# Participatory Appraisal as a Method for Evaluating the impact Organisational Culture has on Software Acceptance

Kay Rogage

School of the Built Environment  
Wynne Jones Building  
Northumbria University  
Newcastle upon Tyne, NE1 8ST

kay.rogage@northumbria.ac.uk

**Abstract**

Industry standards and techniques exist to evaluate whether software meets requirements, performance and usability expectations. These techniques do not account for the impact user perception has on the acceptance of software. In particular, a method is lacking for assessing the impact organisational culture has, on the perception users have of software suitability to perform a task. An appraisal of software simulation designed to run an exercise to test an emergency response plan is being conducted. The exercise involves participation of users from multiple agencies, including the Police, Fire, Ambulance, Local Authority and Gas Utilities. It is the perceptions formed from organisational culture and the influence these have on software acceptance that is under investigation. Participatory Appraisal is considered as a method for evaluating user perception and the cultural influences that form it.

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