

Abstract

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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.