

Expectation-Confirmation Model of Information System Continuance: A Meta-Analysis

Authors : Hui-Min Lai, Chin-Pin Chen, Yung-Fu Chang

Abstract : The expectation-confirmation model (ECM) is one of the most widely used models for evaluating information system continuance, and this model has been extended to other study backgrounds, or expanded with other theoretical perspectives. However, combining ECM with other theories or investigating the background problem may produce some disparities, thus generating inaccurate conclusions. Habit is considered to be an important factor that influences the user's continuance behavior. This paper thus critically examines seven pairs of relationships from the original ECM and the habit variable. A meta-analysis was used to tackle the development of ECM research over the last 10 years from a range of journals and conference papers published in 2005-2014. Forty-six journal articles and 19 conference papers were selected for analysis. The results confirm our prediction that a high effect size for the seven pairs of relationships was obtained (ranging from $r=0.386$ to $r=0.588$). Furthermore, a meta-analytic structural equation modeling was performed to simultaneously test all relationships. The results show that habit had a significant positive effect on continuance intention at $p \leq 0.05$ and that the six other pairs of relationships were significant at $p < 0.10$. Based on the findings, we refined our original research model and an alternative model was proposed for understanding and predicting information system continuance. Some theoretical implications are also discussed.

Keywords : Expectation-confirmation theory, Expectation-confirmation model, Meta-analysis, meta-analytic structural equation modeling.

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