Exploring the Effects of System Notifications on User Behavior

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Abstract

Organizations are constantly working toward improving end user behavior not only for work performance but also for overall system security posture. There are several reasons why user IS misuse (intentional or non-intentional) may occur and could have a negative impact on the security posture of an organization. Some of these reasons may include new IT changes in an organization that require new security controls. Users may not be aware of the new security policy changes and their behavior could result in poor security practices. Several studies have been performed that examine the network user compliance based on the individual's attitude toward ethical behavior. Security education training awareness (SETA) has long been an area that organizations depend on to improve security awareness. A new study is proposed that will explore factors related to user IT security awareness and ethical behavior. The proposed research will also consider the moderating effects of network system alerts and notifications whenever a potential IS misuse is about to take place. A new framework will be developed to help identify the significant factors that influence user misuse of IS. The methodology for this study will include interviews with security managers from IS organizations, surveys/questionnaires with employees from IS organizations, and a literature review of past studies on user behavior in IS organizations. A pilot study is also planned using undergraduate IS students to help evaluate a new measurement scale and approach for collecting data. This study will contribute to IT research and to IS organizations by suggesting recommendations for IS security managers to consider in order to help counter user IS misuse.