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| RESEARCH ARTICLE

Development and Empirical Validation of an Information Technology Acceptance Framework

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| ABSTRACT

This paper explores the constructs affecting IT acceptance in modern organisations using theoretical frameworks such as the TAM and the UTAUT models. Realising the drawbacks of such dichotomous models for capturing the dynamics of contemporary IT enablers and use processes, the present study plans to offer and test new antecedent and moderating constructs that may provide a more accurate picture of today's IT deployment and utilisation. The type of research in the study is the quantitative research method, which is adopted in the study where the researcher adopted a structured questionnaire to be administered to 200 participants across the different sectors of the economy, such as health, education, and business. Hypotheses of primary concern are those related to the construct of IT acceptance, including perceived usefulness, ease of use, trust, system transparency, perceived risk, and ethical concerns. The analysis of the data gathered is done using Structural Equation Modeling (SEM) because of the possibility of analysing the associations between several variables. Behavioural construct analysis revealed a significant positive correlation with IT acceptance behaviours, with the value of R for the new construct being 0.935 and the R square value being 0.874, which means that newly derived constructs explain a fair percentage of IT acceptance behaviours. The findings, therefore, point out the lack of conventional frameworks in addressing the complex nature of IT use in various organisational and cultural environments. Full-spectrum system requirements in newly developing domains, such as AI, machine learning, and blockchain, require new fundamental concepts regarding user trust, system openness and ethical considerations. This work extends the IT acceptance literature by providing a better view of the determinants of IT uptake in modern organisations. In totality, the validated constructs have practical implications for organisations desirous of adopting new IT systems, particularly highlighting the role of trust and perceived risk and the need for transparency or the adoption of transparency to guarantee user satisfaction rates and consequent adoption of new IT systems. In conclusion, the study points to the need to develop new models that address today's diverse IT contexts to inform the next generation of IT acceptance and adoption research.

| KEYWORDS

Information Technology (IT) Acceptance, Technology Acceptance Model (TAM), Unified Theory of Acceptance and Use of Technology (UTAUT), Emerging Technologies, Structural Equation Modeling (SEM), Trust and Transparency, Perceived Risk.

| ARTICLE INFORMATION

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1. Introduction

1.1 Background of the Study

Information Technology (IT) has a significant and continuous role in modern business organisations. It is viewed today as an organisational enabler that presents new opportunities for enhancing efficiency, productivity, and competitiveness (Venkatesh,

Thong, & Xu, 2016). It has continued to evolve at a very high speed, improving business operations and creating many systems which must be implemented and accepted by user groups. It is essential to explore the drivers for the use of IT because the usage behaviour of these technologies relates directly to how they are perceived and adopted by users.

