



Technology in Action (Learning in Doing: Social, Cognitive and Computational Perspectives)

Christian Heath, Paul Luff

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Despite extraordinary advances in digital and communication technology over recent years, we know very little about the way these complex systems affect everyday work and interaction. This book seeks to explore these issues through a series of video-based field studies that look at the introduction of basic information systems in general medical practice, news production, the control rooms of the London Underground and computer aided design in architectural practice. It focuses in particular on social interaction and the way video-based field studies can inform the design, development and implementation of new technology.

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