

6. References

- [1] K. Fisher and M. D. Fisher, *The Distance Manager*. New York: McGraw-Hill, 2001.
- [2] C. Gillam and C. Oppenheim, "Reviewing the impact of virtual teams in the information age," *Journal of Information Science*, vol. 32, no. 2, pp. 160-175, 2006. [Online]. Available: <http://jis.sagepub.com/cgi/reprint/32/2/160>. [Accessed Nov. 13, 2007].
- [3] L. Kimball, "Managing virtual teams," *Group Jazz*, 1997. [Online]. Available: <http://www.groupjazz.com/pdf/vteams-toronto.pdf>. [Accessed Nov. 13, 2007].
- [4] L. Arnison and P. Miller, "Virtual teams: a virtue for the conventional team," *Journal of Workplace Learning*, vol. 14, no. 4, pp. 166-173, 2002. [Online]. Available: <http://www.emeraldinsight.com/Insight/viewPDF.jsp?Filename=html/Output/Published/EmeraldFullTextArticle/Pdf/0860140404.pdf>. [Accessed Nov. 13, 2007].
- [5] P. Johnson, V. Heimann, and K. O'Neill, "The 'wonderland' of virtual teams," *Journal of Workplace Learning*, vol. 13, no. 1, pp. 24-30, 2001. [Online]. Available: <http://www.emeraldinsight.com/Insight/viewPDF.jsp?Filename=html/Output/Published/EmeraldFullTextArticle/Pdf/0860130103.pdf>. [Accessed Nov. 13, 2007].
- [6] B. A. Aubert and B. L. Kelsey, "Further understanding of trust and performance in virtual teams," *Small Group Research*, vol. 34, no. 5, pp. 575-618, 2003. [Online]. Available: <http://sgr.sagepub.com/cgi/reprint/34/5/575>. [Accessed Nov. 13, 2007].
- [7] Time-Management-Guide, "Virtual team benefits and challenges," *Time-Management-Guide.com*, 2005. [Online]. Available: <http://www.time-management-guide.com/virtual-team.html>. [Accessed Nov. 13, 2007].
- [8] T. Brake, "Leading global virtual teams," *Industrial and Commercial Training*, vol. 38, no. 3, pp. 116-121, 2006. [Online]. Available: <http://www.emeraldinsight.com/Insight/ViewContentServlet?Filename=Published/EmeraldFullTextArticle/Articles/0370380301.html>. [Accessed Nov. 13, 2007].
- [9] S. L. Jarvenpaa and D. E. Leidner, "Communication and trust in global virtual teams," *Journal of Computer-Mediated Communication*, vol. 3, no. 4, pp. 0-0, 1998. [Online]. Available: <http://www.blackwell-synergy.com/doi/full/10.1111/j.1083-6101.1998.tb00080.x>. [Accessed Nov. 13, 2007].
- [10] F. F. Anderson and H. M. Shane, "The impact of netcentricity on virtual teams: the new performance challenge," *Team Performance Management*, vol. 8, no. 1/2, pp. 5-12, 2002. [Online]. Available: <http://www.emeraldinsight.com/Insight/viewPDF.jsp?Filename=html/Output/Published/EmeraldFullTextArticle/Pdf/1350080101.pdf>. [Accessed Nov. 13, 2007].

