

ABSTRACT

As technology advances, and information systems become increasingly important business assets, which are also progressively harder to replace. As such, the effective use of information technology and the appropriate applications will cause information technology to become more a comparative rather than a competitive tool.

This research aims at studying the IT applications needs by determining the information technology attributes important to user satisfaction. In this study, it is proposed that the important variables for study are the information attribute, system attribute, and organizational management attribute. The exploratory nature was used to investigate three information technology attributes of IT applications provided by the Higher Educational Institutions.

The research is comprised of 2 phases. The first phase of the research involved a qualitative study by searching some related documentary data to the study and conducting a focus group interview. The second phase of research, a quantitative method was undertaken; one thousand and two hundred questionnaires were distributed to respondents.

This research has developed a unique model of user satisfaction measurement to information technology applications provided by the Higher Educational Institutions. The results from the qualitative survey suggested that the Higher Educational Institutions should be developing MIS quality and put more focus on the needs of users and thereby improve user satisfaction and the findings from a quantitative method point out the strong relationship between management information system (MIS) quality towards user satisfaction as well as perceived importance of the IT attributes of IT applications provided by Higher Educational Institutions. Furthermore, the research has also illustrated practical uses of the model as a comparative tool for the organizational management of user satisfaction measurement.