A Study on the Influence of Information Welfare Policies on Information Satisfaction, Focusing On Those Alienated From Information Welfare

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Abstract

Information welfare has emerged as an important issue in our society since it can improve the quality of life and productivity of members of society. Just as economic polarization is due to the capital gap in capitalist society, the digital divide causes inequality, and the concept of information welfare is very important to minimize it and ensure equal opportunities for everyone to have easy access to information. To identify the relationship between information welfare policy activation and information satisfaction, this study selected increased information education for the underprivileged, the establishment of new information policies for the underprivileged, and the realization of information policies based on preceding studies as elements of information welfare policies and conducted empirical research. The main results of the empirical study are shown below. First, the information welfare policies for the underprivilegedhad a significant impact on the activation of information welfare for the underprivileged. Second, the activation of information welfare for the underprivilegedhad a significant influence on information satisfaction. This study is meaningful in that it suggests the direction of new information welfare policies to address the information divide.

Keywords: Information welfare, Information policy, Information satisfaction, Information education

1. INTRODUCTION

Informatization is very important paradigm in modern society. New developments in information and communication technology have divided people into those who can benefit from information and those who do not. Just as economic polarization has occurred due to the capital gap in capitalist society, the information gap has been caused by the unequal receipt of information in the information society (Kim 2012, Lee 2019). For equal access to information by various social and economic classes, the government needs to introduce the concept of information welfare. Government information welfare should provide equal access to information for everyone, regardless of class.

Government information welfare policies should be considered in several aspects (Kim et al. 2015) First, regarding informatization, education on information literacy should be expanded through

government policies. Second, the level of informatization has been steadily improved thanks to the government's efforts to bridge the digital divide, but it has been limited to the simple dissemination of information devices (Park and Kim 2013, Lee 2019). Third, to reduce the information gap among members of society, it is essential to establish and implement effective information welfare policies.

In this study, we review earlier studies about information welfare policies for the underprivileged group, activation of information welfare for the underprivileged groupand information satisfaction for the underprivileged group. First, to improve the efficiency of information benefits, we divided the determinant factors of information welfare policies for the underprivileged. There are the expansion of information education for the underprivileged, establishment of new information policies for the underprivileged, and realization of information policies for the underprivileged. Second, we analyzed the relationship between the activation of information welfare for the underprivileged group and information satisfaction (Kim 2019).

2. THEORETICAL BACKGROUND

2.1. EXPANSION OF INFORMATION EDUCATION

Increasing information education means qualitative increase, not quantitative increase. The idea of information wellbeing is not restricted to simple protection of the generally underprivileged, but contains supplementary implications such as creative informatization participation, relocation of information assets, the pleasure of information in the information civilization, and interaction with supporters of society (Kim et al. 2015). In the information civilization, the deficiency of information is not a trivial matter. It is crucial to promote information welfare through information training.

2.2. ESTABLISHMENT OF NEW INFORMATION POLICIES.

The gap in obtaining information is strictly connected to information inequality in the information society. The digital split is defined as the absence of access to information between individuals, relatives and states triggered by different socioeconomic conditions (Choi 2013). Those who provide information welfare should recognize what information space is not due to the absence of PC dissemination, because of the absence of computer use, and should develop new information welfare policies to meet the changing needs of society's participants (Youn et al. 2012).

2.3. REALIZATION OF INFORMATION POLICIES

The important main purpose of information society aims to improve the information welfare level by diversifying informationbenefits, and improving the quality of services in order to increase the universality and utility of information welfare services. This is very important. The realization of welfare policies is essential for the information welfare society to be reborn as a new form of information welfare society in response to rapid political, economic and social environmental changes. Since alienation does not mean ancompleteidea but a relationidea that includes sociality, it is necessary to realize information welfare policies for the underprivileged (Lee 2015).

2.4. ACTIVATION OF INFORMATION WELFARE.

Activating information welfare is a very important social phenomenon. The idea of information happiness includes information-based happiness. Information welfare promotes the creation, use and accumulation of information by establishing a database of social welfare information or posting it on a website. Recent multimedia technologies that enhance the efficacy and efficiency of welfare services have made it

possible to provide high quality information (Choi 2016). Information welfare contributes to general welfare by increasing the possibility of informatization. The expansion of the universal service concept in the information civilization means a dynamic policy change that takes into account the development of an information welfare society (Hacker and Dijk 2003). The key to information welfare is to reduce or eliminate the blind spots of well-being and to become the cornerstone of national and social integration. It is important to create a social environment in which informatization can be accepted and spread (DeLone and McLean 1992).

