The Role of Cultural Fitness in User Resistance to Information Technology Tools

by

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A Masters Thesis submitted in partial fulfilment of the requirements for the degree of

Masters of Information and Technological Sciences by Research

University of Canberra

Faculty of Information Sciences and Engineering

May 1998

Revision July 1999

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Abstract

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Human interactions with Information Technology tools are reproducing organisational cultural patterns in a process similar to the evolution of human tools and language. A multi-disciplinary research in tool-mediated activity, culture, language and cognition will examine new concepts that can be important for the design of organisationally fit Information Technology interface tools. By using qualitative and quantitative analysis together with the fields of anthropology, philosophy, cognitive sciences and human computer interaction this thesis shows that cultural fitness is an important variable that can determine in a substantial degree the rejection or adoption of a tool in organisational environment. Qualitative and quantitative data collected from organisational simulations at the Faculty of Information Sciences and Engineering of the University of Canberra during the period 1995-1997 has been used and analysed.
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ACKNOWLEDGMENTS

The author wishes to thank the lecturer, tutors and postgraduate students of the Systems Analysis G2 simulation laboratory of the Faculty of Information Sciences, University of Canberra for the assistance given during the research period 1995-1997.

Particular thanks to Professor Errol Martin for the scientific stimulation during the research. I wish to thank also Dr Terry Webb and Dr David Walker for their assistance in providing survey material and advice. Finally I wish to sincerely thank Professor Brian Stone for his appreciated and valuable academic suggestions.