

The Impacts of Changing of Mandatory Information Systems on the End-User Satisfaction

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Abstract

Abstract— This research aims to understand the impact of changing of multiple separated IS's by one integrated IS on the End-user satisfaction as a surrogate to IS success. The proposed research model uses a combined approach deals with the new IS implementation as an organizational change based on change management effectiveness, user readiness for change, user resistance to change and Individual-related change self efficacy from one side and as technological innovation based on information quality, system quality and service quality from the other side. Data collected from a longitudinal field survey before, during and after a new IS implementation are analyzed to test the proposed hypotheses. The results indicate that End-user overall satisfaction is strongly influenced by change management, user readiness for change and IS quality factors during and post the implementation. The study draws attention to the role change management has in building user readiness, reduce change resistance, increase change self efficacy to increase End-user overall satisfaction of the new IS. Also, the important roles of quality factors of the new IS which depend on the significant contribution of information quality, system quality and service quality on the End-user overall satisfaction of the new information system especially, system quality during implementation and service quality after the implementation. The study contributes to the IS literature by providing a new perspective that complements the extant IS adoption as well as change management and IS quality research.

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