

MODULE 3

REFERENCE BOOKS

1. Most of the material including the case study has been adapted from Chapter 4, Analysis and Design of Information Systems by V.Rajaraman published by Prentice Hall of India 2002 with permission from publisher.
2. Systems Analysis and Design, by K.E.Kendell and J.E.Kendell published by Pearson Education Asia 2002 discuss in detail fact gathering in pp.117-196. They cover interviewing, questionnaire use and observing an organization very thoroughly.