JITTA
JOURNAL OF INFORMATION TECHNOLOGY THEORY AND APPLICATION

SYSTEMS FOR USERS AND CUSTOMERS

KEN PEFFERS, UNIVERSITY OF NEVADA, LAS VEGAS

MIS Department,4505 Maryland Pkwy, Las Vegas, NV 89154-6034, Tel: +1 702 505 4457, Fax: +1 702 446 8370, Email: k@peffers.com, URL: http://peffers.com

This issue presents four papers that touch about the information system and the user. Vilpola (2009) develops a method for customer-centered ERP implementation. Kujala and Väänänen-Vainio-Mattila (2009) develop a framework for IS value, from the users' point of view. Pearson, Pearson, and Griffin (2009), study the impact of organizational characteristics on user attempts to innovate using IT. Finally, Beckman, Verma, and Mindel (2009) study the development, by means of user generosity or carelessness, of large scale accidental wireless networks in San Francisco.

Vilpola (2009) develops a customer centered ERP implementation (C-CEI) method for requirements analysis. She uses action research as a methodological design paradigm. C-CEI replaces traditional systems analysis with a user-centered design process and activities. The action research design effort is carried out among four firms, representing four industries, four different justifications for ERP development, and different stages in the ERP development process. The firms could all be described as small businesses, the largest having 236 employees and annual revenue of $20.8 million. They had each seen or foreseen difficulties in system selection and implementation, so had participated in the research project, paying fees to partially fund the research.

The C-CEI method is focused on the pre-implementation phases of ERP development. It results in three analysis, operational (focused on the critical business of the firm), contextual (focused on the organizational environment), and risk (focused on organization specific implementation risks), conducted in three phases. C-CEI had a substantial impact on a variety of performance measures related to early ERP implementation, according to evaluation in the research, particularly, for example, in terms of top-management support and vendor support. Vilopola suggests the development of related methodology for later development phases.

Kujala and Väänänen-Vainio-Mattila (2009) review literature from psychology, marketing and human computer interaction to understand the dimensions of value that can be applied to a framework for the value of information systems and products from the users' point of view. They are able to consolidate the literature into a category framework of seven categories of user values. Next they examine the IS development literature to identify activities and methods for identifying user values and incorporating them into the design of new systems. They advocate more of a role for users in defining their own values in the process of developing new information systems and products.

In an empirical paper, Pearson, Pearson, and Griffin (2009), investigate the impact of work overload and autonomy and work and family conflict on attempts to innovate using IT. The research questions were modeled as a PLS model with autonomy, work-family conflict, and overload as explanatory variables, gender as a moderating variable, and trying to innovate as the dependent variable. The data for the study came from a survey questionnaire administered to 233 executive MBA students in Singapore. The students represented managers and professionals from across Asia. The results of

the study were weak and mixed, suggesting that further research, particularly in the development of more robust research models in this area is clearly warranted. This is clearly an area that deserves attention by the IS research community.

Beckman, Verma, and Mindel (2009) describe the existence of large scale accidental wireless networks and their implications for changes in the way that many users access the Internet, particularly lower income users. This could affect educational opportunities and the ability of workers to telecommute. How to promote the sharing of Wi-Fi connections to create such networks and how to secure personal computers that participate in them are interesting policy considerations. The research, which was conducted in upper income neighborhoods in San Francisco, mapped the evolution of such networks over time.

This issue represents the conclusion of my final volume as JITTA's Editor in chief. I founded the journal in 1999 and have acted as the EIC and publisher since then. Rajiv Kishore joined the journal as a co-EIC several years ago. By the time this issue is published, JITTA, is expected to be transitioning to a journal of the Association of Information Systems, with three new editors sharing the EIC role, Marcus Rothenberger (UNLV), Tuure Tuunanen (U. of Auckland), and Mark Srite (U. of Wis., Milwaukee). Rajiv and I will remain involved with the journal in emeritus status. We both wish the new editors well.

REFERENCE

Beckman, P., S. Verma, and J. Mindel, "Innovating with Technology: The Impact of Overload, Autonomy, and Work and Family Conflict," *Journal of Information Technology Theory and Application (JITTA)*, 9:4, 2008, 67-81.

Kujala, S., and K. Väänänen-Vainio-Mattila, "Value of Information Systems and Products: Understanding the Users' Perspective and Values," *Journal of Information Technology Theory and Application (JITTA)*, 9:4, 2008, 23-39.

Pearson, A., J. M. Pearson, C. Griffin "Innovating with Technology: The Impact of Overload, Autonomy, and Work and Family Conflict," *Journal of Information Technology Theory and Application (JITTA)*, 9:4, 2008, 41-65.

Vilpola, I. "Development and Evaluation of a Customer-Centered ERP Implementation Method," *Journal of Information Technology Theory and Application (JITTA)*, 9:4, 2008, 1-21.