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An Investigation of the Process of Information System Habits Development

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Research-in-Progress

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Abstract

Compared to numerous studies on IS (Information System) adoption and use, post-adoption has received less attention. In this context, intention and habit have been considered as two competing factors that can explain continued IT use. While IS intention has received significant attention, IS habit and how it forms in users requires further attention. This study reports the results of a qualitative inquiry, focusing on the development of IS habits during post-adoption phase. First, we built upon a review of literature in psychology and IS to provide a conceptualization of IS habit and the factors that could facilitate its development. Using an analytic induction approach, we analyzed rich data collected through interviews and observations to provide process-based view of the development of IS habits through time. A discussion of the preliminary findings and an agenda to develop the research further are discussed in the conclusion section.

Keywords: IS use, IS habit, IS post-adoption, process theory