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INFORMATION QUANTITY AND IS SUCCESS

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Abstract

Information overload is a serious problem. How users adapt to systems that present them with increasing amounts of information is an especially difficult challenge. If we can derive theoretically robust explanations of how the effects of information overload can be mitigated and if these stratagems were to be adopted by users and managers, user productivity would inevitably rise.

While there certainly have been IS studies that focus on information quality and its downstream effects, there is little guidance in the literature on the effects of quantity/volume of information on information quality, and on subsequent attitudes and behaviors that are surrogates for the ultimate success of systems. Our goal in this paper is to formulate research that can successfully address these issues.

Keywords: IS success; information overload; filtering mechanisms; information quality; information quantity; information uncertainty; user satisfaction; system usage.