Content

Preface 9

The Second Side of the Story - Reviewing Positive Effects of MMOGs 15

1 Introduction 16

2 Systematic Reviews on Games 17

2.1 Gebel, Gurt & Wagner (2005) 18

2.2 Anderson, Gentile & Dill (2012) 19

2.3 Sublette & Mullan (2010) 19

3 Aim of the Study 20

4 Method 21

4.1 Search strategy 22

4.2 Sample 23

4.3 Review method and coding 23

5 Results 41

5.1 Participants and games 41

5.2 Methods and design 41

5.3 Emerging themes 43

6 Implications 49

6.1 Which methodology is used by previous research on the topic? 50

6.2 Can positive effects of MMOGs be found in literature? 51

6.3 Which areas of expertise can be identified within the results? 52

7 Limitations & Discussion 53

8 Conclusion 54

Lessons from the Graveyard - Players' Perspectives on Learning in MMOGs 57

1 Introduction 58

1.1 Online Games as research subjects 58

1.2 The concepts of knowledge & learning 59

1.3 21st century skills & competencies 60

1.4 Learning in Multiplayer Online Games 61

2 Aim of the Study 62

3 Method & Participants 63

3.1 Research approach 63

3.2 Participants 64
3.3 Instruments used for data collection and analysis 64
4 Results 66
4.1 What are the challenges, requirements and expectations players and leaders face? 66
4.2 Players' perception of learning effects 76
4.3 Do players perceive a transfer of acquired skills? 82
5 Discussion 85
6 Limitations 87
7 Conclusion 88

The Purpose of Play – A Critical Approach to Games in Organizations 91
1 Introduction 92
2 Background 93
2.1 Learning in the 21st century 93
2.2 Serious Games for education and training 93
2.3 Gamification 95
3 Aim of the Study 97
4 Method and Participants 98
4.1 Methodological approach 98
4.2 Participants 99
4.3 Instruments used for data collection and analysis 100
5 Results 101
5.1 Why are decisions made in favor of Serious Games and Gamification? 102
5.2 What are the fields of application? 105
5.3 Competencies fostered by Serious Games 108
5.4 Evaluation, design and feedback 112
5.5 What are the limitations of game based applications in organizational contexts? 118
6 Discussion 122
7 Limitations 124
8 Conclusion 125

Overall Conclusion 127
References 135