

contents

CHAPTER ONE	□	introduction	1
CHAPTER TWO	□	a descriptive model	15
CHAPTER THREE	□	the research studies	31
CHAPTER FOUR	□	user attitudes and perceptions	55
CHAPTER FIVE	□	the use of information systems	69
CHAPTER SIX	□	performance and information systems	89
CHAPTER SEVEN	□	implications for successful systems	105
APPENDIX	□	statistical analysis	117
		references	125
		index	129

Why Information Systems Fail

