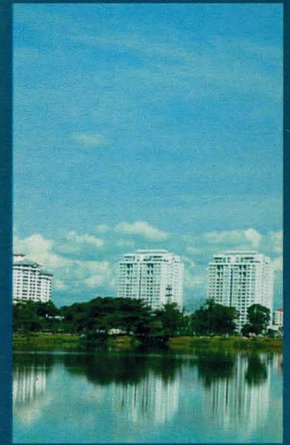
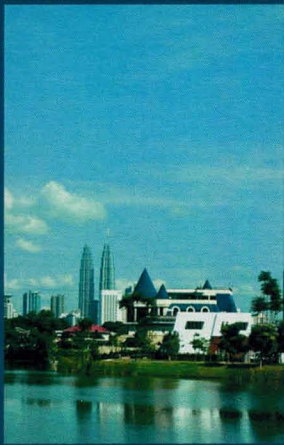


Visioning Malaysian Landscape



**Mazlina Mansor
Ismawi Hj. Zen
Jamilah Othman
Nor Zalina Harun**



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INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA

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THEORIES OF ACTOR NETWORK THEORY (ANT) IN INFORMATION TECHNOLOGY

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INTRODUCTION

The of study information technology developments belongs as much to the social sciences which insist on the adoption of a critical attitude towards information technology. It is believed that social factors shape both the design and implementation of information technology developments. Thus, the paper presented the conceptual framework which will emphasise the contribution of social and technical factors to an understanding of the utilisation of information technology.

TOWARDS A SOCIO-TECHNICAL FRAMEWORK

Studies of technology in built environment have demonstrated the value of treating information technologies as human artefacts with social constructed meanings (Orlikowski and Gash, 1994). Simultaneously, the human agency has the potential to revise both the information systems and the social context within which the technology is used (Sahay and Robey, 1996).

Meanwhile, technologies are not only rooted in society but have social consequences. Information technology does not produce benefits independently: it needs people to exploit its capabilities before it produces organizational benefits (Eason, 1988). Eason (1988) adds that it is necessary therefore to ensure that the staffs are both willing and able to use the technology. This depends upon their viewing the work they are asked to undertake as worthy of their effort and viewing the technology as a valued and usable tool for undertaking the tasks. The users also determine the way in which a technology is deployed: this use is not inevitable, built into the technology, or fixed (Mackay 1995). Social appropriation of a technology is a crucial force in the social shaping of technology – one which cannot be ‘read off’ from either the physical technology or the social forces behind its development.

SOCIO-TECHNICAL APPROACH AND ACTOR NETWORK THEORY

The relationship between science and technology is rather heterogeneous and includes contributions from a variety of disciplinary perspectives. Pinch and Bijker (1987), suggest that “...science is about the discovery of the truth whereas technology is about the application of truth” (p.19). Therefore, it is important to present some of the fundamental theories and