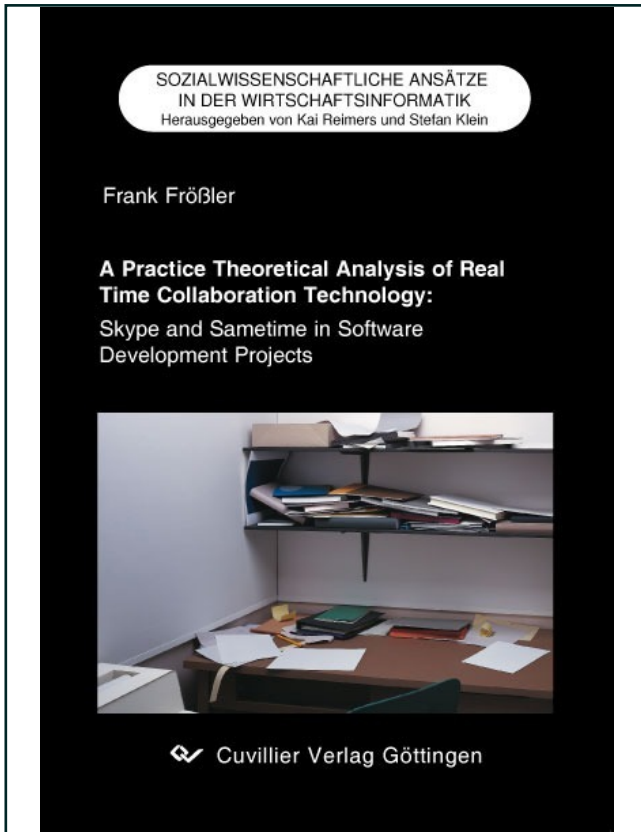




Frank Frößler (Autor)

**A Practice Theoretical Analysis of Real Time Collaboration
Technology:**

Skype and Samesite in Software Development Projects



<https://cuvillier.de/de/shop/publications/1375>

Copyright:

Cuvillier Verlag, Inhaberin Annette Jentzsch-Cuvillier, Nonnenstieg 8, 37075 Göttingen, Germany
Telefon: +49 (0)551 54724-0, E-Mail: info@cuvillier.de, Website: <https://cuvillier.de>

Table of Contents

TABLE OF CONTENTS.....	3
ABSTRACT.....	6
ACKNOWLEDGEMENTS.....	7
INTRODUCTION.....	9
1.1 DIFFERENT APPROACHES OF STUDYING INFORMATION SYSTEMS	11
1.2 RESEARCH OBJECTIVES AND RESEARCH QUESTIONS	14
1.3 STRUCTURE OF THE THESIS	15
LITERATURE REVIEW ON GROUPWARE AND INSTANT MESSAGING.....	18
2.1 INTRODUCTION TO GROUPWARE/ CSCW.....	19
2.1.1 <i>A processual understanding of groupware implementation and use.....</i>	22
2.1.2 <i>Learning and knowing with groupware.....</i>	26
2.1.3 <i>Groupware use and social relationships.....</i>	31
2.1.4 <i>Materiality of groupware and its implication on social practices.....</i>	35
2.1.5 <i>Reflections on the literature on groupware.....</i>	36
2.2 INSTANT MESSAGING.....	37
2.2.1 <i>Functions of IM use.....</i>	37
2.2.2 <i>Communicative practices with IM.....</i>	41
2.2.3 <i>Reflection on previous research on Instant Messaging.....</i>	43
2.3 SUMMARY.....	45
THEORY OF SOCIAL PRACTICE.....	47
3.1 OVERVIEW OF A THEORY OF SOCIAL PRACTICE	47
3.2 TOWARDS LEARNING AND KNOWING IN SOCIAL PRACTICE.....	53
3.2.1 <i>A cognitivist understanding of knowledge.....</i>	53
3.2.2 <i>Knowledge and knowing in social practices</i>	53
3.3 POWER, CONTROL AND SURVEILLANCE.....	56
3.4 ONTOLOGIES OF PRESENCE AND AWARENESS	63
3.4.1 <i>The Cartesian Worldview.....</i>	64
3.4.2 <i>A Phenomenological Understanding.....</i>	66
3.4.3 <i>A Practice Theoretical Understanding.....</i>	67
3.5 MATERIALITY	71
3.5.1 <i>Heidegger's later work: Ge-stell.....</i>	71
3.5.2 <i>Social Shaping of Technology.....</i>	74
3.5.3 <i>Anti-essentialism</i>	77
3.5.4 <i>A practice theoretical understanding of materiality.....</i>	79
3.6 SUMMARY	89

