A Study on User Inclusion by Using Tools in Product Development

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Abstract*: Due to recent technological and social advancements, user involvement in product development is more important than ever. This chapter examines the organizational challenges of ICT use as well as the various ICT tools that can facilitate user involvement in the new product development process. It has been discovered that the application and implementation of ICT are not driven by the same antecedents, which also affects the new user involvement in the product development process.*

Keywords: User Inclusion, Product Development, NPD, User involvement