

# The Study of User Behavior in Video Blog: Perspective of Motivational Theory

許秀玉、許晉龍

E-mail: 9706961@mail.dyu.edu.tw

## ABSTRACT

In recent years, many blog service providers have built multimedia function in their blogs. Thus it can be seen, video blog is a considerable attention services. However, fewer studies have been done on examining what factors influencing users' intention to adopt this service. This study applies motivation theory as research constructs to accurately predict user's attitude and intention of video blog. The propose model was empirically evaluated using survey data collected from 213 user about their attitude and perceptions of video blog. Overall, the results reveal that external motivation (expected associations) and the intrinsic motivation (altruism, enjoyment, pass time and perceived critical mass) that explains about 57.5% of video blog using. Additionally, there was significant difference over the users of different experience on the video blog. The results provide further insights into IT marketing strategies.

Keywords : Video Blog ; intrinsic motivation ; extrinsic motivation

## Table of Contents

中文摘要 . . . . .	iii	英文摘要 . . . . .
iv 致謝詞 . . . . .	v	內容目錄 . . . . .
. vi 表目錄 . . . . .	viii	圖目錄 . . . . .
ix 第一章 緒論 . . . . .	1	第一節 研究背景 . . . . .
1 第二節 研究動機與目的 . . . . .	3	第三節 研究流程 . . . . .
6 第二章 文獻探討 . . . . .	7	第一節 影音部落格 . . . . .
7 第二節 使用者動機 . . . . .	13	第三節 科技接受模式 . . . . .
23 第四節 使用與滿足理論 . . . . .	27	第三章 質性分析 . . . . .
36 第一節 訪談分析法 . . . . .	36	第二節 定性分析結果 . . . . .
37 第四章 研究模型與假說 . . . . .	39	第一節 研究模型 . . . . .
39 第二節 研究假說 . . . . .	41	第五章 研究方法 . . . . .
50 第一節 研究程序 . . . . .	50	第二節 問卷設計與蒐集 . . . . .
50 第三節 研究分析方法 . . . . .	53	第六章 實證分析與結果 . . . . .
57 第一節 敘述統計 . . . . .	57	第二節 信度及效度分析 . . . . .
60 第三節 相關分析 . . . . .	63	第四節 迴歸分析 . . . . .
64 第七章 研究結論與建議 . . . . .	73	第一節 研究結論 . . . . .
73 第二節 研究貢獻 . . . . .	73	第二節 研究限制 . . . . .
76 第三節 研究限制 . . . . .	77	第四節 後續研究與建議 . . . . .
78 參考文獻 . . . . .	79	附錄 A 影音部落格使用者訪談紀錄 . . . . .
93 附錄 B 問卷 . . . . .	99	

## REFERENCES

- 一、中文部份 Technorati(2007), 部落格世界報告[Online], 來源: <http://www.technorati.com/> Yhao!新聞民調中心(2007), 你有部落格嗎? [Online], 來源: [http://tw.quiz.polls.yahoo.com/quiz/quizresults.php?stack\\_id=754&wv=1](http://tw.quiz.polls.yahoo.com/quiz/quizresults.php?stack_id=754&wv=1) 王文彥 (2002), 知識分享內外在動機與知識分享行為之研究以A公司為例, 中央大學人力資源管理研究所碩士論文。余瑞好(2002), 大學生使用電視台網站的動機與行為-以中國文化大學學生為例, 中國文化大學新聞研究所碩士論文。林克寰(2004), 嫣不能不知道的部落格[Online], 來源:Jedi's BLOG-<http://jedi.org/blog/archives/003856.html#entry> 官容鳳 & 張裕幸(2004).從出版寫作與傳播媒介看「部落格」的發展與應用, 國家圖書館館刊, 93(2), 143-161. 周文祥(2006), 內在動機、知覺自由與休閒運動之關係, 休閒運動期刊, 5. 涂志豪(1997), 網路超文本環境中新聞敘事結構與寫作歷程之初探, 國立交通大學傳播研究所碩士論文。姚政宏(1999), 數位壓縮音樂檔的使用與滿足--以MP3為例, 元智大學資訊工程研究所碩士論文。翁秀琪(1996), 大眾傳播理論與實證, 台北:三民書局。產業研究機構(2006), 使用者自行產生內容網站[Online], 來源: <http://www.in-stat.com/press.asp?ID=1758&sku=IN0602976> 黃俊宇(2007), 維基百科知識分享現象之研究, 中央大學資

訊管理系碩士論文。創市際市場研究顧問公司(2007) , 網友上網觀看影音內容[Online] , 來源:

