

Minitrack Summary—Collaboration in Online Communities: Information Processing and Decision Making

Matthew L. Jensen
University of Oklahoma
mjensen@ou.edu

Thomas O. Meservy
Brigham Young University
meservy@byu.edu

Kelly J. Fadel
Utah State University
kelly.fadel@usu.edu

Abstract

This document summarizes the research articles accepted to the Collaboration in Online Communities: Information Processing and Decision Making minitrack within the Collaboration Systems and Technologies track at HICSS 2024.

1. Introduction

Online communities consist of individuals who share a common interest and who use the internet to communicate with each other and work together. This minitrack focuses on research related to information processing and decision making in online communities. The four papers featured in this minitrack address a variety of research questions within this domain including exploring information search in communities, the usefulness of reviews, motivations for crowdfunding, and automatic stance detection in communities. The following section summarizes each of these papers in further detail.

2. Minitrack Papers

People often seek information from other people through online forums. However, the rise and prevalence of large language models has shifted information seeking behavior. The paper “Exploring the Shifting Dynamics of Information Source Selection: Situational Characteristics and the Rise of Artificial Intelligence” explores this issue and suggests that AI is not yet a full substitute for human information sources.

Online reviews are an important component of online communities. However, the effects of two-sided

reviews are inconclusive. The paper “On the Usefulness of Online Review Valance” explores this issue. Usefulness of two-sided reviews depends on the attitudes of the readers and the relationship between review usefulness and reviewers’ attitude is nonlinear.

How do emotional and cognitive values differently shape backer behavior across seemingly similar, but fundamentally distinct crowdfunding platforms? This is the question addressed by the paper “A Dual-Platform Examination of the Relationship Between Cognitive-Experiential Values and Project Success.” The paper demonstrates how cognitive and experiential values intersect with platform-specific backer motivations to influence project success and argues that founders should carefully tailor their messages along these lines.

Identifying the aggregated stance of a community toward an issue is a challenge. The paper “Beyond the Social Media Contents: The Role of Social Interactions in Stance Detection” proposes a framework that uses social interactions and integrates graph learning with transformers to automate stance detection. Empirical tests show superior performance of the framework against competing techniques.

3. Conclusion

Online communities and the information processing and decision making that occurs within those communities will continue to be an important research topic in our discipline. The four papers in this minitrack provide interesting ideas on potential research directions.