A Study of the Impacts of End–User Acceptance on End–User’s Quality of Work Life

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I. INTRODUCTION

Recent developments in information technology (IT) have made significant changes in computer usage. Perhaps the clearest evidence for this can be found in the growth of end–user computing (EUC). Primarily due to the proliferation of microcomputers and the availability of user friendly software, end–user computing is expected to grow at an increasing rate in many organizations. As modern end–users become more com-
puter literate and EUC is utilized as a competitive weapon, increased re-
search into the personal and organizational impact of EUC in an
organizational context is also required.

More effective human resource development programs, focusing on
organizational performance, are required in the end-user education/training
area. On the whole, prior research on end-user training (EUT) took a
rather narrow perspective, focusing on such aspects as individual
differences and specific characteristics of systems. However, as Dixon and
John (1989) argued, the current deep penetration of information technology
into the planning and operation of the enterprise, at all organizational
levels, requires new considerations for managing the use of technology
throughout the organization — such as the evolving integration and interac-
tion of many technologies and their impact on the management structure of
the organization.

Previously, the assimilation of information systems was not so success-
ful. To some extent, this can be attributed to the lack of relevant and
satisfactory education/training programs provided for end-users. Some
previous studies on information technology deployment in organizations
arrived at the same conclusion that computer-based information systems
(CBIS) could have a significantly positive impact on an organization, es-
pecially on job task performance, if the firm provides adequate education
or training services for all levels of end users (Nelson and Cheney, 1987).

Therefore, research focusing on the factors and process of successful
end-user training and its impact on an organization would have good poten-
tial to furnish practical implications for effective planning and manage-
ment of end-user training programs, leading to enhanced organizational
performance.

This study addressed this research need in the following ways: first,