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**Communication and Decisions in Electronic Negotiations**

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**Extended Abstract**

Electronic negotiations consist of two main parts, namely communication and decision making (Schoop,

2010). Communication in electronic negotiations consists of offer communication and non-offer

communication and is used to send offers, requests, explanations, information and so on. Each offer

received is evaluated by the recipient who then decides whether to accept it, to reject it, or to make a

counter-offer.

Whilst much work has been done on analysing individual and joint utilities and on creating sophisticated

decision support for e-negotiation systems, less work has been carried out to analyse the communication

patterns and processes during negotiations. Work on the interplay between communication and decision

making has not been carried out in depth as few negotiation support systems (NSSs) exist that offer these

two system functionalities (i.e. communication support and decision support) to an equal extent.

The NSS Negoisst is an exception as it is based on a thorough communicative basis and offers various

forms of decision support (Schoop et al., 2004; Schoop, 2010).

Negoisst was used as the NSS in a controlled laboratory experiment with over 100 students from different

countries. The research aim was to find out whether and how communication is influenced by decision

support. To this end, bilateral electronic negotiations were conduced. One group of students was provided

with Negoisst including communication support and decision support while the other group was provided

with Negoisst offering communication support only. The research question was to see how a quantitative

support (i.e. decision support) counter-balances or reinforces different effects from communication

support.

To this end, a detailed content analysis was performed by seven coders starting with a unitisation

followed by a categorisation (Srnka and Koeszegi, 2007). The results show differences in the two groups.

In general, the group without decision support shows richer communicative strategies and more explicit

expressions of negotiation moves.

The detailed results of the analysis will be presented and discussed, leading to system design implications.

**References**

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