

Introduction to IT Enabled Collaboration for Development Minitrack

Xusen Cheng
Renmin University of China,
Beijing, China
xusen.cheng@ruc.edu.cn

Xiangbin Yan
University of Science &
Technology Beijing,
Beijing, China
xbyan@ustb.edu.cn

Deepinder Bajwa
Western Washington University
Bellingham, USA
deepinder.bajwa@wwu.edu

Collaboration information technology is being widely used in organizations globally. Their use has been unprecedented during the COVID-19 pandemic as many countries and regions implemented lockdown measures to prevent the spread of the virus. These conditions have enforced virtual work for many organizational employees, who now rely more and more on information technology (IT) to support collaboration in synchronous and asynchronous settings. As a result, there has been an exponential growth in the use of collaboration technologies/tools like MS Teams, Webex, VooV Meeting, and Zoom, amongst others. This recent phenomenon is likely to attract considerable attention from academic scholars in the field of IT-enabled collaboration. In the past, many studies have investigated diffusion (adoption, implementation, and utilization) of collaboration technologies at the individual level, team level, and organization level in developed economies of Western Europe and North America. However, research on IT-enabled collaboration in developing countries such as East Europe, Asia, and Africa is scarce.

Our minitrack “IT Enabled Collaboration for Development” was introduced to fill the void in the literature by focusing on processes and systems design, methods, modeling, and techniques for collaboration in developing regions. We expect more forward-looking insights on online collaboration during the COVID-19 pandemic. This year, we accepted two papers for inclusion in the HICSS conference proceedings.

The first paper is co-authored by Shixuan Fu, Xusen Cheng, Triparna de Vreede, and Gert-Jan de Vreede and is titled “Selecting open innovation ideas in teams vs. nominal groups: exploring the effects of idea quantity and idea assignment on idea selection quality and satisfaction with process”. This paper uses an experimental design methodology to investigate the issue of idea selection in open innovation crowdsourcing projects. By conducting a 2 (information quantity: high and low) by 2 (heterogeneous and homogeneous idea assignment) between-group experiment, the study attempts to examine how

satisfaction with the process. The results indicate that more alternative ideas are associated with higher idea selection quality, but it's also associated with lower satisfaction with the process. Regarding idea selection quality in different contexts, the findings suggest that crowd teams achieve higher idea selection quality than nominal groups' idea selection quality when working on a low number of ideas to be considered. Furthermore, crowd teams achieve higher idea selection quality than nominal groups' idea selection quality when working on homogeneously assigned idea sets. This paper contributes to the existing literature by comparing idea selection quality in crowd teams and nominal groups, and by comparing idea selection quality satisfaction with the process between homogeneous idea assignment groups and heterogeneous idea assignment groups. In practice, this study is helpful for managers to optimize the organization of contents and crowds during the idea selection process.

The second paper selected for the proceedings is co-authored by Wankun Gong and Ying Bao and is titled “Assessing trust in online collaboration in e-government during the COVID-19 pandemic: an employee perspective”. Since COVID-19 pandemic has forced employees to work from home and rely more on technology, system trust becomes an important issue. In this setting, this paper investigates the antecedents of employees' trust in e-government during the outbreak of COVID-19. By implementing 14 in-depth interviews with employees who had e-government experience, the study identifies six key antecedents that have an influence on employees' trust in e-government in the COVID-19 pandemic era. These include: ease of use, usefulness, traceable, privacy risks, communication efficiency, and communication transparency. The authors also recognize two mediators in the relationship between these antecedents and trust in e-government, namely e-government system quality and communication quality. This study advances our understanding of employees' trust in the e-government platforms and provides theoretical support for technicians to build a friendly e-government website.

We would like to thank the contributing author and the reviewers for their efforts and look forward to the virtual conference.