

Service quality, user satisfaction and net-benefits' effect on e-School success: The case of NEPAD's e-School pilot in Kenya

Nyagowa, Hesbon O*.Ocholla, Dennis N.b Mutula & Stephen M.c

The Technical University of Kenya and University of Zululand,
Department of Information Studies, University of Zululand
Information Studies Programme, University of KwaZulu Natal, KwaZulu Natal, South Africa

Abstract:

This study was conducted to determine the effect of a set of dimensions on e-School success in a cross-sectional study of NEPAD's e-School pilot in Kenya. All of the six e-Schools participating in the NEPAD's e-School pilot in Kenya were selected. The study used survey methodology. Students and teachers in those schools formed the study population. Purposive, proportionate and random sampling was used in determining the study sample. Of the seven dimensions of e-School Success Model, three were investigated. The study aimed at determining the effect of service quality, user satisfaction and net benefit on the e-School success. This was achieved through the test of the hypotheses that the individual dimensions positively contribute to the e-School's success. The study established that service quality and net benefit dimensions of e-School Success model contribute towards the success of e-School. However, the user satisfaction dimension did not positively contribute to success of e-School. In particular, those aspects of user satisfaction which are linked to system users' collaboration did not satisfy user's requirements. The overall evaluative variable in the user satisfaction dimension produced relatively high p value which resulted in non-rejection of the hypothesis that high level of satisfaction of teachers and students with the e-School system (all aspects including system quality, content and communication quality, use, and exploitation and training) contributes to the success of the e-School system. We conclude that partial evaluation of e-School dimensions that implements cross sectional evaluation of a set of e-School dimensions is effective in estimating overall success of e-School.

Keywords: E-School, EPAD e-School, e-School success, service quality, user satisfaction, net benefits

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