

IT-supported Collaboration
MIS Quarterly Research Curation

Research Curation Team¹:

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First Era

Supporting team meetings

- Technology augments group collaboration and meetings
- Same time/same place groups are the focus of studies
- Comparison of face-to-face and IT-enabled groups
- Focus on how the use of technology during group collaboration can lead to desired outcomes (e.g., greater number of ideas shared; increased satisfaction and participation)

Second Era

Rise of virtual teamwork

- Early work continued to build on Era 1
- Later work focused on groups that operate in different place/different times (e.g., virtual teams)
- Focus on what is meant by virtual teams and factors that can help virtual teams be more effective and efficient (e.g., trust, risk, coordination)
- Studies focused on the cross-over of virtual teams and software development

Third Era

Routinization of IT-supported collaboration

- Increasing use of social networking and virtual worlds for supporting collaboration
- Different time/different place collaboration is the norm and not the exception
- Focus on understanding how the technologies for collaboration can be seamlessly adopted and adapted

¹ Contributor names in alphabetical order



Dominant Methodologies

Lab Experiments

Field Studies

Case Studies

Thematic Advances in Knowledge

Technology (IT) as an Enabler

- Different technology features, including the type of media, were found to have different effects on collaboration
- The anonymity appears to lead to more ideas, in the context of idea generation tasks
- Technology can serve in different member roles
- The importance of fit of the technology with the group, the ability of the medium to support synchronicity, the importance of using media repertoires rather than just one communication medium, and the ability of technology to overcome spatial, temporal, and organizational dispersion, are all important advancements offered in the literature.

Group's Production Function

- The focus was on investigating the effect of IT-support on a variety of task-related variables in the context of idea generation, decision-making, classroom learning, and other collaborative tasks.
- Some of the variables investigated include: number and quality of ideas, quality of decisions, consensus development, skill development, effective accomplishment of judgment tasks, with certain kinds of facilitation

Group's Well-being

- Focus on satisfaction of the group so that the members work as a cohesive social unit
- Move toward more egalitarian and democratic group processes
- Dealing with intra-group status differences and boundaries that may be associated with roles and locations in a distributed group