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Systematic Literature Review of Soft System Method Use in Information Systems Field

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Summary Paper for the title: **Systematic Literature Review of Soft System Method Use in Information Systems Field**

Information system (IS) papers are published in different Journals and conferences using various methods focusing on different problems. IS is an interdisciplinary field and contains information related to technology, human and organizational issues. Problems related to this are most of the time messy and confused ones and these needs soft system methodology (SSM) uses because this methodology basically emphasizes on activities inside the organization and allows a participation of heterogeneous groups like IS discipline do. Therefore, the study focuses on how SSM uses in IS field.

SSM help to construct complex structural and governmental conditions and delivers a possible change. It uses extensive interviews to recognize the problem situations using “rich picture” and creating a “root definition” by ‘CATWOE’ (Customers, Actors, Transformation process, World view, Owner, Environmental constraint) principles. These are inputs to create a conceptual model and leads to desirable change and for implementing actions on the ground.

The general objective of the study is to analyze SSM use in IS field using a systematic literature review method. The specific objectives are

- To identify soft system method use in IS field
- To identify the use of systematic literature review method in IS
- To review literatures concerning SSM use
- To understand conceptual model constructions

The search process in this study includes publications from international IS journals and also specific SSM related journals and conference papers. For the searching process, the inclusion words are soft system method or (its use) and information or (IS) or (organization).

The systematic literature review method finally produced four main SSM uses in IS field. These are organizational systems, education, e-service and security functionalities. Generally, one should use SSM for innovative purpose since it mostly related with new technology and product development and to change the working habit of the organization. SSM helps to define the unstructured difficult conditions and focuses on complicated managerial activities, investigating unorganized problems extensively. The benefits of applying SSM allows to make it easy for organizational set up and structure of problem conditions of complex institutions and can be used in a very difficult security problems. So combining other methodologies with SSM will create a meaningful result for solving complicated problems and the diverse view of customers’ complaints in a more innovative and systematic way used to restructure organizations.