INDEX

A
A Tale of Love and Darkness, 28
AA Gym, 79, 80, 85
Abu Ghraib prison, 95
access to information, 49
Africa, 10, 16
Al Quran Seluler, 89
algebra, 89
Americas, mobile phone subscription, 10
Analysis of variance (ANOVA)
effects of landline and mobile use on distance, 204
effects of landline and mobile use on familiarity, 203
effects of landline and mobile use on multiplexity, 203
effects of landline and mobile use on number of customers, 204
evaluation of ICT use, 199
Anna University, 99
anti-pollution drive, 46
Aquinas, Thomas, 5
Aristotle, 27
arsonists, 138
Asia, mobile phone subscription, 10
Asian financial crisis, 232
Australian aborigines, 4
study by Durkheim, 12

B
Baidu BBS, 147
Bario
Kelabit community of, 110
two-way radio service, 112
Bario Food and Cultural Festival, 118
Bario Nature Tourist Guides, 115
Bario Slow Food Festival, 122
Baudrillard, Jean, 105
Bauman, Zygmunt, 96
BBS, China, 68
Beijing Science and Technology University, 138
Beniger, James, 3, 4
Bijker, W.E., 4
bilateral kinship, 47
bilateral organizations, 47
Bingyang City, 145
Birmingham, 102
black market
ICT-based, 135
ICT products, 153
mobile phones, 76
black Net-bar, 136
blogging, travel stories, 68
bounded solidarity, 19–20
Brighton beach, 102
Bulacan Province, 161
e-Governance framework, 172
IT-related reforms, 172
Management Information Systems Division (MISD), 173
organization reforms, 173
Provincial Assessment and Treasury Office (PATO), 175
provincial government chart, 173
Provincial Information System Plan (PISP), 172
Provincial Planning and Development Office (PPDPO), 174
real property taxes, 178
reforms, strengths and weaknesses, 177
Bulacan Provincial Government, 160
Bureau of Science, 37
burnout, job predictors, 216
Burnout Scale, 212, 215
business process outsourcing, Philippines, 209–25

C
Cagayan de Oro City, 160, 161
Assessor's Office, 164, 165
City Planning and Development Office, 166
Computer Division, 164
GIS unit, 166
IT-related reforms, 162
personnel management-related reforms, 166–67
reforms in Treasurer's Office, 164
revenue generation system (RGS), 162–68
Tax Mapping Division, 164
Treasurer's Office, 164, 165
call centre workers
burnout scores, 216
disruption in social life, 219
effect of schedules, 219
engagement of, 222
future research on, 220
graveyard shifts, 212
impact of work on identity, 217
impact of work on well-being, 213–18
intensive accent neutralization, 211
interviews, 211
measurement of well-being, 212
nationhood and motivation, 224–25
negative impact of work, 215
positive impact of work, 213
survey questions, 212
call centres
creation of conducive work environment, 223
definition, 210
effective talent management, 223
employee well-being programmes, 223
identity of workers, 210
improvement to work schedules, 221
rethink job designs, 222
reward and recognition of performance, 224
services, 210
work and identity, 220
camera phone, 104
ban, 103
Campbell, Scott, 9
Car Club, 67
Castells, Manuel, 12, 131
understanding of informal economy, 133
CDMA (code division multiple access), 75, 76
CDMA standard, 10
Central Java, Islamic consciousness, 74
Changhenge, 148
chat rooms, 52
Chen Feng, 143
Chiangmai, 233
child labour, 232
Children of Global Migration, 29
Index

