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Original Research

### IS Use and Quality Of Life: A Conceptualization and Empirical Investigation

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#### Abstract

The nature of IS use and its impacts in everyday life settings are not yet well understood. Drawing on quality of life theory and evidence from the IS acceptance and IS impacts research, this study conceptualizes the relationship between IS use and quality of life as a process that involves vertical and horizontal spillover effects. We empirically investigate this relationship in the context of basic IT use among socio-economically disadvantaged individuals. The research participants received their initial basic IT skill training from community technology centers. The context of our study is the Thai community technology centers supported by Microsoft Unlimited Potential grants. The results strongly support that there are vertical spillover and horizontal spillover mechanisms that relate IS use to domain-specific quality of life and overall quality of life. Implications for research and practice are discussed.

**Keywords:** Social inclusion, quality of life, vertical spillover, horizontal spillover, IS use, IS impacts, community technology centers

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