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The Effect of Dispositional Resistance to Change on Perceived Ease of Use

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ABSTRACT

The introduction of new information systems often involves user resistance due to the changes associated with adopting new technologies. Therefore, it is important to understand how individuals' resistance to change influences their perceptions of new technologies. Personality traits are commonly used in the psychology literature to explain human beliefs and behavior across different domains, and recently see a growing interest in the IS literature as an explanatory tool in the domain of technology related behavior. Research in social psychology has found Resistance to Change (RTC) to be a fundamental personality trait that influences individuals' beliefs and behavior in situations involving change. In the present study we explore the relationship between RTC and Perceived Ease of Use, using a survey of 170 users of a digital library system. The preliminary findings suggest that RTC is a significant determinant of perceived ease of use. Implications of the findings are discussed.

Keywords

Technology acceptance, resistance to change, perceived ease of use, personality