

Association for Information Systems  
**AIS Electronic Library (AISeL)**

---

AMCIS 2020 Proceedings

Information Security and Privacy (SIGSEC)

---

Aug 10th, 12:00 AM

## A Qualitative Approach to Understand Unintentional Information Security Misbehaviors

Forough Nasirpouri Shadbad  
*Oklahoma State University*, [nasirpo@okstate.edu](mailto:nasirpo@okstate.edu)

Corey Baham  
*Oklahoma State University*, [corey.baham@okstate.edu](mailto:corey.baham@okstate.edu)

David Biros  
*Oklahoma State University*, [david.biros@okstate.edu](mailto:david.biros@okstate.edu)

Follow this and additional works at: <https://aisel.aisnet.org/amcis2020>

---

Nasirpouri Shadbad, Forough; Baham, Corey; and Biros, David, "A Qualitative Approach to Understand Unintentional Information Security Misbehaviors" (2020). *AMCIS 2020 Proceedings*. 14.  
[https://aisel.aisnet.org/amcis2020/info\\_security\\_privacy/info\\_security\\_privacy/14](https://aisel.aisnet.org/amcis2020/info_security_privacy/info_security_privacy/14)

This material is brought to you by the Americas Conference on Information Systems (AMCIS) at AIS Electronic Library (AISeL). It has been accepted for inclusion in AMCIS 2020 Proceedings by an authorized administrator of AIS Electronic Library (AISeL). For more information, please contact [elibrary@aisnet.org](mailto:elibrary@aisnet.org).

# **A Qualitative Approach to Understand Unintentional Information Security Misbehaviors**

*Emergent Research Forum (ERF)*

**Forough Nasirpouri Shadbad**  
Oklahoma State University  
nasirpo@okstate.edu

**Corey Baham**  
Oklahoma State University  
corey.baham@okstate.edu

**David Biros**  
Oklahoma State University  
david.biros@okstate.edu

## **Abstract**

Insiders within organizations increase the risk of security incidents through non-malicious intentions. Previous research extensively investigated potential factors in influencing intentional information security misbehaviors either malicious or non-malicious. However, potential causes rooted in unintentional information security misbehaviors are less known. Drawing on in-depth qualitative approach, this paper seeks to provide a rich understanding of why employees unintentionally violate information security policies. Interviews with employees and information security management teams are conducted across various industries. Following qualitative data analyses, we aim to identify possible organizational and human factors causing unintentional information security misbehaviors and explain to what degree each of these influencers is associated with certain misbehavior. This leads to achieving two main objectives of this study. First, to distinguish the motives of non-malicious unintentional insiders from non-malicious intentional insiders. Second, to challenge the existing knowledge and theoretical frameworks regarding insiders' information security behaviors at the workplace.

## **Keywords**

Insiders, unintentional information security misbehaviors, non-malicious intentions, qualitative approach.