TE WHARE WĀNANGA O TE ŪPOKO O TE IKA A MĀUI

VICTORIA
UNIVERSITY OF WELLINGTON

School of Information Management
Te Kura Whakaipurangi Korero

INFO 407
THE VIRTUAL WORKPLACE: ISSUES AND STRATEGIES

Trimester Two 2009

COURSE OUTLINE

Names and Contact Details

Course Coordinator:	Name:	Professor Pak Yoong
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Lecturer:	Name:	Ms Julie Watson
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Trimester Dates

Teaching Period: Monday 13 July to Friday 16 October 2009
End of Year Study Period: Monday 19 October to Monday 26 October 2009

Withdrawal dates: Information available via
http://www.victoria.ac.nz/home/admisenrol/payments/withdrawlsrefunds.aspx

Class Times and Room Numbers

Lectures:	Tuesday, 1000 – 1300; Venue: EA 001
Workshop:	Tbc

Course Content

Topic	Articles
<u>Week 1: 14 July</u> 1. Introduction to the course 2. Virtual work in traditional and virtual organizations 3. Assignment 1	1. Watson-Manheim, M. B., Crowston, K. & Chudoba, K. M. (2002). A new perspective on "virtual": analysing discontinuities in the work environment. *In Proceedings of the 35th Hawaii International Conference on Systems Sciences* (pp. 270-280). Washington, DC: IEEE Computer Society. 2. Saabeel, A., Verduijn, T., Hagdorn, L. & Kumar, K. (2002). A model of virtual organisation: A structure and process perspective. *The Electronic Journal for Virtual Organizations and Networks*, 4, 1-17. 3. Dennis, A., Fuller, R., & Valacich, J. (2008). Media, tasks, and communication processes: A theory of media synchronicity. *MIS Quarterly, 32*(3), 575-600.
<u>Week 2: 21 July</u> 1. The nature of trust in virtual teams 2. Project work	Where to find virtual workplace research? 3. DeLuca, D. & Valacich, J. (2006). Virtual teams in and out of synchronicity. *Information Technology and People. 19*(4), 323-344. 4. Fernandez, W. (2003). Trust and trust placement in metateam projects. In Pauleen, D. (ed.) *Virtual Teams: Projects, Protocols and Processes* (pp. 40-69), Hershey, PA: Idea Press. 5. Nandhakumar, J & Baskerville, R. (2006). Durability of online teamworking: patterns of trust. *Information Technology and People, 19*(4), 371-389.
<u>Week 3: 28 July</u> 1. The issue of leadership 2. Project work	6. Kayworth, T. & Leidner, K. (2002). Leadership effectiveness in global virtual teams. *Journal of Management Information Systems, 18*(3), 7-40. 7. Simoff, S.J. & Sudweeks, F. (2007). The language of leaders: Identifying emergent leaders in global virtual teams. In Amant K (eds), *Linguistic and Cultural Online Communication Issues in the Global Age* (pp. 93-111), Hershey, PA: IGI Global. 8. Hartoga, D., Keegana, A. & Verburg, R. (2007). Limits to leadership in virtual contexts. *The Electronic Journal for Virtual Organizations and Networks*, 9, 54-63.
<u>Week 4: 4 August</u> 1. Online facilitation 2. Project work	9. Szerdy, J. & McCall, M. (1997). How To Facilitate Distributed Meetings Using EMS Tools. In D. Coleman. (Ed.) *Groupware: Collaborative Strategies for Corporate LANs and Intranets* (pp. 207-230), Upper Saddle River: Prentice Hall. 10. Mittleman, D. D., Briggs, R. O., & Nunamaker,Jr., J. F. (2000). Best Practices in Facilitating Virtual Meetings: Some Notes from Initial Experience, *Group Facilitation, 2*, 5-13. 11. Halbana, T.; Vreede, G. & Zigurs, I. (2006). Identifying Challenges for Facilitation in Communities of Practice. In *Proceedings of the 39th Annual Hawaii International Conference on System Sciences*, Vol. 1, 26a.
<u>Week 5: 11 August</u> 1. Emerging leadership roles in the virtual workplace 2. Project work	12. Cranefield, J. and Yoong, P. (2007). Inter-organisational Knowledge Transfer: The Role of the Gatekeeper. *The International Journal of Knowledge and Learning*, *3*(1), 121-138. 13. Julsrud, T. & Bakke, J. (in press). Building trust in networked environments: Understanding the importance of trust brokers. In P. Yoong (Ed.), Leadership in the digital enterprise: Issues and challenges. Hershey, PA: Business Science Reference. 14. Bell, B. & Kozlowski, S. (2002). A typology of virtual teams: Implications for effective leadership. *Group & Organization Management*, *27*(1), 14-49.

Week 6: 18 August	15. Peszynski, K. and Yoong, P. (2002). The Role of Information and
1. Urgent decision-making and the virtual workplace 2. Leading mobile business interactions 3. Project work 4. Presentations	Communication Technology in the Urgent Decision-Making Process. In *Proceedings of the 13th Australasian Conference in Information Systems* (pp. 1069-1079). Melbourne, Australia. 16. Yoong, P. and Cleland, G. (2004). Exploring Mobile Internet Meetings: A Case Study. *Innovation: Management, Policy and Practice, 6*(1), 106-114.
Mid trimester break:	The lecture schedule for the 2nd half of the trimester will be available from Week 6.

