

Accepted Manuscript

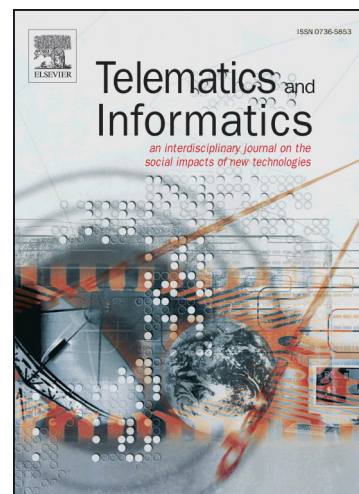
A meta-analysis of IS continuance: An evaluation of the expectation-confirmation model

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PII: S0736-5853(17)30746-3
DOI: <https://doi.org/10.1016/j.tele.2018.03.016>
Reference: TELE 1098

To appear in: *Telematics and Informatics*

Received Date: 6 November 2017
Revised Date: 3 March 2018
Accepted Date: 29 March 2018



Please cite this article as: Ambalov, I.A., A meta-analysis of IS continuance: An evaluation of the expectation-confirmation model, *Telematics and Informatics* (2018), doi: <https://doi.org/10.1016/j.tele.2018.03.016>

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A meta-analysis of IS continuance: An evaluation of the expectation-confirmation model

***Abstract:** Research on information technology (IT) continuance has gained considerable momentum in the recent years. The expectation-confirmation model of IT continuance has been applied to many different contexts to explain users' continuance intentions and behaviors. While many empirical findings support the model's hypotheses, still, there are others that have reported opposite results. This study used an aggregated data extracted from 51 studies to investigate the strength of the model relationship and determine their validity. The study finds full support for all of these relationships, provides an insight on moderating effects, and offers directions for future research.*

1. Introduction

Among different streams of research on IT usage, technology use continuance appears to be the most recent trend. One of the first papers that offered explanation for post-adoptive use of information systems (IS) was published in MIS Quarterly more than fifteen years ago by Bhattacharjee (2001). It addressed several questions regarding motivations behind users' decisions to continue IS usage after they had initially adopted it. The proposed expectation-confirmation model (ECM) of IS continuance claimed to predict intentions to continue using the technology better than other models based on the well-established behavior frameworks such as the technology acceptance model (TAM) (Davis et al. 1989) and the theory of planned behavior (TPB) (Ajzen 1981). Much of technology research applied ECM to explain IT use continuance with satisfactory results (e.g., Barnes & Böhringer 2015; Bhattacharjee & Lin 2015; Limayem & Cheung 2008). Also, several studies attempted to assess – using a side-by-side comparison – whether ECM is superior to TAM in explaining users' intentions to continue using IS (Hong et al. 2006; Halilovic & Cicic 2013); While ECM performed fairly well in these tests, still, due to a very small number of such studies, it is virtually impossible to form any informed opinion about

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