# Article information:

Understanding user acceptance of blockchain-based smart locker | Emerald Insight  
<https://www.emerald.com/insight/content/doi/10.1108/EL-06-2019-0150/full/html>

# Article summary:

1. The critical factors that affect users' acceptance and usage intention toward blockchain-based smart lockers are perceived usefulness and perceived ease of use. Emphasizing the function and convenience of the service is important when introducing it to potential users.

2. Safety is not a major concern for users when using a blockchain-based smart locker. Users trust the service provider to provide a secure service and do not worry about security issues.

3. The network externality of smart lockers is insignificant, meaning that the influence of other users on an individual's decision to use the service is minimal.

Overall, this study identifies key factors influencing user acceptance of blockchain-based smart lockers, highlights the gap between different stakeholders' opinions, and provides insights from a managerial perspective on the applications of blockchain technology.

# Article rating:

Appears moderately imbalanced: The article provides some useful information, but is missing several important points or pieces of evidence that would be required to present the discussed topics in a balanced and reliable way. You are encouraged to seek a more balanced perspective on the presented issues by exploring the provided research topics and looking at different information sources.

# Article analysis:

The article titled "Understanding user acceptance of blockchain-based smart locker" explores the factors that affect users' acceptance and usage intention towards blockchain-based smart lockers. The study is conducted in two phases, with interviews conducted with key stakeholders in the first phase and a questionnaire survey used to validate the proposed model in the second phase.

The findings of the study suggest that perceived usefulness and perceived ease of use are critical factors in user acceptance. It is important to emphasize the function and convenience of a new service when introducing it to potential users. Additionally, safety is not a major concern for users when using a blockchain-based smart locker, as they trust the service provider to provide a secure service. Finally, the network externality of smart lockers is found to be insignificant.

One potential bias in this article is that it only focuses on the perspectives of managers from technology providers and logistics companies. While these stakeholders are important, it would be valuable to also include perspectives from end-users or consumers who would actually be using the smart lockers. Their opinions may differ from those of managers and could provide additional insights into user acceptance.

Another limitation of this article is that it does not explore potential risks or drawbacks associated with blockchain-based smart lockers. While it mentions that safety is not a major concern for users, it does not discuss any potential security vulnerabilities or privacy issues that may arise with this technology. It would be beneficial to address these concerns and provide a balanced view of both the benefits and risks associated with blockchain-based smart lockers.

Additionally, the article does not provide evidence or data to support its claims about perceived usefulness, perceived ease of use, and network externality. It would strengthen the study if empirical evidence or case studies were included to support these findings.

Furthermore, there is no mention of any counterarguments or alternative viewpoints in this article. It would be valuable to explore different perspectives on user acceptance of blockchain-based smart lockers and consider any potential criticisms or challenges to the proposed model.

Overall, while this article provides some insights into user acceptance of blockchain-based smart lockers, it has limitations in terms of its focus on specific stakeholders, lack of evidence for its claims, and failure to address potential risks and counterarguments. A more comprehensive and balanced analysis would enhance the credibility and usefulness of the study.

# Topics for further research:

* Potential risks and drawbacks of blockchain-based smart lockers
* User perspectives on blockchain-based smart lockers
* Security vulnerabilities of blockchain-based smart lockers
* Privacy issues with blockchain-based smart lockers
* Case studies on user acceptance of blockchain-based smart lockers
* Criticisms and challenges to the acceptance model of blockchain-based smart lockers

# Report location:

<https://www.fullpicture.app/item/fa76c44151352f255d78599be51e6cd0>