

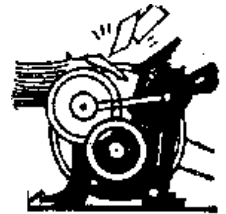
Support for existing group processes with new tools, or support for new group processes?

CMC experience: Much of the group communication in CMC systems is found to be new communication, new ways of solving existing problems or even new ways of acknowledging and solving new problems.

Example: Telephone



printing press



CSCW experience: Most work is on studying existing group processes with and without CSCW support.

Changing work roles with CMC/CSCW

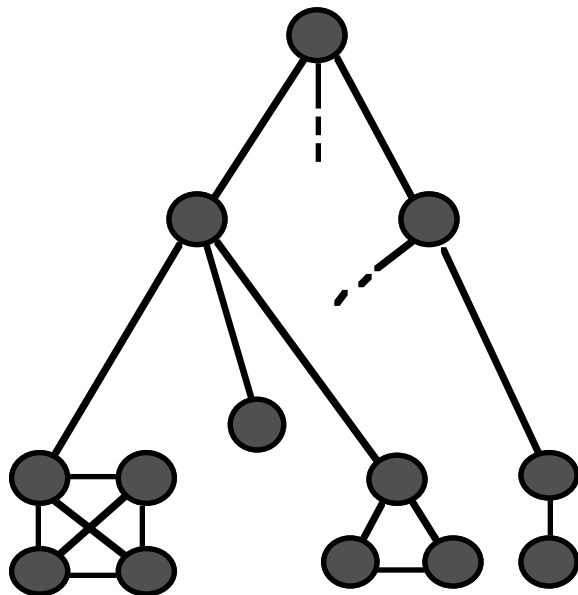
Advantages for those who are good at written communication

Advantages for those who are good at using computers

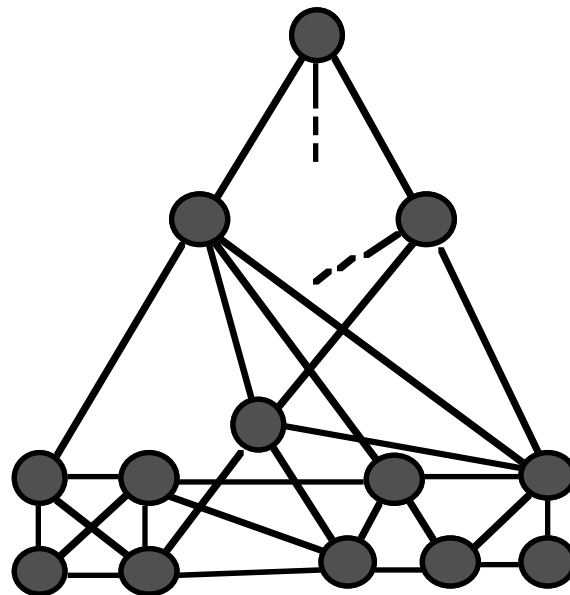
Competence more important than authority

Control changes for bosses and employees

Hierarchical organisation



Network organisation



Why people use CMC

Status and self-esteem

Communicate with experts and qualified equals

Confidence, competence

Keep up with progress, not slide behind in your area of expertise

Communion, comradeship

Inspiration

Exchange of ideas with other people, which will inspire yourself

Generosity

Help others, feel that others appreciate your help

See URL <http://www.dsv.su.se/~jpalme/why-people-use-cmc.html>

Unlawful Communication

- Examples of messages which may be illegal in many countries:
 - Slander,
 - Computer viruses,
 - Secret military information,
 - Privileged information supplied to lawyers, physicians, priests, etc.,
 - Personal information not allowed according to privacy legislation,
 - Copyrighted material, unless you have permission from the copyright holder,
 - Sedition (incitement to rebellion),
 - Racial agitation,
 - Pornography/obscenity,
 - Criminal conspiracy,
 - Disloyalty against your employers,
 - Misconduct of a public servant.

Best for the company or best for the employees?

Increasing competence

Increasing status

Increasing contact network

Increasing community in dispersed organizations



My language is my security

Why fights about languages and nationality so often get emotional!

"French is a beautiful language"

"The English language is a bastard"

"Real programmers use C"

Etiquette, behaviour patterns, ways of thinking

Economist view

Technologist view

Psychologist view

Bureaucratic view

Legalistic view

Example: Too long waiting times for the lifts

A waste of working hours?

Use in immediate work problems

Example: Our customers are complaining, what shall we do

Building competence/contacts for the future

Example: Disasters and how to avoid them

“private” usage

Poems, Recipes, Music etc.

Two ways of looking at this

Economical: Gain in productivity 10 %, loss through private usage 3 %

Moral/legal: Misuse of paid working time

Authoritarian or democratic attitudes

Authoritarian attitude	Democratic attitude
People are lazy and undependable and must be watched and controlled	People are dependable, can be motivated and can control themselves
The main goal for information systems is to give better support for managers	All employees should get support from the information system
Efficiency in the performance of work elements must be increased	The functionality and possibilities for growth of the organization shall be promoted
Work tasks should be split into many small elements, where each employee only gets the information necessary to perform his/her element	Work tasks are organized so that changes and new needs are easier to handle, by promoting high competence and flexible contact and organizational patterns