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Sommario/riassunto

The United States Internal Revenue Service introduced a multi-million dollar program to automate its operations in the early 1980s. This book describes a multidisciplinary study of the experiences of several thousand users in this program, based primarily on questionnaires, observation and interviews. The case study gives valuable guidance to managers and their consultants involved in planning introduction of new office technology, as well as providing more academic insights into aspects of human behaviour under changing working conditions.
