

ABSTRACT

AN INTERACTION APPROACH TO AN IMPLEMENTATION PROCESS OF INFORMATION SYSTEM

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This is an implementation process of information system which will be discussed from an interaction perspective based on behavioral science.

In order to describe an implementation process of information system in an organization, the triad model of participants and the unfreezing-changing-refreezing model of a change process were employed, and path models were developed.

The results of path analysis based on the questionnaire may provide a support to the interaction perspective, in that the analysis reveals that the interaction between the user department and the systems department in the unfreezing stage is important to the whole stages, and that the participation of the top management in the changing stage is important to the diffusion of information system.

In conclusion, the interaction perspective can be viable in discussing an implementation process of information system in an organization.