China
  backpacker culture, 67
  black market, 133
  Car Club, 67
  commercialization of higher education, 145
  contemporary urban, 57–72
  Deportation of Urban Vagrants and Beggars, 141
discrimination against migrants, 141
  Donkey friends, 67
driving and travelling, 62
  gangster activities, 153
  informal economy, 133, 135
  informational city, 149
  Internet cafe regulation, 138
  lower strata of information city, 132–36
  mobile communities, 66–68
  motives for travel, 58
  MSN, 68
  online public opinion, 142
  outdoor enthusiasts, 64
  piracy, 134
  planning online, 63
  planning a trip, 62
  QQ, 67, 68
  Regulation for Detention, 141
  reinvented sociability, 69
  social banditry, 144
  social fun, 68
  social gaps, 149
  social networks, 61
  social services, 149
  study of mobile communities, 67
techno-social emergence, 131
transportation modes, 58
  travel patterns, 58
  urban mobility, 57–58
  wireless networks, 64
  working-class ICTs, 130–53
City 2.0, 64
code division multiple access (CDMA), 75, 76
  Collins, R., 12
  Cohen, Stanley, 94, 98
  communication-interlocution, 42
  communicative media, transformative consequences, 36
  community radio, 240
  Compt, 2, 20
  computers, original intention, 5
  connected presence, mode of, 17
  Constable, N., 52
culture shedding, 211
customer relations, telephony’s impact, 200–202
customer relationship behaviours, India, 192, 193
customer service representatives, 210
  leadership and interpersonal skills, 214
  racism among clients, 218
  training and development, 224
  work and cultural identity, 216–18
  see also call centre workers
cyber imam, 84
cyber world, 45
cyber-theorists, 54
Cyberjaya, 89
CyberMQ, 85
D
de Plateau Lodge, 113
de Sola Pool, 9
definition
    call centre, 210
    link-up, 25
Deleuze, Gilles, 95
    concept of control society, 104
Delhi Public School, 98, 106
Delhi University, 211
  *Dialectics of Shopping, The*, 27
digital divide, 42
digital inequality, 42
digital Quran, 86
Dobashi, S., 16
Doering, Nicola, 9
domestication approach, 6
domestication theory, 7
Donkey friends, 67
Donner, Jonathan, 9, 16
Durkheim, 2, 12, 20
    ritual interaction, 15
    study of Australian aborigines, 12
E
  e-Bario project, 109–29
    businesswomen, 121
    cafe operator, 119–20
    government servant, 115
    head man, 111
    impact of, 124–28
    local nature guide, 120
    lodge operator, 112
    manager of longhouse, 117
    retired government servant, 113
    retired Shell employee, 116
  e-Bario Telecentre, 113
e-mails, promotion of friendship, 16
  EDSA, 40, 41
Ellwood-Clayton, Bella, 14, 74, 83
employee well-being programmes, call centres, 223
engagement, 110
English skills, call centre workers, 213
Eskimo, nuclear family, 50
Estrada, Joseph, 38
Europe, 10
F
  factory suppression, 153
  factory system, introduction of, 3
Filipino gay spirituality group, 45
financial interdependence, 51
Fischer, Claude, 9
folk devils, 99, 105, 106
foreign investment, 42
Fortunati, Leopoldina, 9
Foucault, Michael, 94, 95
four-digit services, 84, 85, 86
fragmentation, society, 131
Friendster, 43
G
G-RPTIS
    features, 176–77
    processing time, 178
Gay and Lesbian Legislative Advocacy network, 44
gender and ICT, 50–51
gender preferences, 50
gender roles, traditional, 31
gender sensitization, 240
Geographic Information System-based (GIS) tax information
    adoption and implementation, 159
    Philippines, 158
geographic information systems, 64
Giddens, A., 41, 93, 96
GIS adoption
    institutional responses, 180, 181
    impact, 159, 164
    responses, 159
    RPTA, 160–79
GIS-based Real Property Tax Information System (RPTIS), 159, 160
global job satisfaction scale, 212
global structural changes, 42
Global System for Mobile Communications (GMS), 9
globalization, 41–42, 45, 54
globalization of garbage, 134
glocalization, 41
Goffman, E., 12, 13
Goffmanian interaction, 13, 15
GPRS functions, 80
GPS, use in China, 62
Gray, C., 54
Green Revolution, 37
GSM subscription, 10
Guangdong Province, 142
Guattari, Felix, 95

H
Haddon, L., 8
Haidan District, 138
Hall, Stuart, 102
Hallmark religious texts, 83
Han Dynasty, 148
hard messages, 110
hardware, recycling of, 134
hardware-software dynamics, 134
Hawaii, generational family, 50
Hefner, R.W., 84
high culture, 46
higher education, commercialization, 144
highly intensive mothering, 31
Hitchner, Sarah, 123
holiday, planning of, 63
homeworkers
  Thailand, 227–41
  women, 235
home-based work socio-economic features, 233–34
Hong Kong, 37, 48
Horst, Heather, 25
Hu Jingtao, 141
Huanggang, 143
hybrid games, 64
Hyderabad, 180

