

Please quote as: Gebauer, L.; Söllner, M. & Leimeister, J. M. (2015): "What We Do Well and What Should We Do Better?" – Conceptualizing and Measuring 'IS Use' by the Synthesis of the Work of the Giants. In: 75th Annual Meeting of the Academy of Management - OCIS (Organizational Communication & Information Systems) Paper Development Workshop, Vancouver, British Columbia, Canada.

”What We Do Well and What Should We Do Better?” – Conceptualizing and Measuring ‘IS Use’ by the Synthesis of the Work of the Giants

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Abstract

Economic effects of information systems (IS) can only be achieved if they are used. Investigating why people use IS is a main research area. However, a variety of conceptualizations for ‘IS use’ exist. Furthermore, many of the measurement approaches are susceptible to common method variance (CMV), which limits the reliability and generalizability of the results. Consequently, the aim is to synthesize existing research to provide a holistic measurement approach for future research. Therefore, we doing a literature review to: 1) analyze the conceptualizations to categorize the characteristics in sub-dimensions, 2) examine how susceptible are these sub-dimensions to CMV, and 3) develop a holistic measurement approach low susceptible to CMV. We found four sub-dimensions of ‘IS use’ which are rarely studied together, indicating a lack of common understanding. Most studies measure these sub-dimensions highly susceptible to CMV. Finally, we developed a holistic measurement approach for ‘IS use’ low susceptible to CMV.

Keywords

IS use; IT use; literature review; sub-dimensions; measurement approach; common method variance