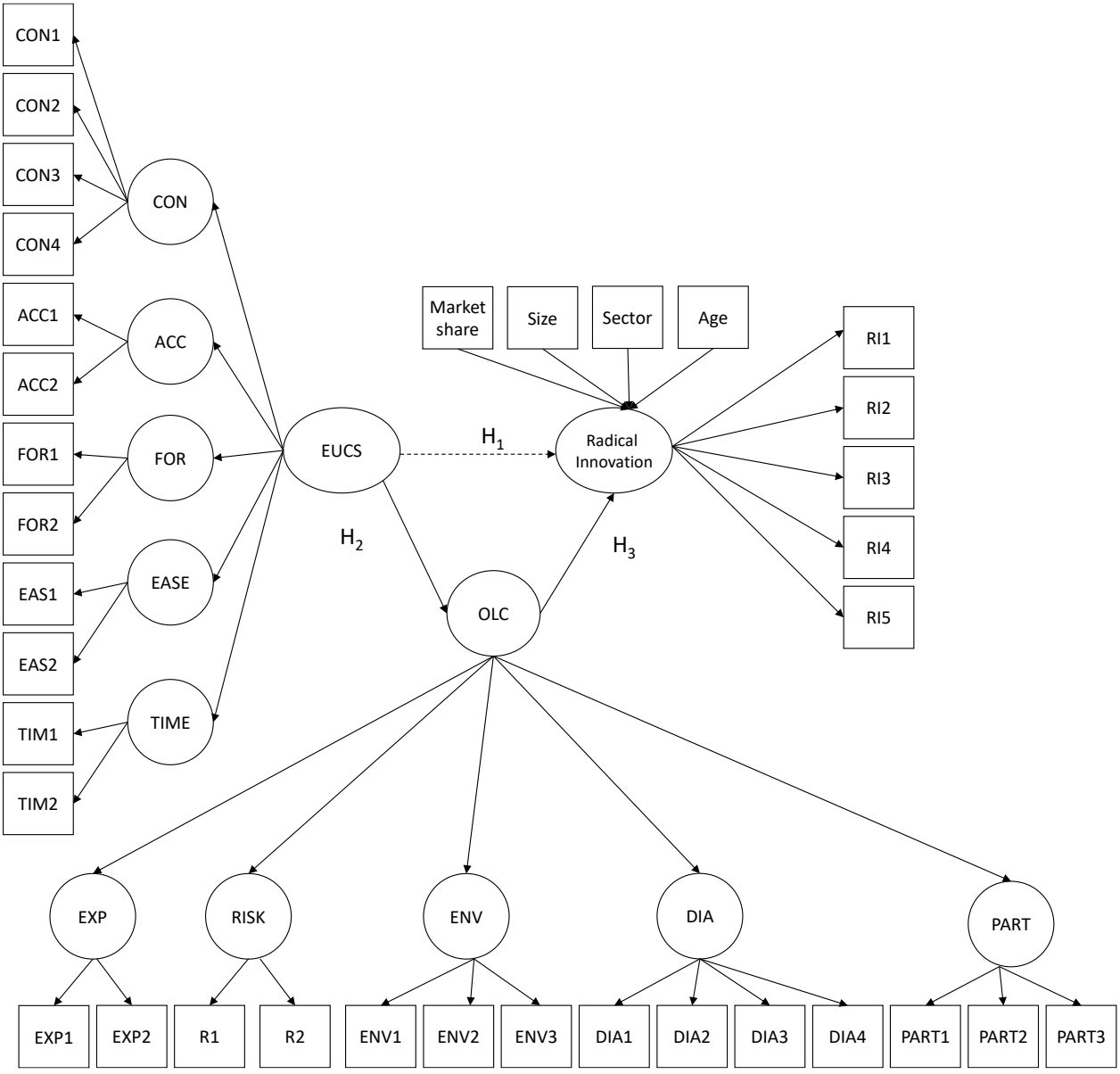
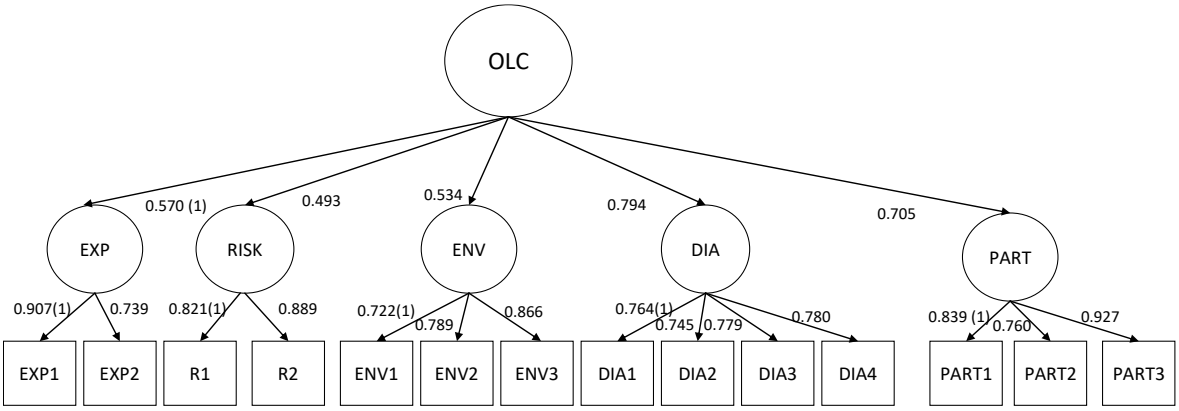
Figure 1. *Conceptual model*



