

## ABSTRACT

### EXAMINING THE EFFECTIVENESS OF A MOBILE ELECTRONIC PERFORMANCE SUPPORT SYSTEM IN A WORKPLACE ENVIRONMENT

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Mobile electronic performance support systems (EPSS) focus on improving performance at the right time and in the right place in relation to the task a user performs on a mobile device. Users of mobile EPSS should exhibit improved job performance. The research study examined the motivating factors, inhibitors of use, design and usability considerations for using mobile EPSS in the workplace. The study also investigated whether mobile EPSS aid users in achieving their job goals. The primary instrument used was a mobile employee directory (MED) at an international Information Technology company.

The findings from the study suggest that the overall design and usability of the MED had a direct impact on its adoption and use. There was a strong relationship between the ease of use, clarity and speed of accessing information when using the MED. Users often received the right amount of information when using the MED. Users had mixed opinions on the importance of the resemblance of the desktop and mobile employee directories. There was a direct, positive relationship between employee confidence level and perception of their job performance. Findings showed that job goals are intermittently linked to work processes. Implications are discussed that can drive the design, development and comprehensive understanding of mobile learning applications.