I
ICT, 41–42
  affordability, 240
  empowering women homeworkers, 235
  spread of, 131
  Thailand, 227–40
  working class, 130–53
ICT products, black market, 153
ICT revolution, 2
ICT-based interpersonal networks, 142
Idul Fitr, text messaging, 79
Iligan City, 161
  City Comprehensive Master Development Plan, 169
  Field Appraisal and Assessment Sheet, 168
  organizational reforms, 170
  personnel management reforms, 171
  Tax Assessment Database Management, 169
  tax collection system, 168–172
  tax revenue assessment, 168–72
  TRACS, 169
Ilkone i800, 87
illegal ICT-based activities, 134
Ilocano village, 48, 49
IltoneTel Corporation, 87
in-group communications, 16
Incoming Calls Management Institute, 222
India, 93–106
  business income by socio-economic strata, 193
  customer relationship behaviours, 192, 193
  ICT use, 192, 193
    by socio-economic strata, 194
    landline, 199
    new media, 96–97
    social control, 94–96
    small businesses, 180–205
248

Index

small and informal businesses
customer distance by ICT use, 198
customer familiarity with ICT, 196
customer relations, 197
definition, 187
ICT use, 188–89
research, 189–91
research methods, 191–92
results of study on, 192–202
study, hypotheses, 195–99
telephony, 200–202

Indian Institute of Technology, 99
Indian news channels, 97
individualization, 42
Indonesia, mobile religiosity, 73–87
Indosat, 78, 79
industrial capitalist, Marx, 4
industrial revolution, 3
industrial societies, 42
industrialization, 3
impact of, 2
inequality, perpetuation of, 152
informal economy, 135
informatics of domination, 50
information, access to, 49
insight, 110
instant messaging, 20
institutional reforms, 160
institutionalization, 160
internal bonds, group, of, 19
internal system functionality, 38
International Rice Research Institute (IRRI), 37
International Telecommunications Union (ITU), 10, 109
Internet
changing of social institutions, 2
China, 62, 65
Internet: An Ethnographic Approach, The, 26
Internet-based media, 106
Internet cafe, 40, 130, 134, 135
interpersonal interaction, 13
interpersonal networks, ICT based, 142
Islam, middle class, 77–78
Islamic board games, 86
Islamic calligraphy, 83, 87
Islamic capitalism, 77, 82, 85–86
Islamic chic, 77
Islamic consciousness, 74
Islamic encyclopaedia, 86
Islamic Hijri calendar, 87
Islamic mobile-banking, 81
Islamic stardom, dangers of, 84–85
Islamic techno-nationalism, 88
IT/GIS Group, 167

J
Jamaica, 25, 26
Japan, ringi system, 222
Javanese society, mobile phones in, 75
Jefri Al-Buchori, 80
Jenson, R., work with fishermen, 202

K
KAMMI (United Action of Indonesian Muslim Students), 77
Kasetsart University, 228, 232
Katz, James E., 9, 19, 73
Kaviraj, Sudipta, 96
keitai, 16
Kelabit community, Bario, 110
Kelabit Homepage, 113
KH Abdullah Gymnastiar (AA Gym), 79, 80, 85
KH Zainudin M.Z., 85
Khonkaen, 233
Korea, 16

L
Lanjisu Internet cafe, 132
tragedy, 135–40
Licoppe, Christian, 17, 18
liminal transition, 13
link-up, definition, 25
Little Smart, 130
live broadcasts, 41
London, 27
consumption in, 33
long-distance relationships, 31
long-distance telephone class, 28
Luhmann, N., 38
Lvye website, 64

M
Ma Jiajue, 132, 144–48, 150
Madianou, Mirca, 28, 33
Malaysia, Internet development initiatives, 109
male roles, traditional, 32
Malaysia Plan, 112
managed rituals, 13
Management Information Systems Division (MISD), 173
Manajemen Qolbu Company, MQTV, 85
Manila, 37
Manonmaniam Sundaranar University, 100
Maoist social structures, disappearance, 57
Marx, G., 2, 4, 20
industrialist capitalist, 4
mass media, 38
effect of, 38–41
Masuda, 3
material church approach, 34
Matsuda, 16
Mecca, pilgrimage to, 86
mediated ritual interaction, 18
mediation
forms of, 10
interaction, 14
technology, 14
Mentari Mudik, 79
micro-coordination, 11
microentrepreneurs, 136
Middle East, telecommunication companies, 87
migrant labour, Philippines, 30
migrants, discrimination in China, 141
Mirchandani, K., 219
mobile banking, Islamic, 81
mobile celebrities, 82
mobile communication, 14
adoption of, 9
interaction with society, 1
social cohesion, and, 11–15
strengthening of primary group, 15–18
mobile communities, China, 66
mobile content, religious, 78
mobile individuals, study of, 67
mobile mail, 16
mobile phone folk devils, 97
mobile phone relationship, 24–34
mobile phone vendors, advertising efforts, 76
mobile phones
social politics of, 100
economic consequences of, 39
growing expenditure on, 43
market, 97
microeconomic impact, 201
misuse of, 106
Philippines, 28
planning trip in China, 62
proliferation in India, 93
protective devices, as, 39
revamped, 133
role in coordinating interaction, 11
themes associated for use of, 10
wrongful use, 98
mobile pornography, 81
mobile religiosity, 72–75, 88
mobile rituals, 74
mobile technology, advantages, 84
mobile telephony, 9
mobile text chat, 17
mobility, patterns of, 60
Index

