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Editorial: Technology Adoption and Process Improvement

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Editorial: Technology Adoption and Process Improvement

THE CURRENT ISSUE

In this issue, we publish a study that contributes to technology adoption research and a study that introduces a method for process improvement decisions. The first paper (Schwarz & Schwarz, 2014) introduces the concept of choice between multiple technology options to technology acceptance and, thus, expands the notion of a single choice adoption in technology acceptance models. It examines the effect on factors of traditional adoption models on technology choice using a sample of 173 MBA students who were presented with two adoption choices. The authors call for future research into the issue of choice in technology adoption.

The second paper (Shrestha, Carter-Steel, Toleman, & Tan, 2014) addresses the issue of deciding how to focus processes improvement efforts in the organization. The paper takes a design science approach to developing a method for selecting IT service management processes for improvement. The method is implemented as a decision support system prototype and its utility is evaluated. While this selection approach is specific to IT service management processes, the research may serve as a foundation for future work on the selection of processes for improvement in other domains.

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Schwartz, A., & Schwartz, C. (2014). An exploration of the individual-level post-adoption choice decision. *Journal of Information Technology Theory and Application, 15(*3), 5-30.

Shrestha, A., Carter-Steel, A., Toleman, M., & Tan, W.-G. (2014). A method to select IT service management processes for improvement. *Journal of Information Technology Theory and Application, 15(*3), 31-56.

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