Empirical Research Abstract

Empirical Research in Managerial Support Systems: A Review and Assessment

This paper describes, summarizes and evaluates the empirical studies in the use of three information technologies to support managerial activities: decision support systems, group decision support systems, and expert systems. These are collectively labeled as managerial support systems (MSS). A classification scheme to organize empirical research in MSS is proposed. An overview of empirical work on two major research themes, namely MSS "design" and "effects of use" of MSS by individuals and by groups is then presented for the years 1981-1990.