mobility system, 59, 68
moral panic, agent of, 104, 106
moral panic game, 99–106
moral panics, 96
definition, 93
Mosh website, 64
Most Significant Change (MSC), 109, 110
motility, definition, 59
MQTV, 85
multimedia messaging service, 97
Murray, 77
Muslim iPod, 78, 86, 89
Muslim Javanese, 75

N
Nada Sambung Pribadi, 79
Nagasaka, I., 48, 49, 50
Nasyid, 90
National Commission for Culture and the Arts, 47
Net-bar operators, 151
Net-bars, 133, 135
attractiveness of, 138
new media
advantages of, 48
cultural politics of, 105
new mobilities paradigm, 59
John Urry, 65
New Order doctrine, 86
North London, 27
study of shopping in, 33
Norway, 16, 20
Nyiri, Kristof, 9

O
Oceania, mobile phone subscription, 10
online discussions, China, 147
online gaming, 20
online marriage sites, 52, 53
online public opinion, China, 142
organization change, managing, 159
organizational reforms, Bulacan Province, 173
outdoor enthusiasts, 64
Overseas Development Aid (ODA), 42
Oz, Amos, 28

P
Palika Bazaar, 99
Paragas, Fernando, 9
Partai Keadilan, 77
Parrenas, R., 29, 30, 31, 32
Peking University, 148
Penghulu Henry Jala Tamalai, 111
Pentecostal sects, 45
People Power, 55
personnel management, reforms, 166–67, 171
Philippine Regional Municipal Development Project (PRMDP), 162
Philippines, 2, 24, 42
Cagayan de Oro City, 162–68
call centre workers, 209–25
call centres, contribution to economy, 214
City Planning and Development Office, 162
Decentralized Shelter and Urban Development (DSUD) Project, 164
elections (2007), 38
GIS adoption, 164
GIS adoption in RPTA, 160–79
GIS tax information, 158
local government units (LGUs), 158
Internet users, 41
IT reforms, strengths and weaknesses, 167
IT/GIS Group, 167
kinship, 47–50
middle class and ICT, 44–47
migrant labour, 30
mobile phones, 28
Index

National Arts month, 47
Provincial Information Systems Plan (PISP), 172
real property taxes (RPTs), 158–82
collectibles, 168
reforms, strengths and weaknesses, 171
romantic relationships, 52
separated families, 28
skills for innovation, 40
texting capital of world, 39
Pines and Aronson’s Burnout Scale, 212, 215
piracy in China, 134
planning holiday online, 63
“pocket Muslim” digital Quran, 86, 89
polarization of society, 131
police brutality, 153
political organizing, 39
political parties, 48
Policing the Crisis, 102
pornography, 81, 99
pornography of war, 105
Portes, A., 19, 133
Poso conflict, 86
POTA, 98
prepaid phone cards, 76, 80, 133
prepaid subscriptions, 9
primary group, strengthening of, 15–18
production-consumption paradigm, 42
Provincial Information Systems Plan (PISP), 172
public officials, corruption of, 45
public phones, card-paid, 112
public shame, 49
Putnam, R., 19

Q
Quran, digital, 86, 87

R
radio communication, 9
Raihan, 79, 89
Rakow, Lana, 9
Ramasubramaniam, Laxmi, 159
real property tax administration, Philippines, 158–82
reinvented sociability, 69
religious visualities, 82–84
Rheingold, Howard, 73
ring tones, 80
ring-back tones, 80
ringi system, 222
ritual interaction, 13, 14, 15
romantic involvements, 14
Roseanne, 27
RPT-Special Education Fund, 161