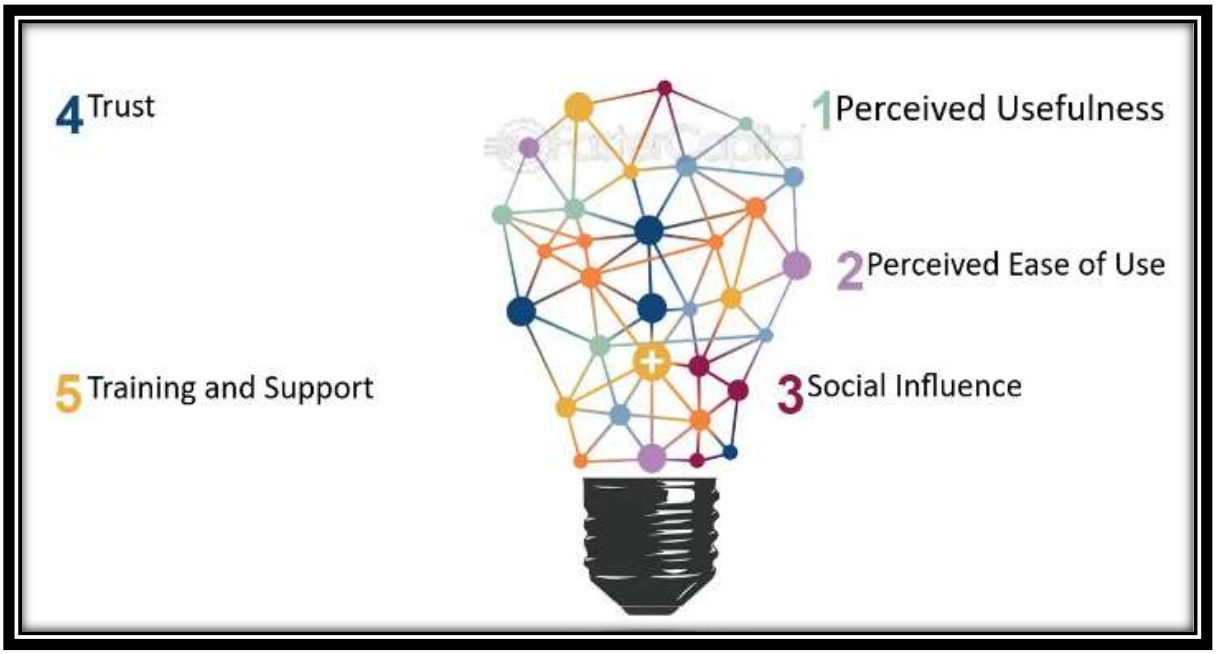


Figure 1: Technology Acceptance Model

Regarding user behaviour towards IT, the existing frameworks and models, including TAM, UTAUT, DOI, and so on, have been quite constructive (Venkatesh, 2021). A more contemporary group of models examines the/conceptual, perceptual, practical, and environmental parameters affecting users' decision-making to engage and embrace a specific technology. Still, based on the presented literature review, scholars are divided about which construction is the most accurate predictor of IT acceptance and how these factors can influence various research areas such as education, healthcare, and business (Benitez et al., 2020).

Acceptance of IT studies within the last few years has shifted its methodology towards enhancing the construct validity of the integrated models used for perceiving technology acceptance (Marikyan, Papagiannidis, & Alamanos, 2021). Valuable constructs such as perceived ease of use, perceived usefulness, and social influences have been sophisticated and validated in various contexts as a measure. However, researchers have observed that, unfortunately, it may not be possible to adopt a blanket approach, mainly due to the nature of the setting in which IT is applied (Dwivedi et al., 2019). Thus, the need to create new constructs and replicate those across different organisations and cultures intensifies so that the intricacies of IT acceptance can be fully understood. This research fills this gap by creating and confirming new constructs that affect IT adoption in modern organisations.

1.2. Problem Statement

Although IT acceptance has been studied for a relatively long time, there is still a gap in existing literature regarding which constructs positively affect user acceptance across various contexts (Benitez et al., 2020). Previous models like TAM and UTAUT have been a good foundation for studying technology acceptance; however, they are open to questions in the modern IT environment. Whereas earlier structures might afford the needed understanding of users in the aggregate, newer technologies and more intricate systems may not be sufficiently grasped under older formulations (Marikyan et al., 2021).

This area is deemed problematic by the shortage of expressive and internationally valid research constructs that can easily be validated in various organisations. Hence, perceived ease of use and perceived usefulness can still be said to be influential factors in IT acceptance, apart from factors such as organisational culture, personal computer literacy, and systems complexity. To this end, this study seeks to enhance an understanding of IT acceptance in contemporary workplaces by establishing and verifying new models.

1.3. Aim of the Study

Therefore, this study aims to create fresh, novel factors determining its acceptance in today's organisations.

1.4. Rationale of the Study

This paper is significant because managing IT has emerged as a competitive imperative in organisations, and the ability to implement these solutions defines a firm's performance trajectory (Venkatesh, 2021). To that extent, the study adds to the literature by creating new constructs and testing them across various organisational contexts. TAM and UTAUT are good models but cannot cut across different industries (Dwivedi et al., 2019). This research offers precise application for organisations to apply in order to enable improved satisfaction of the users and, therefore, improved implementation of IT solutions with the resultant benefit of better organisational decisions and gain.

1.5. Research Questions

RQ1:- In current organisations, what factors frame IT acceptance?

RQ 2:- In what ways can these constructs be operationalised so that it can be ascertained that they are robust both in terms of reliability and cross-cultural generalizability?

RQ3:- To what extent do well-established theories, such as technology acceptance (TAM or UTAUT), capture user behaviour in emerging technologies?

1.6. Research Objectives

RO1:- To discover and define emergent theoretical constructs that determine IT acceptance in various organisations.

RO2:- To evaluate in order to collect data on the perceptions of the executives and subsequently, to test the identified constructs empirically.

RO3:- To contrast the traditional models of IT acceptance such as the technological acceptance model and the unified theory of acceptance and use of technology with the new set of constructs.

1.7. Structure of the Study

This research work is divided into five chapters, which relate to different facets of the study.

Chapter One (Introduction): This chapter presents an outline of the study's background, problem definition, justification, research questions, and aims. It underscores the importance of grasping IT acceptance in today's organisations and provides the background for the research.

