

Volume 28, Issue 14**Research Announcement****Predicting the continuance usage of information systems: A comparison of three alternative models**

Shu-Chuan Wang
Ph.D. student

Kwoting Fang
Professor

Abstract

This study examines the explanatory power of three prospective models in predicting users' continuous adoption of information system. The three models include: Expectation-Confirmation Theory Model (ECTM, Model 1), the integration of ECTM with Technology Acceptance Model (ECT-TAM, Model 2), and a hybrid model integrating ECT, TAM and emotions (Model 3). Three hundred and fifty web portal site users were obtained from a survey. Data analysis using LISREL shows that all three models meet the various goodness-of-fit criteria. In terms of variance explained for intention to continue IS usage, all three models perform equally well. As for the explanatory power of satisfaction, Model 3 has the highest R² (71%), followed by Model 2 (69%), and Model 1 (68%). This result confirms the erstwhile discussion of continuance intention behavior in which adding emotion factors to the cognitive process model will enhance the predictive power of the satisfaction.

Completed draft available on request from:

Shu-Chuan Wang
Ph.D. student
scwang@fcu.edu.tw

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