2.5. INFORMATION SATISFACTION

Since information systems cannot easily measure performance or efficiency, user satisfaction is used as an additional measure for prosperous information performance or efficiency. User pleasure is used as a beneficial quantity in many studies on information system performance (Bhattacherjee and Premkumar 2004). Since the idea of satisfaction does not mean subjective presentation or quality, but the subjective pleasure of the information user, the performance or efficiency of the actual system may differ from that recognized. Information satisfaction is defined as the subjective attitude of how satisfied a user is with information requirements (Huh and Seo 2017, Huh 2017, Sin and Kim 2005, Cho and Choe 2019).

3. RESEARCH DESIGN

3.1. RESEARCH MODEL

This empirical study focuses on analyzing the relationship between information welfare policies for underprivileged group, information welfareactivation for underprivileged group, and information satisfaction for the underprivileged group. Focused on the former research, the research model is revealed in [Figure 1].
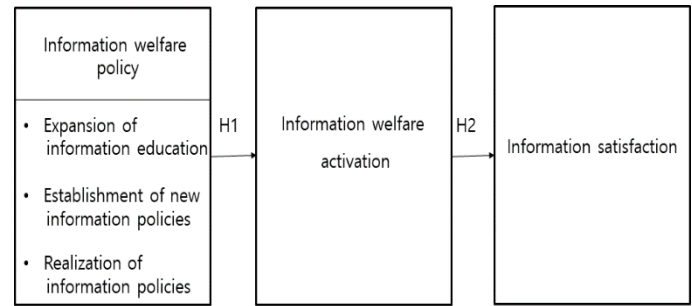

Fig. 1Research Model

3.2. RESEARCH HYPOTHESES

Focused on the former research on information welfare policies for underprivileged groupand the activation of information welfare for the underprivileged group, the subsequent hypotheses were set.

Hypothesis 1: Information welfare policies for the underprivilegedwill give significant effect on the activation of information welfare.
H1-1: The expansion of information education for underprivilegedgroup will give significant effect on the activation of information welfare.
H1-2: The establishment of new information policies for the underprivilegedwill give significant impact on the activation of information welfare.
H1-3: The realization of information policies for the underprivilegedwill give significant effect on the activation of information welfare.

Hypothesis on the activation of information welfare and information satisfaction: The key to effective information welfare is to minimize the blind spots of information welfare (Choi 2016). It is important to create a social environment in which informatization can be accepted and spread. The following hypotheses were established based on former research on the activation of information welfare and satisfaction.

Hypothesis 2: The activation of information welfare for the underprivilegedwill have a significant effect on information satisfaction.

3.3. EMPIRICAL ANALYSIS AND RESULTS.

Recordsgathering and sample characteristics: A survey of 210 group over 20 years old was conducted from March 1 to 30, 2018, and 10 incomplete questionnaires were excluded. The basic statistics of the survey are as follows. Of the total of 200 respondents used in the survey, 52% were female and 48% were male. Most of the respondents were over 60 years old (39%) followed by those under 16 years old (23%). The highest monthly income was under 1 million won with 43.5%, and high school graduation (65%) was the highest education level.

Data analysis method: SPSS 22.0 of Statistical packagewas utilized for simple data investigation. Smart PLS 2.0 was utilizedtoverify data reliability and hypothesis testing. In general, when Cronbach's α was greater than 0.7, the reliability was high. Feasibility was divided into intensive validity and discriminate validity. Concentration validity takes into account loading values, composite reliability (CR) lording factors, correlation, and average variance extracted (AVE). In common, factor values CR and AVE should be higher than 0.6, 0.7 and 0.5, respectively. [Table 1] and [Table 2] show that the questionnaire has reliability, concentration validity, and discrimination validity.

Table I. Reliability and Internal Consistency

Variable		Factor Loading	Composite Reliability	Cronbach's α	AVE
Information welfare policy	Expansion of information education	0.884	0.901	0.807	0.636
		0.853			
		0.750			
		0.820			
	Establishment of new information policies	0.608	0.773	0.784	0.759
		0.725			
		0.867			
	Realization of information policy	0.755	0.887	0.768	0.637
		0.843			
		0.791			
Information welfare activation		0.542	0.698	0.746	0.611
		0.534			
		0.627			
		0.772			
Information satisfaction		0.889	0.787	0.732	0.671
		0.730			
		0.900			

Table II. Correlation and Discriminate Validity

Variable	AVE	1	2	3	4	5
Expansion of information education	0.636	0.777				
Establishment of new information policies	0.759	0.406	0.865			
Realization of information policy	0.637	0.579	0.451	0.767		
Information welfare activation	0.611	0.427	0.369	0.362	0.781	
Information satisfaction	0.671	0.235	0.322	0.421	0.354	0.819

