Introduction to the Social Information Systems Minitrack

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1. Introduction

There is a long legacy of linking information systems and social mechanisms [8], which has received increased attention with the advent of social media and social software [13]. Specific topics such as the use of social software in business process management [15] or in information systems design [12] emerged. The relevance of this research field led to broader investigations exploring further areas of social information systems [14]. Besides technical aspects and requirements (e.g., Web 2.0 techniques, semantic interoperability, data analysis and fusion, social analytics), the integration of different parties is an important challenge for social information systems. Today, internal as well external stakeholders (e.g., customers, suppliers, shareholder, public administration) have become a fundamental part of social information systems [10] [9]. However, the lifecycle of social information systems has not been investigated in depth. Therefore, the objective of the mini track is to explore how social information systems are designed, implemented, operated and optimized.

Based on broad own research [13] [5] [6] [11], we define Social Information Systems as information systems [2] that support four principles: weak ties, social production, egalitarianism and mutual service provisioning.

Weak-ties [7] are spontaneously established contacts between individuals that create new views and allow combining competencies. Social information systems support the creation of weak ties by their ability to create contacts between non-predetermined individuals.

Social Production [4] is the creation of artifacts, by combining the input from independent contributors without predetermining the way to do this. By this means, social information systems can integrate new and innovative contributions not identified or planned in advance.

Egalitarianism [16] is the attitude of handling individuals equally. Social information systems highly rely on egalitarianism and therefore strive for giving all participants the same rights to contribute.

Egalitarianism in social information systems has the intention to encourage a maximum of contributors and to get the best solution fusing a high number of contributions, thus enabling the wisdom of the crowds.

Social information systems overcome the separation of the service provider and consumer by introducing the idea, that service provisioning is a mutual process of service exchange. Thus, both service provider and consumer (or better prosumers) provide services to one another in order co-create value [17]. This mutual service provisioning contrasts to the idea of industrial service provisioning, where services are produced in separation from the customer to achieve scaling effects.

Social information systems can be differentiated using different criteria. Social information systems may be both internal and external, for instance, enterprise 2.0 [3] denominates the use of social information systems within enterprises to foster communication and innovation. But there are also social information systems at the intersection between internal and external processes as in Customer Relationship Management (CRM) or Supply Chain Management (SCM) and external social information systems such as Social Networks. Social information systems may either address the business processes of an organization as a whole or certain functions. The first one is called Social BPM [15]. Here social information systems apply the four principles to design and improve business processes. Social information systems may also support certain business processes or subsets of these. An example is the use of social information systems in CRM (Social CRM [1] [18]).

2. Topics

In this minitrack we seek papers that explore how social information systems are designed, implemented, operated and integrated. Possible topics are:

- New methods for developing and understanding social information systems
- Impact of weak ties, social production, egalitarianism and mutual service provisioning

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- Businesses processes enabled by social information systems
- Link of social business processes and other business processes
- Modeling of social processes for social information systems
- New technologies and architectures for social information systems
- Data creation and analytics within social information systems

3. Accepted Papers

Eight papers were submitted to the Minitrack "Social Information Systems". Four of them were accepted after a rigorous review process with two phases.

In the paper "Exploring Affordances of Slack Integrations and Their Actualization Within Enterprises - Towards an Understanding of How Chatbots Create Value" Emanuel Stoeckli, Falk Uebernickel, and Walter Brenner presented the results of explorative interviews. The results reveal fourteen functional affordances in four categories.

The paper from Christian Oettl, Thomas Berger, Markus Böhm, Manuel Wiesche and Helmut Krcmar with the title Archetypes of Enterprise Social Network Users presents a model to characterize ESN users. They are classified in archetypes based on two dimensions: individual openness to ESN and perceived task-fit. Four archetypes of ESN users and two mixed user types are identified.

The paper titled "Automatically Quantifying Customer Need Tweets: Towards a Supervised Machine Learning" from Niklas Kühl, Marius Mühltaler and Marc Goutier demonstrates the feasibility to automatically identify and quantify customer needs by training and evaluating Twitter data. A supervised machine learning approach was used.

Zhaojun Yang, Jun Sun, Yali Zhang and Ying Wang investigate in their paper "Social Environment of Virtual Collaboration Using Mobile Social Media" how social environment influences user behavior. Extrinsic motivation, communication climate, and top management support are identified as the main factors that impact virtual collaboration.

4. Acknowledgements

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