

Index

- Abernathy, W. J. 228
accounting services 267–8
actor–network theory 2, 15, 18–21, 23,
24, 39, 77, 85, 91, 122, 158,
160–61
de-scription concept 77–8
implicated actors 75
present actors 75
translation concept 115, 117–20,
123–5, 128–30
see also innovation process; users
advertising industry 267, 273
Ahlstrom, D. 33
Akrich, M. 77–8, 246–7
Allsop, M. 118
Almeida, A. L. de O. 290
Amato, I. 116
American Society for Gene Therapy 64
Amsalem, M. A. 288–9, 293
appropriate technology 10, 280, 282–3,
291–5
see also technological change
Armstrong, A. 171
Aspa Bruk 142–3, 148
Auer, M. 145
- Baltic Exchange, London 162, 165
Bellemare, G. 249
Beniger, J. 29
Benjamin, R. I. 171
Bhalla, A. S. 292
Bijker, W. 74–5, 85
biomass gasification 95, 98, 105–6,
107
see also renewable energy
technologies
biotechnological innovation 294, 295
black box concept
of innovation process 13, 71, 73, 113,
130
Blume, S. 39, 79, 85
- Bosch-Siemens 127
Bourdieu, P. 22
Bower, J. L. 33
Braudel, F. 26
Brazil
educational system 286
knowledge acquisition 287–8
labour supply 290
social inequality 286
technological change 286–91
business growth 90, 91, 109
business services *see* information
services
business structure 264–8, 269
businesses
environmental strategies 17–19, 20
external influences on 15
as innovators 177–8, 188
short-termism by 15–17, 20, 21, 22
stakeholder theory of 13, 14–15, 20,
33
transnational (TNCs) 9–10, 254, 255,
261, 270–77
university links 102, 109
- Callon, M. 13, 14, 22, 114
Calor Gas (UK) 127
capital 22, 92, 95, 281
types of 22
venture capital 91, 92
capital inflows
to less developed countries 281
capital to labour ratio 10, 280, 281
Carlsson, B. 109
cars *see* electric vehicles
Carson, R. 118, 141
Centers for Disease Control and
Prevention (CDC) (US) 79, 80, 81
Chandler, A. D. 33
chemical industry
chlorine production 5–6, 112–35

- chlorine chemistry 116
- chlorine use 5–6, 112–35
 - alternatives to 126–8, 132–3, 136–55
 - CFCs 126–8, 132
 - Greenpeace's attitude to 117–20, 122–3, 125–33, 146–7, 148–9, 153
 - industry defence of 120–26, 128–33
 - organochlorines 118–20, 122–4, 128–33
 - policy issues 141–9
 - in pulp/paper industry 6, 136–55
 - PVC 128
 - world use of 117, 124
- Chlorophiles (pressure group) 121–2, 123, 124, 130–33
- choice *see* customer choice
- Christensen, C. M. 33
- Citroën 219, 221, 225
- Clark, K. B. B. 228
- Clarke, A. E. 75, 76
- Cochoy, F. 249
- Coleman, J. S. 13, 23
- Combris, P. 249
- combustion technology 95, 98
 - see also* renewable energy technologies
- communication flows *see* information flows
- communication technology *see* information and communication technologies
- competitive advantage
 - of environmental strategies 18, 33
 - of transnational corporations 276–7
- competitive disadvantage
 - in less developed countries 263, 270
- computer productivity paradox 204–5
- computer software *see* software
- computer systems *see* information and communication technologies; Internet technology
- conceptual networks 157
- confidentiality criteria 172
- constitutional authority 24, 25, 64
- consumer groups 17
 - see also* pressure groups
- consumers *see* users
- cost efficiencies 165
 - from information and communication technologies 255
 - from Internet use 166–7, 172
- Cowan, R. S. 76–7, 85
- CTA agents 15, 33
- cultural influences 91
- customer choice 94, 249
- customer competence 101, 103–4
- customer loyalty/lock-in 3, 104–5
- customer orientation *see* user-centred innovation
- customer services 201
- customers
 - users as 77–8
- data comparison 247, 251
- decision making 165
 - see also* policy issues
- demand side economics 1–2, 5–6, 70, 71, 85, 132–3, 188–9, 197
 - see also* users
- deregulation *see* trade deregulation
- de-scription concept 77–8
 - see also* actor–network theory
- design *see* product design
- the disabled
 - information and communication technologies for 202, 205, 206, 209–14
- discourse coalition theory 23, 24
- distribution channels 157, 158–9, 247–8, 251
- Dolfsma, W. 33
- Dosi, G. 70–71
- drink *see* food and drink industry
- Dubuisson, S. 250
- Dupuy, F. 251
- economic growth
 - Kondratieff cycles 28–9
- educational systems 91, 95, 284, 286
- EFUD programmes 99, 101
- Eka Nobel 143
- the elderly
 - information and communication technologies for 202, 205–6, 209–14
- electric vehicles 217, 218–22, 228–30
 - lightweight (LEVs) 217–18, 222–30
 - Twikes 27–8

