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# THE DOCTORAL RESEARCH ABSTRACTS

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At the current rate of development, many people are concerned about gaining access to information in the virtual arena. Therefore, most libraries have taken the effort to make use of the Internet and have tried to establish an effective presence of the virtual aspect. Considering the extensive impact of technology upon changing the way library and user to communicate, it is worthwhile to study and to comprehend the acceptance of Digital Reference Services (DRS). In fact, numerous academic libraries in developing countries at present are greatly concerned about Information Communication Technology (ICT) use and acceptance. Therefore, this study is one of the very few attempts that examine the influential factors, as well as predict the acceptance and the use of DRS among Malaysian Research University (RU) libraries. Hence, the key objective is to identify the antecedents of DRS acceptance. In this study, ten factors have been listed as strong empirical evidence that successfully predicted the acceptance and use of DRS, which have been categorized into four groups: technology factors, organizational factors, social factor, and task factors. Moreover, the model identifies the structural relationships between the constructs, which were examined via Structural Equation Modeling (SEM) with Analysis of Moment Structures (AMOS). The study employed a questionnaire survey in the

data collection stage comprised of a screened sample of 892 respondents who had experienced using DRS. The results retrieved from the analysis indicated a good fit for the proposed model and the research findings also displayed significant relationships effect of several notions, for instance, performance expectancy, information quality, perceived enjoyment, subjective norms, and IT infrastructure supports, upon DRS acceptance. Nevertheless, insignificant correlation was discovered for effort expectancy, service quality, task compatibility, and technical support with the acceptance of DRS. Such disinformation does not imply that the constructs are unimportant; but rather suggests that further investigation is needed to address the related constructs and implement them in a more effective manner. With that, a recommendation is also made to modify the instruments for task difficulty construct, especially to improve the articulation and the specificity of the task.