

Adapting Task-Technology Fit Approach to Study Factors Influencing Individual Performance

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ABSTRACT

Globally, organizations had dump in huge amount of investments into Information Technology/ Information System (IT/IS) in every aspects of different industries. Consequently, few questions emerge follow by this IT/IS investment trend. First of all, how do organizations justify their return of benefits from such IT/IS investment? Furthermore, how can IT/IS help to improve individual's performance? With the absence of complete understanding of how individual capabilities and working experiences, and the lack of intelligent of how the actual tasks that individuals/team need to be perform; Can an individual employee utilize the information technology/information system (IT/IS) efficiently to accomplish his or her tasks? More importantly, are there any others factors externally beyond the system that could influence the IT/IS utilization? Obviously the answers are vitally important for decision making in information technology/information system investments and resources allocation. Task-Technology Fit (TTF) model is selected as the fundamental theoretical base for this study because the appropriateness of this framework to investigate factors influencing performance as past literatures indicated good result of its measurement on individual performance. Therefore this study focus on determine potential factors influencing individual performance when an IT enabled individual use a particular Information System/Technology to complete his or her task. Follow by describe to what extent IT/IS affects an individual performance using adapted modified Task-Technology Fit model.