Introduction to Measuring Collaborative Technologies and Processes Minitrack

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Collaboration technologies are seeing widespread adoption and implementation at all levels of organizations. Examples include collaborative tools and processes to support short-term, ad-hoc projects, to long-term project teams, and even large scale inter-organizational systems such as extranets and wide area networks. However, it is often difficult to determine if the implementation faithfully instantiated the intent of the system designers or whether it's yielding the desired results.

The focus of this mini-track is on evaluating collaborative technologies and processes, and thus is not limited to a particular form of technology. This year the set of papers in this mini-track address this focus, examining the effectiveness use of collaboration tools, virtual team processes, and collaboration engineering processes.

The first paper entitled "Effective Use of Collaborative IT Tools: Nature, Antecedents, and Consequences," from Paul Pavlou, Angelika Dimoka, and Thomas Housel presents a model of the antecedents and consequences of collaborative IT tools leveraging capabilities (CITTLC) measured by a survey of 395 organizational members.

Next, the second paper entitled "Exploring the Concept of Para Social Presence in Virtual Project Teams," from Eric Tze Kuan Lim and Yu-Ting Caisy Hung reviews the notion of Para Social Presence (PSP) and then empirically validates its measurement properties through a longitudinal field study.

The final paper entitled "An Interview Protocol for Discovering and Assessing Collaboration Engineering Opportunities," from Robert Briggs, Alanah Davis, and John Murphy uses the Value Frequency Model (VFM) to develop an interview protocol which is used in two cases to identify new collaboration engineering opportunities and to judge whether a collaboration engineering solution would be likely to succeed.