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[Pak Yoong](#)

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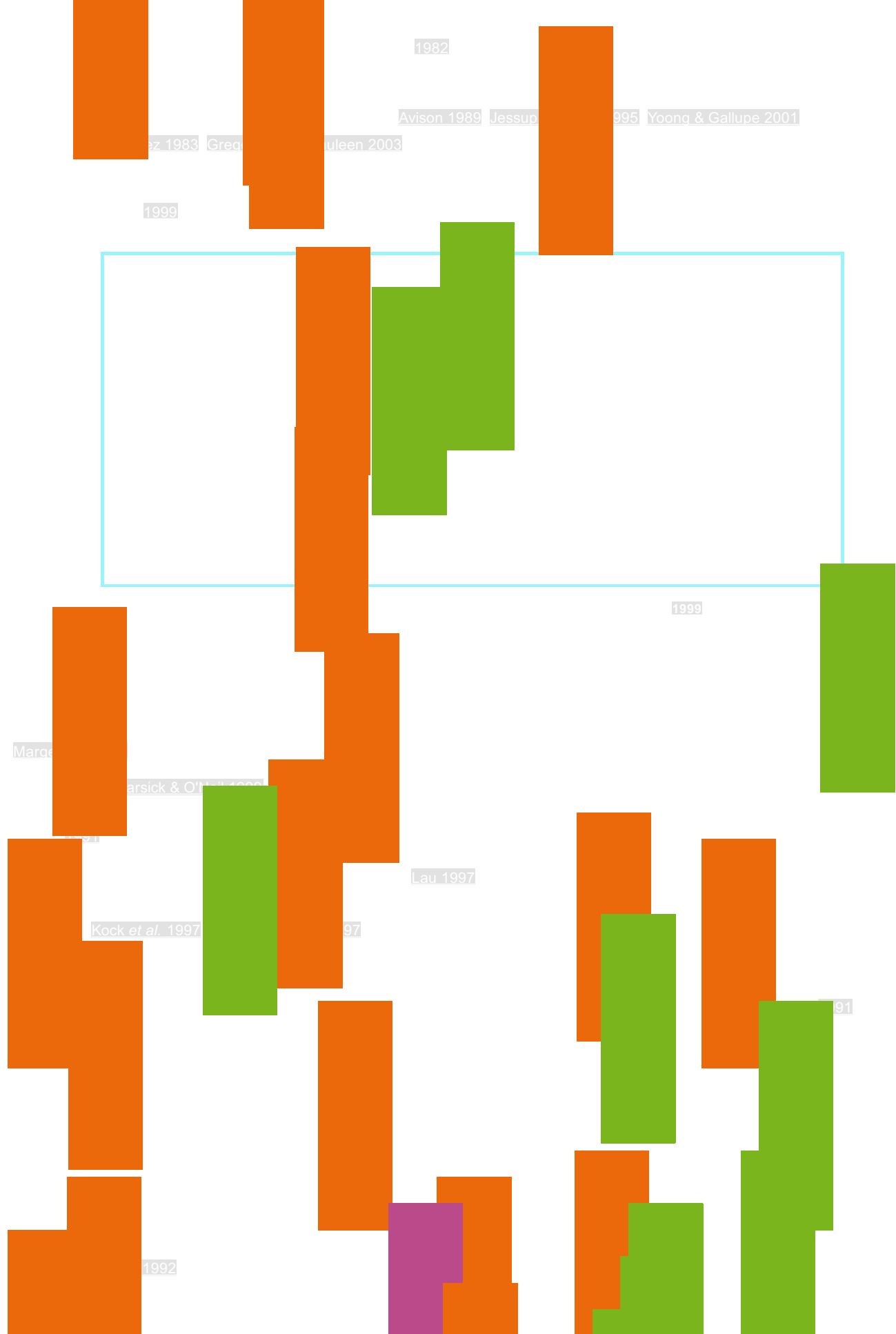
[Hiltz 1999](#) [Kayworth & Leidner 2001](#)  
[1993](#) [Nunamaker \*et al.\* 1996](#) [Duarte & Tennant-Snyder 1999](#)

