Abstract

Excessive use of Internet has transformed the way business activities are conducted as consequences consumer trustworthiness and consumer satisfaction got a new urge. Some researchers have proved that consumer’s satisfaction can solely be achieved by usability. Moreover, it is also suggested that usability can be beneficial to improve trust levels because the ease of use of a system extends more understanding and a greater capacity to infer how the system will act. Thus, usability may improve trust levels as well. This research study focuses on the aspects that influence the customer trustworthiness for a website. 5 hypotheses are designed and a research survey is conducted to test the hypothesis.

General terms

Human Computer Interaction, Software Engineering

References
21. Q. Chen and R. Wigand, ".Com satisfaction and .Com dissatisfaction: one or two


29. ANNEXURE

30. /

31. Figure 17: This is my favorite site for purchasing the products and services in this Internet category

32. /

33. Figure 18: The frequency with which I visit other websites that offer similar products and services is much less

34. /

35. Figure 19: I don’t usually purchase products and services from this category from other websites

36. /

37. Figure 20: In general terms, I am satisfied with the way that this website has carried out transactions

38. /

39. Figure 21: In general, I am satisfied with the service I have received from the website

40. /

41. Figure 22: I think that the advice and recommendations given on this website are made in search of mutual benefit

42. /

43. Figure 23: I think that this website is concerned with the present and future interests of its users

44. /

45. Figure 24: I think that this website would not do anything intentional that would prejudice the user

46. /

47. Figure 25: I think that this website has sufficient experience in the marketing of the products and services that it offers

48. /

49. Figure 26: I think I can have confidence in the promises that this website makes

50. /

51. Figure 27: I think that this website takes into account the repercussions that their actions could have on the consumer
52. / 53. Figure 28: I think that this website has the necessary abilities to carry out its work.

Index Terms

Computer Science

Information Sciences

Keywords

Perceived Usability, Satisfaction, Trust, Trustworthiness