[http://www.insightxplorer.com/news/news\\_10\\_23\\_07.html](http://www.insightxplorer.com/news/news_10_23_07.html) 創市際市場研究顧問公司(2007) , 免費線上影音分享網站調查[Online] , 來源:

[http://www.insightxplorer.com/specialtopic/self\\_viedo200712.html](http://www.insightxplorer.com/specialtopic/self_viedo200712.html) 創市際市場研究顧問公司(2007) , 台灣網路使用概況[Online] , 來源:

[http://www.insightxplorer.com/specialtopic/crossmedia\\_200712\\_2.html](http://www.insightxplorer.com/specialtopic/crossmedia_200712_2.html) 資策會FIND(2007) , 全世界上網人口近七億五千萬[Online] , 來源:

<http://www.find.org.tw/find/home.aspx?page=news&id=4726> 資策會FIND(2007) , 全球性大企業的溝通調查[Online] , 來源:

<http://www.find.org.tw/find/home.aspx?page=news&id=4835> 維基百科編者 (2008). 巴士阿叔事件[Online]. Wikipedia, . Retrieved 09:41, 5月

20, 2008 from <http://zh.wikipedia.org/wiki/%E5%B7%B4%E5%A3%AB%E5%A4%A7%E5%8F%94> 謝政益(2003) , 網路電話接受度之研究 , 台灣科技大學資訊管理系碩士論文。謝哲豪(2006, Apr 28) , Web Special熱門影音分享網站解析 , 數位時代雙週刊 , 129。

羅美玲(1999) , 電子報讀者之動機分析 , 元智大學資訊研究所碩士論文。二、英文部分 Ajzen, I., & Fishbein, M. (1985). Understanding attitudes and predicting social behavior. Prentice-Hall, Englewood Cliffs, Nj. Amabile, T.M., Hill K. G., Hennessey B. A., & Tighe E. M.(1994). The Work Preference Inventory: Assessing Intrinsic and Extrinsic Motivational Orientation. *Journal of Personality and Social Psychology*, 66(5), 950-967.

Atkinson, M., & Kydd, C (1997). Individual Characteristics Associated with World Wide Web Use: An Empirical Study of Playfulness and Motivation. *The DATABASE for Advances in Information System* ,28(2), 53-62. Berelson, B. (1952). Content Analysis in Communication Research, New York: Free Press. Blau, P. M. (1967), Exchange and Power in Social Life, New York: John Wiley and Sons. Bauer, R. A. & S. A. Greyser. (1968) Advertising in America: The Consumer View, Boston: MA: Harvard University, Graduate School of Business Administration. Bock, G. W. & Kim Y.G. (2002). Breaking the myths of rewards: An exploratory study of attitudes about knowledge sharing. *Information Resources Management Journal*, 14,14-21. Bock, G. W., Zmud, R. W., Kim Y.G., & Lee J.N. (2005). Behavioral intention formation in knowledge sharing: Examining the roles of extrinsic motivators, social-psychological forces, and organizational climate. *MIS Quarterly*, 29, 87-112 Blog. (2008, May 19). In Wikipedia, The Free Encyclopedia. Retrieved 09:40, May 20, 2008, from