Chapter Two (Literature Review): This chapter compares and contrasts previous models and frameworks regarding IT acceptance, including TAM, UTAUT, and DOI. It gives a critical view of the previously conducted literature review, stressing the limitations of prior theories and concepts and the imperative to develop new ones. The chapter also touched on areas not explored through literature that this research will fill.

Chapter Three (Research Methodology): This chapter identifies the research design, data collection tools, and analysis techniques employed in the study. It also provides information on the developments in sampling, instruments, and statistical techniques used to assess the newly developed constructs.

Chapter Four (Data Analysis and Results): This chapter aims to present and discuss the identified trends of empirically validated studies. It offers an extensive review of the recently derived constructs, their validity, and a comparison with conventional models.

Chapter Five (Discussion and Conclusion): This chapter presents the consequential outcomes of these findings, the answers to the research questions, and suggestions for further research. It also emphasises the study's demonstrable and real-world positive implications for companies and the IT acceptance literature

2. Literature Review

2.1. Technology Acceptance Models comprising TAM, UTAUT, and DOI.

Among the most famous factors about IT acceptance, the Technology Acceptance Model (TAM), the Unified Theory of Acceptance and Use of Technology (UTAUT), and the Diffusion of Innovation Theory (DOI) deserve special mention. Davis (1989) developed TAM, which assumes that perceived usefulness and ease of use are the main reasons that compel or deter users from accepting a particular technology. This model has been employed in various industries, such as teaching, healthcare, and business, to analyse people's usage of new technologies (Venkatesh et al., 2016).

TAM's primary contribution is its simplicity and the clear focus on two critical constructs: PU and PEOU. However, as technologies progress, one gets the impression that these two constructs may not offer the complete picture of current IT systems. For instance, social influence, facilitating conditions and organisational culture are essential in the technology acceptance model (TAM) (Dwivedi et al., 2019). Although the utility of TAM has been appreciated more because of its easy implementation strategy, the researchers claim that TAM is too simplistic and does not capture the complexity of the current world IT adoption processes (Benitez et al., 2020).

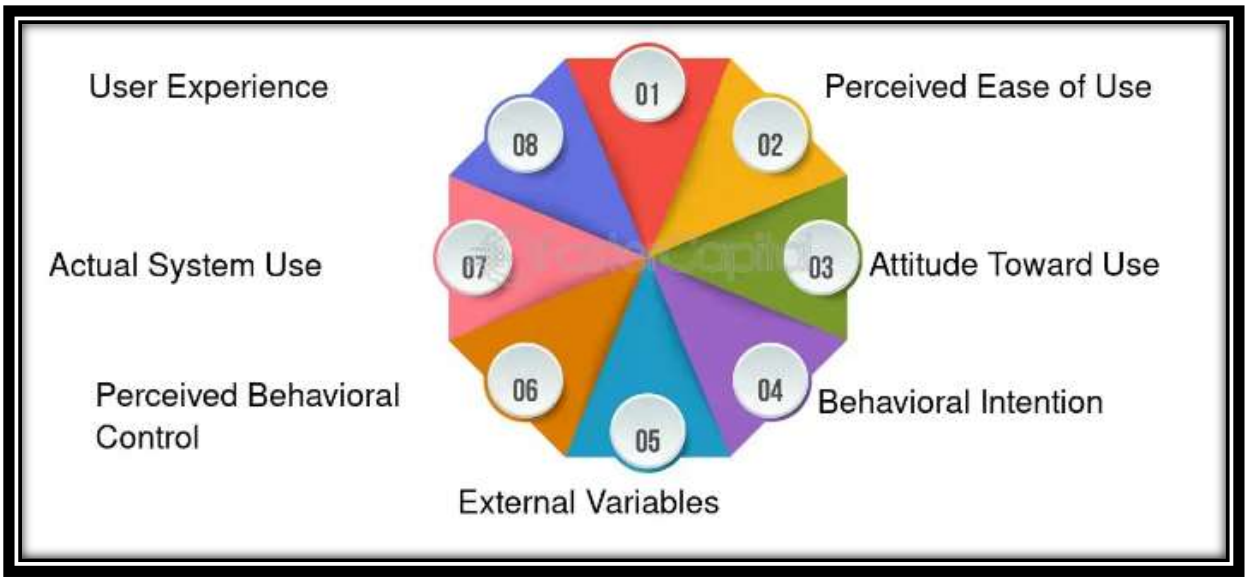


Figure 2: Integrating User Behavior In The Theory

However, UTAUT, developed by Venkatesh et al. (2003), is an extension of TAM that integrates other determinants, such as perceived social pressure to use the technology and perceived facilitating conditions related to that technology. UTAUT is particularly applicable in cases where technology adoption occurs in organisations, and there are tensions with many parties: management, workers, and IT departments. However, UTAUT is criticised for its limited flexibility and inability to accommodate new technologies that could present different user perceptions and behaviours (Venkatesh et al., 2016).