Note: OLC= Organizational learning capability; EXP = Experimentation; RISK= Acceptance of risk; ENV= Interaction with the external environment; DIA = Dialogue; PART = Participative decision-making; EUCS= End-user computing satisfaction; CON= Content; ACC= Accuracy; FOR= Format; Ease= Ease of use; TIME= Timeliness

Figure 2. *Confirmatory Factor Analysis for OLC*



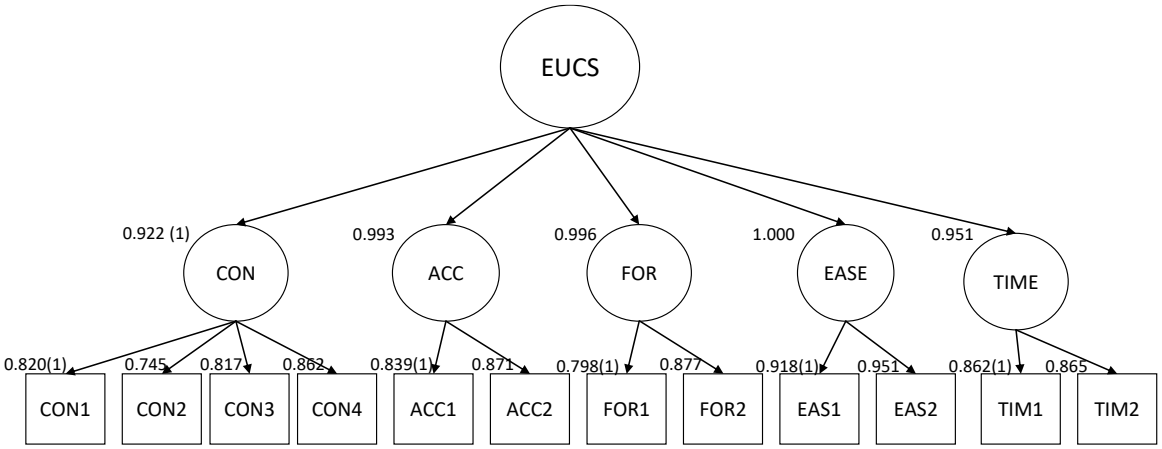
chi-square	93.246
d.f.	72
value	0.047
chi-square/d.f.	1.295
NFI	0.947
NNFI	0.984
CFI	0.987
RMSEA	0.034

	Alpha	CR
EXP	0.802	0.811
RISK	0.842	0.845
ENV	0.829	0.836
DIA	0.849	0.851
PART	0.871	0.881

(1) The parameter was equaled to 1 to fix the latent variable scale. Parameter estimates are standardized. All parameter estimates are significant at a 95% confidence level.

Note: OLC = Organizational learning capability; EXP = Experimentation; RISK= Acceptance of risk; ENV= Interaction with the external environment; DIA = Dialogue; DEC = Participative decision-making.

