Index

A
action research (AR) 87–95
active cooperation 171
adaptive structuration theory 57
agent 76
ARPANET 3
articulatory-loop memory 242
artificial intelligence (AI) 80–85
asynchronous collaboration 47
attention 227, 239, 248
attention management 78

B
brainstorming 13, 97, 193
business-to-business (B2B) 2, 167
business-to-consumer (B2C) 167, 219

C
collocated communication 218
collaboration 77–85
Collaboration Envelopes™ 70–85
collaborative filtering technology 183
collaborative sensemaking 71
collaborative system 229
collaborative task 1, 5
collaborative technology 290
communication 49, 101
communication channel 141–165
communication speed 252, 256
community-based co-production 166
compensatory adaptation 155
cognitive capacity 239
cognitive fit 226
cognitive interference 195, 197, 252, 255
cognitive limitation 231
cognitive resources 227, 229, 234, 239
cognitive support 226
cohesiveness (group dynamics) 276
collaboration 77–85
Collaboration Envelopes™ 70–85
collaborative filtering technology 183
collaborative sensemaking 71
collaborative system 229
collaborative task 1, 5
collaborative technology 290
communication 49, 101
communication channel 141–165
communication speed 252, 256
community-based co-production 166
compensatory adaptation 155
compliant cooperation 171
computer 2
computer-mediated communication 4, 96, 114, 4, 296
computer supported cooperative work (CSCW) 4, 42
conferencing 47
consensus approach 96
constructive consensus (CC) 98
cooperation 171
coordination-cognition 239
customer co-production 167

darwin 92
deceptive communication 294
decision effectiveness 108
delivery 171
desktop conferencing 47
dialectical inquiry (DI) 96, 97, 114
distributed analysis 120, 121, 123
distributed cognition 226, 229
distributed environment 123
distributed interaction 43
distributed requirements determination (DRD) 119
distributed software development 120
doctoral action research 92–95
dual task interference 262
dyadic co-production 166

e-e-collaboration 1–10, 43, 88–95, 119, 136–165, 167, 217, 228
e-e-collaboration inquiry 86
e-e-collaboration research 13
e-learning 52
e-mail 3, 49, 142–165
Einstein 92
electronic brainstorming 13, 193, 194, 195, 207, 250
electronic commerce 2
electronic meeting system 47, 50
embedded relationship 185
ENIAC 3
evaluation apprehension 252, 254
experimental research 88–95

F
face-to-face (FtF) 97, 121, 142–165, 291
face-to-face meeting 96
face-to-face interaction 43
fit appropriation model 55
free riding (social loafing) 197

G
group-level cognition 229
group decision support system 14
group support systems (GSS) 50, 97, 297
groupware 97, 226, 228
groupware simulator 198, 200
groupware support 228

H
human agent 76–85

I
IKa 167
impersonal hierarchy service design 177
individual cognition 229
information gathering 121
information system 91
innovation diffusion 136, 138–165
input uncertainty 174
instant messaging 5, 49
integrated technology support 41
integration 44
interdependence 140, 172
Internet 42, 166, 168
involuntary cooperation 171

K
knowledge management (KM) 71

L
learning 137–165
long-term memory (LTM) 236
M
maintenance interactive service organization 176
marketing 171
material artifact 14
media richness theory (MRT) 55, 220, 295
memory 76-85, 233-234, 241-248
mental models 229
message handling 13
meta-memory 232
mobile e-collaboration 4
multivariate analysis of variance (MANOVA) 150
mutual adjustment 172
mutual knowledge 125
N
negotiation 78–85
nominal brainstorming group 195, 251
nominal group technique 97, 207
non-axiomatic reasoning 76
non-human agent 76–85
O
one-to-one communication 49
organizational citizenship 170
P
passive cooperation 171
perception 227, 239
performance ambiguity 175
personal interactive service organization 179
personalized market 176
personalized relationship 176
perspective taking 123
positivism 89
production blocking 252, 253
project management 49
proximity 138–165
Q
quick information exchange paradox 221
R
recognition-primed decision making (RPD) 237
relative advantage 137
research client 87–95
research prototype 44
retrieval structures 236
S
scripted market 176
scripted relationship 176
sensemaking 70
sequential customized service design 178
sequential standardized service design 176
shared understanding 123
shared workspace 228
short-term memory 236
single sensemaking 72–85
situation assessment 242
social construction theory 16
social environment 6
social facilitation 252, 253
social information processing 138–165, 140, 140–165
social loafing 193, 195, 197, 252, 255
social network 137, 137–165
social presence theory 295
social proximity 137–165
social system 137–165
socio-emotional information 277
socio-technical system 231
stigmergy 234, 241
stress 241, 246
structuring theory 14
structured conflict 96
swift process 57
synchronous 97
synchronous collaboration 47
synergy 193, 195, 252
T
task, expertise and people (TEP unit) 233
task-related information 277
task-technology fit 55
task interactive service organization 178
teamwork 48
technology beliefs 141
technology support 41
telework 137, 139–165
template 236
template theory 226, 229, 236
time-interaction-performance (TIP) 58
time pressure 241
transaction cost economics 175
transactive memory 226, 229, 233, 243, 247
transactive memory system 232
trust (group dynamics) 276

U
understanding 123

V
verbal brainstorming 250, 256
verification 121
vertical integration 44
video conferencing 88–95
virtual organizations 97
virtual project 50
virtual team 96, 137, 270, 271
virtual teamwork 48
visio-spatial memory 242
VIVA project 44
voice-over-IP (VoIP) 297
voluntary cooperation 171

W
web blog (blog) 59
wikis 59
working memory 76–85
workspace 228
World Wide Web 96