

Student Name:

Judith Lee

Degree Title:

MSc in Management of Information Systems

Dissertation Title:

Administrators in Academia: Utilising ICT to adapt and develop support staff roles

Supervisor:

Dr Denise Leahy

Year:

2013

Abstract:

Administrative staff are an important component of the team structure in third level institutions, providing continuous support to the complex organisation that is a University. This study researched if staff working in administration in TCD adapted well when faced with potential changes in information systems during a recession but with increasing growth within the third level sector, in order to reach their full potential.

A review of the literature of technology acceptance decided the best model for this research. The research framework was based on the unified theory of acceptance and use of technology (UTAUT). A pragmatic methodology was adopted for this research as this philosophy is determined and driven by the research question. The short timeframe dictated the choice of a deductive approach. Quantitative and qualitative primary data was gathered via an online survey.

Findings describe an administrative workforce where the majority had intermediate or advanced knowledge of IT; aged between 30 and 49 years; educated to primary or higher degree level; working in teams of three or more and using PCs 3 years or older. The gender ratio was 5:1 women to men.

The majority agreed that ICT enabled them to accomplish tasks more quickly and was useful in their jobs and that updating IS skills contributed to the development of professional careers within College.

High take-up rates of IS training courses and HR programmes emphasised staff self-motivation to learn or update ICT skills or for personal development. Reflective commentary suggested organisational innovations to improve job efficiency, productivity and satisfaction which have implications for future management practice.

Using this study as a basis, further longitudinal research could extend knowledge of technology acceptance and usage as part of workplace ICT learning and staff development for the benefit of individuals and the University organisation.