

Appendix C. Methods Analysis

Note: Reference numbers correspond to citations in the main manuscript.

Table A. Qualitative Methods Only

Ref	First Author	Year	Ethnographic Observation	Structured Observation	Interviews	Surveys	Artifact Collection	Focus Group	Software Extraction	Other methods
29	Andersson	2003	x		x		x	x		
30	Balka	2007	x		x					Tracking issues; Action research (general model)
31	Balka	2006	x							Participant observation
32	Bardram	1997	x		x		x			
33	Barley	2001	x		x		x			
34	Baxter	2005	x		x					Critical decision method
35	Berg	1999	x		x		x			
36	Bertelsen	2005	x		x					
37	Blomberg	1996	x							Case-based prototypes
38	Bodker	2006	x							
39	Brixey	2007		x						
40	Clarke	2003	x				x			
41	Dourish	1999	x		x					Workshop
42	D'Souza	2003	x		x		x			Analyzed physical work sapce
43	Dykes	2005	x							
44	Faergemann	2005	x		x		x			
45	Flanagan	2007	x		x		x			
46	Fontanesi	2000		x						
47	Fontanesi	2002		x			x			
48	Furniss	2006	x		x					Literature review

Ref	First Author	Year	Ethnographic Observation	Structured Observation	Interviews	Surveys	Artifact Collection	Focus Group	Software Extraction	Other methods
49	Goorman	2000	x		x					
50	Govindaraj	1997	x		x	x	x			
51	Graves	2006								Developed and revised flowcharts
52	Hallock	2006			x					
53	Hartswood	2003	x							Ethnomethodologically informed ethnographic fieldwork
54	Hazlehurst	2004	x							Video
55	Hill	1995	x		x					Video
56	Horsky	2005								Think aloud protocol; Video-taped interaction with a system
57	Hsiao	2006			x				x	Process tracing
58	Hughes	1999	x							
59	Jaspers	2002								Think aloud protocol; Video recording
60	Johnson	2006			x	x				
61	Karasti	2001	x					x		Video collage
62	Kobayashi	2005	x		x			x		Modeling
63	Landgren	2007	x		x					
64	Laxmisan	2007	x		x					Grounded theory analysis
65	Malhotra	2005	x		x					Development of cognitive workflow model
66	Malhotra	2007	x		x					
67	Mark	2002	x		x	x		x		Log of reported problems
68	Martin	2007	x				x			
69	McCarthy	2004	x				x			Audiotapes of calls
70	Michel-Verkerke	2004			x		x			USE IT-tool
71	Moss	2007		x						
72	Muller	2002			x					CARD analysis

Ref	First Author	Year	Ethnographic Observation	Structured Observation	Interviews	Surveys	Artifact Collection	Focus Group	Software Extraction	Other methods
73	Nemeth	2006					x			
74	Newman	2000	x		x		x			
75	Osterlund	2007	x		x					
76	Papantoniou	2005	x							Cognitive Work Analysis
77	Pinelle	2003	x		x					
78	Pinelle	2005	x		x				x	
79	Plowman	1995	x		x					
80	Reddy	2008	x		x					
81	Reddy	2002	x		x					
82	Sadler	2006	x							Photos
83	Salvador	1997			x					Photos
84	Sharit	1998								Human Reliability Analysis
85	Spinuzzi	2001	x		x		x			
86	Stubblefield	2000								
87	Suchman	1995	x	x	x		x	x		Video
88	Symon	1996	x		x					Tracer study
89	Timpka	1996	x		x		x			Video taping; Stimulated recall
90	Unertl	2006	x							
91	Vargas Cortes	1996								Self-logging
92	Wakkary	2007			x					Participant observation; Video walkthroughs
93	Wright	2000			x					Scenario-generation exercise

Table B. Quantitative Methods Only

Ref	First Author	Year	Ethnographic Observation	Structured Observation	Interviews	Surveys	Artifact Collection	Focus Group	Software Extraction	Other methods
94	Abeta	1999							x	Manual user grouping of events compared to software extracted version
95	Andriole	2002				x				Timing studies
96	Burke	2000		x						
97	Guerrero	1996								Self reported work sampling
98	Gurses	2007				x				
99	Heaton	2000								Time study; Simulation modeling
100	Kalinski	2008							x	
101	Kelly	1997		x						Provided a forum for discussion
102	Lin	1996		x						Fixed interval work sampling; Computer simulation
103	Merrill	2007				x				Network analysis
104	Miller	2003								Six Sigma Teams; Modeling of processes; Simulation
105	Reiner	2002				x				Technology profile analysis
106	Reyes	2004				x				Discourse analysis

Table C. Mixed Methods

Ref	First Author	Year	Ethnographic Observation	Structured Observation	Interviews	Surveys	Artifact Collection	Focus Group	Software Extraction	Other methods
107	Agbulos	2003		x						
108	Alexopoulos	2001		x						Simulation
109	Berg	1999	x		x	x	x			
110	Borycki	2006								Simulation; Interaction with a simulation
111	Campbell	2007						x		Expert panel
112	Capuano	2004		x				x		
113	Carayon	2006		x	x	x	x			
114	Casper	2005	x	x	x			x		Modified macroergonomic work system analysis
115	Cortizas	1996					x			Developed process flowcharts; Analyzed physical work space
116	Earl	1995			x		x			Case studies
117	Grote	2000		x						
118	Hengst	2004	x	x	x	x			x	
119	Kumar	2004								Team meetings; Process flowcharting
120	Lederman	2002			x	x				Simulation
121	LeRouge	2007	x		x	x				Video
122	MacKay	1999	x							Video
123	Mbambo	2003		x		x				
124	Mira	2001								Flow charting; Case studies
125	Mueller	1999	x		x	x	x			
126	Muller	1999			x			x		Modified CARD; Video analysis; Audio analysis
127	Nuutinen	2005	x		x		x			Videotaped observation
128	Olsson	2005	x	x	x	x				Video; Diaries; Participatory analysis

Ref	First Author	Year	Ethnographic Observation	Structured Observation	Interviews	Surveys	Artifact Collection	Focus Group	Software Extraction	Other methods
129	Pai	2003								Work redesign
130	Pinelle	2002		x	x					
131	Poltrock	2003	x		x					Recorded meetings
132	Pott	2005				x				Developed survyes
133	Sawyer	2006	x		x		x	x	x	Diaries of work behavior
134	Sierhuis	2002	x					x		Agent based simulation
135	Sonnenwald	2000	x		x		x			Simulated battle exercises
136	Spinuzzi	2002	x		x		x			
137	Tucker	2006	x		x	x				
138	Urden	1997		x						Work sampling
139	Uys	2002	x		x					Site visits; Analysis of site monthly statistics
140	Waterson	2002				x				Workshop; Task analysis (single end user)
141	Wong	2003								Observation (unclear how); Simulation

Table D. Unclear Methods

Ref	First Author	Year	Ethnographic Observation	Structured Observation	Interviews	Surveys	Artifact Collection	Focus Group	Software Extraction	Other methods
142	Bardram	1997								
143	Berg	2003								N/A
144	Bowers	1995	x							
145	Carayon	2004								Case study; Root cause analysis
146	Endress	2006		x						Critical Path Method (CPM)
147	Mira	1999								Case study
148	Mirel	2003								
149	Randall	1995								
150	Wisner	1995	x							

