### **Enabling Use of Information Systems**

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# Understand people's experience and intentions (8.1)

- Don't rely on a list of functionality
- Expect users to have a multitude of interests and intentions
- Expect users to be smart but ignorant of the principles of IT and the particular system to be used

# Design user interface for learnability and usability (8.2)

- 1 Strive for consistency
- 2 Enable frequent users to use shortcuts
- 3 Offer informative feedback
- 4 Design dialog to yield closure
- 5 Offer simple error handling
- 6 Permit easy reversal of actions
- 7 Design for the users to be initiators of actions
- 8 Reduce short-term memory load
- 9 Immediate computer response

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## Design for usefulness (8.3)

#### Perceived 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

...

Actual system use

#### Perceived ease of use

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

...

• Technology acceptance model

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### Combine intrinsic and extrinsic motivation (8.4)

- Intrinsic rewards
  - From the performance of the task
    - · Sense of achievement
    - · Satisfying work
    - · Use of competence
- Extrinsic rewards
  - Not related to job contents
    - Pay
    - Promotion
    - Security
    - Bonus
    - Awards
    - Competitions

Implementing Core job Critical Personal and concepts dimensions psychological work outcomes states High internal Combining tasks Skill variety work motivation Experienced Forming natural Task identity ➤ meaningfulness work units of the work High quality Task significance work performance Establishing client Experienced High satisfaction relationships responsibility with the work Autonomy for outcome Vertical loading of the work Knowledge of the Low absenteeism Opening feedback -→ Feedback actual results of and staff turnover channels the work activities Employee growth-need Create motivating jobs strength

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# Beware of work characteristics before spatial distribution (8.6)

- · Work suited to spatial distribution
  - Pooled
    - Each worker contributes to the product with little communication with others
  - Sequential
    - · One-way flow
- Work less suitable for distribution
  - Reciprocal
    - · Frequent flow of information between those involved

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### Keep office functions in distributed work (8.6)

- · Corporate culture
  - Socializing
- Loyalty
  - Creating identity with colleagues and company
- Communication
  - Frequent, unplanned information sharing
- · Access to people
  - Find expertise that can quickly solve a problem
- Managerial control
  - Manager sees the person at work
- · Access to materials
- · Structure and status
  - Offices signify status