

18. Measurement Issues in MIS: Problems in measurement, development of measurement tools, psychometric issues, etc.
- \* "Development and Validation of a Tool for Measuring and Analyzing Decision Support Systems User Satisfaction, March 1984, 24 pages (S601, ANON. NO. 8).
  - \* Bailey, James E., and Pearson, Sammy W., "Development of a Tool for Measuring and Analyzing Computer User Satisfaction," Management Science (29:5), May 1983, pp. 530-545.
  - \* Bariff, Martin L., and Lusk, Edward J., "Cognitive and Personality Tests for the Design of Management Information Systems," Management Science (23:8), April 1977, pp. 820-829.
  - \* Ives, Blake, and Olson, Margrethe H., "The Measurement of User Information Satisfaction," unpublished paper, February 1983, 37 pages.
  - \* Ives, Blake, Olson, Margrethe H., and Baroudi, Jack J., "The Measurement of User Information Satisfaction," Communications of The ACM (26:10), October 1983, pp. 785-793.
  - \* Jenkins, A. Milton, and Ricketts, John A., "Development of an Instrument to Measure User Satisfaction with Management Information Systems," unpublished paper, November 1979, 26 pages.
  - \* Jenkins, A. Milton, and Ricketts, John A., "The Development of an MIS Satisfaction Questionnaire: An Instrument for Evaluating User Satisfaction With Turnkey Decision Support Systems," Indiana University Discussion Paper No. 296, August 1985, 39 pp. Also revised version, same title, December 1986, 35 pp.
  - Lucas, Henry C. Jr., "Measuring Employee Reactions To Computer Operations," Sloan Management Review (15:3), Spring 1974, pp. 59-67.
  - \* Mathieson, Kieran, "Measuring User Satisfaction," Interfaces (16:6), November-December 1986, pp. 73-76.
  - \* Robey, Daniel and Taggart, William, "Measuring Managers' Minds: The Assessment Of Style in Human Information Processing," Academy of Management Review, (6:3), 1981, pp. 375-383.