DOI, on the other hand, proposed by Rogers (2003), gives a broader perspective on how technologies are adopted and implemented within a social system. DOI incorporates five critical factors: diffusion framework of relative advantage, compatibility, complexity, trialability, and observation, which intrinsically lead an individual or an organisation to adopt a new technology. While DOI offers significant information on the social aspect of IT, adoption has been decried for not capturing behaviours at the individual level and measuring its constructs in various organisational contexts (Marikyan et al., 2021).

2.2 An Evaluation of Existing Models and Theories

However, TAM, UTAUT, and DOI offer some initial information on the acceptance of IT; however, these models have many shortcomings. Although employed in numerous investigations, TAM has been viewed as having a narrow conceptual range. As much as TAM emphasises PU and PEOU, it also leaves out other distinct factors, such as social influence, culture, and emotions, that may shape technology acceptance (Benitez et al., 2020). Alternatively, some of TAM's constructs are too crude to distinguish between different technological environments; new technologies differ by their levels and degree of interactivity that cannot be captured by TAM (Venkatesh, 2021).

UTAUT tries to overcome some of the shortcomings of TAM by adding elements of social and organisational context; however, it also has its weaknesses. Some scholars have criticised UTAUT as being more constructive for organisational contexts at an individual level, which is less appropriate, especially in situations where personal attitude and experience determine the usage of IT (Dwivedi et al., 2019). Moreover, due to many variables incorporated into the UTAUT model, the application of the model does not occur in a simplified process, especially in cross-national environments where the significance of one or another variable appears to be different (Benitez et al., 2020).

DOI is similar again but has issues related to its operationalisation, where it is a broader concept. Its focus on the spread of innovations within a social system helps capture macro-level effects, while it cannot explain micro-level behaviour (2021). In addition, the ROI constructs, including relative advantage and compatibility, might not fit any technological innovation well,

especially when users are new to the technology and when the technology is not compatible with practices in an organisation's technology (Rogers, 2003).

2.3. The Need for New Constructs and Approaches

The weakness in the available models suggests the need to create or adopt the proper constructs to reflect the use of technologies in today's organisations. New technologies like AI, machine learning, and blockchain are relatively new and raise questions related to user familiarity, system comprehensiveness, and, most importantly, ethical issues (Venkatesh, 2021). These technologies compel new skill sets and bring about revolutionary differences in the flow of work and decision-making processes that are not adequately covered by these models.

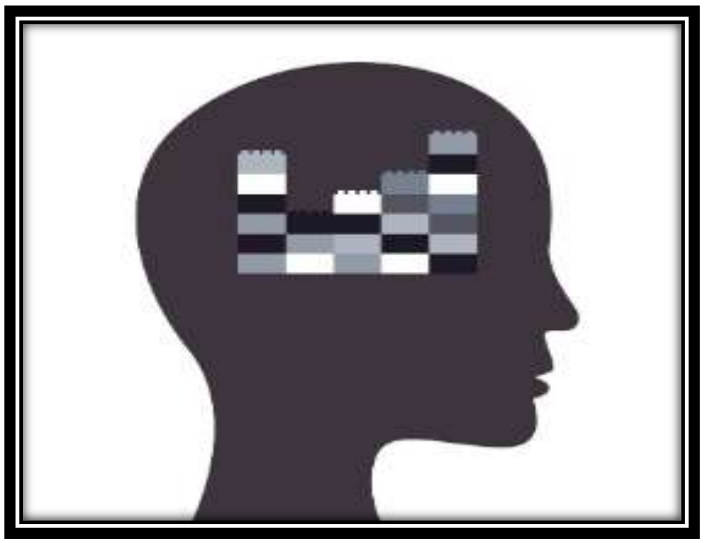


Figure 3: Need For New Constructs And Approaches

For example, while incorporating AI-based systems transforming the healthcare sector, these must be implemented and accepted with the approval of doctors, other medical practitioners and patients who may worry about data protection and concrete system performance (Marikyan et al., 2021). In such cases, what the users perceive as trust, system transparency, or perceived risk is highly significant in deciding whether to accept the technology. These factors were not adequately incorporated into earlier models such as TAM or UTAUT and thus required vastly improved constructs for measuring user acceptance in such contexts (Dwivedi et al., 2019).