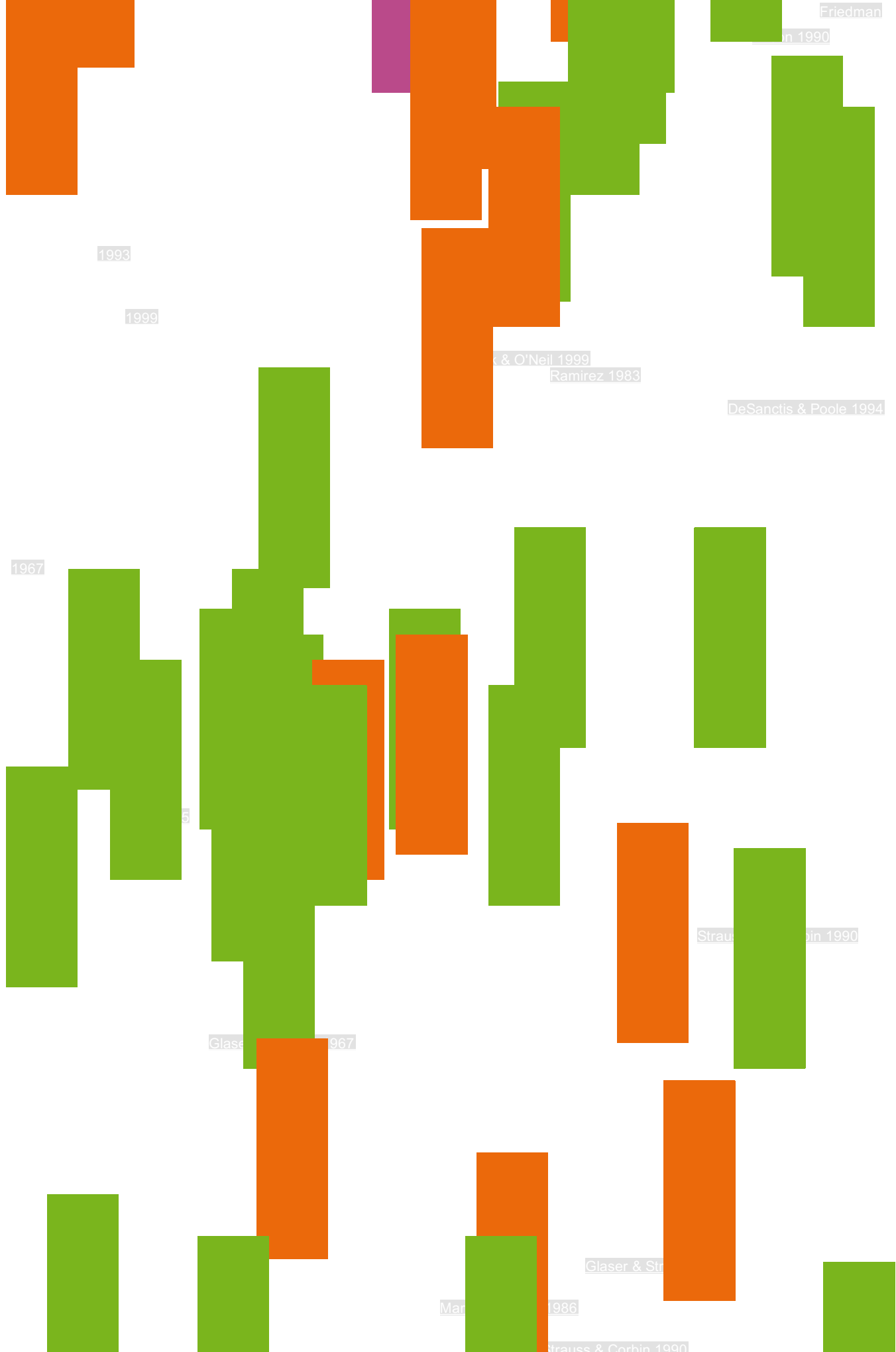
[Dennis & Gallupe 1993](#) [Fiermestad & Benbasat & Lim](#)

[Yoong 1996](#) [Pauleen 2001](#)

[Yoong 1996](#)

