Taking CSCW seriously: Supporting Articulation Work.

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Aim of the paper

- CSCW in a setting of computer support requirements of cooperative work.
- Construct a conception of the field allowing to have a reference point, understanding of important questions.
- Issue of support for articulation work is discussed.
”Computer-supported Cooperative work” first used by researches (Irene Greif and paul Cashman) back in 1984.

Topic of an interdisciplinary workshop on supporting people in their work arrangements with computers.

However meaning and boundaries behind the words are unclear

Very loose description
CSCW: Computer support

- ’CS’ : the professed objective of CSCW is to support via computers a specific category of cooperative work.
- ’CS’ as a commitment to focus on the actual needs and requirements of people engaged in cooperative work.
- CSCW as an endeavor to understand the nature and requirements of cooperative work with the objective of designing computer-based technologies for cooperative work arrangements.
CSCW: Computer support

- CSCW should **not** be defined in terms of the techniques applied.
- Should support the effort of interaction within multiple individuals in different work settings and situations, different responsibilities, perspectives.
- Research area regarding on how computer based technologies should be applied to facilitate work arrangements to be more easy, rapid, flexible, comprehensive etc...
To understand so as to better support, cooperative work.

Is a "design oriented research area". Enter and you must change.

Exploring insights from studies of cooperative work relations and apply them and exploit them in the design of useful CSCW systems.

Basic approach of CSCW research should not be descriptive but constructive.
Cooperative work is very diverse

- The term "cooperative work" is a general and neutral designation of multiple persons working to produce a product or service.
- Membership ensembles is not stable and often even non-determinable.
- Cooperative work is distributed physically, in time and space.
- Boundaries of cooperative work networks are defined by actual cooperative behavior.
Articulation work

- Cooperative work is in principle distributed in the sense of decision making agents are semi-autonomous in their work.
- The distributed activities must be articulated.
- Articulation work is an integral part of cooperative work: a set of activities required to manage the distributed nature of cooperative work.
- In order to articulate the distributed activities of cooperative work arrangement, access to appropriate means of communication is needed.