



A STUDY ON INFORMATION SYSTEM COLLABORATION FOR ORGANIZATION

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ABSTRACT

This research was conducted by observing the existing functions and the ease of use in Microsoft Teams application. The research methods used in this research are view the literature review of the information system collaboration and then search for tools or technology in the collaborative information system. Microsoft Teams is in line with the collaborative work of information system. Microsoft Teams as a tool of information system collaboration such as chat, channel teams, and meeting features can help users to easily collaborate with another team person and create a collaboration circle in their organization. These are some findings on this paper are 1) Collaboration has two important characteristics: feedback and iteration in an organizational process through involvement with every individual working within the organization. 2) Microsoft Teams is one of the tools in information system collaboration. This tool is part of Microsoft Office 365 that can be used as a supporting tool in the collaborative work of an organization. 3) In collaboration, there are 3 success criteria: successful outcome, growth in team capacity, and Meaningful and satisfying experience. Microsoft Teams can be tools for reach 3 success criteria of collaboration.

Keywords: Collaboration Information System, Microsoft Teams, Organization, Communication.

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1. INTRODUCTION

Communication becomes an important and main factor in an organization to give and receive input for other parties. Every individual in the organization has knowledge and can become an expert in his field and share his knowledge within the organization. Collaboration between individuals within an organization is very necessary in order to working together in achieving the vision and mission of the organization. Collaboration requires trust between stakeholders to realize the vision and mission of the organization [1]. With collaboration, every work of

each individual in the organization can be properly collected and any proof of work for the organization can be easily found [2].

Collaboration has two important characteristics, there are feedback and iteration. These characteristics are organizational processes through involvement with every individual working within the organization. Feedback reflects the two-way communication and interaction between people to discuss a specific topic inside the organization. While Iteration means the interconnection between one person to another in an organization and the process is continuously and thoroughly discussed [3].

Technology can help to improve collaboration activities in an organization [4]. Microsoft Teams is one of the tools in the information system collaboration. This tool is part of Microsoft Office 365 that can be used to support the collaborative work in an organization. [5]. The core values of Microsoft Teams are each group and department of an organization work together to achieve their vision and mission by communicating all the times and keeping everyone up-to-date on the information inside organization, providing a quick access to the team for every information they needed. facilitates the connection of all content and capabilities to all groups within the organization every day, and provides data security while communicating through Microsoft teams [6].

2. LITERATURE REVIEW

In collaboration, there are 3 success criteria: 1) successful outcome. This can be measured by how each individual within the organization can make decisions easily, easily solve existing problems and easily create a work product. 2) Growth in team capacity. These can be seen by how individuals in the organization can improve their capabilities share their knowledge to other individuals within the organization. 3) Meaningful and satisfying experience [3].

There are 4 main objectives in the collaboration are: 1) All individuals in the organization are well informed. People know all the information and can be used by each person for decision making in an organization. 2) People can make decisions. There are three types of decision. They are strategic decisions, management decisions and operational decisions. With good decision making and collaboration, it will create good comments and iterations with the members of the organization. 3) People can solve existing problems. The problems that exist within an organization can be accepted differently for every individual inside the organization. This is because of the different perception. With collaboration, each person can share their own perception and opinion so the solution can be solved effectively. 4) People within the organization can better organize their projects. With good project management, people can enrich their knowledge, share their experience and collaborate to benefit the organization [3].

3. METHODOLOGY

According to [3], people in an organization can create creative ideas and create products that are easy and create a good business perspective for the future, as well as provide meaning in the organization. This makes the individual feel better as a team instead of working alone. Collaboration has two important characteristics; they are feedback and iteration in an organizational process through involvement with every individual working in the organization. Feedback reflects the existence of two-way communication that interacts to discuss a specific topic within the organization. Iteration means the interconnection between one people to another in an organization, so that it can continuously and thoroughly discussed. Based on this statement, the research method is to view the literature review of information system collaboration and then looking for a best tool in information system collaboration. After looking for some alternative tools available, then compared them, we choose one tool

that is more in line with the literature review. The results show that Microsoft Teams in line with the collaboration of information system. This research reviewed the Microsoft teams' application by looking at the existing features and the ease of the collaborative work in information system.

4. RESULTS AND DISCUSSIONS

Microsoft computers can be used in desktop, web and mobile versions. For desktop version, it can be accessed through Microsoft Windows and Mac OS X. For the web version, it can be opened through a browser such as Microsoft Edge, Mozilla Firefox, Google Chrome and other browsers. As for the mobile version, it is in Windows Mobile, iOS and Android. This application is free of charge; you can download directly through the mobile version from app store. However, you must have an Office 365 account in order to use all Microsoft Office 365 applications, including Microsoft Teams. Microsoft teams can be integrated with document applications such as Microsoft Word, Microsoft Excel, Microsoft Power Point and also applications that are still integrated with Microsoft Office 365 such as OneNote, SharePoint, Power BI and Planner, as shown in Figure 1. Another interesting thing of Microsoft Teams is connected to Microsoft Outlook, so it can be integrated with email or calendar. Microsoft Teams also has an excellent safety factor. There is broad support for all security standards [5]



Figure 1 Microsoft Teams part of Microsoft Office 365

In the desktop version, we need to download the installer to the computer through this link: <https://teams.microsoft.com/downloads>.

