

Use of IT – and how it is learnt

- Aim
 - Identify the tasks in which the application for your Assignment 1 will be used
 - Determine learning goals for use of the application for the tasks
 - Determine the level of mastery of these goals
 - according to the Externalisation of IT use model
- Literature:
 - Chapter 7. Understanding use of IT

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Without understanding usefulness

- Yes, I know the intranet system, but it is more convenient to use the same mail system for all messages
 - Staff in a high security company
- No, I didn't learn the new features, since I cope well with what I already know.
- This structured XML editor is only something that the IT people has wants us to use. The layout becomes better with Word

2

Importing spread sheet into document

- Aim
 - Able to choose copy-paste or import by link

- Problem

U1

You are to write a report on the health for last year

- The numbers are not complete yet
- You have to start writing nevertheless
 - Numbers in a table in a spread sheet
 - Table should be part of a document
 - What happens if data in the table needs to be changed?

3

U2

Other use?



Are there other types of data than tables where import by link is an advantage?

When do we choose Copy-Paste anyhow?



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Externalisation of IT use

- Skills for use in tasks
 - Can use IT to support activities
- Understanding current situation
 - Can explain how IT interacts with activities
- Understanding possible changes
 - Can explain what IT could do for me, my organisation and society
 - Can predict how IT, organisation and society might affect each other

From doing to talking

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Qualities of IT applications

- Usefulness
 - Effectiveness
 - The quality of the result achieved
- Usability
 - Efficiency
 - Time and effort used to achieve the result
 - Satisfaction
 - Comfort and acceptability amongst users
- Learnability
 - Time from first encounter to use
 - Number of trials before errorless use



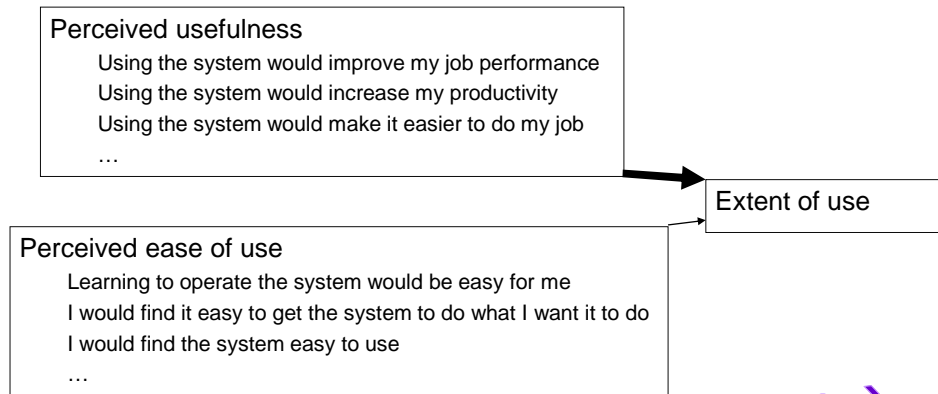
A system for collaboration

- Good design
- All functionality

Why not used?

6

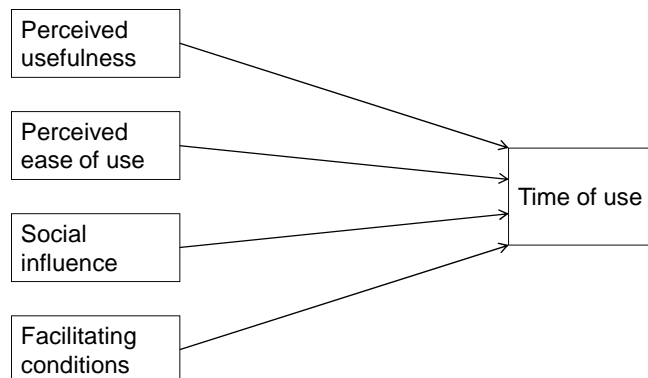
Technology Acceptance Model – 1989



**Understanding usefulness →
Investing the effort of learning**

7

Technology Acceptance Model – 2003



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Effect of training

- More interdependence between tasks
 - Training more effect
- More complex technology
 - Training more effect

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Levels of mastery

Information technology – Externalisation of concepts

IT skills → IT functional understanding → IT conceptual understanding

Information

Representation competence

Reproduction skills → Representation system skills → Representation system understanding

Correspondence competence

Interpretation skills → Validation skills → Validation understanding

Tasks – Externalisation of IT use

Skills for use in tasks → Understanding current situation → Understanding possible changes

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Exercises

- 1
- 2
- 3