

## **A Chinese Group Decision Support System**

*Milam Aiken*

University of Mississippi

U.S.A.

*Chi Hwang*

University of Mississippi

U.S.A.

### **Abstract**

A Group Decision Support System (GDSS) may be used to improve communication in groups using languages other than English. In this paper, we demonstrate how groups of Chinese students used a GDSS developed at the University of Mississippi to exchange comments typed in Chinese and English anonymously and simultaneously. Although participants rated both systems favorably in terms of evaluation apprehension, ease-of-use, and satisfaction, they rated the Chinese system significantly less favorably for ease-of-use and satisfaction because of the relative difficulty of entering Chinese characters on a standard English QWERTY keyboard.

*Keywords:* Group Decision Support Systems, Electronic Meeting Systems, Electronic Brainstorming, Chinese