S
Salafi-oriented women, 81
Saloma-Akpedonu, C., 50
San Remigio, 39
Sarawak Forest Cooperation, 115
SARS epidemic, 141, 152
second-hand market, 134
sense-making, 110
Shengda College, 151
short messaging services (SMS), use in Thailand, 236
Simmel, G., 2, 20
Simpsons, The, 27
Sina, 142
Slater, Don, 26
SMS Kristiani, 85
SMS manuals, 84, 85
SMS Muslim, 82–84, 83
SMS Puja service, 74
sociability
patterns of, 60
reinvented, 69
social banditry, 144
social capital, 19
social cohesion
impact of mobile communication, 1
mobile communication, 11–15
social control, 100
social determinism, 4
social gaps, bridging of, 149
social impact, primary, 11
social institutions, 45
social interactions, 60
social isolation, 149
social meetings, 61
social networking, 29, 61
  China, 65
social primacy, 9
social problems, commercialization of
  higher education, 146
social scientist, role of, 20
social services, lack of, 149
social skills, development of new, 44
sociation, 12
society, interaction with technology,
  4–9
socio-spatial mobility, 59
socio-technical systems theory, 209
sociology, 1
software development, 50
Sohu, 142
Solis, Randy, 52
Song Chun, 138, 139
Southern Metropolitan Daily, 142, 151
spatial practices, increased perception
  of space, 61–64
Special Region of Yogyakarta, 75
steam engine, 2
steel, introduction to Australian
  aborigines, 4
storytelling, 110
submarine cables, 37
Sulawesi, 86
Summar Theologica, 5
Sun Zhigang, 140–44, 149
  killing of, 132
system-integration, 38

T
  TADA, 98
Taiwan, 16
  fake currency from, 135
  Tamil press, 97, 98
talent management in call centres, 223
Tavistock, socio-technical systems
  theory, 209
Taylorism, 210
technical determinism, 4
technical deterministic view, 5
technical primacy, 9
 technological growth, process of, 152
technologies, adoption of, 8
technologies of transformation, 36–55
technology
  interaction with society, 4–9
  introduction, 8
  masculine nature of, 228
tele-cocoon, 16
telecommunication companies, 38
  Middle Eastern, 87
Telekom Ibadah, 88
telegraphic interaction, 13
telephonic interaction, 13
television, role of, 46
text messages, 38
  acceptance of, 43
texting
  EDSA, 41
  practices, 50
  role of, 40
Thai Muslim seperatists, 74
Thailand
  child labour, 232
  homeworker, personal
    characteristics, 231
homeworkers and ICTS, 227–40
  home-based work environment, 231
  challenges, 239
classification of, 228
interactive communications media,
  236–37
main problems, 229
marginalization, 239
Office of National Statistics, 228, 229
overcoming marginalization, 237–38
poverty line, 234
promotion of networking, 239
recognition through ICT, 238
skills and training, 234
static communications media, 237
study on, 229-231
Tonies, 2, 20
tourism industry, 118
Bario, 120
TRACS, 169, 171
transformative capacities, 37–41
transformative consequences, communicative media, 36
transformative effects, 43
transformative industries, 40
transistor, 3, 4
development of, 2
transportation modes, China, 58
travel motives, China, 58
tavel stories, blogging, 68
Trivedi, Harish, 211
Tsingtao University, 148
Tuguegarao, 40
turbulence
example of, 8
result of, 9
Turner, liminal transition, 13
.TXT-ING Selves, 24, 29

V
VAS service, 83
Vijay TV, 101
virtual intimacy, 51
virtual sites, 53
Vision 2020, 112
VSAT satellite connection, 114

W
Wahhabism, 87
Web 2.0, 54, 64
Weber, 2, 20
applications, 64
weblogs, 135
Wellman, B., 66
Western Union money transfer, 26
Westernization, 86
wireless communication, 16
witch cults, 41
women, marginalization of, 228
women homeworkers, empowering through ICTs, 235–39
work environment, conducive, 223
World Teleport Association (WTA), 111
Wuhan, 143
Wuhan University, 143
working-class ICT, 130
affinity with mass media, 152
World War I, 3, 9
World War II, 3

Y
Yogyakarta, 74, 75
Yunnan University, 145

Z
Zhang Fan, 138, 139
Zhang Minmin, 136
Zheng Wenjing, 136