MIS Quarterly

THE OTHER SIDE OF ACCEPTANCE: STUDYING THE DIRECT AND INDIRECT EFFECTS OF EMOTIONS ON INFORMATION TECHNOLOGY USE

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Appendix A

Questionnaire Items

Emotional Reaction (five-point Likert scale ranging from "Not at all" to "A great deal")
Indicate the extent to which you experienced each of the following emotion when the introduction of *[system name]* was announced:

	Mean	St. dev.
Angry	1.26	0.62
Anxious	2.08	1.07
Happy	3.69	0.90
Excited	2.99	1.08

Adaptation Behaviors (seven-point Likert scale ranging from "Never" to "Many times a day")
Indicate the extent to which you performed each of the behaviors below in the months following the introduction of *[system name]*:

Seeking Instrumental support

		Mean	St. dev.
INSSUPP1	I asked help to my colleagues on how to use *[system name]*.	2.77	1.47
INSSUPP2	I used the online help feature.	1.78	1.07
INSSUPP3	I consulted the users' manual.	2.16	1.43

Seeking Social Support

		Mean	St. dev.
SOSUPP1	I sought for moral support from my colleagues.	1.63	1.22
SOSUPP2	I talked about it with my spouse or family members.	1.44	1.04
SOSUPP3	I met with my superior to talk about my concerns.	1.51	0.76

Venting Anger

		Mean	St. dev.
VENT1	I was mad and I told everyone exactly what was on my mind.	1.26	0.76
VENT2	Sometimes, I have lost it; I slammed doors for example.	1.15	0.63
VENT3	I took it out on my family, my friends, and other people.	1.08	0.38

Psychological Distancing

		Mean	St. dev.
Dist1	I told myself that time would take care of it all.	2.82	1.88
Dist2	I told myself that there was nothing I could do about it.	2.59	1.93
Dist 3	I tried not to worry about it.	2.23	1.75

Task Adaptation

		Mean	St. dev.
Task1	[System name] led me to perform tasks that I could not do before.	2.27	1.53
Task2	[System name] led me to suggest new procedures for some tasks.	1.69	1.16
Task3	[System name] led me to suggest new ways of doing things.	1.85	1.29

IT Use (seven-point Likert scale ranging from "Totally Disagree" to "Totally Agree")
Indicate the extent to which you which you agree or disagree with each of the following statements:

Informational

		Mean	St. dev.
Coll1 (dropped	I use [*System name*] to stay current with market trends.		
Coll2	I use [*System name*] to stay up to date with my Bank's procedures.	2.93	1.81
Coll3	I use [*System name*] to collect information about our competitors.	1.65	1.18
Diff1	I use [*System name*] to communicate information to my colleagues.	2.00	1.51
Diff2 (dropped	I use [*System name*] to share information about our competitors.		
Diff3	I use [*System name*] to share information about our clients.	1.84	1.31

Resources Allocation

		Mean	St. dev.
All1	I use [*System name*] to establish priorities.	2.00	1.51
All2	I use [*System name*] to delegate some tasks.	1.43	0.98
All3	I use [*System name*] to organize my working time.	1.57	1.11
All4	I use [*System name*] to distribute work.	1.89	1.54

Negotiation

		Mean	St. dev.
Neg1	I use [*System name*] to negotiate with my clients.	3.12	1.73
Neg2	I use [*System name*] to negotiate interest rates.	2.26	1.62
Neg3 (dropped)	I use [*System name*] to get better conditions for my clients.		
Neg4	I use [*System name*] to decide on contractual terms for my clients.	3.11	1.79

Figure Head

		Mean	St. dev.
FH1	I use [*System name*] to provide people from outside with information regarding the Bank.	1.56	1.17
FH2	I use [*System name*] to reply to requests for information from people outside the Bank.	1.58	1.21
FH3 (dropped)	I use [*System name*] to provide clients with information about our products and services.		

Appendix B

Items Loadings and Cross-Loadings[2]

	Res Alloc	Instr Supp	Info	Nego	Venting	Distance	Social Supp	Task adapt	Figure-head
Res4	.812	.164	.259	.100			.115		.184
Res1	.799		.149	.243		.137		.137	
Res2	.789	.149	.220		.107		.193		
Res3	.778	.122	.129	.204				.200	.138
Inssup3	.141	.818				.203			
Inssup2		.769				.132	.303		
Inssup1	.133	.643			.250	.285	.219		
Coll2	.241	.174	.702	.214					
Coll3	.242		.701	.158			.246		.161
Diff3	.112		.687	.113			.307		.169
Diff1	.205	.170	.673	.184			.147	.291	
Nego3		.107	.183	.847					.179
Nego1	.176		.151	.815					.114
Nego2	.254	.221	.240	.697	.131				
Vent1		.189			.847		.149		
Vent2	.124				.838	.111			
Vent3			.114		.826		.107	.150	
Dist1						.802	.116		.126
Dist2		.249			.135	.788	.176		.117
Dist3	.158	.293		.130		.727	.110		
Sosupp3	.103				.128	.212	.784	.198	
Sosupp1	.136	.387				.331	.649		
Sosupp2		.411	.121		.115		.615	.242	.246
Task1	.335	.122		.227				.400	
Task2	.128		.124	.139				.864	
Task3	.277		.155			.128	.149	.762	
Fighead2	.195			.123					.867
Fighead1	.107		.328	.144					.747
Eigen Value	3.254	2.406	2.384	2.380	2.306	2.178	1.929	1.833	1.599
r^2	11.62	8.59	8.52	8.50	8.24	7.78	6.89	6.55	5.71

[2]Principal component analysis with varimax rotation method. Converged in eight iterations. Figures smaller than .10 are suppressed.