

Contents

<i>Notes on Contributors</i>	vii
Introduction	
<i>Charles Heckscher and Paul S. Adler</i>	1
Part I Framing Concepts	9
1. Towards Collaborative Community	
<i>Paul S. Adler and Charles Heckscher</i>	11
2. A Real-Time Revolution in Routines	
<i>Charles F. Sabel</i>	106
3. The Self in Transition: From Bureaucratic to Interactive Social Character	
<i>Michael Maccoby</i>	157
Part II Community inside Firms	177
4. Mastering the Law of Requisite Variety with Differentiated Networks	
<i>Jay R. Galbraith</i>	179
5. Beyond Hacker Idiocy: The Changing Nature of Software Community and Identity	
<i>Paul S. Adler</i>	198
6. Health Care Organizations as Collaborative Learning Communities	
<i>Michael Maccoby</i>	259
7. Hyperconnected Net Work: Computer-Mediated Community in a High-Tech Organization	
<i>Anabel Quan-Haase and Barry Wellman</i>	281

8. Collaborative Community and Employee Representation <i>Saul A. Rubinstein</i>	334
Part III Community across Firms	353
9. Building Inter-Firm Collaborative Community: Uniting Theory and Practice <i>Lynda M. Applegate</i>	355
10. Collaboration in Supply Chains: With and without Trust <i>John Paul MacDuffie and Susan Helper</i>	417
Part IV The Process of Change	467
11. A Note on Leadership for Collaborative Communities <i>Michael Maccoby and Charles Heckscher</i>	469
12. The Strategic Fitness Process and the Creation of Collaborative Community <i>Charles Heckscher and Nathaniel Foote</i>	479
13. 'The Power to Convene': Creating Collaborative Community with Strategic Customers <i>Mark Bonchek and Robert Howard</i>	513
<i>Index</i>	539