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## Information Systems Avoidance Among People with Disabilities

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# Information Systems Avoidance Among People with Disabilities

*Research-in-Progress*

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## Abstract

*Digital inequality is a prevalent problem for people with disabilities. Despite the capabilities embedded in information systems (IS), many people with disabilities are reluctant to use IS and even avoid the interaction. We develop a model to understand the determinants of the intention to avoid IS among people with disabilities. First, based on prior IS literature, we identify a technological perspective, indicating that the assessment of technology characteristics has important implications for individuals' techno-related concerns, which fuel the intention to avoid. Second, we draw from stigma power theory, and identify a complementary societal perspective, indicating that people with disabilities avoid using IS because their actions could be interpreted in connection with prevalent stereotypes related to their disability status. Thus, we aim to show that overcoming digital inequality requires a holistic approach by addressing technological as well as societal factors.*

**Keywords:** digital inequality, disability, information systems avoidance, social inclusion, stigma power