User Experience: Collaboration and Knowledge Management

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The Hawaii International Conference on System Sciences (HICSS) has a long history of supporting evolving areas of research, such as groupware, group support systems and knowledge management and the nurturing of these new concepts and ideas. Both collaboration and knowledge management are currently popular topics and hopefully from this minitrack, we can gain insight into their effective and efficient use on a day to day basis. Over the years, these researchers and practitioners have led the way in their organizations to dramatically improve productivity and organizational efficiency and effectiveness. This minitrack will focus on user experience from real organizations and real problems. The technological and process advances gained through years of research and practical experience are shared by the authors of the papers in this session. The papers in the four sessions describe the recent advances in the collaboration systems and knowledge management development and experiences. We are fortunate to assemble this group of authors and experts who are willing to share the insight and knowledge gained from their experience. The content of each session is as follows:

Session 1. User Experience: Collaboration and Knowledge Management

“Building a Knowledge Sharing Company—Evidence From The Finish Insurance Industry,”

“An Epistemological Taxonomy for Knowledge Management Systems Analysis,”

“The Reality of Team-based Knowledge Sharing and Creation in Professional Cyber Community,”

“Modeling and Analyzing Communications Infrastructure—A Case Study of an International Organization,”

Session 2. User Experience: Collaboration and Knowledge Management

“The Collaborative Conflict Management Style and Cultural Diversity in DGSS Supported Fuzzy Tasks: An Experimental Investigation,”

“Collaborative Software Development: Experimental Results,”

“Using Familiar Single-User Editors for Collaborative Editing,”

“Cognitive Fit and An Intelligent Agent for a Word Processor: Should Users Take All That Advice?”


“Paper Information Technology Augmentation of The Skilled Facilitator Approach,”

“A Comparison of Distributed Groupware Implementation Environments,”

Session 3. User Experience: Collaboration and Knowledge Management

“A Study of the Impacts of Verbal Interaction in Proximate GSS Sessions,”

“The Collaborative Conflict Management Style and Cultural Diversity in DGSS Supported Fuzzy Tasks: An Experimental Investigation,”

“On a Text Processing Approach to Facilitating Autonomous Deception Detection”

“Trust and Deception in Mediated Communication,”


The papers in this session describe efforts in facilitation, ontology development, sharing information, experiments, field studies, work flow, process design, planning and development of practical guidelines for collaboration systems and knowledge management.

The papers and speakers in these sessions bring insight and lessons learned from their experiences with real world problems. The GroupSystems software will be available throughout the sessions to identify research questions and opportunities for further study.