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THE HUMAN INTERACTION PERSPECTIVE OF PROJECT MANAGEMENT SOFTWARE ADOPTION

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Abstract

This study examines the user's interaction of new-implemented Project Management Software (PMS) in a Middle Eastern Telecommunication Company (METC) using a qualitative research method. One-third of the collected sample described the implemented PMS as compatible with the business environment, and 25% found it capable of scheduling and allocating resources. However, about half of the users commented on the PMS as unreliable and ineffective. To overcome PMS unreliability and ineffectiveness, 41% of the users found ways to work around the challenges to get the job done. Therefore, system developers and providers are advised to investigate these challenging issues and to engage users in the development and implementation stages actively.

Keywords: Project Management Software, Echo Method, Human Interaction, Technology Adoption.
