資訊中心的支援與不同程度的終端使用者之關係研究

For the past a few decades, the rapid growth of end- user computing(EUC) has not only lessened the burden of information systems department but also facilitated a faster response to user requirements. In this context, information centers(IC) which provide necessary support services has been playing an active and important role in the evolution of EUC. The purpose of the study is to investigate the perceptions of different levels of end users in the support services provided by IC. The study also attempts to reveal the differences in user satisfaction with EUC between different levels of end users. Results indicated hat different levels of end uses perceived support services differently. End-User programmers and functional support personnel perceived significantly higher services support from IC than nonprogramming end users. The results also showed that there was a significant difference in end-user satisfaction between different levels of end users. End-user programmers and functional support personnel compared to nonprogramming end-users more satisfied in the following items: the quality of IC staff and end-users competence.