

The Impact of Quality Antecedents of Information System on End-User Satisfaction with special reference to Hirdaramani Industries (Pvt) Limited, Kuruwita

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The present study attempts to identify the impact of quality antecedents (i.e., Information Quality, System Quality and Service Quality) on End-User Satisfaction of Information System with special reference to Hirdaramani Industries (Pvt) Ltd in Kuruwita using executive level employees. This study was quantitative and cross sectional. Data were collected through a self-administered questionnaire from all executive level employees attached to Hirdaramani Industries (pvt) Ltd, Kuruwita. Correlation and Regression analysis were used as analytical tools. Findings revealed that Information Quality, System Quality and Service Quality have positive impact on End-User Satisfaction of Information System. The study contributes to the theory enhancement on quality antecedents of Information System and End-User Satisfaction and the study provides practical implications for managers who deal with the Information System.

Keywords: *End-User Satisfaction, Information System, Information Quality, System Quality, Service Quality*

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