

The consequences of information technology acceptance on subsequent individual performance.

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Research

The consequences of information technology acceptance on subsequent individual performance

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Abstract

As more information technology (IT) is deployed in organizations, it is important to understand its impact on individual performance and organizational productivity. Most past research has concentrated on identifying determinants of computer acceptance. This may be inadequate in determining the value and return on investment due to IT. Organizations are able to deploy IT more effectively if the consequences of its acceptance are obviously valuable. This study seeks to investigate the implications and consequences of IT acceptance by examining the relationships between IT acceptance and its impact on the individual user. The research model involves three components: user satisfaction, system usage, and individual impact. It is hypothesized that user satisfaction and system usage affect individual impact and that usage partially mediates

the effect of satisfaction on individual impact.

A comprehensive questionnaire on computer acceptance was used to collect data from 625 employees of a large organization in Singapore. The results suggest that user satisfaction is an important factor affecting system usage and that user satisfaction has the strongest direct effect on individual impact. The results also demonstrate the importance of system usage in mediating the relationship of user satisfaction on individual impact.



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Keywords

Acceptance; Success; Satisfaction; Usage; Impact; Singapore

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