Title: User Expertise in Contemporary Information Systems: Conceptualization, Measurement and Application

Speaker: Dr. Sharmistha Dey, Lecturer
Queensland University of Technology, Australia

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Chaired by: Dr Kankanhalli, Atreyi, Associate Professor, School of Computing
(atreyi@comp.nus.edu.sg)

ABSTRACT:

The development of user expertise is a strategic imperative for organisations in hyper-competitive markets. This paper conceptualizes, operationalises and validates user expertise in contemporary Information Systems (IS) as a formative, multidimensional index. Such a validated and widely accepted index would facilitate progression of past research on user competence and efficacy of IS to complex contemporary IS, while at the same time providing a benchmark for organisations to track their user expertise. The validation involved three separate studies, including exploratory and confirmatory phases, using data from 244 respondents.

BIODATA:

Dr. Sharmistha Dey is a Lecturer at the Information Systems School at the Queensland University of Technology in Brisbane, Australia. She has published in Information and Management, ICIS, ECIS, PACIS and AMCIS. She teaches Enterprise Systems (SAP) at QUT since 2004. Her research interests include: Expertise, User Expertise, Enterprise Systems, User Competency, Self- efficacy. Before joining QUT she used to work in the industry. She was involved in implementation of J.D. Edwards in an organisation in Brisbane.