

The Development of End-User Satisfaction Model Considering User Expectation

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Abstract

The user satisfaction construct has played a central role in behavioral research in information system. Measuring and analyzing end-user satisfaction is motivated by management's desire to improve the productivity of information systems because IS-utilization is directly connected to the user sense of satisfaction with information system.

Recent research suggests that the impact of user expectations should be considered when assessing user satisfaction.

This study focuses on the point of end user attitude rather than on the general point of the information system. Hence, this study distinguishes itself from past research on end-user satisfaction by considering user expectation in end-user's satisfaction construct model. Therefore in this study, not IS-based approach but user attitude-based approach is suggested about end-user satisfaction.

This study investigates causal factors affecting user expectation used as moderate variable in end-user satisfaction construct and reports on the development and analyzing of end-user expectation construct and analyzes the difference of the relation between end-user satisfaction and perceived usefulness based on the level of end user expectation.

The research model has a number of implications for research and practice. The results confirmed that perceived usefulness confirms strong direct effect on end-user satisfaction and user expectation is an important factor affecting end-user satisfaction.

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