaping the experience of ICTs: An exploratory review. In L. Haddon (Ed.), *International collaborative research: Cross-cultural differences and cultures of research* (pp. 15–30). Brussels: COST.
- TKorea. (2009a, February 5). *Myspace pulls out of Korea*. Retrieved July 8, 2010, from <http://www.telecomskorea.com/business-3797.html>
- TKorea. (2009b, November 9). *Korean SNS Cyworld to withdraw from U.S. and Taiwan*. Retrieved July 8, 2010, from <http://www.telecomskorea.com/business-8268.html>
- Toffler, A. (1980). *The third wave*. London: Collins.
- Toto, S. (2008, August 3). *Taking social networks abroad—Why MySpace and Facebook are failing in Japan*. Retrieved July 8, 2010, from <http://techcrunch.com/2008/08/03/taking-social-networks-abroad-why-myspace-and-facebook-are-failing-in-japan/>
- Trompernaars, F. (1993). *Riding the waves of culture: Understanding cultural diversity in business*. London: Nicole Brealey.
- Tuomi, I. (2002). *Networks of innovation: Change and meaning in the age of the Internet*. New York: Oxford University Press.
- Tuomi, I. (2005). Beyond user-centric models of product creation. In L. Haddon, E. Mante, B. Sapio, K.-H. Kommonen, L. Fortunati, & A. Kant (Eds.), *Everyday innovators: Researching the role of users in shaping ICT's* (pp. 21–38). Dordrecht: Springer.

- Twitter. (2009). In *Wikipedia*. Retrieved June 10, 2009, from <http://en.wikipedia.org/wiki/Twitter>
- Twitter Blog. (2010, March 1). *Enabling a rush of innovation*. Retrieved July 10, 2010, from <http://blog.twitter.com/2010/03/enabling-rush-of-innovation.html>
- User Experience Network. (2008). *UXnet: The User Experience Network*. Retrieved June 20, 2008, from <http://www.uxnet.org/>
- Uy-Tioco, C. (2008). Overseas Filipino workers and text messaging: Reinventing transnational mothering. In G. Goggin (Ed.), *Mobile phone cultures* (pp. 111–123). Abingdon, Oxon: Routledge.
- Vaananen-Vainio-Mattila, K., & Ruuska, S. (2000). Designing mobile phones and communicators for consumers' needs at Nokia. In E. Bergman (Ed.), *Information appliances and beyond: Interaction design for consumer products* (pp. 169–204). San Francisco: Morgan Kaufmann.
- Verbeek, P.-P. (2005). *What things do—Philosophical reflections on technology, agency, and design* (R. P. Crease, Trans.). University Park, PA: Penn State UP.
- Victor, D. A. (1992). *International business communication*. New York: Harper Collins.
- Virkkunen, J., & Engeström, Y. (2001). *Usability and the changing producer-user relationship*. Retrieved October 8, 2003, from [http://mlab.uiah.fi/culturalusability/papers/Virkkunen\\_Engestrom.pdf](http://mlab.uiah.fi/culturalusability/papers/Virkkunen_Engestrom.pdf)
- von Hippel, E. (2005). *Democratizing innovation*. Cambridge, MA: MIT Press.
- Vredenburg, K. (2002). Designing the total user experience at IBM: An examination of case studies, research findings, and advanced methods. *International Journal of Human-Computer Interaction*, 14(3/4), 275–278.
- Vyas, D., Chisalita, C., & van de Veer, G. (2006). Affordance in interaction. In *Proceedings of the 13th European Conference on Cognitive Ergonomics* (pp. 92–99). New York: ACM Press.
- Vyas, D., & van de Veer, G. (2006). Experience as meaning: Some underlying concepts and implications for design. In *Proceedings of the 13th European Conference on Cognitive Ergonomics* (pp. 81–91). New York: ACM Press.
- Walton, R. (2009, November 7). *Give me two minutes to tell you why Cyworld US failed*. Retrieved July 8, 2010, from <http://thenextweb.com/asia/2009/11/07/give-minutes-cyworld-failed/>
- Water hyacinth. (2010). In *Wikipedia*. Retrieved June 15, 2010, from [http://en.wikipedia.org/wiki/Water\\_hyacinth](http://en.wikipedia.org/wiki/Water_hyacinth)
- Watson, S. (2008). The business of customer experience: Lessons learned at Wells Fargo. *Interactions*, 15(1), 38–43.
- Wei, R. (2006). Lifestyles and new media: Adoption and use of wireless communication technologies in China. *New Media & Society*, 8(6), 991–1008.
- Weilenmann, A. (2010). Learning to text: An interaction analytic study of how seniors learn to enter text on mobile phones. In *Proceedings of Conference on Human Factors in Computing Systems (CHI 2010)* (pp. 1135–1144). New York: ACM.

