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Using a Work System Theory Perspective to Review 25 years of Technology Acceptance Research: Proposing a Research Agenda

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Completed Research Paper

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Abstract

IT projects still often fail and do not generate the expected value due to the lack of user acceptance. From the point of view of the work system theory (WST) this might be grounded in the fact that in current technology acceptance research IT is treated as a technical artifact and not as part of a work system. Therefore, we set up a literature review to reflect 25 years of research since the introduction of its most prominent model to discuss in how far a work system theory perspective on technology acceptance research might help to explore possible research gaps. Our results reveal that the technology acceptance model (TAM) is still the predominant model in technology acceptance research and therefore the classic components of a work system namely participants, information and technology and the relation between these components have been researched very well. However, we found out that work practices and also the relation between work practices, participants, information and IT in relation to technology acceptance, which can have an influence on technology acceptance as well, have rather been neglected in current research. We also identified products/services and customers as potential drivers of user acceptance. We derive six propositions that can be further theorized and evaluated by technology acceptance research. Consequently, we conclude that a WST perspective on technology acceptance research is appropriate to discuss the acceptance of IT, which is part of a work system in which participants produce products or services for customers.

Keywords: Technology acceptance, work system theory, TAM, individual differences, information quality, system quality, customer satisfaction, commitment, literature review