LIST OF REFERENCES


35. Butler et al. (2005), “Community effort in online groups: Who does the work and why” In Leadership at a Distance, S. Weisband and L. Atwater Eds. Lawrence Erlbaum Associates Inc, Mahwah, NJ.


References


References


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WEB/STATISTICS TOOLS USED

➢ SPSS 17.0 (Statistical Package for the Social Sciences)
➢ Qualtrics: www.qualtrics.com
➢ Apple Online Discussion Forums: discussions.apple.com/category.jspa?categoryID=204
➢ LinkedIn: www.linkedin.com
➢ Cisco Collaboration Community: https://communities.cisco.com/community/technology/collaboration
➢ Dell IdeaStorm Community: http://www.ideastorm.com/idea2ExploreMore?v=1345707437501&Type=AllIdeas&Filter=Dell%20Community
➢ Microsoft CRM Dynamics: http://crm.dynamics.com/en-in/home