However, the cultural and organisational diversity characteristic of present globalised workplaces requires constructs that could be targeted in various contexts. Current papers fail to consider that users from different cultures must have varying attitudes towards technological tools (Benitez et al., 2020).

3. Methodology

3.1. Research Philosophy

Accordingly, this research operates under a positivist qualitative research philosophy that assumes that there is a reality out there and that it is measurable by collecting data ribs. This study is perfect for positivism because it aims to build and test constructs regarding IT acceptance using quantitative tools. Because this study aims to develop generalisable theories based on the analysis results, positivism helps the researcher systematically demonstrate the correlation between variables, such as determinants of IT acceptance (Venkatesh et al., 2016). This also aligns with prior models in technology acceptance research, such as TAM and UTAUT, which use quantitative data to develop hypotheses and investigate cause-and-effect relationships (Dwivedi et al., 2019). Therefore, through variables that need quantifiable data to compare patterns and establish relationships between IT acceptance behaviours in different organisations.

3.2. Research Design

Consequently, blogs have been designed using descriptive and explanatory research design. Descriptive research enables the study to systematically close out the definitions of the construct concerning IT acceptance, while explanatory studies the relationships between the construct. This dual approach is justified because the study seeks to identify factors that affect IT acceptance and establish the theoretical relationships among these factors a priori (Benitez et al., 2020).

As a result, descriptive methods help understand organisations' trends and behaviours regarding the acceptance of information technology. However, the explanatory part of the design will enable the researcher to test the validity of the constructs using statistical techniques, providing the investigator with an overview of how several identified variables correlate and impact one another. These methods are applied together to ensure that the research not only defines the central construct but also investigates whether these constructs are useful in the organisational environment.

3.3 Research Approach

The present study uses a quantitative research method because it aims to establish the convergent validity of the IT acceptance constructs based on quantitative data. The quantitative method focuses on amassing numerical data from a sample population and analysing this figure to gain insights into the existence or otherwise of structures. According to the method, the author does not have to belong to the positivist paradigm and thus can use statistical measures like regression analysis and SEM to examine the validity of the constructs (Marikyan, Papagiannidis, & Alamanos, 2021).

3.4. Sampling Technique

This study adopted a random sampling strategy to justify selecting the sample from the larger population. In particular, a simple random sampling technique will be used for each element in the target population with the same chance of being selected. This method eliminates the possibility of selection bias and increases the external validity of the findings (Venkatesh et al., 2016).

It is extended to involve other professionals in organisations that implement IT systems in their activities. The target population includes employees from different sectors of the economy, including healthcare, education, and business, where acceptance of IT has greater significance. The simple random sampling method has been preferred because it gives sweeping samples that cut across different contexts in the organisation, which ensures the credibility of the study findings (Dwivedi et al., 2019).

3.5. Data Collection

Primary data will be gathered through a structured questionnaire as it will be easier to compare figures and trends regarding the respondents' attitudes and perceptions concerning IT acceptance. The questionnaire will include five-point Likert scale items that capture perceived usefulness, perceived ease of use, social influence, and facilitating conditions. In line with this, some of these constructs have been borrowed from theoretic models such as TAM, UTAUT, and the DOI.

The questionnaire will be transmitted through emails and online survey instruments by sending the link to the respondents. This method is adopted to ensure massive and widespread coverage of different participants in diverse areas. Thirdly, compared to other research methods face-to-face, online surveys take less time to acquire the responses. All the participants will maintain anonymity during the process and consent to be involved in the study.

Figure 4 Data Collection

3.6. Data Analysis

Upon data collection, the paper's research questions and hypotheses will be answered using statistical methods. The primary analytical approach used for data analysis is Structural Equation Modeling (SEM) – a technique for multivariate data analysis dealing

with the relations between several variables at a time. This study is well suited for SEM analysis because the latter allows for checking the reliability of the constructs concerning IT acceptance and determining the nature and intensity of the interactions between them (Benitez et al., 2020).

Furthermore, basic quantitative analysis tools such as means, standard deviations, and frequency tables will be adopted to describe the demographic data of the sample and the response data from the questionnaire items. This will give an idea of the overall nature of the data and allow the researcher to profile the sample population in terms of age, gender, industry, and position, among other things.

