

Contents

Preface	vii
1. Introduction: Electronic Technology in Work Groups	1
Research on Groups With Computers	2
Delineating the Domain of Study	5
Organization of the Book	6
2. Systems: Applying Electronic Technology in Work Groups	7
GCSS: Technologies That Modify the Group's Internal Communication System	11
GISS: Technologies That Modify the Group's Information Base	23
GXSS: Technologies That Modify the Group's External Communication System	28
GPSS: Technologies That Modify the Group's Performance Processes	29
3. Ideas: Major Conceptual Formulations About the Effects of Electronic Technology in Work Groups	32
GPSS: Using Technology to Support Group Meetings	34
GCSS: Using Technology to Alter Work and Work Relationships	41
GISS and GXSS: Informational, Temporal, and Interactional Processes in Groups	48

Organizational Context: The Impact of Technology on Communication and Information Processes in Organizations	52
Integrations: The Interplay of Time, Tasks, and Technology in Work Groups and Organizations	59
Concluding Comments	72
4. Evidence: A Summary of Empirical Research Regarding the Effects of Electronic Technology in Work Groups	73
Key Variations in the Empirical Studies	74
Some Methodological Issues	77
Technology in Groups: Summary of Empirical Findings	81
Discussion	89
Concluding Comments	91
5. Integration and Agenda for Future Research	93
A Conceptual Framework for Research Planning	94
Continuity and Change Over Time: A Dynamic Framework	112
An Agenda for Future Research on Technology in Groups	117
Concluding Comments	124
Bibliography	126
Appendix: Annotated Bibliography of Research Literature on Electronic Technology in Work Groups	144
Author Index	170
Subject Index	175
About the Authors	181