Understanding the Determinants and Outcomes of Individual Adaptation Behaviors in Ongoing ERP Use Contexts

Emergent Research Forum Paper

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Abstract

Most information systems (IS) adoption models fail to account for the contribution of individual adaptation to IS success and its outcomes, in the adoption or post-adoption phases. Drawing on Field theory (Lewin 1939) and on individual adaptation theorizing, we develop a model to examine the internal and external forces which determine individual positive and negative emotions as well as trying to innovate with information technology (IT), a post-adoptive behavior. We posit that those impacts are mediated by individual adaptation to IT. A quantitative, field survey has been conducted with more than 3400 users of the SAP Enterprise Resource Planning application (ERP), pertaining to 11 organizations. The design of the research as well as the expected contributions for research and practice are presented.

Keywords: Coping theory, Individual Adaptation, IT Disruptiveness, Negative Emotions, Positive Emotions, Field Theory, System Quality.