- electricity supply industry 27–8
see also renewable energy technologies
- e-mails 168, 169, 171
see also Internet technology
- energy markets
 development of 5, 28
 for renewable energy 5, 89–111
- Enos, J. L. 292–3
- entrepreneurial activities
 innovation and 2, 20, 90
 Internet based 7, 178, 198
- Environmental Defense Fund (US) 147
- environmental issues 12, 14, 29
 chlorine use 5–6, 112–35, 136–55
 green markets 139, 141, 146, 152–3
 greenfreeze technology 126–8, 132–3, 230
 in innovation process 113–14
 policy issues and 141–9
 precautionary principle 125–6
 renewable energy 101
 resource limitations 29
 solutions campaigning 126–8
 sustainable development 12, 17–19, 20
- environmental pressure groups 137, 146–7, 153, 217
see also Greenpeace
- Environmental Protection Agency (EPA) (US) 146
- environmental regulations 139–41
- ergonomics
 in product design 205, 208
- Euro Chlor Federation 6, 120–21, 122–5, 130–33
- European Chemical Industry Council (CEFIC) 120
- evaluation *see* testing
- Evans, P. 170, 171
- evolutionary economics 1, 2, 22, 112–15, 177
- evolutionary theory
 quasi-evolutionary 13, 17, 23, 27
 of socio-technological change 22, 23, 112–15
 of technological change 5–6, 26–33, 89–95, 99–101, 112–35
- Eymard-Duverney, F. 251
- familiarity 241–4
 definition 250
see also taste
- fax technology 168
see also information and communication technologies
- financial services 264, 267–8, 271, 272–3
- Finland 144, 145–6, 149, 150–51, 154
- firms *see* businesses
- Fonk, G. 17
- food and drink industry
 genetically modified food 16
 processed food 290–91
 taste, importance of 234–5
 tasting sessions 8–9, 234–53
- Food and Drug Administration (FDA) (US) 79–80, 81
- food safety 234, 249
- Foucault, M. 30
- France
 electric vehicles, use of 217, 218–82, 228–30
- Freeman, C. 28–9, 90
- funding
 EFUD programmes 99, 101
 of gene therapy firms 42–3, 48, 57–8, 61
 of innovation process 17
 investment subsidies 99, 101
 venture capital 91, 92
- Galvao, C. 286
- Garud, R. 14, 33
- gene medicines 58–9, 61–2
- gene therapy 4, 38–9
 clinical trials 54, 56, 63–4
 definition 41–2
 development of 41–58
 disease targets 50–53
ex vivo 42, 53–8, 61, 63, 64
in vivo 42, 58–9, 61, 64
 market creation in 48–9, 50, 53–8, 61, 62–3
 platform technologies in 59
 regulatory framework 54
 safety issues 41
- gene therapy firms 44–7, 51–2, 58–9, 65
 corporate partnerships 46–8, 49–50, 57, 61–2, 64

- funding 42–3, 48, 57–8, 61
 - research and development 50, 58–9, 61, 62
 - start-up strategies 43–8
- GeneMedicine 55, 59
- General Agreement on Tariffs and Trade (GATT) 274–5
- GeneSys 56
- Germany 148–9
- green issues *see* environmental issues
- greenfreeze technology 126–8, 132–3, 230
- Greenpeace 116–17
 - chlorine debate and 6, 117–20, 122–3, 125–33, 146–9, 153, 230
 - industry responses to 120–26, 128–33
 - solutions campaigning 126–8
- Grint, K. 157–8
- Groen, A. J. 14, 22
- Grübler, A. 29–30

