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Organisational change : The assimilation of software technology in the higher education environment

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2008-12-09T13:10:29Z
http://hdl.handle.net/10539/5881

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APPENDIX 1

INFORMED CONSENT FORM

Dear Colleague

My name is Bhavna Patel and I am currently employed at the University of the Witwatersrand within the Human Resources Division. I am conducting research on how organizational learning takes place in higher education. My research forms part of the Masters in Industrial Psychology. As part of my study I am investigating how the organizations learn when there is organizational change. I have used the implementation of a management information system as an example of organizational change. The aim of the study is to also review what lessons could be learned given the introduction of a management information system. Your participation in a semi-structured interview focusing on various aspects of organization learning or assimilation of the management information system will be sincerely appreciated:

Please note that:

- Your participation in this research is entirely voluntary; you are free to choose to participate or not to participate.
- You may decide to stop the interview at any time, since there is no penalty for withdrawing or refusing to participate.
- All information will be treated with the utmost confidentiality.
- If you agree to participate you need to sign this form as proof of your acceptance.

Research procedure

Participants will be asked to participate in a 1hour semi-structured interview. Participants that are working on the management information system at Wits will be asked to share their views regarding the assimilation of the management information system which might be relevant to the research.

Risks

There are no risks involved in this study.

Potential benefits

There is no direct benefit to you from participating in this research however lessons could be learned on how organizational learning can be achieved.

Contact details:

In case you have any question about this research you can contact the researcher, Ms Bhavna A Patel, on 011-717-1416 or 084 655 0580 or patelb@hr.wits.ac.za.

I understand the aim, procedures, risks and benefits of participating in this project and I _____ (name and surname) agree to participate voluntarily.

Signature _____ Date: _____

APPENDIX 2

CONSENT FOR RECORDING

The interviews to be conducted with the participant will be audio recorded. The recordings will help the researcher to transcribe what was said during the interview, and all the recordings will be deleted once the transcriptions are completed. Please note that no participant will be identified in the recordings.

Your signature below is an indication that you understand the above conditions and accept to audio recordings.

Yours faithfully.

_____

Participant.

APPENDIX 3

INTERVIEW SCHEDULE BASED ON GUTTMAN'S STAGE OF ASSIMILATION MODEL

STAGE	**CRITERIA TO ENTER STAGE**	**SURVEY ITEMS USED TO CLASSIFY**
AWARENESS	Key users are aware of software implementation but do not have complete information	1. Describe your first impression of the system? 2. Please describe your understanding of the system 3. What information do you think you lack regarding the system?
INTEREST	Users have been exposed to the system and what are they hoping to gain from the new system	4. Three categories of user have been identified, which include professional users, approvers and self-service users. Which category do you think you fall in and what level of exposure to the system will you require in doing your job? 5. What do you hope to gain from the system? 6. A website was developed and numerous written communications were sent out regarding the system, what information did you feel was not being provided? 7. What kinds of questions were raised in your mind?
EVALUATION/TRIAL	The first phase of implementation has occurred. Would users be able to derive benefits from the new system? If a comparison is made between the old system and the new system, what are the advantages and disadvantages?	8. Since you have been exposed to the system, what benefits have you derived from the new system? 9. If you had to compare the old system and the new system, which is being implemented, what advantages and disadvantages do you see in terms of this system and change?
COMMITMENT	Trial results of the technology are being considered to determine whether or not the innovation will be adopted.	10. The first phase of implementation has occurred, how do you think that the second phase, which affects other area would benefit from the new system? 11.What added features would you hope to have if changes were made?
LIMITED DEPLOYMENT	The fist phase has been fully deployed and people have had sufficient exposure to the system.	12. Please could you describe your utilisation of the system? 13.How comfortable are you with the system? 14.What are some of the features of the system which you have accessed? 15. From the training which has thus far been provided how much of this and has assisted in you being able to apply your knowledge?