

Using Single or Multiple Personal IT Devices? Exploring the Task Performance in Consumerization of IT

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Abstract

As an increasing number of organizations started allowing their employees to bring and to adopt consumer IT (i.e., consumerization of IT) for business purposes, more than one personal IT device (PITD) that is available to use to deal with a task has gradually become common. The combination of PITDs may, under certain conditions, provide support for different ways of carrying out an activity and may generate an overall better result than if each PITD within the PITD portfolio were working toward the same task individually. This study calls such a result *multiple-PITD outperformance* and defines it as a situation in which the use of multiple PITDs can lead to better task performance than the use of a single PITD. To achieve multiple-PITD outperformance, it is possible that the key lies in increasing the benefits of multiple PITD use while decreasing its costs. This study proposes a model with six hypotheses to test this possibility. The results can contribute to our understanding on what situations may lead to better performance when using multiple PITDs to complete a task.

Keywords

Multiple personal IT devices, Multiple-PITD outperformance, task-technology fit theory, mental workload, number of PITD switches