- Hagel, J. 171
- Hall, J. M. 185, 194
- 'The Halloween Documents' (Microsoft memos) 184, 198
- Hart, S. L. 17–19, 33
- Helsinki Commission (HELCOM) 142, 145, 146
- Hennion, A. 250
- Hoffman, A. J. 13
- Hoogma, R. 33, 230
- Hughes, T. 114
- Hughes, T. P. 30–31, 157

- ideographs
 - uses of 24
- industrial associations 103, 115, 143
 - Euro Chlor 6, 120–21, 122–5, 130–33
- industrial design 250
 - see also* product design
- industrial network theory 15, 23, 90, 102–3
- industrial structure 264–9
- industry standards 21, 113
- information asymmetries 170–71, 210
- information and communication technologies (ICTs) 7–8, 29, 91, 167–9, 217
 - cost of 169, 255
 - definition 255
 - development of 254, 255
 - for the disabled/elderly 202, 205–6, 209–14
 - primacy in 202
 - in service sector 9–10, 254–79
 - user-centred design in 201–15
 - users of 202–5, 214
 - see also* Internet technology
- information flows
 - increases in 170
 - linguistic issues in 210, 214
 - in market creation 156–9, 160–61
 - in ship-broking 161–73
- information industry 271, 274
- information networks 160–61, 257
 - informal 162, 164, 165–6
 - open source 186
- information quality 170, 171
- information services 9–10, 254–79
 - access to 9
 - development of 255, 259–63
 - employment levels 261
 - impact of 255, 263–76
 - importance of 254–5
 - as international 270–77
 - knowledge-intensive 261–2
 - organization/structure 263–70
 - policy issues 276–7
 - transnational corporations (TNCs) as suppliers of 9–10, 254, 255, 261, 270–77
 - as transportable 260, 269–70
 - types of 254–9, 264–9
- information society 203, 214
- innovation
 - business based 177–8, 188
 - definition 2, 10
 - process of 281
 - success of 2, 68, 72
 - types of 10
- innovation diffusion 89–90, 107–8, 281, 294
- innovation process
 - appropriateness criteria 10, 280, 282–3, 291–5
 - black box theory of 13, 71, 73, 113, 130
 - demand-pull 1–2, 5–6, 70, 71, 85, 132–3, 188–9, 197

- environmental issues and 113–14
- investment in 17, 42–3, 48, 57–8, 61, 71
- market identification and 3, 4, 12–37, 40
- market structure and 3, 4, 12–37, 40, 112–13
- national 90, 92
- nature of 4, 70–76
- promise-requirement cycles 16
- radical 3
- regional 90
- short-termism in 15–17, 20, 21, 22
- technology-push 2, 70, 85, 188–9, 202
- threat-requirement cycles 16
- user needs *see* user needs
- user-centred *see* user-centred innovation
- see also* technological change
- institutional influences 79–80, 91, 95
- institutional structure 21–5, 32, 90
- industrial associations 6, 103, 115, 120–21, 122–5, 130–33
- interactions/dependencies in 23–4
- weaknesses in 103
- see also* Greenpeace; pressure groups
- institutions
 - hard 91
 - roles of 91, 94, 95
 - soft 91
 - as users 79–82
- insurance industry 265, 272–3
- Intel operating systems 183
- intellectual property rights (IPR) 3, 276
- internationalization *see* transnational corporations
- Internet entrepreneurship concept 7, 178, 198
- Internet technology
 - access to 203
 - cost efficiencies from use of 166–7, 172
 - as demand driven 158, 170–71
 - development of 177–200
 - e-mail 168, 169, 171
 - impact of 156–9, 171, 172–3
 - investment in 172
 - legislative framework 172
 - limitations 165, 171, 172
 - market applications 6–7, 156–7, 170–73
 - technology pull 158
 - types of 157
 - user-centred innovation via 177–98
 - see also* information and communication technologies
- investment
 - in innovation process 17, 42–3, 48, 57–8, 61, 71
- investment subsidies 99, 101
- see also* funding
- invisible earnings 270
- see also* service sector
- Jaakko Poyry 154
- Jacobsson, S. 91, 109
- Japan
 - educational levels 284
 - knowledge acquisition 283
 - labour supply 284–5
 - technological change 283–5
- Jervan, H. 217
- Johnson, A. 109
- Kamyr AB 141
- Kantrow, A. M. 228
- Kemp, R. 26
- knowledge
 - explicit 91
 - importance of 281
 - as a production factor 281
 - tacit 91
- knowledge acquisition 92
- in Brazil 287–8
- in Japan 283
- in less developed countries 280–81, 287–8
- proprietary knowledge 270
- knowledge creation 92, 177–8
- knowledge-intensive services 261–2
- see also* information services
- knowledge technologies 258
- knowledge transfer 91, 260
- knowledge workers 203
- Kondratieff cycles 28–9
- Kroesa, R. 146
- Kvaerner Chemrec 98
- Kvaerner Turbin 96

