

MISQ Archivist

Collective Information Systems Use: A Typological Theory

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Abstract

As the nature of information systems (IS) has evolved from primarily standalone, to enterprise, and distributed applications, the need for a better understanding of collective IS use has become a research and practical necessity. In view of contributing to this understanding, we conceptually define collective IS use as a unit level construct, rooted in instances of individual level IS use within the context of a common work process. Its emergence from the individual to the unit level is shaped by different configurations of task, user, and system interdependence between instances of individual-level IS use. On the basis of this definition, we propose a typology of collective IS use that comprises four ideal types, namely *siloed use*, *processual use*, *coalesced use*, and *networked use*. For each ideal type, we theorize on the emergence process from the individual to the unit level and we consider the measurement implications for each.

Keywords: Collective IS use, IS use, multilevel theory, typological theory, interdependence, task interdependence, user interdependence, system interdependence, theory building