

Measuring the success of hotel information systems: An employee' s  
perspective

王秀媛, 羅文相

Hospitality Management

Tourism

hywang@chu.edu.tw

Abstract

this study intends to validate the DeLone and McLean' s IS success model in the context of hotels from the perspective of employees. The model consists of six constructs: information quality, system quality, service quality, systems use, user satisfaction, and net benefits. Structural equation modeling techniques are applied to data collected by the questionnaires from 303 employees of the hotels in Taiwan. Except for the path from information quality to systems use, the hypothesized relationships between the six success variables are significantly supported by the data. The findings provide several important implications for hotel information systems success research and practice.

Keyword : hotel information systems, structural equation modeling