

Introduction to the Minitrack on Cross-Organizational and Cross-Border IS/IT Collaboration

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Research on cross-organizational and cross-border collaboration addresses the integration of systems, people, processes, and infrastructure across organizations, borders, and world regions to enable productive interactions, performance, and satisfaction. Electronic and virtual collaboration has been growing and is driven by competitive advantage, lowered costs, and increased knowledge.

This HICSS minitrack now in its eighth year has been a channel to journal special issues we have co-edited in *International Journal of Electronic Collaboration* (2008), *European Journal of Information Systems* (2010), and *Electronic Markets* (2012). Papers and articles have covered a broad spectrum from this research area, which are summarized in a comprehensive framework [1].

This year, the accepted papers are diverse and each makes both theoretical and empirical contributions.

“Which Boundary Objects are Applicable to Service Innovation? A Dynamic Capability Perspective,” by Andreas Malsbender, Ralf Plattfaut, Bjoern Niehaves, and Joerg Becker, examines how to produce, transport, and combine knowledge across organizational boundaries. A model relates four boundary object types, i.e. repositories, ideal types, maps, and standard forms, to three service innovation capabilities of sensing, seizing, and transformation. From this theory, constructs are carefully developed and evaluated, and the theory is tested on a sample of 500 service-industry SMEs in Germany. The findings indicate that standard forms as boundary objects impact service innovation on all three service innovation capabilities of sensing, seizing, and transformation abilities, while ideal types influences only seizing abilities. The findings can potentially help companies better select appropriate boundary objects, depending on stage of service innovation. The questionnaire can be useful for assessment.

“Collaborative Technologies in an Inter-Organizational Context: Examining the Role of Perceived Information Security and Trust on Post-Adoption,” by Simon T.-N. Trang, Thierry J. Ruch, and Lutz M. Kolbe, develops a model partly based on TAM that posits influences of perceived

information security, perceived usefulness, perceived ease of use, and interpersonal trust on intention to use. The model is tested on 121 project managers in German networks having collaboration technology.

The findings indicate that perceived information security (PIS) and perceived usefulness (PU) influence intention to use, with interpersonal trust effecting both PIS and PU. One discussion point that sheds new light is that users who feel collaboration technology is insecure are less likely to use it. Users’ perception of information security is shown to be important. Further, interpersonal trust is significant as a determinant of perceived information security. Practically, information security should not only be justified technically, but also from its influence on intention to use.

“Investigating Information Sharing Behavior in Supply Chains: Evidences from an Embedded Single Case Study,” by Tobias Engel, Andreas Engelschalk, Nurettin Guner, Suparna Goswami, and Melmut Krcmar, develops a theory of information sharing for supply chains and applies the theory to examine four supply chains through interviews. The theory integrates prior conceptual frameworks to support the criteria of trust, bargaining power, contract management, and information management to effect behaviors of information sharing. After describing the customers and upstream supply chains, varied information management sharing solutions are analyzed, one using e-mail for ordering, another linking systems to seek improvement in sharing but not realizing it, etc. Results indicate the firms fell far short of the technical sharing potential and often lacked documentation. Among the general findings is that bargaining power is more important than trust and contracts for supply chain efficiency. Practical guidelines, based on the four criteria and corporate compliance are given for effective supply chains.

REFERENCE

[1] Romano, N.C., J.B. Pick, and N. Roztocki. “A Motivational Model for Technology-Supported Cross organizational and Cross-border Collaboration.” Guest Editorial. *European Journal of Information Systems*, 19, 2010, pp.117-133.