Table of Contents

Preface .................................................................................................................................................. xii

Chapter 1
From Collaborative Tools to Collaborative Working Environments ...................................................... 1
  Wolfgang Prinz, Fraunhofer FIT and RWTH Aachen, Germany
  Maria Antonia Martínez-Carreras, University of Murcia, Spain
  Marc Pallot, Nottingham University, France

Chapter 2
Towards a Reference Architecture for Collaborative Work Environments ......................................... 11
  Vassilios Peristeras, National University of Ireland-Galway, Ireland
  Antonia Martínez-Carreras, University of Murcia, Spain
  Antonio F. Gómez-Skarmeta, University of Murcia, Spain
  Wolfgang Prinz, Fraunhofer/FIT, Germany
  Peyman Nasirifard, National University of Ireland-Galway, Ireland

Chapter 3
Emerging Collaboration Routines in Knowledge-Intensive Work Processes:
Insights from Three Case Studies ........................................................................................................... 25
  Burak Sari, Leiden Institute of Advanced Computer Science, The Netherlands
  Hermann Loeh, UniBw München, Germany
  Bernhard R. Katzy, UniBw München, Germany

Chapter 4
Collaborative Performance: Addressing the ROI of Collaboration ...................................................... 40
  Kjetil Kristensen, ESoCE-NET, Italy
  Björn Kijl, University of Twente, The Netherlands
Chapter 5
Collaborative Distance: A Framework for Distance Factors Affecting the Performance
of Distributed Collaboration ........................................................................................................ 53
Marc Pallot, Nottingham University, UK
Maria Antonia Martínez-Carreras, University of Murcia, Spain
Wolfgang Prinz, Fraunhofer FIT and RWTH Aachen University, Germany

Chapter 6
Socio-Technical Influences on Virtual Research Environments ........................................... 89
Marisa Ponti, Gothenburg University/University of Borås, Sweden

Chapter 7
An Integrated Collaboration Environment for Various Types of Collaborative
Knowledge Work ...................................................................................................................... 102
Frank Fuchs-Kittowski, Hochschule für Technik und Wirtschaft Berlin, Germany
Eric Siegeris, Process & Solution Quality SAP Deutschland AG & Co KG, Germany

Chapter 8
Communication Genres for Dispersed Real-Time Collaboration (RTC):
The Role of Presence and Awareness ..................................................................................... 114
Frank Frößler, University College Dublin, Ireland

Chapter 9
Self-Regulation in Instant Messaging (IM): Failures, Strategies, and Negative Consequences .... 136
Anabel Quan-Haase, University of Western Ontario, Canada

Chapter 10
Instant Messaging in Global Software Teams ........................................................................ 158
Suling Zhang, Kean University, USA
Felix Köbler, Technische Universität München, Germany
Marilyn Tremaine, Rutgers University, USA
Allen E. Milewski, Monmouth University, USA

Chapter 11
Using WarpPLS in E-Collaboration Studies: An Overview of Five Main Analysis Steps .......... 180
Ned Kock, Texas A&M International University, USA

Chapter 12
Scaffolding Solutions to Business Problems: Trust Development as a Learning Process .......... 191
Herbert Remidez, Jr., University of Dallas, USA
Antonie Stam, University of Missouri, USA
James M. Laffey, University of Missouri, USA
Chapter 13
Mapping the Need for Mobile Collaboration Technologies: A Fit Perspective......................... 211
   Saonee Sarker, Washington State University, USA
   Damon E. Campbell, Millsaps College, USA
   Jan Ondrus, ESSEC Business School, France
   Joseph S. Valacich, Washington State University, USA

Chapter 14
Improved Information Connectivity and Visibility throughout the Global Supply Base ............ 234
   William Wilson, Wright State University, USA
   Kevin P. Duffy, Wright State University, USA

Compilation of References ........................................................................................................... 250

About the Contributors .................................................................................................................. 277

Index............................................................................................................................................... 284