







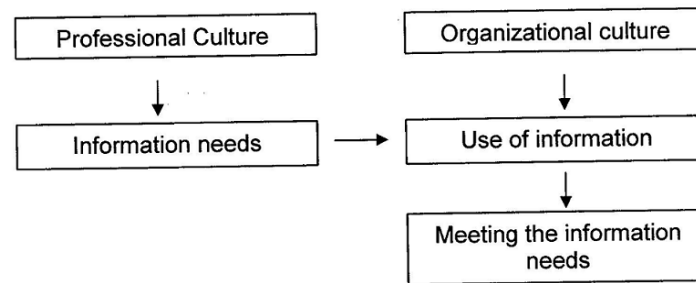








Diagram no. 1: The connection between the needs, uses and company culture



The following recommendations are indicated by the research conclusions:

As indicated in this study, the company management feels it is important that the engineers use the technology that suits them. However, due to the dependency the engineers have upon the information system that the company makes available to them (for example, due to the information system structure, the management's resignation with the engineers' skills and the partial and selective operation of the company's supervision system), the technology is not flexible nor is it available to all the engineers; and as such, this decreases the engineers' willingness to use it. Consequently, the solutions for the engineers' needs must be examined using a broader perspective, in order to create more appropriate patterns for the use of the company's information.

These findings indicate the importance of the company in managing the changes that transpire, including the establishment of a supervision system with clear objectives, creating basic uniform skills of all the engineers and providing closer support for the assimilation of complex systems, such as the system for managing projects on the internet.

Many of the solutions for the engineers' needs and the ability to suit the information system to these needs may be applied, provided that the company chooses to adopt an official strategy and apply it among the engineers. In addition, the company's attempt to study the engineers' needs in an active manner, may help these needs rise to the surface, and bring about solutions, including the application of solutions which are found outside the framework of the company's existing information system. For instance, a solution for the engineers' need to take unofficial steps in order to use the information system may be found by simplifying the information system and searching for technologies which enable the engineers to use the official information system in an efficient and orderly fashion.

Accordingly, the information department must conduct an evaluation of the information needs of the engineers on a regular basis in order to suit the system to them. However, at the same time, it must define the systems boundaries and assist the engineers in suiting themselves to the system and the company's information policy. For example, instead of accepting the



