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## Decision Support Systems

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# The impact of technological support on groups: An assessment of the empirical research

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### Abstract

In this paper we analyze the empirical findings on the impacts of technological support on group. We define and differentiate two broad technological support systems for group processes: Group Decision Support Systems (GDSS), and Group Communication Support Systems (GCSS). We then present a framework and method for analyzing the impacts of such information systems on groups. We develop the framework from the literature of organization behavior and group psychology and apply it to literature of MIS. We then review the empirical research and findings concerned with the impacts of GDSS and GCSS on groups, and we compare and contrast these findings. Finally, we conclude by discussing the implications of our analysis on the focus of attention and design of future research. Five Major implications stem from our analysis: (1) there is lack of research on some important "formal" factors of groups, (2) there is a paucity of

research on the impacts of GDSS and GCSS on the informal dimension of groups, (3) there is a need to move away from laboratory settings to field study in organization settings, with "real" manager, (4) more research is needed on stages of group development and on how they affect the impacts of GDSS and GCSS on groups, and (5) more research is needed to understand how the structure imposed by the technological supports affect group processes.



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## Keywords

Literature Review; Group Decision Process; Group Decision Support Systems; Electronic Meetings; Group Decision Making

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