Figure 3. *Confirmatory Factor Analysis for EUCS*



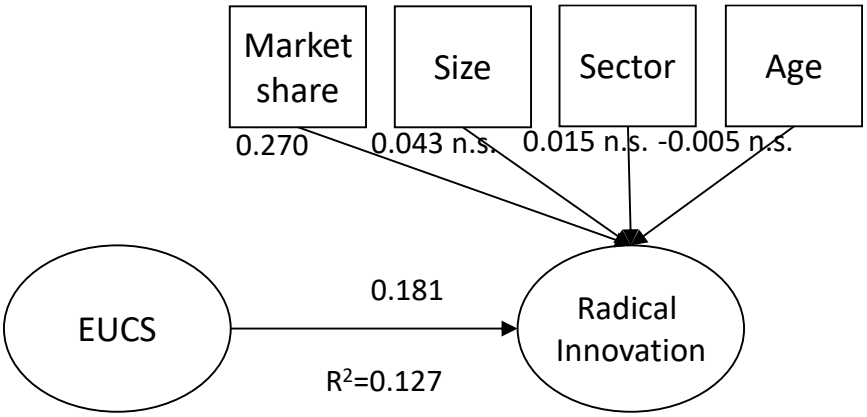
chi-square	99.462
d.f.	50
value	0.000
chi-square/d.f.	1.989
NFI	0.966
NNFI	0.977
CFI	0.983
RMSEA	0.063

	Alpha	CR
CON	0.883	0.885
ACC	0.841	0.845
FOR	0.819	0.825
EASE	0.847	0.932
TIME	0.930	0.854

(1) The parameter was equaled to 1 to fix the latent variable scale. Parameter estimates are standardized. All parameter estimates are significant at a 95% confidence level.

Note: EUCS= End-user computing satisfaction; CON= Content; ACC= Accuracy; FOR= Format; Ease= Ease of use; TIME= Timeliness.

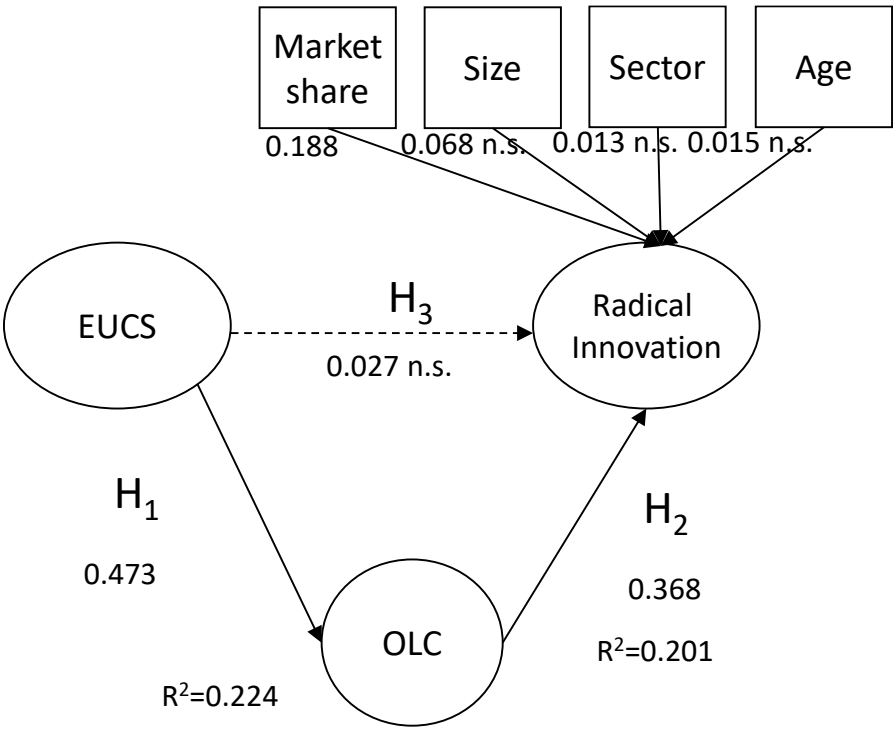
Figure 4. *Direct effect model: EUCS and radical innovation.*



chi-square	231.844
d.f.	174
p-value	0.002
chi-square/d.f.	1.332
NFI	0.934
NNFI	0.979
CFI	0.982
RMSEA	0.036

Note: EUCS= End-user computing satisfaction

Figure 5. *Mediating effect model: EUCS, OLC and radical innovation.*



chi-square	723.043
d.f.	538
p-value	0.000
chi-square/d.f.	1.344
NFI	0.874
NNFI	0.960
CFI	0.964
RMSEA	0.037

Note: EUCS= End-user computing satisfaction; OLC = Organizational learning capability