- labour supply
 - Brazil 290
 - capital to labour ratio 10, 280, 281
 - division of labour 260, 275
 - highly-skilled labour 281
 - Japan 284–5
 - in less developed countries 275, 280, 281, 290
 - low-skilled labour 281
- Lancaster, K. 249
- Landauer, T. K. 204–5
- Latour, B. 22
- Law, John 77–8
- learning-by-doing 216–17, 229, 230
- learning-by-using *see* user-centred innovation
- legislative framework 82, 95
 - for Internet technology 172
- Lehtinen, K.-J. 150–51
- Leonard-Barton, D. 22
- less developed countries (LDCs) 280–96
 - appropriate technologies for 280, 282–3, 291–5
 - capital inflows 281
 - competitive disadvantage in 263, 270
 - food supplies 294, 295
 - labour markets 275, 280, 281, 290
 - service sector 262–3, 269–70, 277
 - technological needs 280–96
 - technology transfer 287–8
- lightweight electric vehicles (LEVs) 217–18, 222–30
 - see also* electric vehicles
- Linux operating system 7, 178–200
 - citation searches for 180–81, 182, 184, 198
 - compatibility 181–2
 - development across the Internet 178, 180–81, 183, 185–6
 - use of 185–6, 187–92, 193–8
 - user innovation and 177–98
 - user numbers 181
- Lundvall, B.-Å. 72, 113
- McKelvey, M. 177, 198
- McTaggart, D. 116
- Malone, T. W. 171
- management consultants 267–8, 273
- Marchal, F. 251
- market creation 3, 5, 92–3, 94
 - in gene therapy 48–9, 50, 53–8, 61, 62–3
 - intermediaries and 3
 - Internet and 6–7, 156–9, 160–61
 - relative prices and 101
 - in renewable energy technologies 107
 - users and 3, 138–9
- market failures *see* obstacles
- market research 2, 3
 - see also* user needs
- market structure
 - agri-food sector 248–9
 - innovation process and 3, 4, 12–37, 40, 112–13
 - niche-markets 107
 - non-market factors 2, 12, 16
 - selection environment concept 1, 2, 5–6, 112–13, 130–33
- Marvin, C. 24
- medical innovations 217
 - gene therapy 4, 38–67
 - vaccines 4–5, 68–88
- Merleau-Ponty, M. 250
- Mialet, H. 250
- Microsoft 178
 - anti-trust suit 184
 - as dominant 179–80
 - as inflexible 185
 - Linux as alternative to 178, 182–98
- Millais, C. 126
- Mölnlycke 148
- monopoly power 276
 - Microsoft anti-trust suit 184
- Montini 75
- Morris-Suzuki, T. 283–4
- Mowery, D. 70, 71, 72, 76
- multinational corporations *see* transnational corporations
- narrative dynamics
 - in management theory 24
- national innovation systems 90, 92
- National Institute for Allergy and Infectious Diseases (NIAID) (US) 82
- National Organization of Swedish Energy Associations (SERO) 103
- Nelson, R. 113
- neoclassical economics 1, 2, 90
- Netscape operating system 178, 183

