Introduction to IT Enabled Collaboration for Development Minitrack

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In recent years, a myriad of technologies have been emerging to facilitate collaboration in various contexts. In developed regions, such as Western Europe and North America, the adoption and use of collaboration technologies have been explored extensively over the past few decades. Given the economic growth and trends towards globalization, the demand for collaboration technologies is increasing in developing regions like Eastern Europe, Asia, Africa, and South America. As a result, there is a strong interest in theoretically understanding and empirically investigating the adoption and use of collaboration technologies in these regions. Moreover, during the recent spread of COVID-19 across the globe, the need for collaboration technologies is even greater, as they provide accessible ways for distributed teams to accomplish tasks during lockdown and social distancing conditions. Now more than ever, organizations across the globe are banking on collaboration technologies to support teamwork in virtual settings. While organizations in developed regions have a dearth of experience in adopting collaboration technologies, there is scarcity of evidence on how widely these collaboration technologies are being adopted and used in developing regions. This minitrack focuses on issues of IT enabled collaboration for development.

In the seventh year of this minitrack, we accepted three papers for inclusion in the HICSS conference proceedings.

The first paper is titled “Fighting the wicked problem of plastic pollution and its consequences for developing regions with expert and crowd solutions” by Simon Fuger, Anna N. Köhl, Thomas Stoeble, Moritz N. Lang, Johann Filler, Kätja Hutter. How to effectively integrate wisdom from different sets of individuals is critical for practitioners. In this paper, the authors aim to explore solutions from experts and IT enabled crowdsourcing to solve wicked problems. The paper applies text mining techniques to analyze two reports from experts and outcomes of idea generation from IT enabled cross-cultural crowdsourcing. The authors found that ideas from the

crowd and experts are different from the context, geographical focus, and feasibility of using technology.

The second paper is titled “Overcoming innovation deficiencies in Mexico: Use of IT for open and closed innovation by small and medium enterprises” by Mariana Andrade Rojas, Terence Saldanha, Jiban Khuntia, Abhishek Kathuria, Wai Fong Boh. This paper focuses on the role of IT in innovation and addresses two kinds of challenges about SMEs' innovation. Using a unique survey dataset from 389 SMEs in Mexico, the authors found that there are palpable differences in the role of IT in “closed” versus “open” innovation. Their findings provide important insights into overcoming innovation deficiencies for SMEs.

The third paper is titled “Investigating the relationship between AI and trust in human-AI collaboration” by Ying Bao, Xusen Cheng, Triparna de Vreede, and Gert-Jan de Vreede. This paper addresses the trust issue in the process of human-AI interaction for team collaboration. Drawing on previous studies and related conclusions on trust, human-AI interaction, and IT implementation traits, this paper presents a holistic research model and identifies the direct and the moderating effects of different antecedents and AI implementation traits on team members' AI trust. Their research helps to understand trust in human-AI collaboration and the model serves as a base for future investigations in this area.

These three papers focus on the application of collaboration/information technologies in different settings and aim to address the issues in different applications.

In conclusion, we would like to thank all the authors for submitting papers to our minitrack and all the reviewers for providing valuable feedback on the submitted manuscripts. As we move forward, we hope to attract more researchers and practitioners from developing regions around the globe to participate in the “IT enabled collaboration for development” minitrack.