

The Role of Charismatic Leadership and Computer Self Efficacy on Information System User Acceptance and Use Behaviour: A Conceptual Framework

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Abstract

Research studies show that low acceptance and use of information technology by its users remains a major hindrance to successful information technology implementation. Users of an information system play a significant role in system usage, and organizations need to develop and implement effective interventions to enhance the level of use of information technology. The importance and impact of charismatic leadership and computer self efficacy on individual use behaviour in relation to information systems has hardly been studied. Thus, the main objective of this study is to investigate the role of charismatic leadership and computer self efficacy on information system user acceptance and use behaviour, grounded in the Unified Theory of Acceptance and Use of Technology, the Charismatic Leadership Theory and the Social Cognitive Theory. A significant theoretical contribution of this study is the extension of the Unified Theory of Acceptance and Use of Technology model by introduction of the moderating effect of computer self efficacy on the impact of intention to use information systems on information systems use behaviour. Further, the paper incorporates the mediating effect of the direct determinants of information systems user acceptance on the relationship between charismatic leadership and behavioural intention to use information systems in the Unified Theory of Acceptance and Use of Technology model. It is also argued that the likelihood of transforming intention to use to use behaviour depends on the level of computer self efficacy that the users have, while in the presence of charismatic leadership the facilitating conditions provided by the organization will influence information systems use behaviour.

Keywords: Charismatic leadership, Computer self efficacy, User acceptance, Use behaviour

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