

# **Abstract**

**Rasha Abdel Aziz Youssef Shalaby**

## **A Conceptual Model for ATM Location and Usage in Egypt**

A conceptual modelling method from Soft Systems Methodology is applied to the conduct of a research investigation into ATM location and usage in Egypt. ATMs are seen as sociotechnical systems, and conceptual models are produced for three stakeholders, then consolidated into a single model. Consideration of some of the collected data suggests that these models contain some mistakes/misconceptions, and a provisional revised model is suggested. The interplay of conceptualisation and data collection appears methodologically rewarding in this case.