- network theory 7, 12, 21, 39, 91, 92, 94
 conceptual networks 157
 industrial 15, 23, 90, 102–3
 trust relationships 165–6, 171
see also actor–network theory
- NLK Consultants 149, 154
- Noori, H. 217
- Nooteboom, B. 22
- Nordic Council of Ministers 146
- Nordic Windpower 96
- Norman, D. 204, 205
- North, R. 132
- nuclear power 104–5, 106, 116
see also renewable energy technologies
- obstacles
 to technological change 93–5, 99, 101–6, 291–2
- open source information 186
- organochlorines 118–20, 122–4, 128–33
see also chlorine use
- Oslo and Paris Commissions (OSPAR) 125
- Oudshoorn, N. 85
- Papadopoulos, S. 57
- paper industry *see* pulp and paper industry
- Parsons, T. 14, 22
- Pavitt, K. 255, 257
- pay levels 285, 286
- Perez, C. 28–9
- pesticides 118–20
see also environmental issues
- Peugeot 218, 219, 221, 225
- pharmaceutical industry
 gene therapy and 46–8, 49–50, 57, 61–2, 64
- Pinch, T. 85
- platform technologies 59
- pleasure 241
 definition 250
see also taste
- policy issues 23–4, 32
 in appropriate technologies 292–3
 in information service provision 276–7
see also decision making
- policy network analysis 23, 24
- pollution *see* environmental issues
- precautionary principle 125–6
- pressure groups 6, 16, 20, 26, 33, 115, 230
 for the elderly/disabled 206, 209
 environmental 137, 146–7, 153, 217;
see also Greenpeace
 industrial associations as 6, 120–21, 122–5, 130–33
see also consumer groups
- Preston, A. 164
- pricing structure 90
 new products 94
 relative prices 101
- privatization process 271
- Proctor and Gamble 148
- product design
 ‘Design for All’ concept 8, 202, 206, 210–12, 213
 electric vehicles 217–30
 ergonomics in 205, 208
 food and drink industry 234–53
 in information and communication technologies 201–15
 universal design concept 206
 usability criteria 205–6, 214
 user-centred innovation 201–15, 216–33, 234–53
- product life cycle 204, 214
- product testing 242, 250
 tasting sessions 8–9, 234–53
- protectionism *see* trade deregulation
- PSA (France) 218–22, 229–30
- public interest issues 12–13, 15, 16, 18, 31–3
- pulp and paper industry
 chlorine use 6, 136–55
 elemental chlorine free (ECF) pulp 137–9, 143, 146, 147–52, 153
 export markets 140–41
 Kraft sulphate process 137, 142, 152, 154
 oxygen delignification 140, 141, 149, 154
 technology choice in 288–9
 totally chlorine free (TCF) pulp 137–9, 140, 141, 143, 144, 146, 147–9, 150, 153
 waste treatment 139–40, 142, 144, 145, 146, 150–51, 154

- Z pulp 146
- PVC use 128
- quality issues 201
- Rayport, J. F. 171
- Red Hat Software 183
- regional inequality 259–60
- regional innovation systems 90
- regulatory framework 113
 - environmental 139–41, 142–3, 144–5
 - governmental 2, 3, 6, 12, 16, 54, 91, 136–7, 139–41, 142–3
 - pressure groups and 6
 - Sweden 136–7, 139–41, 142–3
 - see also* trade deregulation
- Renault 218
- renewable energy technologies (RETs)
 - development of 5, 89, 95–108
 - environmental issues 101
 - inducements for 99–101
 - market creation for 107
 - obstacles to 99, 101–6
 - policy issues 105–8
 - Sweden 96–108
 - types of 96–8
- research and development 109
 - in clean technologies 141–2
 - in gene therapy 50, 58–9, 61, 62
 - in Internet technology 177–8, 188, 198
 - in renewable energy 96, 97, 104
 - in software 177–8, 188, 198
 - in vaccines 82
- research and development funding 17, 42–3, 48, 57–8, 61, 71, 104
 - for clean technologies 141–2
- resource allocation 29, 92, 247, 251
- Rip, A. 17, 20, 22, 26
- risk assessment 16, 20
- Rosenberg, N. 70, 71, 72, 73–4, 76
- Saxenian, A. L. 94
- Scharpf, F. W. 13
- Schmidt, S. K. 13
- scientific instrumentation industry 71
- scientific practices/processes 73
- scientific theories
 - development of 2
 - see also* innovation process
- selection environment concept 1, 2, 5–6, 112–13, 130–33
 - see also* market structure
- Semprun, J. 33
- service sector
 - business services 9–10, 254–79
 - contracted services 261
 - diversification 275–6
 - economies of scale in 261–2
 - franchising 269
 - growth of 254, 258, 261–2
 - information based 9–10, 254–79
 - internationalization of 270–77
 - in less developed countries 262–3, 269–70, 277
 - productivity 204–5
 - public services 261
 - scale-intensive 257
 - specialized 258
 - supplier-dominated 257
 - technology-intensive 258
 - trade in 276–7
 - tradeability in 269
 - transnational corporations (TNCs) in 9–10, 254, 255, 261, 270–77
 - types of 254–9, 264–9, 271
- services
 - definition 254–5
- Shaw, B. 39
- ship-brokers 162–3, 170
 - advisory role 164–5
 - house-brokers 167
 - trust relationships 165–6, 171
 - use/non-use of 166–7
- ship-broking
 - information flows 161–73
 - Internet applications 6–7, 156–7, 170–73
 - market structure 161–2
- ship-broking agencies/agents
 - informal contacts 162, 164
 - information/communication flows 161–73
 - in London 162
 - in Piraeus 162
- Simon, B. 230
- Skogsindustrierna 143
- social construction of technology (SCOT)
 - concept 34, 39, 157

