Cross-Organizational and Cross-Border IT/IS Collaboration Mini-track

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

Daniel Beimborn
Frankfurt School of Finance & Management
d.beimborn@fs.de

As in previous years, we were happy about the number of great papers submitted to our mini-track as well as about the variety of topics addressed by those studies. The selection process was competitive and resulted in a set of four papers accepted for being presented and published in the conference proceedings.

The management of cross-organizational and cross-border collaboration in the context of information technology and information systems has become more and more crucial. Utilizing external IT services (from traditional outsourcing to all kinds of 'as-a-service' offerings) has become the norm for most companies and involving external partners in digital innovation and transformation processes is a 'must' in order to keep track with accelerated innovation cycles. New requirements and new dynamics in turn do also create new opportunities and challenges for research in this field – this is where we want our mini-track to contribute to.

This year, 4 papers are presented in our Cross-Organizational and Cross-Border Collaboration session. The first paper, **Psychological Contract in IT Outsourcing: A Systematic Literature Review**, by Jongkil Jeong, Sherah Kurnia, Danny Samson, and Sara Cullen looks into an important but yet under-researched component of relationship management in IT outsourcing relationships. The 'psychological contract' represents the involved managers' and staff's beliefs about their mutual obligations; fulfilling or not fulfilling them will have an positive or negative impact on the relationship quality among the partners; therefore, understanding what can create and enforce psychological contracts is essential for effective outsourcing relationship management.

The second paper, **A Systematic Literature Review to Understand Cross-Organizational Relationship Management and Collaboration**, by Bruna Diirr and Claudia Cappelli applies a broader lens and analyzes what the literature has contributed to inter-organizational relationship management, in general, with a focus on collaboration in ICT contexts, such as service provision, joint ICT development projects or the establishment of inter-organizational information systems.

Examining Collaboration in Interdisciplinary Product Development Focusing on Dependencies by Guenther Schuh, Michael Riesener, and Christian Mattern focuses on the support of inter-organizational product development. The authors use a design-oriented approach to come up with a methodology for the design of collaboration arrangements among firms which collaborate on the development of new products.

Finally, **Adoption of Collaborative Technology to Enhance Master Data Quality across Municipal Administrations – Identifying Drivers and Barriers** by Christian Meske, Robert Heidekrueger, Tobias Brockmann, Matthias Czerwonka, and Stefan Stieglitz presents the results of an empirical study on the organizational adoption of collaborative data management software, which allows the joint, consistent management of an organization's master data. The authors identify various factors to be drivers or barriers for the adoption of this type of information systems.

HÎCSS