



<input checked="" type="checkbox"/>	Master's thesis
<input type="checkbox"/>	Licentiate's thesis
<input type="checkbox"/>	Doctor's thesis

Subject	Information System Science	Date	28.10.2003
Author(s)	Jussi Karttunen	Student number	
		Number of pages	123
Title	Factors Affecting Extranet Adoption		
Supervisor (s)	D. Sc. Jussi Puhakainen, D. Sc. Hannu Salmela		

**Abstract**

Organizations are constantly searching for new and better ways to speed communications between trading partners, establish better relationships with customers, suppliers, and partners, and reduce expenditures – and they are increasingly turning to extranets. However, the use of information systems (IS) has not enhanced the productivity of organizations as has been expected. Therefore, productivity of IS/IT investments has been a topic of wide discussion. These investments are successful, if the use of IS/IT benefits the organization, for example, by reducing costs or improving services.

Since the mid-1970s researches have been interested in finding the factors which affect a person's use of IS. At that time organizations and researches started to realize that new technology could not automatically gain widespread adoption.

In this thesis the following IS adoption theories were introduced: User Information Satisfaction (UIS) model, End-User Computing Satisfaction (EUCS) model, Technology Acceptance Model (TAM), End-User Effectiveness (EUCE) model, Utilization Model, Information Systems Success (ISS) model, and Social Cognitive Theory (SCT) Model.

The IS adoption factors based on these theories were divided into three categories: system, person, and organization related factors. After that, these factors were scrutinized from the perspective of extranets.

The study was made as an assignment for a Finnish company operating in the telecommunication business. The data collection method was an online survey on the Internet, in nine different European countries. The data consisted of 293 responses.

Key words	Extranet, information system adoption, online survey
Further information	