Abstract

Many organizations establish global virtual teams (GVTs) to leverage expertise from all over the world and to reduce the cost. How to improve the effectiveness of GVTs becomes a critical issue. Research on shared mental models (SMMs) in GVTs has examined the quality of shared mental model and the team performance. Prior studies suggest quality SMMs can enhance the GVTs effectiveness by improving team members’ capabilities to understand current systems and to predict future systems. However, very little research has been done in identifying the role of IT capabilities in the development of SMMs. This paper proposes a research model for examining the relationships between the use of IT capabilities, SMMs and GVT’s performance. Three propositions are discussed to account for the role of IT capabilities and its impact on SMMs. For the research design, both qualitative and quantitative research methods are described. Two hypotheses are proposed.

Keywords: Global virtual teams, shared mental models, IT capabilities, global virtual team performance