An Integrated Tool-Support for Small Team Meetings: Lessons from Observations of Team Meetings in Organisations

International Journal of Computer Applications
© 2012 by IJCA Journal
Volume 45 - Number 7
Year of Publication: 2012

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Abstract

Teams collaborate in different contexts within organisations to share information with its members in achieving their targets. Collaborations with face-to-face meetings are prevalent despite the emergence of numerous tools to support distributed team collaborations. However, the nature of tool-support for team collaborations in the last decade was focused on supporting distributed and web-mediated meetings. Furthermore the tools were either not designed to support all the processes within team collaboration or not readily adopted by users. Literature on developing an integrated tool-support that includes all the potential processes within a meeting, and learning lessons whilst designing tools to improve the state of their adoption is largely unexplored. This paper reports on a qualitative study that observed twenty team meetings from five organisations in South Australia and analysed the data using a grounded theory approach to generate stories on team activities. The stories were used to develop a tool-kit framework and lessons on providing a tool support for team meetings.

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**Index Terms**

Computer Science Information Systems

**Keywords**

Team Meetings Tool-support Team Collaboration Tool-kit