Cross-Organizational and Cross-Border IS/IT Collaboration in the next normal era beyond the COVID-19 Pandemic

Ilsang Ko
Chonnam National University
isko@chonnam.ac.kr

Information Systems and Information Technology have for a long time played a major role in supporting sustainability goals and a substantial research strand on “green IS/IT” has existed for many years. However, motivated by observing positive side effects caused by the COVID-19 pandemic, such as positive ecological effects through less travel and more virtualized collaboration, we believe that there are many more and not yet understood effects IT and IS can have on ecological and social sustainability goals, particularly through the virtualization of communication and collaboration. While there are obvious advantages, there are also downsides and challenges that require research activities to detect, understand, and mitigate those. COVID-19 has brought new challenges and opportunities to our daily lives. We need new forms of digital collaboration tools, we need new ways to collaborate, and we need new core values and methods of collaboration – which triggers the quest to redesign collaboration tools and methods.

Six papers were submitted to our mini-track. Among them, based on the evaluations with comments and suggestions from 22 reviewers, three papers have been accepted for online presentations. Infobesity from information overload and its negative effect on global leading companies, improving accountability in inter-organizational business processes in terms of strategic, operational, and technical concerns, and the effect of network structure efficiency and R & D modes on firm’s performance, will be main discussions on our COCB collaboration mini-track in HICSS 55, 2022.

The first article “Too Many Cooks Spoil the Broth: Infobesity in Multicultural Firms during Covid-19” by Ankur Jaiswal, Ojaswi Malik, Prasanna Karhade, and Abhishek Kathuria argues about multiculturalism and infobesity on global leading companies. The authors assume that world-leading companies are in a state of infobesity, which means being overloaded with more information than they need and they can efficiently use in the CIVID-19 situations. They found that multicultural firms show superior performance during

Daniel Beimborn
University of Bamberg
daniel.beimborn@uni-bamberg.de

the COVID-19 pandemic. Digital insights capacity weakens the effect of multiculturalism on firm performance. Their empirical results show that multiculturalism and digital insights capacity negatively moderate their interaction effect by reducing firm performance. Firms with multiculturalism show superior performance during the pandemic, but digital technologies have negative effect on their performance due to infobesity; thereby affirming the adage that “too many cooks spoil the broth”.

The second article, “Dimensions of Accountability in Inter-organizational Business Process” by Matthias Buchinger, Peter Kuhn, and Dian Balta, develops a framework for trust-based accountability among business partners. In their paper, the authors propose a framework for increasing accountability in inter-organizational business processes among business partners with trust. They suggest three different layers such as the management layer for the strategic goals, the business process layer for the processes and interactions of business partners, and the technical layer for the concrete artifacts. Their framework provides nine dimensions such as compliance, control, regulatory, responsibilities, dependencies, data collection points, identity management, reconstructable traceability, and verification.

The third article, “R&D modes and firm performance in high-tech companies: A research based on cross-boundary ambidexterity and network structures” by Yushan Yang, Mengling Yan, Xiaoying Dong, and Yanni Hu, investigated the effect of network structure efficiency (NSE) on firm performance in high-tech companies. In this paper, four different R&D modes, such as internal exploration, internal exploitation, external exploration and external exploitation, moderated by network structure efficiency, influence firm’s financial and innovation performance. They found that internal exploration decreases operating income when NSE is low, but it increases when NSE is high. External exploitation increases the number of patents much more when NSE is high.