3.7. Sample Size

For this study, 200 respondents have been chosen. The Samples have been chosen so that the 200 respondents cover all sectors or areas possible. The decision on this sample size is anchored on statistical significance, combined with practical factors like time and cost. The traditional rule of thumb in technology acceptance studies was to recruit at least 200 participants for the analysis; this includes SEM (Dwivedi et al., 2019).

4. Result / Findings

4.1 Descriptive Analysis

Table.1 "Gender"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	MALE	103	51.5	51.5	51.5
	FEMALE	97	48.5	48.5	100.0
	Total	200	100.0	100.0	

The gender distribution in the dataset can be categorized as follows: 103 participants are male, which makes up 51.5% of participants, and 97 participants are female, making up 48.5% of participants in the dataset. This shall bring the overall participation of participants to two hundred, a very closely related proportion of both male and female participants. In a cumulative percentage, there is an implication that a hundred per cent of the data is covered in the study without discrimination of gender, where fifty-five per cent of the students were males, and forty-five per cent were females.

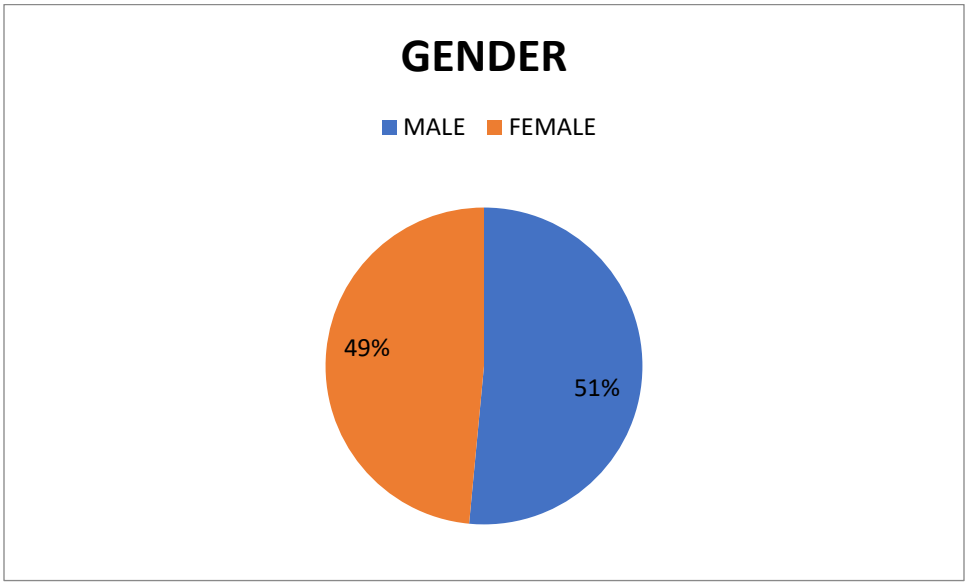
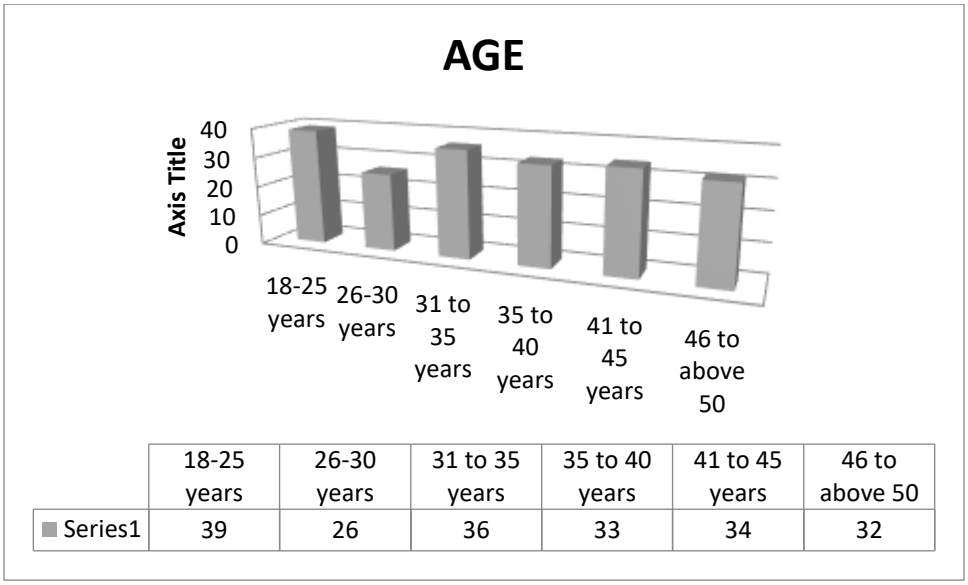


