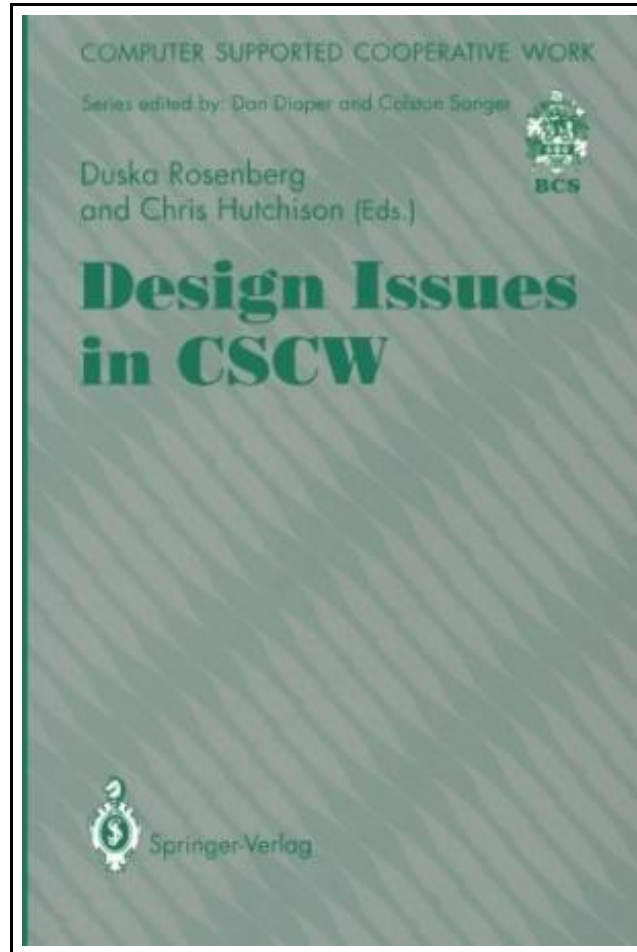


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Book Condition: New. Publisher/Verlag: Springer, Berlin | One of the most significant developments in computing over the last ten years has been the growth of interest in computer based support for people working together. Recognition that much work done in offices is essentially group work has led to the emergence of a distinct subfield of computer science under the title Computer Supported Cooperative Work (CSCW). Since the term was first coined in 1984, there has been growing awareness of the relevance to the field of, and the valuable contributions to be made by, non-computing disciplines such as sociology, management science, social psychology and anthropology. This volume addresses design issues in CSCW, an- since this topic crucially involves human as well as technical considerations - brings together researchers from such a broad range of disciplines. Most of the chapters in this volume were originally presented as papers at the one-day seminar, "Design Issues in CSCW", held at the Department of Trade and Industry (DTI), London, on 17 March 1992, one in a series of DTI-supported CSCW SIG seminars. We would like to express our gratitude to the series editors, Colston Sanger and Dan Diaper, for their useful comments on, and suggestions for revisions to, the final draft of the manuscript; to Linda Schofield, our editor at Springer, for her continued encouragement throughout the preparation of the manuscript; and, finally, to our respective families for their support and patience over so many months. | 1 Introduction.- 2 Computer Supported Cooperative Work: A Framework.- 2.1 Introduction.- 2.2 Cooperative Work.- 2.2.1 Cooperation.- 2.2.2 Work.- 2.2.3 Communication through the Artefact.- 2.2.4 Understanding: Soft and Hard Artefacts.- 2.2.5 Deixis.- 2.3 Computer Support: Communication.- 2.3.1 Computer Mediated Communication.- 2.3.2 Anti-CMC.- 2.4 Computerized Artefacts of Work.- 2.5 Non-Computerized Artefacts.- 2.5.1 Prosthesis.- 2.5.2 Implications for Design.- 2.5.3 Success...



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