

Computer Anxiety in E-Learning: The Effect of Computer Self-Efficacy

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Abstract

It has been reported that as much as fifty percent of adults including first-year University students have some sort of computer-related phobia. It seems that the use of computers still has some unpleasant side effects despite the internet boom in the past decade. Past research has shown that computer anxiety influences user perceptions of ease of use of an information system. However, few have investigated the role of computer self-efficacy in mediating computer anxieties on perceived ease of use. In this study, we investigate the influence of computer anxiety on perceived ease of use and the mediating effect of computer self-efficacy on this relationship, within an e-learning context. Survey data from 645 university students were analyzed. Results from the use of a learning management system indicate that computer self-efficacy plays a significant role in mediating the impact of anxiety on perceived ease of use.

Keywords: Online learning; Anxiety; Computer Self-Efficacy; Perceived ease of use