

Enabling Use of Information Systems

1

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

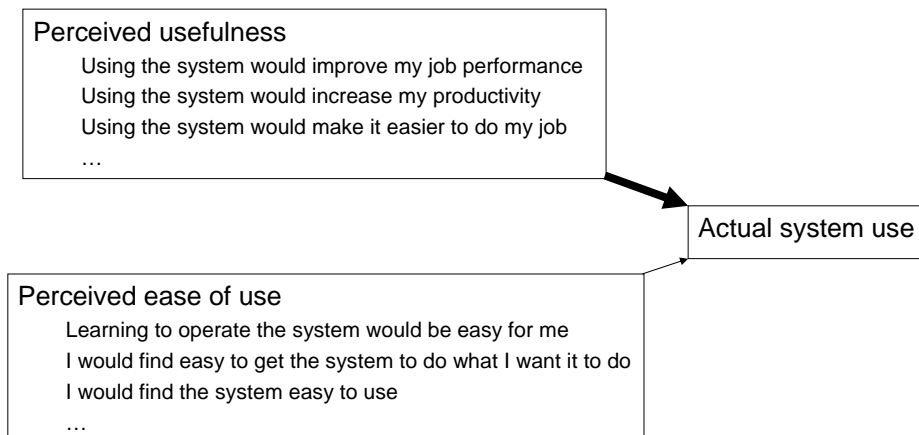
2

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

3

Design for usefulness (8.3)

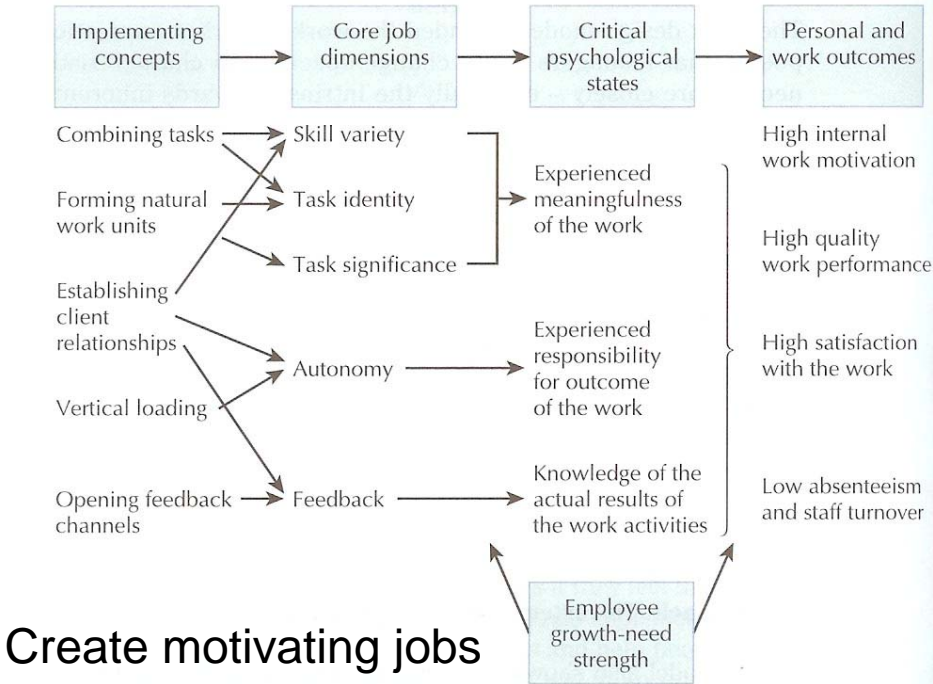


- Technology acceptance model

4

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



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

7

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

8