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Structure and Extensions of the User Information Satisfaction Construct

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Abstract

User Information Satisfaction (UIS) remains one of the most important constructs in Information Systems research. This paper investigates the application of them UIS instrument across a number of key variables including respondent characteristics. Several findings emerge from a survey of 379 IS and non-IS managers: First, the UIS factors are stable and generalizable. Second, the level of satisfaction varies quite substantially when compared to prior UIS reports, although the IS product satisfaction dominates. Third, IS managers, not surprisingly, evaluate their systems significantly higher than non-IS managers, indicating the importance of stakeholders in evaluating Information Systems success. Finally, respondents evaluate their internal systems differently than their inter-organizational systems, indicating that in the IS evaluation process system type must be considered as a moderating variable.

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