

Computer-Mediated Communication Systems: Status and Evaluation (Human communication research series)

Elaine B. Kerr, Starr Roxanne Hiltz



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Computer-Mediated Communication Systems: Status and Evaluation synthesizes current knowledge about computerized conferencing systems, electronic mail, and office information-communication systems. It should be of interest both to students and researchers studying this new form of electronic communication and to organizations that are planning the installation of electronic mail or other computer-mediated communication systems and that need to be aware of the information gleaned from the studies presented here.

The book is organized into four main sections, focusing on the following issues: (1) What are the important considerations in designing software or choosing a system from the many available options and capabilities? (2) What factors determine whether such systems are likely to be accepted or rejected? (3) What are the likely impacts of such systems upon the individuals, groups, and organizations which use them? It is not the economic costs and benefits, but the social problems and ""payoffs"" in the form of enhanced performance and organizational efficiency that should be the main considerations in deciding whether or not to use a computer-mediated communication system. (4) Given the conditional nature of many of the possible impacts, no system should be implemented without formal evaluation and feedback from users to guide the implementation. The major kinds of evaluational strategies that have been successfully employed are described in this book.

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