Developing a multidimensional measures of comprehensive individual system use in an organizational context

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Individual IS use in organizational context is one of the most frequent measures in IS discipline. Despite being an important construct, IS use is mainly conceptualized and operationalized as frequency, duration, or features of system use. Previous research limitations arise from failing to consider the multidimensional nature of IS use, overlooking the richness of organizational context, and inadequacy for capturing the relationship between usage and the realization of expected results. To overcome these shortcomings, this paper makes effort to develop new multidimensional measures to capture both scale and scope of individual IS use in organizational context according to a systematic approach proposed by Burton-Jones and Straub.

Comprehensive individual system use is a pivotal construct in the system-to-value chain that links upstream research on the causes of system success with downstream research on the benefit of IS usage. The new measurements are appropriate for use as dependent variables in upstream research, or as predictors for downstream research. The empirical study provides sufficient evidence for the reliability, validity, and general applicability for the instruments developed in this research.