

## 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
- Binyang 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

- 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  
 control society, 104  
*Control Revolution, The*, 3  
 copresent interaction, 15  
*Cosby Show*, 27  
 cosmopolitanization, 42  
 counterfeit currency, 135  
*Crime: What Happened?*, 101  
 cultural degeneration, 97  
 cultural politics, new media, 105  
 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 (GSM), 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 Jintao, 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 Fitri, 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

- 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
- Jeffri 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  
   cultural 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

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

- 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 Pujja 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 separatists, 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
  - Tonnies, 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
  - travel 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
- U**
- United Action of Indonesian Muslim Students (KAMMI), 77
  - United States, 16, 17
  - universal rights, 45
  - Universiti Malaysia Sarawak (UNIMAS), 114
  - University of Cambridge, 28
  - urban yellow page, 64
  - Urry, John, 59
    - new mobilities paradigm, 65
  - Usok, Bantay, 46
- 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