

# **INCORPORATING TRAINING AND DEVELOPMENT INTO THE UNIFIED THEORY OF ACCEPTANCE AND USE OF TECHNOLOGY**

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## **ABSTRACT**

The Unified Theory of Acceptance and Use of Technology (UTAUT) is a comprehensive model that identifies factors which influence users' behavior toward the acceptance of technology. This model was developed in 2003 as a synthesis of eight prominent models in the fields of organizational behavior and information technology. Some research about UTAUT examines how end-user training is a contributing factor that influences users' behavior toward the acceptance of technology. However, in this research, findings about the role, importance, and utility of end-user training are ambiguous. Furthermore, scant research has identified the moderating effect of end-user training on effort expectancy and performance expectancy.

The purpose of this paper is to present the findings of a meta-analysis that synthesizes the past 20 years of technology acceptance research as it relates to end-user training. In addition, existing technology acceptance constructs are identified which may be improved by employing existing training paradigms and could impact the overall acceptance of the technology. By analyzing technology acceptance constructs and their fit with existing training paradigms, we contend there will be a significant increase in effort expectancy and performance expectancy. Finally, we formulate an extended model to describe links between existing technology acceptance constructs and training paradigms.