- [11] J. A. Hughes, J. O'Brien, D. Randall, M. Rouncefield, and P. Tolmie, "Some 'real' problems of 'virtual' organization," *New Technology, Work and Employment*, vol. 16, no. 1, pp. 49-64, March 2001. [Online]. Available: www.blackwell-synergy.com/doi/abs/10.1111/1468-005X.00076. [Accessed May 05, 2008].
- [12] Wikipedia, "Virtual teams," *wikipedia.org*, 2008. [Online]. Available: http://en.wikipedia.org/wiki/Virtual_team. [Accessed May 21, 2008].
- [13] D. Gould, "Virtual teams," *Fifth Generation Work - Virtual Organization*, June 2006. [Online]. Available: <http://www.seanet.com/~daveg/vrteams.htm>. [Accessed May 05, 2008].
- [14] W. Stevenson and E. W. McGrath, "Differences between on-site and off-site teams: manager perceptions," *Team Performance Management*, vol. 10, no. 5/6, pp. 127-132, 2004. [Online]. Available: <http://www.emeraldinsight.com/Insight/viewPDF.jsp?Filename=html/Output/Published/EmeraldFullTextArticle/Pdf/1350100505.pdf>. [Accessed Nov. 13, 2007].
- [15] S. Dev, "Best practices of managing virtual teams," *Itpeople*, May 31, 2004. [Online]. Available: <http://www.expressitpeople.com/20040531/cover.shtml>. [Accessed May 18, 2008].
- [16] A. Gaudes, B. H. Bogart, S. Marsh, and H. Robinson, "A framework for constructing effective virtual teams," *The Journal of E-working*, vol.1, pp. 83-97, Dec. 2007. [Online]. Available: <http://www.lib.mrt.ac.lk> <http://www.merlien.org/oj/index.php/JOE/article/viewFile/21/15>. [Accessed May 18, 2008].
- [17] M. Anjum, M. I. Zafar, and S. A. Mehdi, "Establishing guidelines for management of virtual teams," *International Association for Development of the Information Society*, May 19, 2006. [Online]. Available: http://www.iadis.org/Multi2006/Papers/19/F018_SEA.pdf. [Accessed Jan. 16, 2008].
- [18] H. P. Andres, "A comparison of face-to-face and virtual software development teams," *Team Performance Management*, vol. 8, no. 1/2, pp. 39-48, 2002. [Online]. Available: <http://www.emeraldinsight.com/Insight/viewPDF.jsp?Filename=html/Output/Published/EmeraldFullTextArticle/Pdf/1350080104.pdf>. [Accessed Nov. 13, 2007].
- [19] S. S. Wong and R. M. Burton, "Virtual teams: what are their characteristics, and impact on team performance?," *Computational & Mathematical Organization Theory*, vol. 6, pp. 339-360, 2000. [Online]. Available: <http://ehv-srvhost-fe.fontys.nl/co/com2know/kennisbank-onderwijs/knipsels/Zweekhorst/Virtual%20teams.pdf>. [Accessed June 5, 2008].

- [20] D. Gould, "Leading virtual teams," *Virtual Organization*, 2005. [Online]. Available: <http://www.seanet.com/~daveg/lv.htm>. [Accessed May 05, 2008].
- [21] D. J. Pauleen, "Leadership in a global virtual team: an action learning approach," *Leadership & Organization Development Journal*, vol. 24, no. 3, pp. 153-162, 2003. [Online]. Available: <http://www.emeraldinsight.com/Insight/viewPDF.jsp?Filename=html/Output/Published/EmeraldFullTextArticle/Pdf/0220240305.pdf>. [Accessed Nov. 13, 2007].
- [22] R. E. Potter, R. A. Cooke, and P. A. Balthazard, "Virtual team interaction: assessment, consequences, and management," *Team Performance Management*, vol. 6, no. 7/8, pp. 131-137, 2000. [Online]. Available: <http://www.emeraldinsight.com/Insight/viewPDF.jsp?Filename=html/Output/Published/EmeraldFullTextArticle/Pdf/1350060703.pdf>. [Accessed June 3, 2008].
- [23] R. G. Watts, M. Carson, J. Horton, L. Maxwell, and N. Maltby, "A guide to global virtual teaming," *Team Performance Management*, vol. 13, no. 1/2, pp. 47-52, 2007. [Online]. Available: <http://www.emeraldinsight.com/Insight/viewPDF.jsp?Filename=html/Output/Published/EmeraldFullTextArticle/Pdf/1350130104.pdf>. [Accessed May 20, 2008].
- [24] E. Crowley, "Managing dispersed teams: new challenges, new solutions," *Handbook of Business Strategy*, vol. 6, no. 1, pp. 209-212, 2005. [Online]. Available: <http://www.emeraldinsight.com/Insight/viewPDF.jsp?Filename=html/Output/Published/EmeraldFullTextArticle/Pdf/2890060131.pdf>. [Accessed May 26, 2008].
- [25] G. Piccoli, A. Powell, and B. Ives, "Virtual teams: team control structure, work processes, and team effectiveness," *Information Technology & People*, vol. 17, no. 4, pp. 359-379, 2004. [Online]. Available: <http://www.emeraldinsight.com/Insight/viewPDF.jsp?Filename=html/Output/Published/EmeraldFullTextArticle/Pdf/1610170401.pdf>. [Accessed June 3, 2008].
- [26] M. Oertig and T. Buergi, "The challenges of managing cross-cultural virtual project teams," *Team Performance Management*, vol. 12, no.1/2, pp. 23-30, 2006. [Online]. Available: <http://www.emeraldinsight.com/Insight/viewPDF.jsp?Filename=html/Output/Published/EmeraldFullTextArticle/Pdf/1350120103.pdf>. [Accessed Nov. 13, 2007].
- [27] W. Dow, "Managing the virtual employee," *International Institute for Learning, Inc.*, Sep. 27, 2004. [Online]. Available: <http://allpm.com/modules.php?op=modload&name=News&file=article&sid=1195>. [Accessed May 08, 2008].

