

# Using UTAUT to explore Collective Intelligence of Wiki Virtual Community

陳潔瑩、晁瑞明

E-mail: 9607627@mail.dyu.edu.tw

## ABSTRACT

With the maturity of information science and technology, several fast accumulation of knowledge, knowledge share and rise of Web2.0 already been quite popular concept in recent years, Web2.0 is used by the network of a kind of collection combined wisdom, through sharing or participating in the system to put up and build up, it is the abundant understanding and utilizing to combined wisdom. Wiki develops the one of the most successful platforms under Web2.0 combined wisdom concept, linking base encyclopaedia establish purpose to is it let everyone can is it produce any theme knowledge to write through one's own language to want among Wiki, the user expands from individual to the community, so, this research regards linking the base encyclopaedia in Chinese as the platform, it influences the key factor which the user uses to probe into. This research aims at combining the merger type science and technology that Venkatesh et al. Dr.eye: puts forward and accepting the way (UTAUT) And Csikszentmihalyi (1975) Spirit fan theory, set up its last theory structure, target regard having persons who links encyclopaedia use experience of bases as, it influences users to adopt Wiki knowledge community and reach the common creation, key factor of combined wisdom to probe into.

Keywords : UTAUT ; Flow Expectancy ; Wiki

## Table of Contents

中文摘要 . . . . .	iii	英文摘要 . . . . .
iv 誌謝辭 . . . . .	v	內容目錄 . . . . .
vi 表目錄 . . . . .	viii	圖目錄 . . . . .
x 第一章 緒論 . . . . .	1	第一節 研究背景與動機 . . . . .
1 第二節 研究目的 . . . . .	3	第三節 研究範圍與 . . . . .
研究限制 . . . . .	3	第四節 研究流程 . . . . .
研究方法 . . . . .	6	第二章 文獻探討 . . . . .
Wiki知識社群 . . . . .	8	第一節 Web2.0 . . . . .
研究方法 . . . . .	34	第二節 第三節 科技接受模式與整合性科技接受模式 . . . . .
34 第二節 研究假設與推導 . . . . .	35	研究架構 . . . . .
43 第四節 研究對象與抽樣方法 . . . . .	49	操作性變數定義與衡量 . . . . .
49 第六節 統計與分析方法 . . . . .	53	第五節 量表設計 . . . . .
效度分析 . . . . .	55	第七節 前測施行與量表信
資料分析 . . . . .	60	第六節 研究結果與分析 . . . . .
採用因素與行為意圖之路徑分析 . . . . .	71	第一節 樣本基本
第五節 小結 . . . . .	78	第二節 因素分析與信度分析 . . . . .
81 第一節 結論 . . . . .	81	第三節 第七節 前測施行與量表信
83 參考文獻 . . . . .	86	第五章 結論與建議 . . . . .
95	A	附錄 A 問卷 . . . . .

## REFERENCES

- 一、中文部份 吳明隆(2005), SPSS統計應用學習實務:問卷分析與應用統計,二版,台北市:知城數位科技。邱皓政(2005),量化研究法(二)統計原理與分析技術,初版,台北市:雙葉書廊有限公司。周立軒(2005),網誌的使用者與使用行為之研究,私立元智大學資訊傳播學系未出版之碩士論文。林克寰(2004),你不能不知道的部落格[線上資料],來源:<http://jedi.org/blog/archives/003856.html#entry> [2006, April 6]。林信成,陳瑩潔(2005),Wiki協作系統在數位典藏內容加值之應用研究,TANET2005會議論文集。麥孟生(2000),個人心理類型、自我效能及態度對電腦學習成效之影響,國立中央大學資訊管理學系未出版之碩士論文。翁秀琪(1996),大眾傳播理論與實證,臺北:三民書局。張樹人(2006),從社會性軟件、Web2.0到複雜適應信息系統研究,中華人民大學博士論文。張鴻昌(2004),員工對企業內部網路接受度之研究 - 以中鋼為例,國立中山大學企業管理學系未出版之碩士論文。覃業明(2000),科技接受度模型之實證研究—以國