<http://en.wikipedia.org/w/index.php?title=Blog&oldid=213457247> Constant, D. Kiesler, & Sproull, L. (1994). What ' s Mine Is Ours, or Is It? A Study of Attitudes about Information Sharing. *Information Systems Research*, 5(4), 400-421. Constant, D., Sproull, L. & Kiesler, S. (1996), " The Kindness of Strangers: The Usefulness of Electronic Weak Ties for Technical Advice, " *Organization Science* 7(2), 693-703. Chen, L. D., Qimei & William D. Wells. (1999). Attitude toward the Site. *Journal of Advertising Research*, (September/October) 27-37. Chen, L. D., Gillenson, M. L., & Sherrell, D. L. (2002). Enticing Online Consumers: An Extended Technology Acceptance Perspective. *Information & Management*, (39), 705-719. Deci, E. L. (1985). Intrinsic Motivation and Self-Determination in Human Behavior. Plenum Press, New York. Deci, E. & Ryan, R. (1985). Intrinsic Motivation and Self-determination in Human Behavior, New York: Plenum Press. Davis, F. D (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology. *MIS Quarterly*,13(3), 319 – 339. 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., Bagozzi, R. P., & Warshaw, P. R. (1992). Extrinsic and intrinsic motivation to use computers in the workplace. *Journal of Applied Social Psychology*, 22, 1111 – 1132. Ducoffe, R.. (1995). How consumers assess the value of advertising. *Journal of Current Issues and Research in Advertising*, 17(1), 1-18. Ducoffe, Robert H. (1996). Advertising Value and Advertising on the Web. *Journal of Advertising Research*, (September/October). 21-35. Davenport, T. H. & Prusak, L. (1998). Working Knowledge: How Organizations Manage What They Know. Boston: Harvard Business School Press. Fornell, C. & Larcker, D. F. (1981). Evaluating structural equation models with unobservable variables and measurement error. *Journal of Marketing Research*, 39-50. Gouldner, A.W. (1960). The Norm of Reciprocity: A Preliminary Statement. *American Sociological Review*, 25, 161-179. Hairs, J. F., Anderson, R. E., Tatham, R. L. & Black, W. C.. (1998). Multivariate Data Analysis,Prentice-Hall, 97-104. Herzberg B. M. (1959). The Motivation to Work, New York: John Wiley. Herbert, T. T.(1976). Dimension of Organizational Behavior. New York:Collier Macmillian. Heijden, H. (2000). e-TAM: A revision of the technology Acceptance Model to explain website revisits. *Serie Research Memoranda*, 2000-29. Hars A., & Ou S (2002). Working for Free? Motivations for Participating in Open-Source Projects. *International Journal of Electronic Commerce*,6(3), 25-39. Neuendorf, K. (2002), *The Content Analysis Guidebook*, Sage, Beverley Hills, CA. Heijden, H (2003). Factors Influencing the Usage of Websites: The Case of a Generic Portal in the Netherlands. *Information and Management*, 40, 541-549. Hsu, C. L., & Lu, H. P. (2004). Why do people play on-line games? An extended TAM with social influences and flow experience. *Information & Management*, 41, 853-868. Igbaria M., J. Iivari and H. Maragahh (1995), Why do individuals use computer technology? A Finnish case study. *Information & Management*, 29, 227-238. Igbaria, M., Parasuraman, S., & Baroudi, J (1996).A Motivational Model of Microcomputer Usage. *Journal of Management Information Systems* ,13(1),127-143. Levy, M. R. & Windahl, S. (1985). The concept of audience activity. In K. E. Rosengren, L. A. Wenner & P. Palmgreen (eds). *Media Gratification Research:Current Perspective*. Beverly Hills. CA:Sage. Lou, H., Luo, W., & Strong, D. (2000). Perceived critical mass effect on groupware acceptance, European Journal of Information Systems , 9, 91-103. Luo, Xueming (2002). Uses and Gratifications Theory and E-Consumer Behaviors: A Structural Equation Modeling Study. *Journal of Interactive Advertising*, 2(2). Maddox & Kate (1998). E-commerce Become Reality. *Advertising Age*. McQuail, D & Windahl, S (1993). *Communication Models for the Study of Mass Communication*. NY: Longman Publishing. McQuail, D. (1994) *Mass Communication Theory: An Introduction*. London: Sage Publication,1-29. Moon, J. W., & Kim, Y. G. (2001). Extending the TAM for a World-wide-Web context, *Information & Management*, 38, 217-230. Matthew, K. O. Lee, Christy M. K. Cheung, & Zhaojun Chen (2005). Acceptance of Internet-based learning medium: The role of extrinsic and intrinsic motivation. *Information & Management*, 42, 1095-1104. Matthew, K. O. Lee, Christy M. K. Cheung, & Zhaojun Chen (2007). Understanding User Acceptance of Multimedia Messaging Services: An Empirical Study. *Journal of the American society for information*

