Introduction to End User Computing: The Dark Matter (and Dark Energy) of Corporate IT Use and User (U2) Studies Minitrack

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End user computing is the Rodney Dangerfield of corporate IT. It gets little respect. However, all the evidence indicates that EUC is enormously important in organizations.

If this is the case, how should researchers respond? The papers in this minitrack suggest that we need to end the darkness around end user computing by doing use and user (U2) studies. We need to stop believing that we understand end user computing and actually study the realities of uses and users in corporations. As Saint Thomas said, we need to stop debating how many teeth there are in a horse’s mouth and go out and count them.

Raymond Panko and Daniel Port. End User Computing: The Dark Matter (and Dark Energy) of Corporate IT

This paper draws together a great deal of information on what we know about the enormous importance of end user computing (EUC) in organizations today.

Bertta Sokura. Flow Experiences in Learning to Use Spreadsheet Application

There is a large literature on the importance of flow experiences in many human activities. This paper applies flow experience theory to understand how to improve learning in spreadsheet development.

Anthony Vance, Braden Molyneux, Paul Lowry. Reducing Unauthorized Access by Insiders through End-User Design: Making Users Accountable

Security requires compliance, and most of this compliance is required of end users. It is time for end security research to focus on end user computing, and this paper does precisely that.


This is a case study of how spreadsheets were used to help perpetrate the falsification of critical safety data. We need to understand the specifics of how people use spreadsheets to help commit fraud. This paper is an important step in that direction.

Jeng-Her Alex Chen. An Individual’s Problem Space and Web Information Searching: A Proposed Study on Mental Organization of Keyword Importance and Efficiency in Everyday Web Information Searching

End user computing research has focused most heavily on application development. This paper begins to address that myopia by recognizing that end users spend a great deal of time searching for information.

Chintan Amrit, Jos van Hillegersberg, Bart van Diest. Can Anybody Help? Mitigating IS Development Project Risk with User Involvement

Central corporate IT research has long focused on the importance of involving users in application development. Unfortunately, this research has not tended to see user involvement from the user’s point of view. This paper begins to address that limitation.