[Pauleen 2001](#)





Brauss 1967

Baskerville and Pries-Heje 1993

1993

Baskerville and Pries-Heje 1993

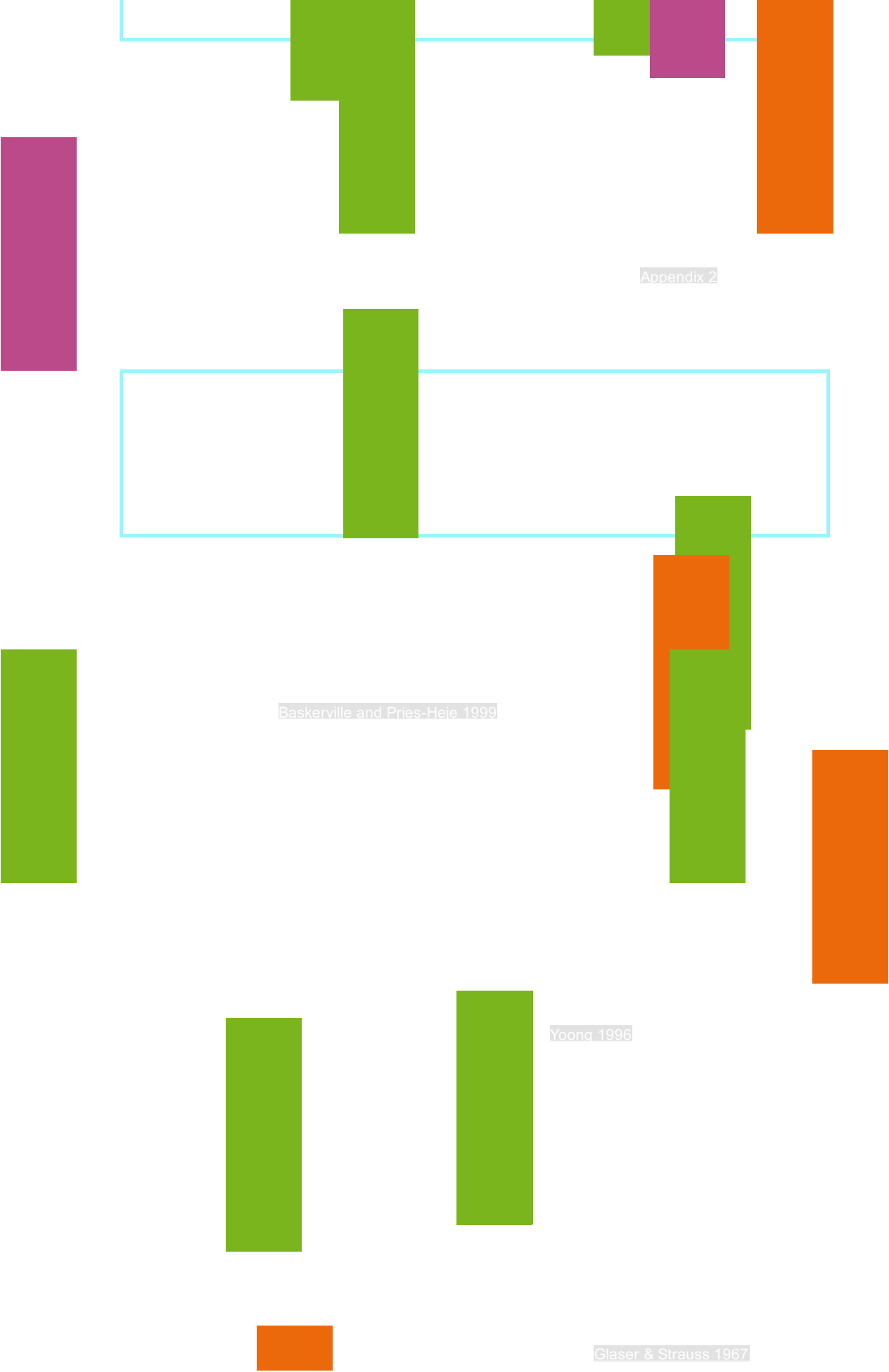


Yoong 1996

1998

Yoong

