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## Examining an Information System Used to Process Employees Award: A Qualitative Study

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# Examining an Information System Used to Process Employees Award: A Qualitative Study

TREO Talk Paper

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## Abstract

The military is an organization that uses an automated system, Global Electronic Approval Routing System (GEARS), to process service members' awards for approval. Despite the recognized benefits of using the system, some individuals expressed concerns about its impact on the approval process because documents such as awards are not processed on time. This has the potential to impact an individual's motivation and job satisfaction. The study applied the Herzberg's Two Factory theory, Technology Acceptance Model (TAM), and Task Technology Fit (TTF) theory to investigate whether GEARS was effectively processing awards promptly. Using the qualitative descriptive method, 15 participants perspectives were captured on a questionnaire through interviews. Archived data relevant to the topic of discussion was collected as well.



**Figure 1. Protocol Distribution**

The data analysis revealed the emergence of 5 themes, which supports the theories.

- Training for inexperienced personnel
- Technical challenges associated with GEARS
- Efficient award processes can improve users' motivation to do their job
- Fit between GEARS and the various tasks influenced participants' decision of acceptance
- Acceptance of process automation technology

The authors concluded with key implications and recommendations for businesses, military, and practitioners. This research study does not imply that technology will fix all business processes. Still, businesses need to have a deliberate implementation plan for IT systems, training programs, consider the user and task, and increase award processing effectiveness with the GEARS, which will aid in users' motivation, job satisfaction, and acceptance of the technology.