Why do users intend to continue using the digital library? an integrated perspective

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ABSTRACT

This study’s purpose was to propose a hybrid model based on expectation–confirmation model (ECM), technology acceptance model (TAM), and updated DeLone & McLean information system (IS) success model to examine whether quality factors as the antecedents to user beliefs affected users’ continuance intention of the digital library. Sample data for this study were collected from students enrolled in a comprehensive university in Taiwan. A total of 600 questionnaires were distributed in the campus library, and 525 (87.5%) usable questionnaires were analyzed using structural equation modeling in this study. Findings show that the proposed research model integrating ECM, TAM, and updated DeLone & McLean IS success model has good explanatory power for quality antecedents of users’ continuance intention of the digital library. Information relevance, system accessibility, and technical support play key roles in explaining users’ continuance intention of the digital library via their beliefs. Synthetically speaking, this study’s empirical evidence on capturing ECM, TAM, and
updated DeLone & McLean IS success model reveals deep insights into quality evaluation for users’ continuance intention of the digital library. Especially, this study additionally contributes to the identification of interface features that may lead to users’ continuance intention of the digital library.

**Keywords:** Continuance intention, Digital library, Expectation–confirmation model, Technology acceptance model, Updated DeLone & McLean information system success model