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Appendix 2

Baskerville and Pries-Heje 1999

Yoong 1996

Glaser & Strauss 1967

Richards & Richards 1994

Trauth & Jessup 2000

Strauss & 2000

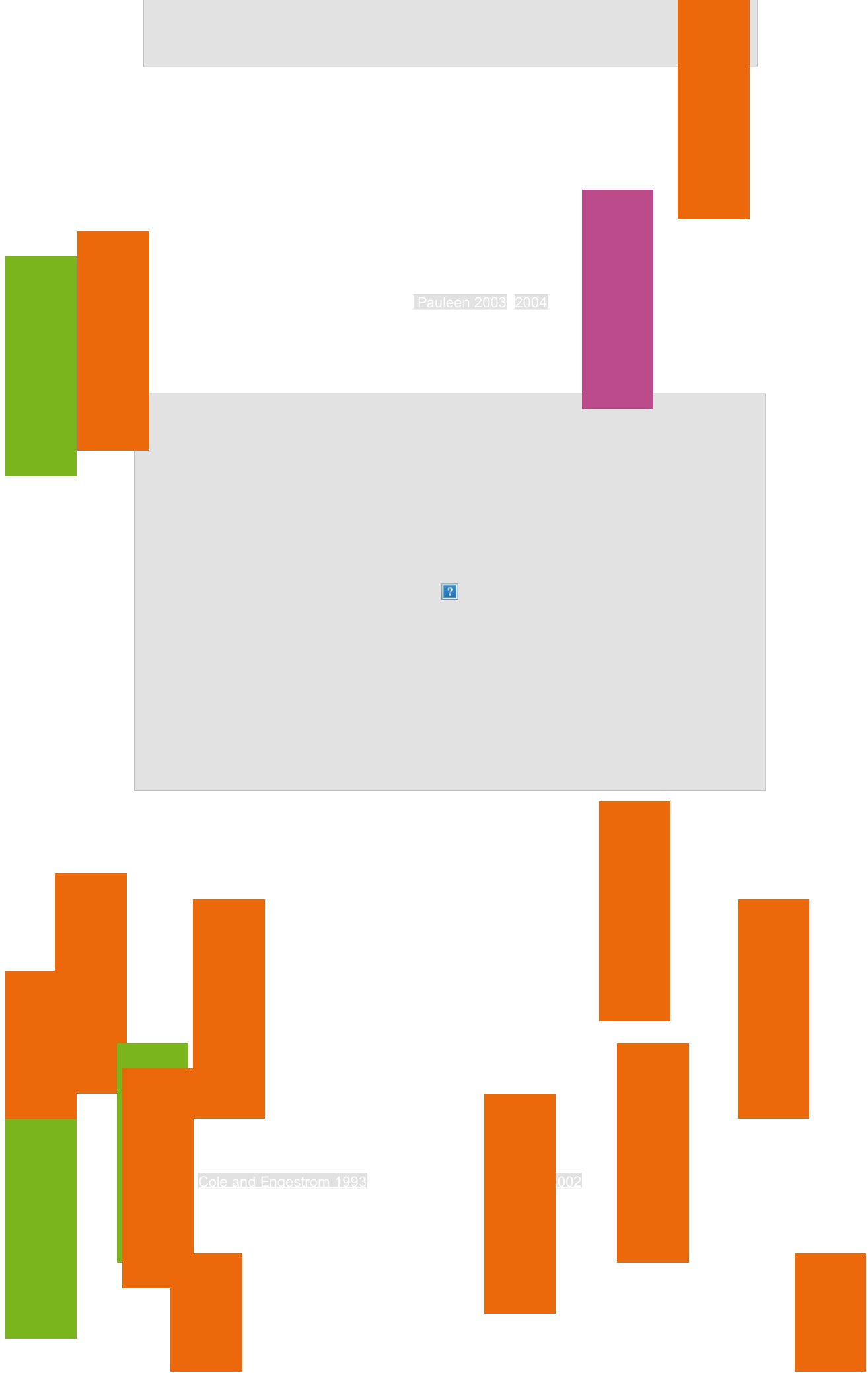