- socio-technological change 12–14,
21–33, 71, 73–6, 157–8
evolutionary theory of 22, 23, 112–15
quasi-evolutionary 13, 17, 23, 27
gene therapy development as 39–41,
64–5
patterns of 26–31
prospective structures theory 22
- Södergren, A. 144
- Södra 149
- software
commercial 177, 195–7; *see also*
Microsoft *below*
demand-pull 188–9, 197
development of, across the Internet
177–98
freeware 177, 178, 179, 182, 184,
186, 196, 198; *see also* Linux
below
Linux 7, 178–200
Microsoft 178, 179–80
Netscape 178, 183
- solar collectors 96–7, 107
see also renewable energy
technologies
- Solar Energy Association of Sweden
(SEAS) 103
- Somatix Therapy Corp. 53–4, 56, 57, 58
- stakeholder theory 13, 14–15, 20, 23, 33
- Stallman, R. 186
- Stankiewicz, R. 90
- Staudenmaier, J. M. 26
- Suchman, L. 3
- Sun Systems 183, 185
- Sunds Defibrator AB 141
- supply/demand chain 3
green markets 139, 141, 146, 152–3
- supply side economics 1, 2
- sustainable development 12, 17–19, 20,
26, 33
- Svenska Cellulosa AB (SCA) 148
- Sviokla, J. J. 171
- Sweden
industrial structure 96
innovation process 5
nuclear power 104–5, 106
policy issues 105–8, 141–9
pulp/paper industry 136–55
regulatory framework 136–7, 139–41,
142–3
renewable energy technologies 5, 89,
96–108
- Swedish Bioenergy Association
(SVEBIO) 103
- Swedish National Environmental
Protection Agency 142
- Swedish Wind Power Association
(SVIF) 103
- Switzerland
lightweight electric vehicles (LEVs),
use of 217–18, 222–30
- Talma, S. 20
- Tana, J. 150–51
- taste
changes in 237, 238–40, 249
familiarity and 241–4, 250
importance of 234–5
patterns of 239
pleasure and 241, 250
sensitive body concept 242, 245,
250
- tasting sessions 8–9, 234–53
as collective experiments 243–4
format 235–6
as framed tests 237–8
impact of 244–8
objectives 235, 236–7, 241
proliferation of 235, 238, 239, 242
uncertainty in 238–41
verbalizing responses to 240–41, 243,
249, 250
see also food and drink industry
- techno-economic networks (TENs)
114–15, 130
- technological change
acceptance of 95
as appropriate 10, 280, 282–3, 291–5
Brazil 286–91
bridging functions in 91
definition 90–91
development 89–95, 99–101
evaluation 33
evolutionary theory 5–6, 26–33,
89–95, 99–101, 112–35
as inappropriate 280, 281–3, 288–9
incumbent technologies and 9, 101–2,
217, 281
Japan 283–5
in less developed countries 280–96

