Abstract

In modern world, organizations implement the Information System (IS) solution to achieve a range of business benefits and manage the huge amount of produced information. In spite of the importance of information system solution for organizations, the success rates of such IS implementation remain quite low. Although many investigations have been done on IS models and framework, the role of user in IS success measurement is neglected, especially in mandatory system usage. Therefore, more effective theoretical model of IS success measurement is needed for an organization’s managers to get better understanding of the role of user to decrease existing failure risks. In order to clarify the aforementioned problem, this research reviewed prominent IS models, framework, and theory and compared them to each other. In this study, an exploratory phase followed to identify existing gap in IS
Neglected Role of User in Prominent IS Models and Framework

models, framework, and theory.

References

- Hossein Monem, Ab Razak Che Hussin, Roxana Sharifian, and H. Shaterzadeh, "CRM Software Implementation Factors in Hospital (Software & Patient Perspectives)," in 5th Malaysian Software Engineering Conference (MySEC), Malaysia, 2011.
- Myers BL, Kappelman LA, and P. VRA. "Comprehensive model for assessing the

- Kulkarni UR, Ravindran S, and F. R., "A knowledge management success model: theoretical development and empirical validation," Journal of Management Information...
Neglected Role of User in Prominent IS Models and Framework


Index Terms

Computer Science

Information Systems

Keywords
<table>
<thead>
<tr>
<th>Role of User</th>
<th>IS Success Measurement Model</th>
<th>DeLone and McLean IS Success Model</th>
</tr>
</thead>
<tbody>
<tr>
<td>IS-impact Measurement</td>
<td>ES Benefits</td>
<td>UTAUT</td>
</tr>
</tbody>
</table>