- [28] L. L. Kelley, A. Crossman, and A. Cannings, “A social interaction approach to managing the “invisibles” of virtual teams,” *Industrial Management & Data Systems*, vol. 104, no. 8, pp. 650-657, 2004. [Online]. Available: <http://www.emeraldinsight.com/Insight/viewPDF.jsp?Filename=html/Output/Published/EmeraldFullTextArticle/Pdf/0291040803.pdf>. [Accessed May 20, 2008].
- [29] P. Kanawattanachai and Y. Yoo, “Dynamic nature of trust in virtual teams,” *Sprouts: Working Papers on Information Environments, Systems and Organizations*, vol. 2, no. 2, pp. 42-58, 2002. [Online]. Available: <http://sprouts.case.edu/2002/020204.pdf>. [Accessed May 20, 2008].
- [30] S. A. Krebs, E. V. Hobman, and P. Bordia, “Virtual teams and group member dissimilarity: consequences for the development of trust,” *Small Group Research*, vol. 37, no. 6, pp. 721-741, Dec. 2006. [Online]. Available: <http://sgr.sagepub.com/cgi/reprint/37/6/721>. [Accessed Nov. 13, 2007].
- [31] F. M. Horwitz, D. Bravington, and U. Silvis, “The promise of virtual teams: identifying key factors in effectiveness and failure,” *Journal of European Industrial Training*, vol. 30, no. 6, pp. 472-494, 2006. [Online]. Available: <http://www.emeraldinsight.com/Insight/viewPDF.jsp?Filename=html/Output/Published/EmeraldFullTextArticle/Pdf/0030300604.pdf>. [Accessed May 30, 2008].
- [32] H. K. Edwards and V. Sridhar, “Analysis of the effectiveness of global virtual teams in software engineering projects,” *36th Annual Hawaii International Conference on System Sciences (HICSS'03) Track 1*, pp. 19b, 2003. [Online]. Available: <http://csdl2.computer.org/comp/proceedings/hicss/2003/1874/01/187410019b.pdf> [Accessed May 05, 2008].
- [33] C. Robertson, “The benefits and pitfalls of virtual teams in offshore software development,” *Majon International*, Sep. 18 2007. [Online]. Available: http://www.majon.com/articles/Business_and_Entrepreneurs/offshore_software_development_730.html. [Accessed June 12, 2008].
- [34] J. A. Holton, “Building trust and collaboration in a virtual team,” *Team Performance Management*, vol. 4, no. 3/4, pp. 36-47, 2001. [Online]. Available: <http://www.emeraldinsight.com/Insight/viewPDF.jsp?Filename=html/Output/Published/EmeraldFullTextArticle/Pdf/1350070301.pdf>. [Accessed May 24, 2008].
- [35] A. Kankanhalli, A., B.C.Y. Tan, and K.K. Wei, “Conflict and performance in global virtual teams,” *Journal of Management Information Systems*, vol. 23, no. 3, pp. 237-274, 2007. [Online]. Available: <http://portal.acm.org>. [Accessed May 24, 2008].
- [36] P. B. Sijtsema, “The impact of individual expectations and expectation conflicts on virtual teams,” *Group & Organization Management*, vol. 32, no. 3, pp. 358-388, June 2007. [Online]. Available: <http://gom.sagepub.com/cgi/reprint/32/3/358>. [Accessed May 30, 2008].

- [37] V. Casey and I. Richardson, "Uncovering the reality within virtual software teams," *First International Workshop on Global Software Development for the Practitioner*, 2006. [Online]. Available: <http://seal.ece.ubc.ca/gsd2006/slides/papers/GSD04-Casey.pdf>. [Accessed May 08, 2008].
- [38] G. Pare and L. Dube, "Virtual teams: an exploratory study of key challenges and strategies," *Proceeding of the 20th international conference on Information Systems*, 1999. [Online]. Available: <http://portal.acm.org>. [Accessed June 28, 2008].
- [39] T. R. Kayworth and D. E. Leidner, "Leadership effectiveness in global virtual teams," *Journal of Management Information Systems*, vol. 18, no. 3, pp. 7-40, 2002. [Online]. Available: <http://portal.acm.org>. [Accessed June 28, 2008].
- [40] N. Wijesundara, T. Jamaldeen, D. De Silva, M. Rathnayake, and A. Madurapperuma, "National ICT workforce survey 2007: Rising Demand," *Sri Lanka Information and Communication Technology Association*, April 2007, [Online]. Available: <http://www.icta.lk/Insidepages/downloadDocs/ICTWorkforceSurvey2007.pdf>. [Accessed Nov. 13, 2007].



University of Moratuwa, Sri Lanka.
Electronic Theses & Dissertations
www.lib.mrt.ac.lk