science and technology, 58(13), 2066-2077. Markus, M. L. (1990). Toward a critical mass theory of interactive media. *Organizations and Communication Technology* (Fulk J and Steinfield C, Eds), 194-218. Sage, Newbury Park, California. Morris, M. and Ogan, C. (1996). The Internet as mass medium. *Journal of Communication*. 46(1).39-50. Meng-Hsiang, H & Chao-Min, C (2004). Predicting electronic service continuance with a decomposed theory of planned behaviour. *Behaviour & Information Technology*,23, 359-373. Neuendorf, K. (2002), The Content Analysis Guidebook, Sage, Beverley Hills, CA. Kaiser, H. F. (1974). An index of factorial simplicity. *Psychometrika*, 39, 31-36. Kaye, B. K. (1998). Uses and Gratification of the World Wide Web: From Couch Potato to Web Potato. *The New Jersey Journal of Communication*, 6(1), 21-40. Katz, M. & Shapiro, C. (1985). Network Externalities, Competition, and Compatibility. *American Economic Review*, 75(3), 424-440. Karahanna E, Straub DW & Chervany NL(1999). Information technology adoption across time: a cross-sectional comparison of pre-adoption and post-adoption beliefs. *MIS Quarterly*, 23(2),183 – 213. Kelly, H.H. & J.W. Thibaut (1978), *Interpersonal Relations: A Theory of Interdependence*. New York: Wiley. Kraut, R. E., Egido, j., & Galegher, J. (1990). Patterns of contact and communication in scientific research collaborations. In J.Galegher, R. E. Kraut, & C. Egido (Eds.), *Intellectual Teamwork: Social and Technological Foundations of Cooperative Work* Erlbaum, Hillsdale, NJ. 149-171 Oliver, P. E., Marwell, G., & Teixeira, R (1985). A theory of the critical mass: interdependence, group heterogeneity, and the production of collective action. *American Journal of Sociology*, 91(3), 522-556. O'Reilly, C. & Chatman, J. (1986). Organizational commitment and psychological attachment: The effects of complain, identification, and internalization on prosocial behavior. *Journal of Applied Psychology*, 71, 492-499. Oliver, P. E. & Marwell, G. (2001). Whatever Happened to Critical Mass Theory? A Retrospective and Assessment. *Sociological Theory*, 19, 292-311. Papacharissi, Z. and Rubin, A. M. (2000). Predictors of internet use. *Journal of Broadcasting & Electronic Media*, 44(2), 175-196. Rosengren, K. E. (1974). Uses and gratification: A paradigm outlined. in Blumler, J. G. and Katz E. (Eds.). *The Uses of Mass Communications: Current Perspectives on Gratifications Research*, Beverly Hills: Sage, 269-286. Rosengren, K. E. Wenner L A. & Palmgreen P, (1985). *Media Gratification Research: Current Perspective*. Beverly Hills, CA: Sage, 11-37. Rubin, A. M. & Rubin, R. B. (1989). Social and psychological antecedents of VCR use. *The VCR age: Home video and mass communication*, Newbury Park, CA: Sage. Rogers, E. M. & Allbritton, M. M. (1995). *Interactive Communication Technologies in Business Organizations*. *Journal of Business Communication*, 32, 175-195. Ruggiero, T. E. (2000). Uses and gratifications theory in the 21st century. *Mass Communication & Society*. 3(1). Ryu, S., Ho, S.H., & Han, I. (2003). knowledge sharing behavior of physicians in hospitals. *Expert System with Applications*, 25,113-122. Ralph Stoeckl, Patrick Rohrmeier, Thomas Hess (2007). Motivations to produce User Generated Content: differences between webloggers and videobloggers. *20th Bled eMergence: Merging and Emerging Technologies, Processes, and Institutions*, 4-6. Szulanski, G. (1996). Exploring internal stickiness: Impediments to transfer of best practice within the firm. *Strategic Management Journal*, 17, 27-44. Susan, E. Morgan & Jenny, K. Miller (2002). Communicating About Gifts of Life: The Effect of Knowledge, Attitudes, and Altruism on Behavior and Behavioral Intentions Regarding Organ Donation. *Journal of Applied Communication Researc* , Vol. 30, 163 – 178 Shin-Yuan, H. & Chia-Ming, C. (2005). User acceptance of WAP services: test of competing theories. *Computer Standards & Interfaces*,27,359-370 Taylor, S. & Todd, P. A. (1995). Assessing IT usage: the role of prior experience. *MIS Quarterly*, Dec., 561-570. Teo T, Lim V & Lai R (1999). Intrinsic and extrinsic motivation in Internet usage. *OMEGA International Journal of Management Science* 27 (1), 25 – 37. Trammell, K. D., Tarkowski, A., Hofmokl, J., Sapp, A. M. (2006) *Rzeczpospolita blogo'w [Republic of Blog]: Examining Polish bloggers through content analysis*. *Journal of Computer-Mediated Communication* 11 (3). Windahl, S. (1981). *Uses and Gratifications at the Crossroads*. in C. G. Wilhoit & H. De Bock (eds). *Mass Communication Review Yearbook*. Beverly Hills. CA:Sage.2, 174-185. Wimmer, R. D. and Dominick, J. R. (1997), *Mass media research: An introduction*, Belmont, CA: Wadsworth. Venkatesh, V., Speier, C., & Morris, M. G (2002). User Acceptance Enablers in Individual Decision Making about Technology: Toward an Integrated Model. *Decision Sciences*, 33(2), 297-316.