Notice: This schedule may change during the course; any changes will be communicated via Blackboard.

Course Learning Objectives

In the Virtual Workplace, individuals and groups will use a variety of technologies to assist them in communicating, collaborating, and coordinating their activities across distance, time and culture. This course examines the impact the Virtual Workplace has on individuals, groups and societies. In particular, the course provides an opportunity for students to examine the technologies and issues associated with working and learning in the Virtual Workplace, to identify strategies for managing them, and to put these strategies into practice.

Students passing this course should be able to:

1.   identify aspects of virtual work within the context of the NZ business environment,
2.   describe an application of virtual work in a specific business organisation, and
3.   develop a practical and theoretical understanding of virtual work and its impact on individuals, groups and society.

Course Delivery

Each week designated students will lead small group discussion about the assigned articles. This involves preparing an interesting question about each of the papers, and preparing your own views on a possible answer, supported by evidence from the reading itself, or other academic or practitioner sources. The seminar leader is expected to facilitate a small group discussion and to provide feedback to the class on the findings of the group. Note: Instead of a question, you may prepare and lead a group activity or exercise, and explain how it will illustrate key points from the article. They may involve the class in some academic activity, e.g., classifying topics by some scheme in the article reviewed, or developing research questions from some model presented.

A written version of the question and the answer (or the proposed activity) must be provided to the lecturer by 5:00 pm on the day before the class at which they are to be discussed. Each "answer" should be no more than 500 words (and may be less).

Expected Workload

You are required to attend all course sessions, read assigned materials, and contribute to discussions. For each week of the course, plan to spend three hours in class and six to eight hours preparing for class. Additional time will be required for completion of course assignments.

Group Work
Depending on the final number of student enrolments, students may be assigned to work in pairs or groups.

Readings
No textbook is required. Readings will be made available to students through links on Blackboard. Students are responsible for printing out readings if necessary. It is expected that students will extensively research and read related materials outside of class

Additional readings will be discussed in lectures.

Materials and Equipment
An essential set of readings is available from Blackboard.

Assessment Requirements
There are two major assignments for this course (subject to minor change). Details of the assessment requirements will be specified within each assignment document. See Blackboard for details.

Assignment	Description	Due date	%
1	Supporting problem-solving in the virtual workplace (Part 1)	10 am, 18 August	25
1	Supporting problem-solving in the virtual workplace (Part 2)	10 am, 8 September	20
2	Supporting professional development in the virtual workplace	Tbc	45
	Seminar leadership	Continuous	10

Notes on seminar leadership

1. Written submission of questions or activities: Prepare one question OR activity which is relevant to the designated paper for the week. Provide a brief answer to the question, supported by evidence, or an explanation of how the activity will contribute to understanding of the key points of the paper. A written version of the question and the answer (or the proposed activity) must be provided to the lecturer by 5:00 pm on the day before the class at which they are to be discussed. Each "answer" should be no more than 500 words (and may be less).

2. Seminar facilitation: You should aim for about 20 minutes of facilitated discussion on the paper set for your designated week. This may include your own questions or activities and/or questions set by the lecturer or the designated presenter for the week. You need to keep the discussion focussed, synthesise the findings and opinions of your small group, and briefly report them back to the wider group

Note: Your assessed work may also be used for quality assurance purposes, such as to assess the level of achievement of learning objectives as required for accreditation and audit purposes. The findings may be used to inform changes aimed at improving the quality of FCA programmes. All material used for such processes will be treated as confidential, and the outcome will not affect your grade for the course.

Examinations
There is no final examination for this course.

Penalties
In fairness to other students, assignment work submitted after the deadline will incur a 10% penalty for each actual day (prior to 4.00 pm) late. In the event of bereavement or prolonged illness affecting your ability to meet the deadline, discuss your situation with the Course Co-ordinator. You must verify your claim, e.g., produce a medical certificate. In doing so, you consent to your supporting documentation being checked by the Course Co-ordinator. Extensions will only be granted under these conditions.

Mandatory Course Requirements
To pass the course, you must gain a minimum of 40% on each assignment and a weighted average of 50% across all assignments. To obtain a fair distribution of marks relative to assignment difficulty, scaling of marks may be employed on some or all assessments.

Attendance: An attendance register will be kept. However, there will be no penalty for non-attendance other than knowledge deprivation. Please notify Prof. Yoong or Ms Watson in advance if you are unable to attend a class.

Communication of Additional Information
Additional information will be communicated to students via the Blackboard system and through announcements in lectures.

For the following important information follow the links provided:

Academic Integrity and Plagiarism
http://www.victoria.ac.nz/home/study/plagiarism.aspx

General University Policies and Statutes
http://www.victoria.ac.nz/home/about/policy/academic.aspx

Faculty of Commerce and Administration Offices
http://www.victoria.ac.nz/fca/studenthelp/Contactus.aspx

Manaaki Pihipihinga Programme
http://www.victoria.ac.nz/st_services/mentoring/