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What Drives Employees to Become Active?

Research Idea

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Abstract

Most research on IT adoption underlies the assumption that employees are resistant towards the acceptance of new technology in organizations. On the contrary, phenomena like IT consumerization, Bring Your Own Device and shadow IT are showing that some employees are actively shaping their own workplace by using alternative (private) IS. In this paper, we describe our research idea on how to investigate the mechanisms that drive employees to become more active. We draw on the cybernetic negative feedback loop as theoretical framework. We suggest that the comparison between organizational IS and private IS can induce dissatisfaction which in turn can trigger employees to change their behavior. Further, we develop an empirically testable research model based on Expectation Confirmation Theory to answer our research question.

Keywords: IT Adoption, IT Resistance, IT Consumerization, Shadow IT, Inertia