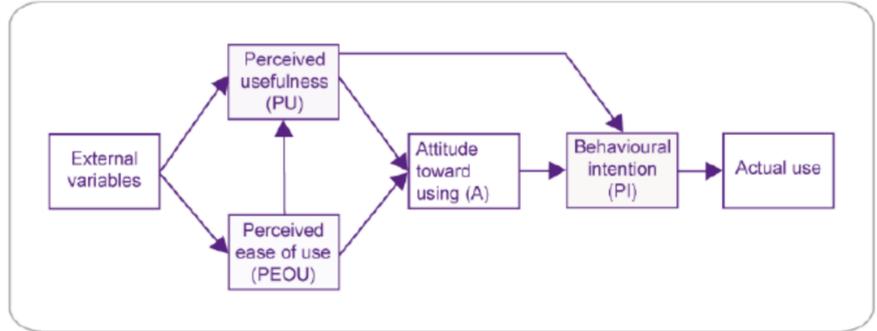


Any huge change has impact on **Self-esteem and performance**

learning curve with 5 stages



USEFULNESS (PU)
EASE (PEOU)
 2 factors whether person will use system or not
 Focus more on technology

Technology acceptance model **TAM**
 by Davis

Implementation success
 Study guide section 9 (2009)

DeLone & McLean IS success model

- 1 Information quality: Is mostly up to the people who enter information
- 2 System quality: Involve user in design stage to meet their needs
- 3 Service quality: level of support, reliability of service provider
- 4 Intention of use: reason for use, reason for non-use
- 5 Use: Do they use the system?, Is system embedded in organisation, measure time user use system and what they do
- 6 User satisfaction: Satisfaction comes from **System & Service quality**
- 7 Net benefits: Have impact on Intention to use, Use and User satisfaction; Meet users needs --> Define in business case document

Interlinked but both model have their critics

Elements are interlinked --> e.g. poor information quality has impact on all other points --> **SYSTEMIC view**

