AUSTRALIAN UNIVERSITY ADOPTION OF THE E-SERVICES SYSTEM: A CASE STUDY

Kamaljeet Sandhu*

This case study is based in a Department of a university implementing an e-Services system project. Earlier discussion of the background/context of the case study is to provide a general overview of the Department and its business. Analysis of the data provides an insight into Management perceptions about their expectations for the system were. Insights on the e-Services project and the factors influencing the implementation are also described. The purpose of analysing the Management’s perspectives about staff use of e-Services is to understand what factors affected the project development.

Field of Research: Management and Information Systems

*School of Business, Economics and Public Policy
University of New England
Armidale, NSW 2351
Australia