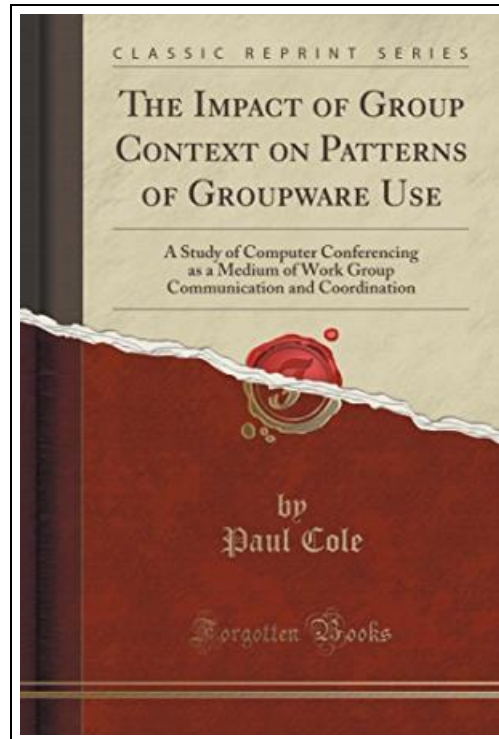


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Forgotten Books, United States, 2016. Paperback. Condition: New. Language: English . Brand New Book ***** Print on Demand *****.Excerpt from The Impact of Group Context on Patterns of Groupware Use: A Study of Computer Conferencing as a Medium of Work Group Communication and Coordination This study examines the use of computer conferencing by three work groups in order to examine the group factors which influence the use of groupware technology. The paper first presents three work groups, describing group task, structure and process. Four modes of use observed are then briefly outlined, followed by a detailed account about each group's use of computer conferencing and the common themes identified by team members. The next section analyzes the use patterns across the teams using a framework developed in the study. This framework draws on the small group theory of Hackman and Wageman (1995) and (Schein, 1985). The summary section presents a set of considerations, based on the findings, for introducing similar groupware technology. The study was conducted in a software engineering organization of a computer company. The three groups studied a research group, a senior management team, and a product development group-1 represent a variety of tasks and goals. The study examined the first year of conference use by the three groups. It focused on the use of computer conferences limited to group members rather than open computer conferences that are used for communication beyond a work group. Electronic mail was a common means of communication in the software engineering environment and most engineering project teams also used computer conferencing. Both electronic mail and computer conferencing systems had been available in this software engineering organization for over ten years. Data collection involved individual interviews, observation of the members' interactions, Current Address: Lotus Development Corporation, 55 Cambridge Parkway, Cambridge, Ma. and analysis of...



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