內醫療網站為例，國立成功大學資訊管理系未出版之碩士論文。葛秋妍(2006)，Web2.0技術與軟件在圖書館的應用現狀研究，上海圖書館研究報告及翻譯資料。趙友甄(2006)，網路使用者對無線區域網路接受度之研究，國立中山大學企業管理學系未出版之碩士論文。蔡秉儒(2004)，影響壽險業務員採用行動壽險業務系統因素之研究，私立樹德科技大學資訊管理系未出版之碩士論文。蘇芬媛(1996)，網路虛擬社區的形成:MUD之初探性研究，國立交通大學傳播科技研究所未出版之碩士論文。二、英文部份

Agarwal, R., & Prasad, J. (1997). The role of innovation characteristics and perceived voluntariness in the acceptance of information technologies. *Decision Science*, 28(3), 557-582.

Ajzen, I., & Madden, T. J. (1985). Education of goal-direct behavior: attitudes, intentions, and perceived behavioral control. *Journal of Experimental Social Psychology*, 22, 453-474.

Ajzen, I. (1989). Attitude structure and behavior. In A. R., Pratkanis, S. J. Breckler & A. G. Greenwald (Eds.). *Attitude Structure and Function*, NJ: Lawrence Erlbaum Associates, 241-274.

Ajzen, I. (1985). From intentions to actions: A theory of planned behavior. In J. Kuhl & J. Bechmann (Eds.). *Action-control: From cognition to behavior*, Springer, Heidelberg, 11-39.

Barbara, H. P. (2005). A theoretical integration of user satisfaction and technology acceptance. *Information Systems Research*, 16(1), 85-102.

Carver, C. (1999). Building a virtual community for a tele-learning environment. *IEEE Communications Magazine*, 37(3), 114-118.

Csikszentmihalyi, M. (1975). Beyond boredom and anxiety. Jossey-Bass, San Francisco, CA.

Davis, F. D., Bagozzi, R. P., & Warshaw, P. R. (1989). User acceptance of computer technology: A comparison of two theoretical models. *Management Science*, 35(8), 982-1003.

Davis, F. D. (1986). A technology acceptance model for empirically testing new end-user information system: theory and results. Ph. D. dissertation, MIT Sloan School of Management, Cambridge, MA.

Davis, F. D. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology. *MIS Quarterly*, 13, 319-340.

Fishbein, M., & Ajzen, I. (1975). Belief, attitude, intentions and behavior: an introduction to theory and research, Reading. MA: Addison-Wesley.

Giles, J. (2005). Internet encyclopaedias go head to head. [Online], <http://www.nature.com/nature/%0bjournal/v438/n7070/full/438900a.html> [2006, April 16].

Hall, B. (1997). Web-based training cookbook. New York, NY: John Wiley & Sons.

Hartwick, J., & Barki, H. (1994). Explaining the role of user participation in information system use. *Management Science*, 40(4), 440-465.

Hoffman, D. L., & Novak, T. P. (1996). Marketing in hypermedia computer-mediated environments: conceptual foundations. *Journal of Marketing*, 60, 50-68.

Hoffman, D. L., & Novak, T. P. (1997). A new marketing paradigm for electronic commerce. *The Information Society*, 13, 43-54.

Hubona, G. S., & Geitz, S. (1997). External variables, beliefs, attitudes and information technology usage behavior. Proceeding of the Thirtieth Hawaii International conference, 3, 21-28.

Hagel, III, J., & Armstrong, A. G. (1996). The real value of on-line communities. *Harvard Business Review*, 36-38.

Hagel, III, J., & Armstrong, A. G. (1997). Net gain: Expanding markets through virtual communities. *McKinsey Quarterly*, 1, 140-153.

