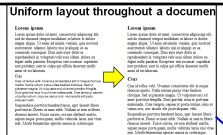


## Use of IT in own tasks and business – and how it is learnt

- Learning objectives
  - Identify the activities in which the application for your Assignments 1-2 will be used
  - Determine learning objectives for use of the application for the activities
- Core literature:
  - Chapter 3 Learning business fit
- Additional literature
  - Coulson et.al. (2003) ERP training strategies: conceptual training and the formation of accurate mental models
    - You can get the points without reading the statistics

1



Uniform layout throughout a document

# Module for Understanding

1. Introduction

- a. Usefulness of the learning objectives. Slide + demo
- b. Explanation of new functionality/structure

2. Practical hands-on exercises

- a. Exercise 1: follow instructions
- b. Exercises 2 and 3: somewhat different from the instructions

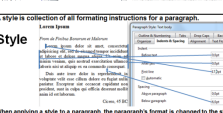
3. Summary

- a. Multiple choice question on new functionality/structure
- b. Discuss functionality/structure and confront misconceptions
- c. Discuss usefulness

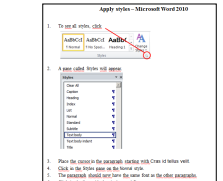
**Quiz**

A style is a ...

- a. document which looks good.
- b. collection of formatting for a document.
- c. common set of formatting for all paragraphs
- d. collection of formatting for a paragraph.
- e. sequence of characters of the same shape.
- f. uniformly looking document



A style is collection of all formatting instructions for a paragraph.



Apply styles - Microsoft Word 2010

2



## Without understanding usefulness ...

- No, I didn't learn the new features, since I cope well with what I already know.

... people don't change behaviour

3

## Technology Acceptance Model – 1989

### Perceived personal usefulness

Using the system would improve my job performance  
 Using the system would increase my productivity  
 Using the system would make it easier to do my job  
 ...

### Perceived personal ease of use

Learning to operate the system would be easy for me  
 I would find it easy to get the system to do what I want it to do  
 I would find the system easy to use  
 ...

Extent of use

**Understanding personal usefulness →  
 motivates use → motivates learning**

4



When scanning a new invoice, I place it there, push the scanner button. Then I drag the file to the end of the invoice list.

Scanned invoices are simple to retrieve. Now I can just search the company name and the amount. Previously, we had to look them up in a binder. And you know, they weren't always there.

With the digital system, those who don't want to view and check it. This has saved us from more time. Our FaceBook marketing has brought in.

5

## Why isn't understanding personal usefulness enough?

- 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
- This structured XML editor is only something that the IT people wants us to use. The layout becomes better with Word.

Information systems may have business benefits  
- But create additional burdens for individuals

6



## Motivation in teaching – Assignment 1-2

1. What are possible **personal benefits?**
2. What are possible **organisational benefits?**
3. Which
  - a. **examples,**
  - b. **tasks and**
  - c. **concepts**
 should teaching include for the user to
  - i. experience and
  - ii. understand
 the benefit?

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$$\text{Minimal Manual} = \text{Task} + \text{Instructions}$$

### Output from DHIS2 – Data set report

Data set reports enable print and export to Excel of Data sets. Both facility data and data aggregated at district and higher levels are available.

1. Click on the **Apps** button.
2. Click the **Reports** button.
3. ...

### Time trends with Visualizer

A line chart displays how health and health services change over time.

1. Click on the **Apps** button.
2. Click on the **Data Visualizer** button.
3. ...

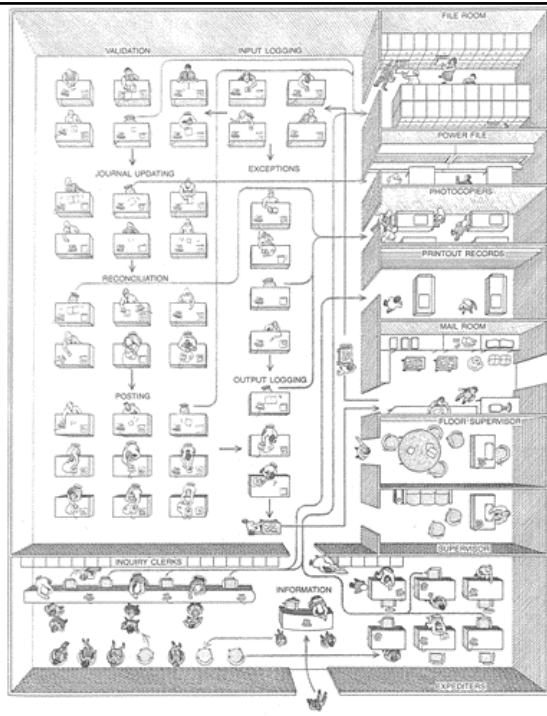
*For understanding  
Personal usefulness*

8

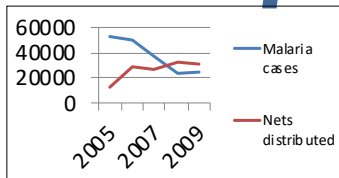


Business oriented model – Task flow

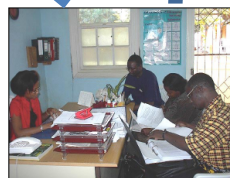
*For understanding Business benefits*



Business oriented model – Task flow



Information



Decision



Action

*For understanding Business benefits*

## Confronting business misunderstanding

The measles indicator for the country is already calculated to 78%, so my values don't need to be entered.



No, we need your values too. When you enter your immunization numbers, the country indicator will be modified.

- Oral

11

## Implications for teaching

- Convince learners about personal usefulness
  - Practice
  - Reflection
- Convince learners about organisational benefits
  - Reflection
- Make learners experience that colleagues learn and use
- Make sure that the software and hardware are working
  - Otherwise demotivating

**2. Make sure users understand the usefulness of the IT.**

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