
(Received 11 February 2014; accepted 28 August 2014)

Published Online: 2014

CODEN: JTEOAD

Abstract

Enterprise resource planning (ERP) is an increasingly widely utilized educational model globally. Several scholars have suggested that user satisfaction and intention to use can each effectively affect learning performance. However, whether user satisfaction and learning performance are related remains unclear. This study has the following four objectives: to examine the primary determinants of user satisfaction in an ERP environment; to determine how user satisfaction, intention to use, and learning performance are related to each other; to determine whether intention to use affects learning performance and mediates the relationship between user satisfaction and learning performance, and to evaluate the effectiveness of the proposed model in explaining the effects of the learner interface, interaction and attitude of the instructor toward the student on user satisfaction, supporting evaluation of mediation learning performance by intention to use. The results of SEM analysis indicate that the model that is proposed exhibits goodness-of-fit. Interface design and cognitive function significantly and positively influence learning performance. User satisfaction and intention to use both significantly and positively affect learning performance. Intention to use mediates the relationship between user satisfaction and learning performance.

Author Information:

Wang, Cheng-Hue
Professor, Graduate School of Business and Operations Management, Chang Jung Christian Univ., Tainan City;

Tsai, Wen-Ya
Graduate School of Business and Operations Management, Chang Jung Christian Univ., Tainan City.