When you finished download the installer, the login screen will be displayed (figure 2). The login screen is intended to maintain the user's security. Even for the information system collaboration, Microsoft still maintains security to ensure that the user's login is the one that has the right to use Microsoft Office 365 installations and is part of the organization. After logging in correctly you will go to the dashboard as shown in figure 3.

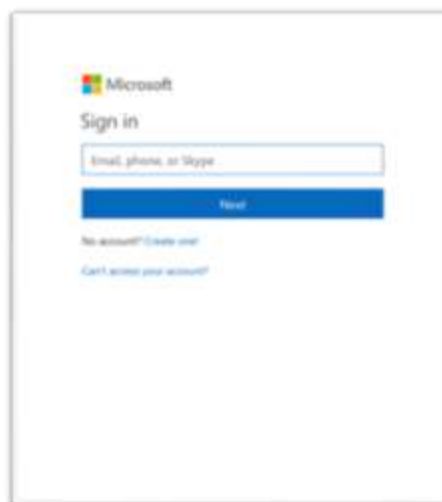


Figure 2 Microsoft Teams Login Window.

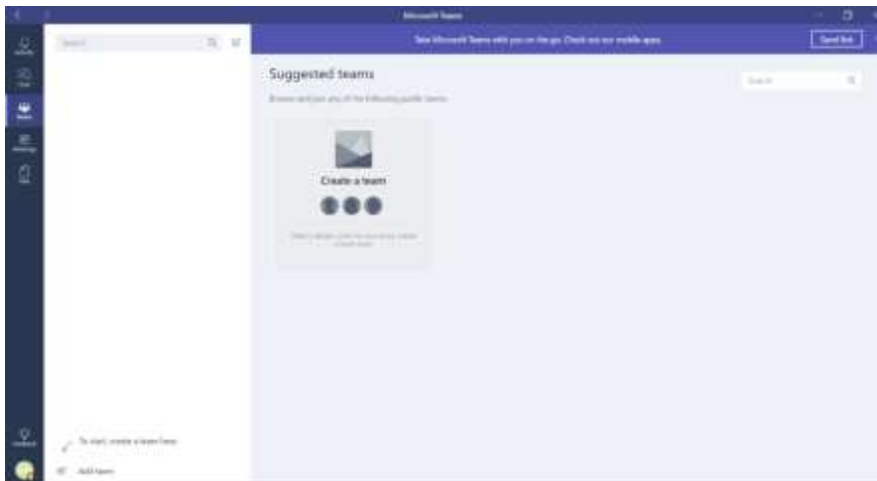


Figure 3 Dashboard of Microsoft Teams

Generally, in the desktop version, Microsoft Teams is divided into two panels where the left panel contains navigation to several tabs, that is, Activity, Chat, Teams, Meetings, Files, Comments and Profile. While on the right panel contains the content of each tab.

Microsoft teams can communicate directly with an individual and also simultaneously within a group. To be able to communicate directly with other people, then you can go to the Chat tab, then type the name of the person in the organization. After click on the Chat tab, to facilitate the search you can use the search field.



Figure 4 Chat Session

After found the person, you can communicate with the friend in the column of the text bar for discussion (Figure 4). Conversations become more interesting with emoji, GIF, stickers and memes. To have more than two conversations (group), we can invite other friends of the organization by clicking on the Add people button and enter the friend's name, then click Add. When you add a new friend, you can talk to friends who are in the chat tab.

Unlike the Chat case, the equipment tab means that we create a team within the Microsoft teams. The team can consist of every individual in the organization. How to create a new team can be found in the Teams tab then click Add team, then click Create team.

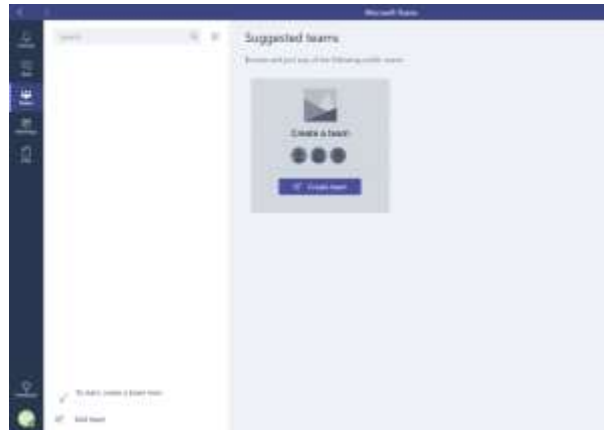


Figure 5 Create Team in Microsoft Teams

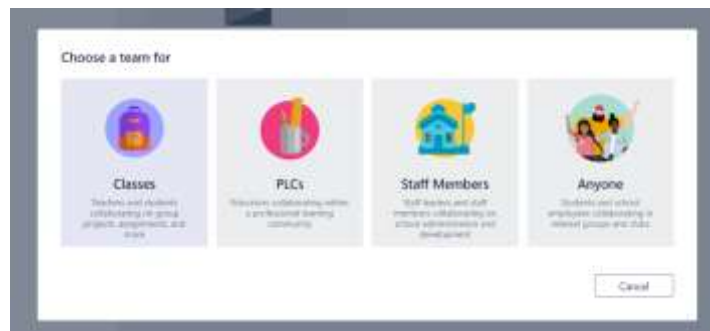


Figure 6 Type of Team in Microsoft Teams

There are 4 different types of equipment that can be made in Figure 6 are:

