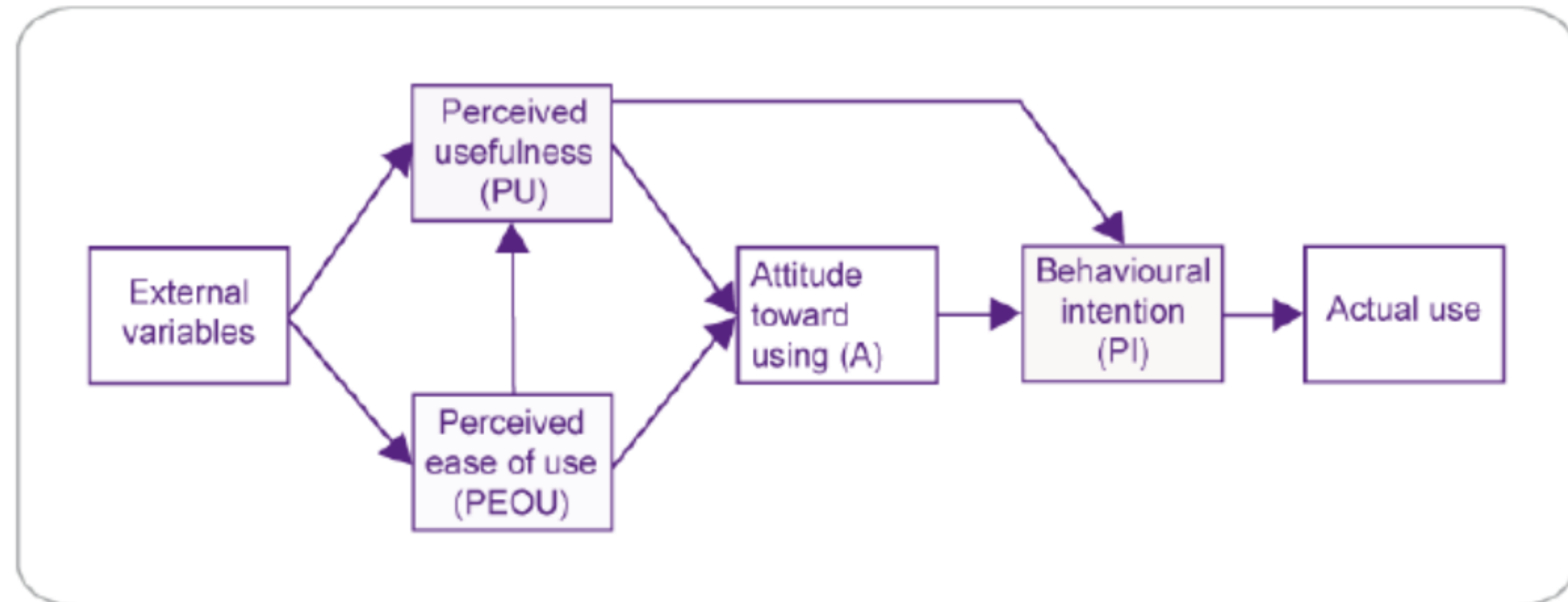


Any huge change has impact on
Self-esteem and performance

learning curve with 5 stages



USEFULNESS (PU)
EASE (PEOU)

2 factors whether person will use system or not

Focus more on technology

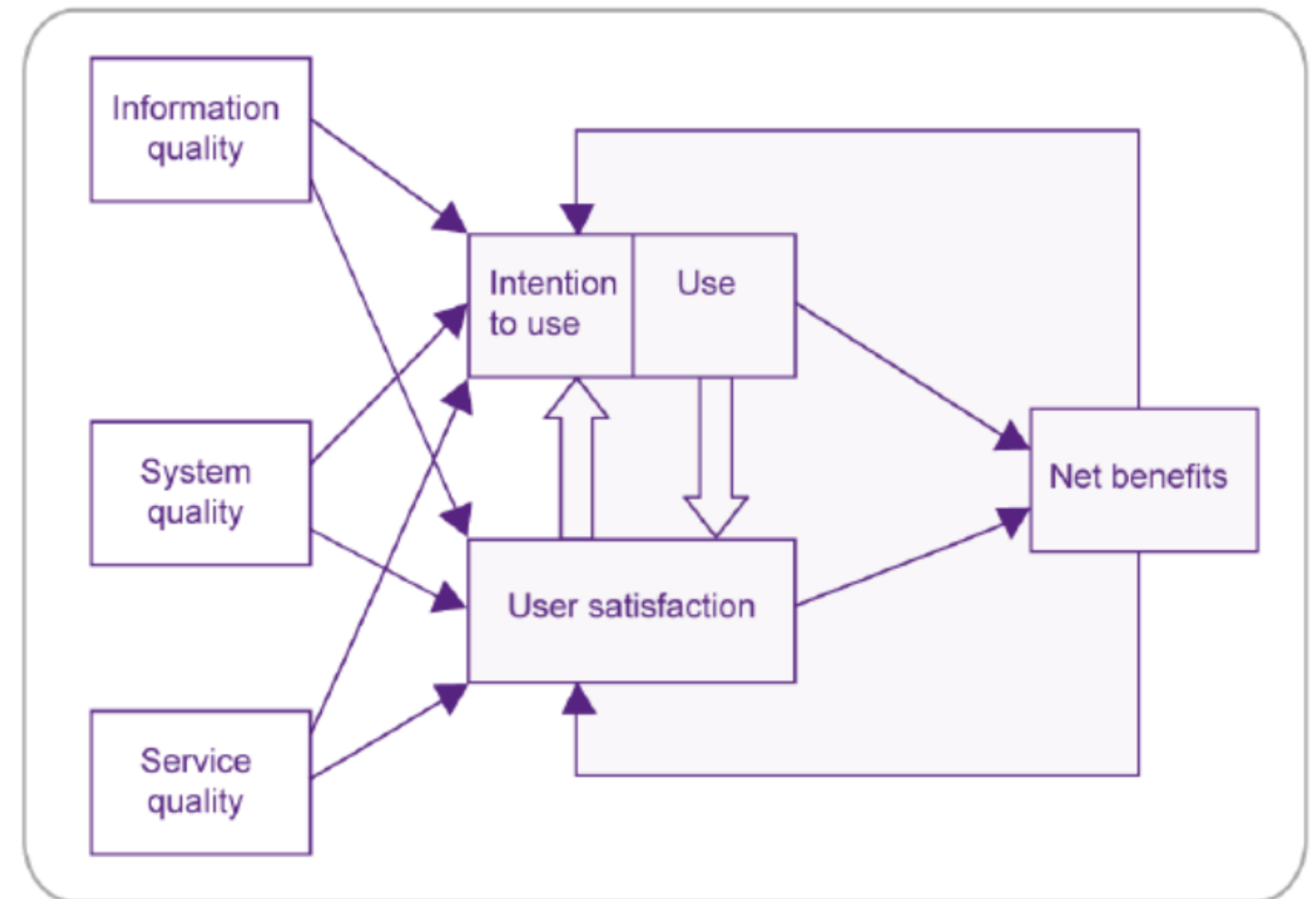
Technology acceptance model **TAM**
by Davis

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

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



Interlinked
but both model have their critics