Verification of Research Model: The hypothesis was verified to using the structural model analysis and path coefficient.The coefficients of determination (R^2) were derived. If R^2 is greater than 0.26, then the model fits, too. If R^2 is less than 0.26-0.13 or 0.13, then the suitability is medium or low (Cohen 1998). Figure 2 shows the high suitability of decision coefficient values of the activation of information welfare (0.321) and information satisfaction (0.472).
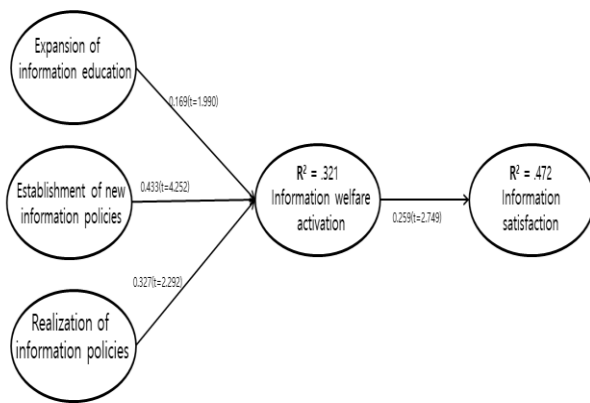
Fig. 2 The Results of Research Model

The results are as follows. Information welfare policies for the underprivilegedgive significant effect on the activation of information welfare. In information welfare policies(the expansion of information education for underprivilegedgroup, the establishment of new information policies for underprivilegedgroup, and the realization of information policies for the underprivileged), All of factorsgive significant effect on the activation of information welfare. In Hypothesis 1-1, the expansion of information education and activation of information welfare (β=0.169, t=1.990, p <0.05) were found to have a significant effect. The expansion of information education implies the contribution of the information the world with instruction, the professionalism of the lecturer, and the worth of the educational information. In Hypothesis 1-2, the establishment of new information policies for the underprivilegedand the activation of information welfare for the underprivileged (β=0.433, t=4.252, p <0.05) have a significant effect. The establishment of new information policies means developing a new information policy, bridging the information gap, and using information technology. In Hypothesis 1-3, the realization of information policies for the underprivilegedand the activation of information welfare for the underprivileged(β=0.327, t=2.972, p <0.05) had a significant effect. The realization of information policies intends the help of humans on the Internet, participation in the networkmeeting, and the production of information on the network. In Hypothesis 2, the activation of information

welfare for the underprivilegedhad a significant effect on information satisfaction (β=0.259, t=2.749, p <0.05). Increasing information welfare intends self-realization due to informatization, improvement of information education level, and productivity improvement through information welfare. Information satisfaction means using the information system to help social participation and recommendations using the information system.

4. CONCLUSION

Until now, the government's information policy has mainly been based on hardware. The emphasis was on the dissemination of computers in areas where the level of information was lower than the education on software. The utilization of government policies was still too low to raise the level of information, and this study have a contribution to solve these problems.

The main outcome of the research can be verified the results. First, information welfare policies for the underprivileged(expansion of information education, establishment of new information policies, and realization of information policies) had a significant effect on the activation of information welfare. In the future the government needs to pay attention to information policy. Second, information welfare activationfor underprivilegedgroup had a significant effect on information satisfaction.

This study suggests the direction of fresh information welfare policies to give government policy. It provides the following implications to administration officials, beneficiaries of information welfare. First, a freshviewpoint on existing information welfare policies is needed. These policies, which put the highest priority on the dissemination of computers, have problems with information education and a lack of various curriculums. The current information policies are sufficient to raise the indicator of the level of informatization, but do not help with catching up with the fast-changing information level. There is a need for a wide range of information procedure, together with the adoption and proper use of fresh

information procedure and information retrieval processes. Since there is no talent to exercise new information procedure, interest in them disappears. Therefore, the existing information welfare policies cannot give practical help to the realization of informatization. Second, information education is essential for the development of IR. In particular, the use of the Internet of Things (IoT) and big data provides a wealth of information.

In order to use big data, users need accurate analysis ability to grasp information trends. Third, social participation by marginalized information classes (the elderly, disabled, and disadvantaged youth) should be promoted. As information technology develops, it is difficult for the underprivileged to form new relationships or maintain existing ones due to various restrictions of information dissemination (Lee 2000). Information technology based on the Internet can reduce the restrictions of the information marginalized class. Internet services provide conditions that can increase the social participation of the elderly and the disabled. The development of the Internet provides a good opportunity to inform the underprivileged, who cannot participate in society, about various social situations. The improvement of information welfare will promote social participation of the underprivileged by expanding human relations (Kim 2017, Peddigari 2015).

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