Kannan, P. K., Chang, A., & Whinston, A. B. (1998). Marketing information on the i-way. *Communication of ACM*, 41(3), 35-43.

Igbaria, M., Guimaraes, T., & Davis, G. (1995). Testing determinants of microcomputer usage via structural equation model. *Journal of Management Information Systems*, 11(4), 87-114.

Igbaria, M., Iivari, J., & Maragahh, H. (1995). Why do individuals use computer technology. A Finnish case study. *Information & Management*, 29(5), 227-238.

Kang, S. (1998). Information technology acceptance: evolving with the changes in the network environment. Proc. 31st Annual Hawaii International Conference on System Sciences, 413-423.

Kozinets, R. (1999). E-tribalized marketing: The strategic implications of virtual communities of consumption. *European Management Journal*, 17(3), 252-264.

Mathieson, K. (1991). Predicting user intentions: Comparing the technology acceptance model with the theory of planned behavior. *Information Systems Research*, 2 (3), 173-191.

Hourihan, M. (2002). What We're Doing When We Blog, O'Reilly Media, Inc., available: <http://www.oreillynet.com/pub/a/javascript/2002/06/13/megnut.html> [2006, June 13].

Moon, J. W., & Kim, Y. G. (2001). Extending the TAM for a World-Wide-Web context. *Information and Management*, 38(4), 217-230.

Moore, G. C., & Benbasat, I. (1991). Development of an instrument to measure the perceptions of adopting an information technology innovation. *Information Systems Research*, 2, 192-222.

Moore, M. G. (1989). Three types of interaction. *The American journal of Distance Education*, 3(2), 1-6.

Moore, M. G. (2003). Learner support. *The american journal of distance education*, 17(3) 141-143.

Rogers, E. M., & David, G. C. (1962). Methods of measuring opinion leadership. *Public Opinion Quarterly*, 26, 435-441.

Romm, C., Pliskin, N., & Clarke, R. (1997). Virtual communities and society: Toward and integrative three phase model. *International Journal of Information Management*, 17(4), 261-270.

Peter J. P., & Olson, J. C. (1999). Consumer Behavior and Marketing Strategy, 41(2), 44-50.

Taylor, S., & Todd, P. (1995). Understanding information technology usage: a test of competing models. *Information Systems Research*, 6(2), 144-176.

Thompson, R. L., Higgins, C. A., & Howell, J. M. (1991). Personal computing: Toward a conceptual model of utilization. *MIS Quarterly*, 15(1), 124-143.

Tim O'Reilly (2005). What is Web2.0. [Online], <http://www.oreillynet.com/pub/a/oreilly/tim/news/2005/09/30/what-is-web-2.0.html?page=1> [2006, June 15].

Trevino, L. K., & Webster, J. (1992). Flow in computer-mediated communication. *Communication Research*, 19(5), 539-573.

Venkatesh, V., & F. D. Davis (1996). A model of the antecedents of perceived ease of use: Development and test. *Decision Sciences*, 27(3), 451-481.

Venkatesh, V., & Davis, F. D. (2000). A theoretical extension of the technology acceptance model: four longitudinal field studies. *Management Science*, 46, 86-204.

Venkatesh, V., & Morris, M. G. (2000). Why don't men ever stop to ask for directions? Gender, social influence and their role in technology acceptance and usage behavior. *MIS Quarterly*, 24, 115-139.

Venkatesh, V., Morris, V. M., Davis, G. B., & Davis, F. D. (2003). User acceptance of information technology: Toward a unified view. *MIS Quarterly*, 27, 425-478.

Webster, J., Trevion, L. K., & Ryan, L. (1993). The dimensionality and correlates of flow in human-computer interactions. *Computers in Human Behavior*, 9, 411-426.

Wu, I. L., & Chen, J. L. (2005). An extension of trust and TAM model with TPB in the initial adoption of on-line tax: An empirical study. *International Journal of Human-Computer Studies*, 62(6), 784-808.