- a. Classes, this type of equipment is suitable for class or collaboration purposes that require assignment.
- b. PLC (Professional Learning Communities), is a type of equipment suitable for professional discussion containers, either for one or the same skill or branch of a particular skill.
- c. Staff members, equipment for this type is used for communication purposes between leadership topic with employees and lecturers with students.
- d. Anyone, the equipment for this type is used to accommodate the communicate with team members that come from all elements of the school / campus / organization.

After determining the type of equipment, we can enter a member in this team to communicate with other people in your organization.

The difference between the chat tab and the equipment tab is depends on the different functions available. If the Tab chat only appears for any discussion, without any particular topic. While for Tab devices, we can create a theme on the computer so that it is more organized. The term "topic" in Microsoft Teams is called "channel".

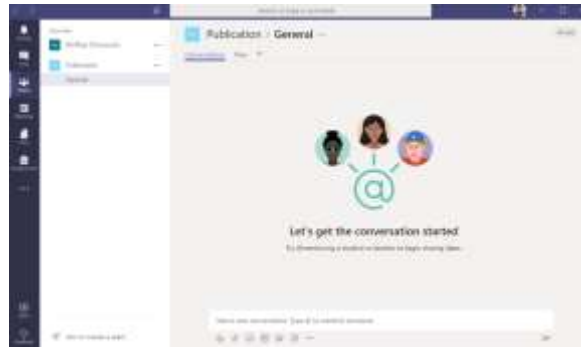


Figure 7 General Channel

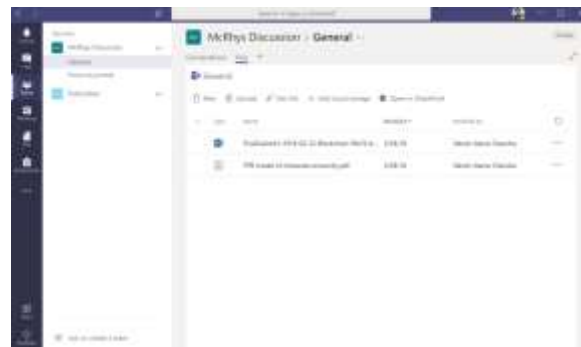


Figure 8 Files Tab in Channel

Within each channel, two standard tabs have been created: Conversation and Files. The Conversation tab is used as a medium for text, audio, and video-based communications. While in Files Tab, it contains documents that are loaded in the Conversation tab or that are loaded directly in Files Tab. In Figure 8 shows Files Tab has a repository of files that have been loaded on the computer. In addition to General Channel, we can create a new channel (topic) in menu (three dot) in Team Title and click on Add Channel.

Microsoft teams can schedule the meetings. Each member of the team will receive the calendar in Microsoft Outlook in Office 365. Create a meeting calendar by clicking on the next button and a dialogue box will appear with the meeting details you need to complete. Once the meeting information is complete, the meeting will appear in the tab meetings (figure 9).

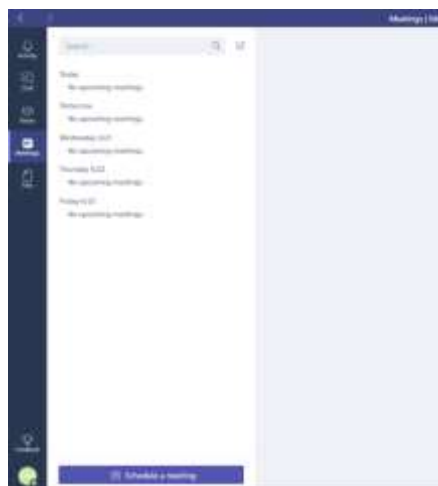


Figure 9 Meetings Tab



Figure 10 Meeting screen on Microsoft Teams

After the meeting schedule is created, the meeting tab will appear, either by voice call or by video together despite the different locations (figure 10).

5. CONCLUSION

Based on a review of the Microsoft Teams, it can be concluded that: 1) the chat function on Microsoft Teams can be a good communication tool for all members of a team if they want to talk privately or group. 2) The channel teams function facilitates the communication of each person about their certain topic (in Microsoft Teams term is channel) so that the topic is more focused, and people also can discuss more topic in a group. In addition, each team can upload files related to the theme and the file loaded is a file that matches the topic or channel. 3) The meeting on the cloud function allows each individual to have a virtual meeting in the cloud, so there is no boundary for collaboration in the organization. 4) Microsoft teams can be a tool that supports information system collaboration so if we can meet people, but we still can collaborate and share ideas though the application.

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