

ATTRIBUTION IN DISTRIBUTED WORK GROUPS

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(P. Hinds & S. Kiesler, Eds., MIT Press, 2002)

ABSTRACT

The fundamental attribution error is likely to be exacerbated for dispersed collaborators relative to collocated collaborators, with grave consequences for group cohesion and viability. Working across dispersed locations typically reduces the situational information that collaborators have about each other, impacts how they process information, and fosters the development of in-groups and out-groups based on location. This biases perception of causes toward dispositional explanations rather than situational explanations.