RESEARCH METHODOLOGY AND RESEARCH DESIGN.....	92
4.1 INTERPRETIVE FIELD STUDIES	92
4.2 SELECTION OF RESEARCH SETTINGS.....	96
4.3 FIELDWORK AND DATA COLLECTION	100
4.4 DATA ANALYSIS.....	105
4.5 REFLECTION ON THE RESEARCH PROJECTS	106
SKYPE USAGE AT LOCAL.CH.....	108
5.1 LOCAL.CH – FORMATION OF A NETWORK ORGANISATION.....	108
5.1.1 <i>The broader social and economical context of local.ch</i>	108
5.1.2 <i>Forming a network of partner organisations</i>	111
5.1.3 <i>Organisational setting</i>	112
5.2 ORGANISATIONAL CULTURE	113
5.2.1 <i>Selecting the right people</i>	113
5.2.2 <i>Team rules and norms</i>	115
5.2.3 <i>Developing a learning organisation</i>	117
5.2.4 <i>Trust, support and autonomy</i>	118
5.3 ORGANISATIONAL CONTEXT	119
5.3.1 <i>Local.ch core team</i>	120
5.3.2 <i>The Developers</i>	123
5.3.3 <i>David's role within local.ch</i>	125
5.4 ORGANISING WORK AT LOCAL.CH.....	127
5.4.1 <i>Structuring the software development process</i>	127
5.4.2 <i>The bazaar as a role model for organizing software development</i>	130
5.5 THE USE OF SKYPE AT LOCAL.CH	134
5.5.1 <i>The use of SkypeChat in the developer community</i>	135
5.5.2 <i>Forms of media switching with RTC</i>	145
5.5.3 <i>Accessibility/ Interruptions/ Delays</i>	147
5.5.4 <i>Implications for the organisational network</i>	152
5.5.5 <i>The business community and its usage of Skype</i>	154
5.6 SUMMARY OF THE LOCAL.CH CASE	155
SAMETIME USAGE AT IBM	160
6.1 SOCIO-ORGANISATIONAL SETTING AT IBM.....	160
6.1.1 <i>Physical setting</i>	161
6.1.2 <i>The PAF team structure</i>	161
6.1.3 <i>Organisational culture</i>	163
6.1.4 <i>Team culture</i>	165
6.2 ORGANISATIONAL STRUCTURE AND PROCESSES	166
6.2.1 <i>Organisational structure of the PAF team from a historical perspective</i>	166
6.2.2 <i>Organizing work within the PAF team</i>	168

6.3	USING SAMETIME WITHIN THE PAF TEAM	171
6.3.1	<i>Three different work settings of Sametime usage</i>	172
6.3.2	<i>Status information</i>	179
6.3.3	<i>Accessibility and interruptions</i>	181
6.3.4	<i>Forms of establishing relationships</i>	185
6.4	SUMMARY OF THE IBM CASE STUDY	187
THINKING ABOUT SKYPE AND SAMETIME.....		192
7.1	THE DIRECTEDNESS OF SOCIAL PRACTICES.....	193
7.2	IMPLICATIONS OF RTC ON AWARENESS AND CO-PRESENCE.....	200
7.3	PRACTICES OF ENGAGING WITH THE GE-STELL	211
CONCLUSIONS		224
8.1	EMPIRICAL AND THEORETICAL CONTRIBUTION	224
8.2	IMPLICATIONS FOR PRACTITIONERS	231
8.3	FUTURE RESEARCH	235
8.4	FINAL CONCLUSIONS.....	236
REFERENCES.....		237