Table.2 "Age"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-25 years	39	19.5	19.5	19.5
	26-30 years	26	13.0	13.0	32.5
	31 to 35 years	36	18.0	18.0	50.5
	35 to 40 years	33	16.5	16.5	67.0
	41 to 45 years	34	17.0	17.0	84.0
	46 to above 50	32	16.0	16.0	100.0
	Total	200	100.0	100.0	

The data below shows the age distribution of 200 people in the sample, giving some meaningful ideas about the age structure. The largest population is between 18 and 25 years old, contributing 19.5% of the sample. This reveals the prominence of young people in the sample. The next group, the 15 hours or less category, has only 8%, while the 31-35 years group occupies 18%, indicating that young professionals are in plenty. The percentages for the other age bracket follow lower percentages in sequence, with the 26-30 year age group having 13% of the respondents while the remaining age groups of 35-40 and 41-45 have relatively raised percentage proportions of 16.5% and 17%, respectively. The 46 and above category has taken the 16%, bringing balance in providing services to almost all ages. However, the total number of participants sums up to 45%, implying a concentration of the participants in the middle age bracket, as shown below. The above result shows active participants within the young age group, albeit within a reduced population sample.



	18-25 years	26-30 years	31 to 35 years	35 to 40 years	41 to 45 years	46 to above 50
Series1	39	26	36	33	34	32

4.2 Regression Analysis

Table 3 Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.935[a]	.874	.873	1.16877

The regression analysis shows that the dependent variable positively correlates with the predictor "EMERGENT IT CONSTRUCTS" with a value near 0.935. With the conventional cut-off point of 0.30 for R Square, its value of 0.874 means that the mathematical

model developed in this study can explain approximately 87.4% of the variance in the dependent variable with a high degree of accuracy. Altogether, the absolute value of R Square of 0.873 and the adjusted R Square of 0.773 prove the model's validity, and the latter indicates that it is minimally overestimated owing to the number of predictors in the model. The standard error of the estimate as 1.16877 defines the average variance revealed by the observed values from the obtained regression line, giving the idea about the precision of the model. Overall, the sub-total of these results strengthens the conclusion that emergent IT constructs are critically related to the measured total outcomes and, therefore, support their application in comprehending and forecasting the behaviour of the considered dependent variable

Table 4 ANOVAa

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1873.807	1	1873.807	1371.717	.000[b]
	Residual	270.474	198	1.366		
	Total	2144.281	199			

a. Dependent Variable: EXECUTIVE_PERCEPTIONS

b. Predictors: (Constant), EMERGENT_IT_CONSTRUCTS

The F-statistic is computed at 1371.717, and the p-value at 0.000, which means that the regression analysis also reveals the significance of the Emergent Constructs on the variable, namely, the Executioner perceptive at .000 in the three years considered in this study. This indicates that a large part of the total sum of squares of executive perceptions at the time of the survey (2144.281) is covered by the regression model, which contributed 1873.807 for the total sum of squares. An RSS of 270.474 suggests that there is low variance that remains unaccounted by the model, which strengthens the argument for Emergent IT Constructs for Executive Perceptions. The degrees of freedom for the regression and residual with estimates of 1 and 198 confirm the validity of this analysis. In sum, these findings afford substantial support for hypothesizing that emergent IT constructs vary in a way that has a distinct impact on the tenor by which executives view their organizational contexts.

Table 5 Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.921[a]	.849	.848	1.28630

The regression analysis shows that the relationship between dependent and independent variables, namely Emergent IT Constructs, is significant to the 0.921 R-value. This high R-value means that there is a strong positive correlation between these constructs, meaning that as the level of one goes up, the level of the other is also likely to go up. The R Square of 0.849 shows that about 84.9% of the variance in the dependent variable is explained by the variable " Emergent IT Constructs," which clearly illustrates that this variable has strong predictive validity. The adjusted R Square value is lower at 0.848 only because the test considers the number of predictors used in the model, and knowing this means that the model is still very good and robust when we consider the possibility of over-fitting. Given the standard error of the estimate of 1.28630, the variability of the predicted values is low, thus providing evidence of a good fit of the model to the data. Altogether, these numbers speak for the efficiency of Emergent IT Constructs as the predictor in the research.

