

The Diffusion, Impacts, Adoption and Usage of ICTs upon Society Mini-track Introduction

Jyoti Choudrie
University of Hertfordshire
Hertfordshire Business School
Hatfield
Hertfordshire
AL10 9EU
e-mail: j.choudrie@herts.ac.uk

Sherah Kurnia
Daniel Samson
School of Computing and Information
Systems
University of Melbourne
Australia
e-mail: sherahk@unimelb.edu.au;
d.samson@unimelb.edu

David Sundaram
Department of Information Systems and
Operations Management
University of Auckland
New Zealand
e-mail: d.sundaram@auckland.ac.nz

ICTs are wide ranging from the infrastructure of Broadband (high speed internet), mobile devices, online social networks, to other devices and platforms offered by the internet. To examine the acceptance and use of these ICTs, studies on adoption, usage and diffusion have been conducted by Information Systems (IS) researchers. Such studies offer useful insights into many issues surrounding ‘how’, ‘when’ and ‘what’ technologies are being introduced and their impacts.

The aim of this mini track is to provide an opportunity for global researchers to share their most recent research findings related to how ICTs are used, adopted and diffused within society and their impacts on individuals, organizations and wider social communities. The mini track helps academics, industry and government agencies to obtain state-of-the art insights into the current use of ICTs, challenges experienced by organizations, governments and individuals in adoption and diffusion, strategies to overcome the challenges, and the consequences of ICT adoption within societies.

This mini track has constantly attracted researchers working in this area, with this

year being no different. This year, we are honored and delighted to offer six high quality, innovative papers to this conference mini track.

The first paper, *Towards Understanding the Adoption and Social Experience of Digital Wallet Systems* explores the key factors behind digital wallets’ rapid growth in US (Venmo) and China (WeChat Pay). A mixed methods approach was used that included, a comprehensive survey (N=879) and semi-structured interviews (N=41) to explore the interplay of the two roles of these digital wallets, i.e., a payment system and a social platform. Their findings indicate that a network effect does benefit their adoption and retention, but through different mechanisms. In return, transaction activities performed in digital wallets help strengthen existing social ties. Additionally, the paper presents design implications for future social payment services.

The second paper, *How do users respond to technostress? An empirical analysis of proactive and reactive coping* investigates techno-stressors and emotional exhaustion’s influence of proactive and reactive coping. Results based on 110 users showed that users respond to techno-stressors in a

proactive way, whereas users responded to emotional exhaustion in a reactive way. In addition, proactive coping is stronger affected by techno-stressors, and reactive coping is stronger affected by emotional exhaustion.

The third paper, *How Do Cubans Use Internet? The Effects of Capital*, explores forms of capital affecting Cubans' Internet access and use. Data collection involved the use of online survey posted on a Cuban blogging site with 82 Cuban citizens narratives to show that economic and cultural capital are the key factors influencing Cuban's Global Internet and domestic Intranet access. This in turn influenced the development of the social and technical capital. The analysis also revealed the Cuban citizens value in Internet access for communication and knowledge acquisition and revealed their improvisation behaviors when experiencing access barriers.

The fourth paper, *How Niche Is Niche? Measuring Individuals' Perception of Technology Niche* conceptualizes and operationalizes niche technology perceptions in the literature. Three studies tested a typology of perceived niche items. It is anticipated that from this study, academic researchers can now rely on a developed scale to investigate the dynamics of users' IS behaviors. This novel scale incorporates the potential effect of the perceptions of niche in future research studies.

The fifth paper, *Pleasantness, Activation, and Negative Affectivity: A Test of Extended UTAUT Model* employs a pilot study in a lab setting to replicate the UTAUT. The results of the proposed affective augmentation of UTAUT are promising. The proposed relationships between the core affective experience (i.e., activation and pleasantness) and intention to use is significant, similarly the proposed relationship between negative affectivity is also significant. Furthermore,

bringing core affective experience into the model makes UTAUT more robust.

The sixth paper, *Understanding the Effects of Temporal Differences in User-Centered Workflows on Solution Satisfaction* investigates user expectation and confirmation regarding cognitive agreement in the context of changes from old paper workflows to new electronic workflows. A research model was developed with two mediated routes between user expectation and solution satisfaction: one route was via perceived workflow agreements and the other via perceived performances. Based on longitudinal survey data of 118 participants in an institution that recently underwent a major transition in workflows, it was found that old workflow agreements influenced solution expectation more than old perceived performance, but new perceived performance impacted solution satisfaction more than new workflow agreements.