




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A Partial Test and Development of Delone and Mclean's Model of IS Success

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Abstract

DeLone and McLean's (1992) comprehensive review of different information system success measures concludes with a model of interrelationships between six IS Success constructs. This paper critically examines the meaning of four of these constructs and the evidence of relationships between them. It then provides results from empirical tests of these relationships. Tests are conducted using both conventional ordinary least squares regression path analysis and structural equation modeling - with substantially similar results. The empirical results provide substantial support for the "up stream" two thirds of DeLone and McLean's model. Three factors. System Quality, Information Quality, and Usefulness, are found to explain 75% of the variance in the overall User Satisfaction measure. The empirical results also provide substantial support for the use of usefulness as an IS success measure, and of the hitherto-unreported importance of "Importance of the task" in user perceptions of IS usefulness.



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