Table 6 ANOVAa

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	1838.378	1	1838.378	1111.099	.000[b]
	Residual	327.602	198	1.655		
	Total	2165.980	199			

a. Dependent Variable: IT_ACCEPTANCE_MODELS

b. Predictors: (Constant), EMERGENT_IT_CONSTRUCTS

The data analysis with regression showed a highly significant relationship between the independent variable, Emergent IT Constructs, and the dependent variable, IT Acceptance Models. An F-value of 1111.099 and a significance level of p value = 0.000 indicate that the results support the HT model, as there is high between-group variability in IT acceptance due to emergent IT constructs. The Sum of Squares for Regression is 1838.378, which indicates several variations accounted for by the model, and the Residual Sum of Squares is 327.602, which gives the number of variations not explained by the model. The computed Mean Square for Regression of 1838.378 provides additional support for the goodness of fit of the developed model in this study. The findings also reveal that emergent IT constructs greatly affect IT acceptance. Thus, they sum up total variances equal to the sum of squares 2165.980 and explain how new technology is adopted in organizations.

5. Conclusion and Recommendaion

5.1 Conclusion

The research was intended to explore and provide a valid construct for new factors affecting IT acceptance in modern organisations. Standard theories like TAM and the UTAUT are used in this study, but their inadequacy in capturing the complexity of new emerging systems and users is noted.

The research results tend to support the arguments that conventional acquisition models are insufficient to describe contemporary processes of IT utilisation, especially in various organisational and cultural settings. The modern factors affecting IT acceptance are complex and cannot be described solely by perceived usefulness and ease of use. Technologies, including AI, Machine Learning, and Blockchain, require the establishment of fresh constructs, typically touching on trust, system opacity, risk perception, and ethics, which prior theoretical models ignored.

The regression analysis also suggested a positive correlation between emergent IT constructs and the dependent variable, with the R-value=0.935 and the R-square value=0.874, meaning that these emergent constructs could explain a greater percentage of variation in IT acceptance behaviours. An F-statistic of 1371.717 and a very low p-value of 0.000 substantiated the model's stability and provided evidence of the significance of emergent constructs on executive perceptions and IT acceptance.

The gender distribution showed an equal distribution, and the age distribution of participants suggested that the majority of the participants were young professionals, which highlighted the need to pay more attention to the acceptance of IT among young users. The sampling technique adopted for this study and the application of Structural Equation Modeling (SEM) enabled an assessment of the relevance of the identified constructs in different organisational settings.

The newly identified constructs had highly predictive validity: R Square of 0.849 for IT acceptance, reflecting their powerful impact. For this reason, they support the hypothesis that emergent IT constructs are essential in explaining the user's behaviour with new IT technologies.

In conclusion, the study greatly benefits the IT acceptance literature by addressing the augmentation of constructs that fail to adequately capture real organisational conditions. These more robust constructs point to several elements related to emerging technologies and offer a better view of what influences IT acceptance. These findings provide several practical implications for organisations seeking to introduce new IT systems: managing these novel constructs may help increase user satisfaction and improve IT adoption chances.

5.2 Limitation and Recommendation

However, this study has two major limitations, so the following recommendations are made: The first one is, as stated above, the limited demographic and organisational scope of the study. Nevertheless, the sample presents valuable heterogeneity; however, its generalisation may not cover all sectors and regions, thus weakening the generalizability of the results.

This same study is limited by the use of self-reported data, which is likely to convey social desirability biases, biased self-estimation, or, simply, may be affected by memory biases. Some of the causal studies could also interview users and obtain quantitative measures of their IT usage and acceptance of the technology to validate some of their findings.

Further, because the study uses a cross-sectional data collection approach, explaining variations of IT acceptance behaviours over time is impossible. Perhaps longitudinal investigations might offer even more concrete information on trends and development of these constructs and the ways they influence IT adoption in the future.

Nevertheless, based on these limitations, the following recommendations can be made. More research should follow this study to other sectors and cultures to expand the applicability of the results. It would also be possible to improve the size and composition of the sample to offer a research study of IT acceptance across multiple settings.

Furthermore, the use of other qualitative research options, like interviews or focus groups, could supplement the established quantitative results, especially by providing deeper quantitative justification of IT acceptance behaviours. This approach may also assist in identifying other possible causes that would not have been identified by a purely quantitative survey.

Last, organisations should take these new constructs into account when they plan and create new IT systems. Controlling other factors like trust, system transparency, and perceived risk could contribute to enhancing the acceptance level of IT in organisations and, hence, higher levels of adoption of IT.

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