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A MODEL FOR ASSESSING THE PERFORMANCE OF VIRTUAL TEAMS

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ABSTRACT

This paper presents a model for assessing the performance of virtual teams. The model has 19 outcomes, 60 factors and 23 processes. The outcomes serve as indicators of team performance. The factors and processes interact to create the performance of the team. Investigating the outcomes, and then the factors and processes facilitates understanding the performance of a virtual team. An initial model was derived from extensive literature review. It has been used, and extended, in three case studies. While not an empirically proven model it has proved practical for undertaking case studies and particularly for the purposes of cross-case comparison. It appears to be the most comprehensive model for researching virtual teams currently available.

Keywords (Required)

Team performance, virtual teams, global team