- Weisinger, J. Y., & Salipante, P. F. (2000). Cultural knowing as practicing: Extending our conceptions of culture. *Journal of Management Inquiry*, 9(4), 376–390.
- Weisinger, J. Y., & Trauth, E. M. (2002). Situating culture in the global information sector. *Information Technology & People*, 15(4), 306–320.
- Wertsch, J. V. (1991). *Voices of the mind: A sociocultural approach to mediated action*. Cambridge, MA: Harvard University Press.
- Wheeler, J. V. (1999). *The impact of social environments on self-directed change and learning*. Unpublished doctoral dissertation, Case Western Reserve University, Cleveland, OH.
- Winner, L. (1980). Do artifacts have politics? *Daedalus*, 109(1), 121–136.
- Winograd, T., & Flores, F. (1986). *Understanding computers and cognition: A new foundation for design*. Norwood, NJ: Ablex.
- Woods, J. (2004). Managing multicultural content in the global enterprise. In N. Aykin (Ed.), *Usability and internationalization of information technology* (pp. 123–155). Mahwah, NJ: Lawrence Erlbaum Associates.
- World Salaries. (2008). *China average salaries & expenditures*. Retrieved July 10, 2010, from <http://www.worldsalaries.org/china.shtml>
- Wright, P., McCarthy, J., & Meekison, L. (2003). Making sense of experience. In M. Blythe, A. Monk, K. Overbeeke, & P. Wright (Eds.), *Funology: From usability to user enjoyment* (pp. 43–53). Dordrecht: Kluwer.
- Wright, P., & McCarthy, J. (2010). *Experience-centered design: Designers, users, and communities in dialogue*. San Rafael, CA: Morgan & Claypool.
- WTB. (2002, 2003, 2004, 2005, 2006, 2008, 2009, 2010). *Annual Commercial Mobile Radio Services (CMRS) competition reports*. Retrieved June 1, 2010, from [http://wireless.fcc.gov/index.htm?job=cmrs\\_reports](http://wireless.fcc.gov/index.htm?job=cmrs_reports)
- Xinhua Net. (2006, March 20). *Yin Mingshan duanxin qing shengli* [Yin Mingshan celebrates victory with text messaging]. Retrieved April 15, 2006, from [http://www.xinhuanet.com/chinanews/2006-03/20/content\\_6511670.htm](http://www.xinhuanet.com/chinanews/2006-03/20/content_6511670.htm)
- Xinhua News. (2002). *55 million users have been using SMS*. Retrieved March 20, 2003, from <http://it.sohu.com/03/10/article203961003.shtml>
- Yan, X. (2003). Mobile data communications in China. *Communications of the ACM*, 46(12), 80–85.
- Yang, K. S. (1986). Chinese personality and its change. In M. H. Bond (Ed.), *The psychology of the Chinese people* (pp. 106–170). New York: Oxford University Press.
- Yates, J., & Orlikowski, W. J. (1992). Genres of organizational communication: A structural approach to studying communication and media. *The Academy of Management Review*, 17(2), 299–326.
- Yesky. (2003, June 17, 2003). *Text entry for SMS, which way is better?* Retrieved June 20, 2004, from <http://www.yesky.com/Fashion/73753040967958528/20030617/1708453.shtml>
- Yi, J. C. (2010). User-research-driven mobile user interface innovation: A success story from Seoul. *Interactions*, 17(1), 48–51.

- Yli-Jokipii, H. (2001). The local and the global: An exploration into the Finnish and English websites of a Finnish company. *IEEE Transactions on Professional Communication*, 44(2), 104–113.
- Yu, L., & Tng, T. H. (2003). Culture and design for mobile phones for China. In J. E. Katz (Ed.), *Machines that become us: The social context of personal communication technology* (pp. 187–198). New Brunswick, NJ: Transaction Publisher.
- Yu, H. (2004). The power of thumbs: The politics of SMS in urban China. *Graduate Journal of Asia-Pacific Studies*, 2(2), 30–43.
- Zahedi, M., Pelt, W. V., & Song, J. (2001). A conceptual framework for international Web design. *IEEE Transactions on Professional Communication*, 44(2), 83–103.
- Zappen, J. P. (2004). *The rebirth of dialogue: Bakhtin, Socrates, and the rhetorical tradition*. Albany, NY: SUNY Press.