Proceedings of the
9th International Working Conference on the
Language Action Perspective on
Communication Modelling

(LAP 2004)

2-3 June 2004
New Brunswick, New Jersey, USA
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The challenges involved in creating and implementing effective information systems have intensified in recent years. Organizations and communities are increasingly turning to information systems to facilitate the interactions central to their purpose. These interactions include but are not limited to business transactions, negotiation, knowledge creation and dissemination, inter-organizational cooperation, argumentation, problem-solving, collaboration, learning, customer relations, and civic participation. How these interactions are understood and modelled is fundamental to the quality of the support designed systems can offer organizations and communities.

LAP – the Language-Action Perspective on Communication Modelling – is a theoretical orientation toward solving these design challenges that has been taken up by an international, multi-disciplinary community of researchers and practitioners. LAP emphasizes the importance of interaction and communication in designing useable, useful, and legitimate information systems. LAP recognizes that language is not only used for exchanging information, as in reports or statements, but that language is used to perform actions, as in promises, orders, requests, and declarations. Such actions are the foundation of communities and organizations and must be understood to create effective systems.

So far, 8 successful gatherings of scholars and practitioners interested in the LAP Perspective have been held in the Netherlands, Sweden, Denmark, Germany and Canada. Last year the traditional workshop format was changed to an international working conference to reflect the level of maturity the LAP field has achieved.

The 9th LAP international working conference seeks to expand on the prior success of LAP. This is signaled by the move to hold the conference in North America for the second time and the United States for the first time. It is also signaled by the move to include people who do LAP relevant theory and research but who have yet to participate in a LAP working conference. These moves treat the LAP working conference as a port of entry into a way of thinking, investigating, and creating systems to support human communication. A port of entry where tradition and innovation come together, where people create a language that emphasizes common ground, and where people invent ways of talking that transform difference into innovation. Thus, it is appropriate that the 9th LAP lands in New Jersey one of the great ports of entry and place of integration and innovation.
The proceedings of the 9th LAP blend tradition and innovation by addressing two broad themes: \textit{Updating LAP Fundamentals} and \textit{Modelling Participation}. The keynote of the first theme is delivered by Kalle Lyytinen who is a pioneer in LAP. He explains where LAP, as a computerization movement, has succeeded and where it has come up short. He outlines directions the LAP community can pursue to expand its influence on the historical force of computerization. The papers in this section update fundamental issues in LAP. The first set of papers address issues in business organizations, which has been LAP’s principle context. The second set pursues matters related to speech acts as an analytic tool.

The keynote of the second theme – Modelling Participation – is delivered by Thomas Erickson who is a leader in innovative research on systems supporting human conversation and collaboration. He explores the concept of “social proxy,” which is a way of representing people and their activities in online environments. He uses a case study to illustrate the concept and then explores how it applies to a wide range of settings including lectures, conferences, and auctions. Dr. Erickson’s work represents work that may not explicitly use LAP concepts but is implicitly representative of a LAP orientation toward systems development. The papers push LAP into new areas by focusing on the modelling and design of support for argumentation, negotiation, and broad forms of participation.

Thus, the 9th LAP makes its contribution by creatively mixing tradition and innovation and by involving long-time LAP people with recent and new LAP people.

The 9th LAP was held at Rutgers, The State University of New Jersey. Rutgers is one of the oldest universities in the U.S. having been founded 10 years prior to the Declaration of Independence and yet one of the youngest of the great land grant institutions that define the American university system. It is hosted by the Department of Communication in the School of Communication, Information, and Library Studies. This school was one of the first in the United States to recognize the importance of creating an intellectual research environment around the cornerstones of modern society: communication, information, and media.

We appreciate the opportunity to edit these proceedings and organize this conference. We are thankful for the opportunity to have collaborated on this project from our respective locations in Sweden and New Jersey. We thank Dr. Gustav Friedrich, Dean of the School of Communication, Information, and Library Studies, Dr. Hartmut Mokros, Director of the Master’s in Communication and Information Studies, for their support of this conference. Ramon Broza, who just received his B.A. degree in Communication from Rutgers, deserves special thanks for all his help and good ideas in planning this event.

Mark Aakhus, Department of Communication, Rutgers University, USA
Mikael Lind, School of Business and Informatics, University College of Borås, Sweden
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Mikael Lind, University College of Borås, Sweden.
Ramon Broza, Rutgers University, New Jersey, U.S.A
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<td><em>The generics of business interaction - emphasizing dynamic features through the BAT model</em>&lt;br&gt;Göran Goldkuhl &amp; Mikael Lind</td>
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<td><em>Towards a LAP-based Information Paradigm</em>&lt;br&gt;Jan L.G. Dietz</td>
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## CONFERENCE PROGRAMME

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| 09.35 – 10.20 | **Argumentation semantics of communicative action**  
Hans Weigand & Aldo de Moor |
| 10.20 – 10.35 | Coffee |
| 10.35 – 11.20 | **The Worlds of Negotiation**  
Mareike Schoop |
| 11.25 – 12.10 | **An Argumentation Analysis of Weblog Conversations**  
Aldo de Moor & Lilia Efimova |
| 12.15 – 13.15 | Lunch |
| 13.15 – 14.00 | **The Future of Citizen Participation in the Electronic State: Modeling Communicative Action in E-Rulemaking Practice**  
Beth Simone Noveck |
| 14.05 – 14.50 | **Structuring Communication Processes and Enhancing Public Discourse: The Delphi Method Revisited**  
Fahri Yetim & Murray Turoff |
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