

For Every Plus There is A Minus: Acceptance and Resistance of Information Technology Users' Behavior

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Abstract

Despite the innovation of technology products providing much convenience to our daily lives, many people still have a reserved attitude toward these innovated products. The study investigates factors that affect people's technology acceptance behavior toward smart phones. Both the enabling factors and inhibiting factors are taken into research within a two-year study framework. Two sets of questionnaires were provided respectively: One with 377 valid questionnaires that was returned in the first year, and another with 379 valid questionnaires was received back in the second year. The data were analyzed through factor analysis and structural equation modeling (SEM). The experimental result among users' enabling factors, the presence advantage, self-efficacy and ease of use, and perceptions of external control of when using smart devices shows a positive influence on the attitudes of smart devices users. In user-inhibiting factors, anxiety and perceived need inertia reduce the user's desire in using a smart device.

Keywords: Technology acceptance, User resistance, Factor analysis

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