

Chapter 1

Introduction

Chapter 2

Background

Chapter 3

Study 1 and 2

Research question

How do people manage inquiries for data entry in a finance office setting?

Chapter 4

Study 3, 4, and 5

Research question

Do time costs affect the number, duration and timing of inquiries for data entry?

Chapter 5

Design considerations

Research question

How can design interventions better support managing inquiries?

Chapter 6

Study 6 and 7

Research question

Does time feedback affect the number and duration of, and awareness of time spent on, inquiries for data entry?

Chapter 7

General discussion