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(Sheffield, 2001) .(Foley, 2000)

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(Prusk, 2001)

(Thomas and Laurence, 1998)

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(Quintas et al., 1997)

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.(Snowden, 2000)

.(Toumi, 2002)

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. (Prusak, 2001)



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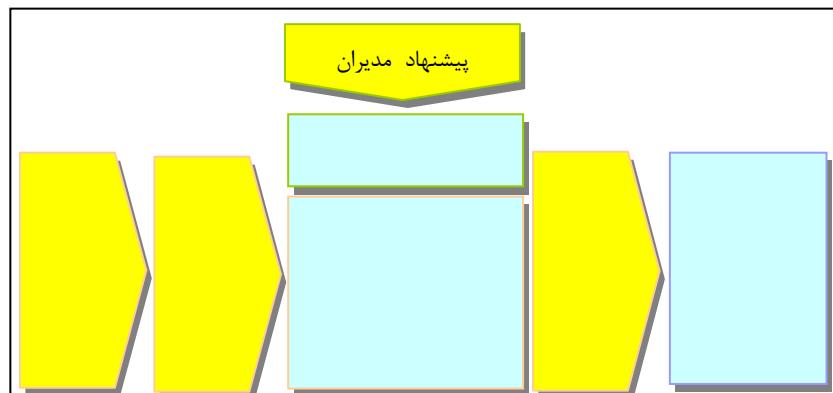
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(Thomas and Laurence,1998; Francis, 1999; Dorothy,1995; Etienne and Snyder,  
2000; Karl - Erik,1997 )

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(Robertson, 2004)

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Robertson, 2000 , p.4-5 :

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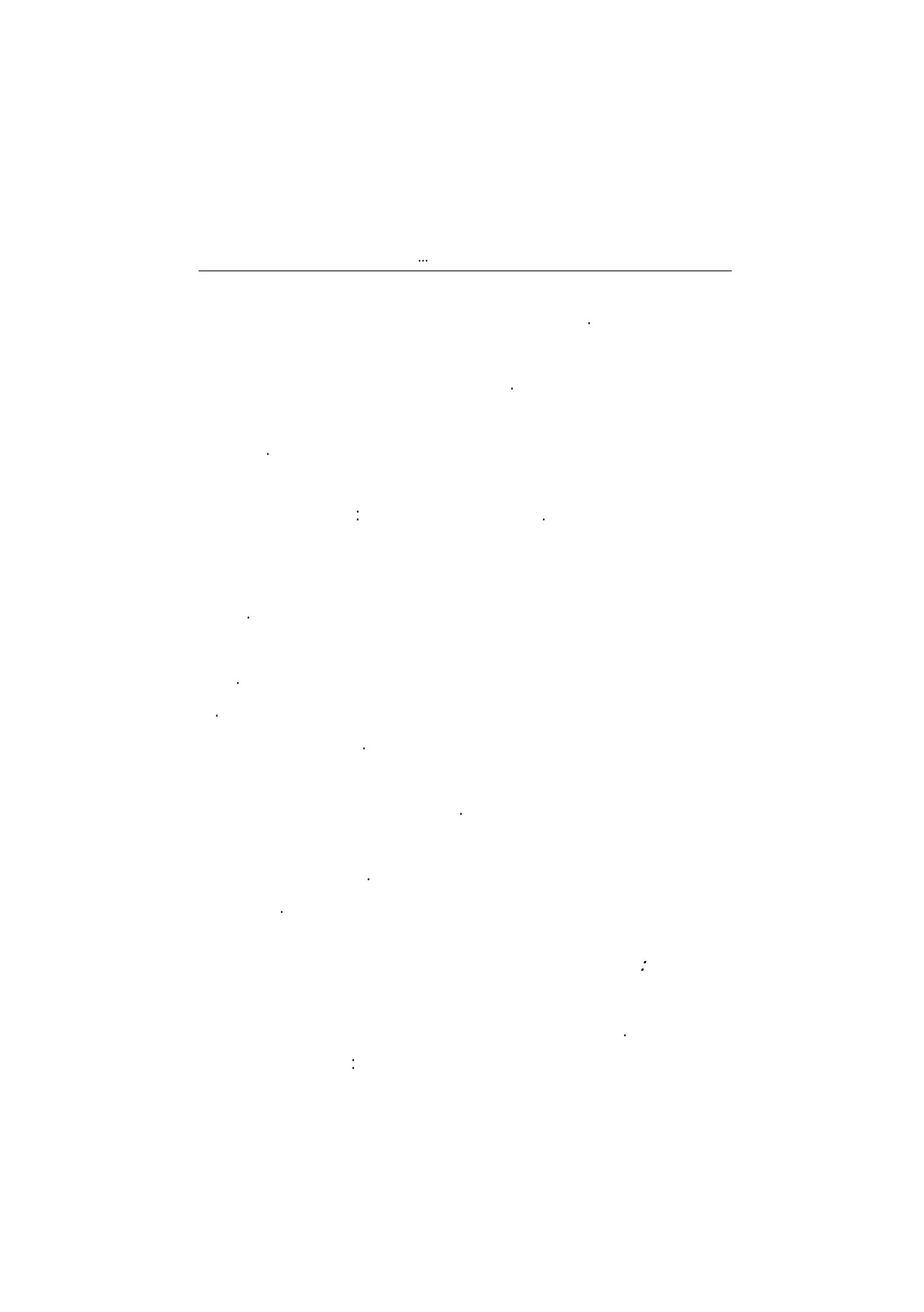
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