NEGOTIATION SUPPORT SYSTEMS MINITRACK

Tung Bui
Naval Postgraduate School
Monterey, CA 93943
tbui@nps.navy.mil

Melvin F. Shakun
New York University, Stern School of Business
New York, NY 10012
mshakun@stern.nyu.edu

Negotiation Support Systems (NSS) are designed to assist negotiators in reaching mutually satisfactory decisions by providing a means of communication and through analysis of available information. The purpose of this minitrack is to provide a forum for interchange of ideas, research results, development activities, and applications among academicians and practitioners in the NSS field. Since 1991, this minitrack has gathered a respectable collection of papers in this young but promising area of research. Collectively, the selected papers in this minitrack continue to offer innovative and thought-provoking research in computer-supported mediation.

The minitrack of this year is the fruit of last year’s research discussion. Chung and Pak seek to understand the capabilities of NSS by conducting a case study of using NSS in quality function deployment. Bui, Ma and Stricker continue to explore the use of ARBAS, an action-resource language for argumentation, to support negotiation and bargaining. They view negotiation as an intensive search for deals that provide negotiators with more resources. They present an improved version of ARBAS as a medium for antagonists to identify mutually acceptable solutions, and apply it to the context of supporting information exchange, consensus seeking, and information archiving and re-use in software development. ARBAS has also be expanded to capture organizational memory and learning. Bodart, Bui, Melard and Vaneuvel develop and entity-relationship model to bridge ARBAS concepts with the key elements of organizational memory.

As the world’s market is moving into the electronic age, intercultural negotiation will become more and more frequent. This year, we would like to focus our research effort on this issue by forming a panel expert moderated by Bui and composed of researchers from America (Melvin F. Shakun), Asia (Akira Ishikawa) and Europe (Jean-Charles Pomerol). It is expected that the panel discussion will open up a new direction for research in this important area.