- obstacles/market failures in 93–5, 99, 101–6, 291–2
- pervasive technology 28–9
- policy issues 105–6
- post-modern 30–31
- socio-technological 12–14, 21–33, 39–41, 64–5, 71, 73–6, 157–8
- system builders concept 91
- technology/product specific 90–92
- as a threat 104–5
- technological knowledge *see* knowledge
- technological paradigms 70–71
- technological trajectories 70–71, 112–13, 114
- technology blending 282
- technology choice 136
- technology transfer *see* knowledge acquisition
- technology-intensive services *see* information services
- technology-push
 - to innovation process 2, 70, 85, 188–9, 202
- Technoterm 97, 98
- telecommunications sector 167–8, 258–9, 263, 265–6, 269–70
 - mergers and acquisitions 271
 - privatizations 271
 - see also* information and communication technologies
- Telematics for the Integration of Disabled and Elderly people (TIDE) project 206–12
- telex technology 167–8
 - see also* information and communication technologies
- testing
 - new products 8–19, 234–53
 - tasting sessions 8–9, 234–53
- textile industry 288–9
- Thévenot, L. 250
- Thoenig, J-C. 251
- Tolba, M. 127
- Torvalds, L. 7, 180, 182, 186, 190
- Total Quality Management (TQM) 201
- trade deregulation 263, 264, 274–5
- TransKaryotic Therapies (TKT) 56, 57–8
- transnational corporations (TNCs)
 - as service providers 9–10, 254, 255, 261, 270–77
 - see also* businesses
- trust relationships 165–6, 171
- Twikes (electric cars) 227–8
- universal design concept 206
- universities
 - industrial links 102, 109
- UNIX operating systems 185–6, 195
- usability criteria
 - in product design 205–6, 214
- user behaviour 239–40, 249
- user needs 69
 - as articulated by others 69, 78–84
 - in gene therapy 4–5, 38–41, 48–65
 - identification of 5, 38, 201
 - innovation and 2–3, 4, 10, 38–41, 48–65, 71, 280–96
 - in Internet technology 158, 170–71
 - in IT design 7–8, 201–15
 - market demand and 70
 - see also* demand side economics
- user-centred innovation 17, 77
 - by the disabled/elderly 202
 - double-loop learning 228–9, 230
 - electric vehicle innovation 217–30
 - food and drink industry 234–53
 - incentive for 217
 - in information and communication technologies 201–15
 - in Internet software 177–98
 - lead users concept 216–17
 - process of 216–33
 - in product design 8–9, 201–15, 216–33, 234–53
 - single-loop learning 228
- user–producer relationship 113, 114
- users
 - as competent/expert 202, 203, 217
 - as conservative 16, 17
 - as consumers 72–3, 76–7, 78–9, 80–81, 83–4, 85, 126
 - as customers 77–8
 - definition/identification of 5, 49–50, 68–88, 214
 - early adopters 202, 204
 - of information and communication technologies 202–5, 214
 - institutions as 80–82
 - late adopters 204
 - lead users concept 216–17

- market creation and 3, 138–9, 156–9
 - non-users 68–9, 79, 82–3, 85, 203–4
 - as relevant 74–6
 - as represented by others 69, 73, 74–5, 78–84
 - role of 39–41, 63–4, 71–8
 - social status 77, 78–9, 82, 83
 - of vaccines 68, 69, 78–84
 - user–supplier relationships 3, 102–3, 108
- vaccines
- DNA vaccines 85
 - GBS vaccine 82–3
 - innovation process 4–5, 68–9
 - legal issues 82
 - opposition to use of 79, 85
 - research and development 82
 - users of 68, 69, 78–84
- Van den Belt, B. 17
- Van Kammen, J. 78–9
- Van Lente, H. 22
- Van de Poel, I. 13, 33
- Vattenfall 97, 102, 104, 108
- venture capital 91, 92
- Vergragt, P. 230
- Verheul, H. 230
- visible hand concept 12, 13, 23–4, 26, 32, 33
- vision concept 40, 58–62
- Volkswagen 225
- Von Hippel, E. 71, 78, 82, 216–17
- Werle, R. 13
- Western Electric Company 231
- Weyer, J. 13
- Wigand, R. 171
- wind turbines 96, 107
- see also* renewable energy technologies
- Women's Environment Network (UK) 147
- Woolgar, S. 22, 78
- Wurster, T. 170, 171