1995

Gopal & Prasad 2000

askerville & Pries-Heje 1999

1999

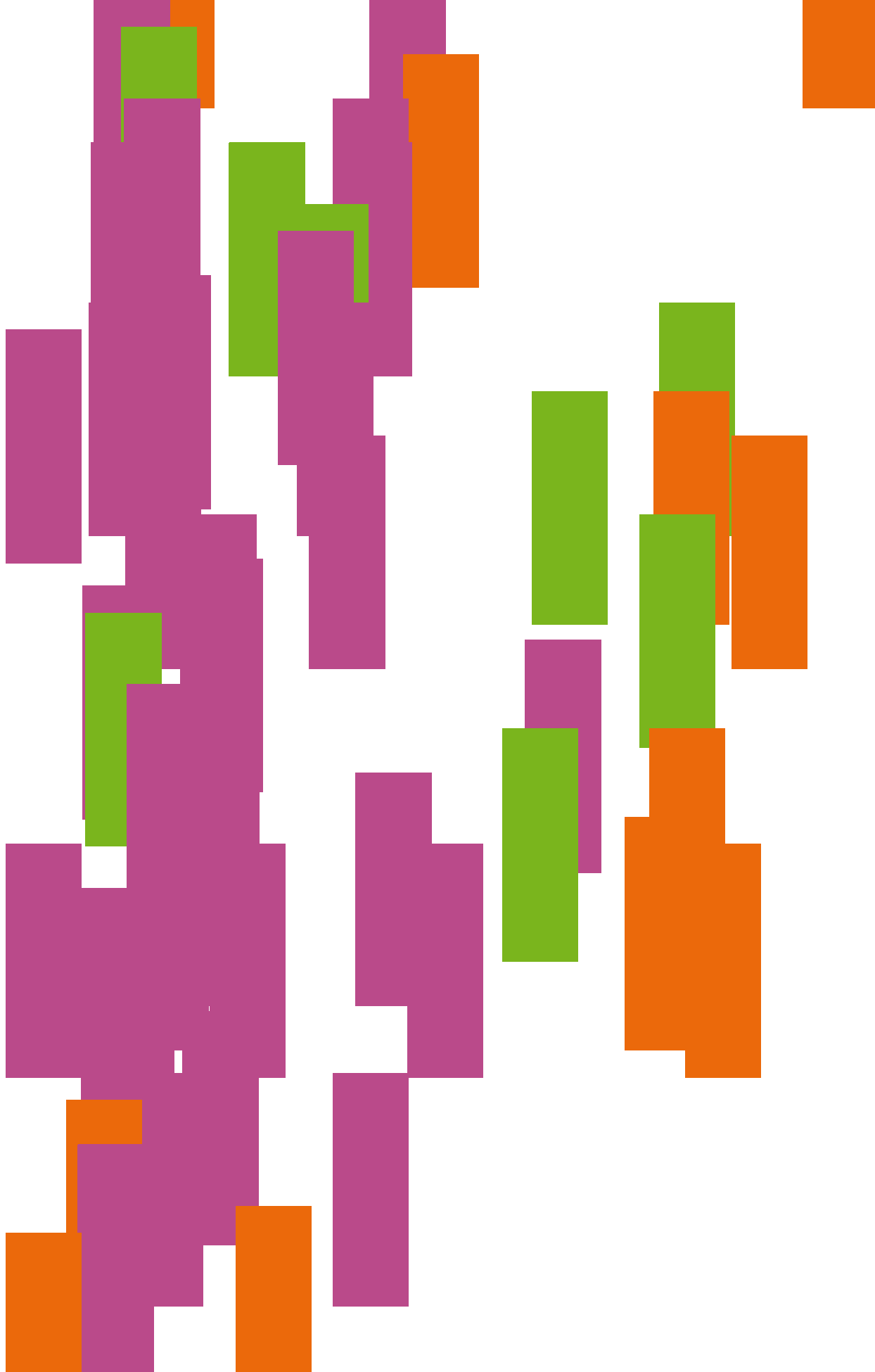




Pauleen 2003 2004

Cole and Engestrom 1993

002







Appendix 1


Appendix 2

