Coordination Breakdowns: Why Groupware is so Difficult to Design

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Abstract

The complexity of group interaction means that there will be many uncertainties in the requirements for software support tools. Many existing software systems rely on the adaptability of human users to overcome such uncertainties. One of the biggest problems is that existing analysis techniques fail to predict how collaboration will change as a result of the introduction of a new system. In this paper we demonstrate the extent to which group support systems can change an organisation. To address this problem, better theories of how collaboration evolves

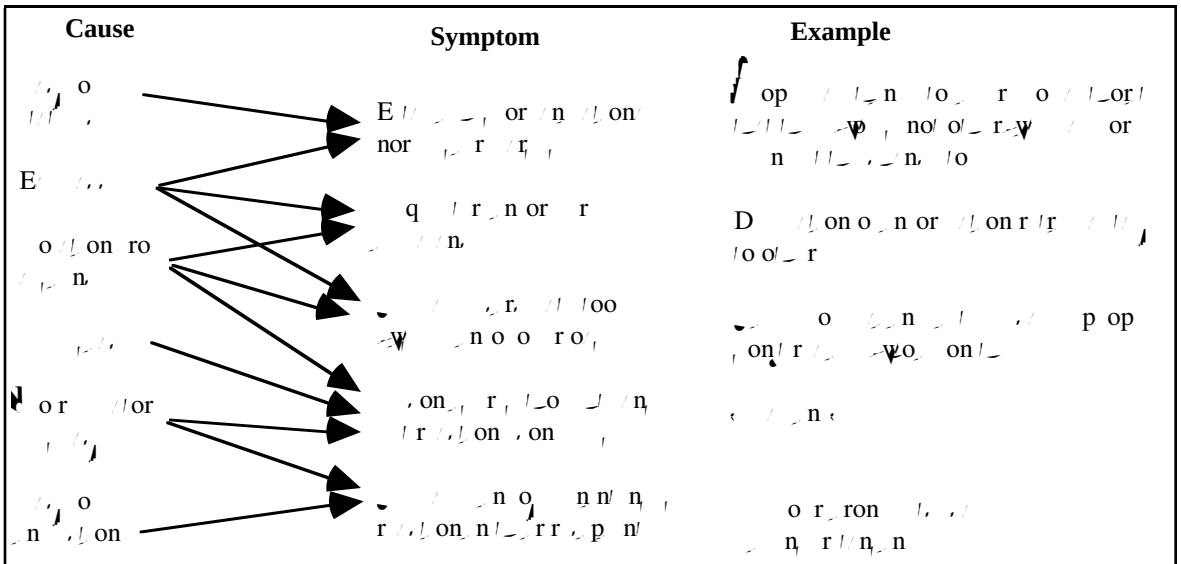

Figure 1: Problems with email and their causes.

3. Definitions

3.1. Shared Understanding

3.2. Coordination Breakdowns

[illegible] *team models* [illegible]

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6. Conclusions

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pro n r *Reducing social context cues: electronic mail in organizational communication.* n **32** p
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Co p r **1** p

Foundations of Cooperative Work,

Rational Analysis for a Problematic World: Problem Structuring Methods for Complexity, Uncertainty and Conflict

Cognitive Dimensions of Design Rationale,

People and Computers VI,