

EXPERT PERFORMANCE IN INFORMATION SYSTEMS

Background

This presentation on 'Expert Performance in Information Systems' is based on a PhD research at the Queensland University of Technology. The initial findings of this research were presented at ICIS 2008 in Paris, France. An extended submission is currently under review with an Information System journal.

Abstract

Contrary to the common conviction that degree of proficiency of an individual is a reflection of innate abilities and capacities, this research demonstrates that expert performance in Information Systems is predominantly mediated by *acquired complex skills and expertise, knowledge capabilities and experience*.

Employing two rounds of surveys – first survey entailing data from 310 respondents representing 27 public-sector organizations; second survey gathering data from 220 respondents in three large multi-national organizations – this study identifies two salient knowledge types that are necessary and essential to attain expert performance in Information Systems. The relationships between the years of experience, the impact of deliberate learning of skills with expert performance are also being investigated. The study derives a classification of the 'degree of proficiency' for Information System key-user-groups that spans on a three-level continuum which has both practical and academic value. The study analysis of the degree of proficiency provides empirical evidence on the potential and limits of environmental adaptation and learning.

Biography

Dr. Darshana Sedera is a senior lecturer and a post doctoral fellow at the faculty of Science and Technology at the Queensland University of Technology. He co-chairs the IS-Impacts research track at QUT. Dr. Sedera received his Phd from QUT in 2006. His research interests include: Enterprise Systems, Supply Chain Management, IS evaluations and Knowledge Management. He has over 50 refereed publications in reputed journals and conferences.

[more details in <http://sky.scitech.qut.edu.au/~sederad/home.htm>].