

## The Effects of Normalisation of the Satisfaction of Novice End-User Querying Databases

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### Abstract

This paper reports the results of an experiment that investigated the effects different structural characteristics of relational databases have on information satisfaction of end-users querying databases. The results show that unnormalised tables adversely affect end-user satisfaction is attributable primarily to the use of non atomic data. In this study, the affect on end user satisfaction of repeating fields was not significant. The study contributes to the further development of theories of individual adjustment to information technology. In particular, database designers to the ways in which the structural characteristics of relational databases may affect end-user satisfaction. More importantly, the results suggest that database designers need to clearly identify the domains for each item appearing in the database. The importance because of the growth in the amount of data available to end-users in relational databases.

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