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Studying Reconciliation in Nonhuman Primates to Inform IS Use Resumption Literature

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Completed Research Paper

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Abstract

Users of information systems (IS) develop relationship-like connections with their IS that have certain degrees of longevity. This implies that individuals have the option to resume the use of IS even when there was a time in which the particular IS was not used. While this behavior has been labeled IS use resumption, it has characteristics similar to what we know from relationships. We aim to base on well-established literature studying relationships in the context of reconciliation in nonhuman primates to gather insights for our research on IS use resumption. Focusing on (non)human behavior to inform disciplines in technical and social sciences is an already well-established method outside the IS field. Given the difficulty of gathering deeper insights on our research topic in social sciences, we make use of this less conventional but innovative way to enrich our theoretical understanding. We compare the reconciliation of nonhuman primates after conflicts with events that lead to IS use resumption and reveal interesting findings that implicate exciting avenues for future research. To do this, we perform a literature review on nonhuman primate reconciliation. Based on the review, we derive a process of IS use resumption where the prior intensity of use, the prior benefit of the certain IS and the prior compatibility between a person and IS influence resumption. Further, we outline that post-discontinuance anxiety and other negative effects could be limited by resumption. To put these insights into perspective, we develop six propositions and discuss their assumptions and implications for future research.

Keywords: IS lifecycle, resumption, nonhuman primates, reconciliation, literature review