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about their work and how that talk is
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The machines are the third party to the
triangular relationship of service. In a
sense, the machines create and partially
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that have been described in the preceding
chapters occur because of the presence and
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uncompromising ethnographic eye on work practices (1996:xiv)", Talking about Machines by Julian Orr does not live up to its advertising. While being thorough (overly so) in his explanations of the "interactions" of technicians who travel to clients throughout Silicon Valley, he is sadly lacking in providing the ethnography he claims to be striving towards.

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