An Examination of the Impact of Service Climate on Service Productivity in the Organizational Context

Xin Xu  
The Hong Kong Polytechnic University, KLN, Hong Kong, xin.xu@inet.polyu.edu.hk

Bin Ding  
Management & Marketing, The Hong Kong Polytechnic University, HUNG HOM, Hong Kong, dingbin.2010@gmail.com

Follow this and additional works at: http://aisel.aisnet.org/amcis2012

Recommended Citation  
Xu, Xin and Ding, Bin, "An Examination of the Impact of Service Climate on Service Productivity in the Organizational Context" (2012). AMCIS 2012 Proceedings. 57.  
http://aisel.aisnet.org/amcis2012/proceedings/Posters/57
A Study Plan of the Impact of Service Climate on Service Productivity in the Organizational Context

Bin DING
Department of Management & Marketing
The Hong Kong Polytechnic University
ding.bin@connect.polyu.hk

Xin XU
Department of Management & Marketing
The Hong Kong Polytechnic University
xin.xu@inet.polyu.edu.hk

ABSTRACT
This research-in-progress examines the impact of service climate on service productivity in IT departments in the context of enterprise system (ES) implementation. We propose that as an IT department provides internal services to other functional units in an organization, its service climate will determine its service productivity—in our case the contribution of ES to organizational performance. Furthermore, we propose that leadership factors will influence this relationship. Particularly, CIO’s service leadership will positively influence service climate in the IT department, which in turn influences higher service productivity. CEO’s transformational leadership moderates the relationship between service leadership and service climate. We outline the plan for our empirical study and discuss implications from our research. Our study aims to contribute to the service science literature by adapting service climate research to a new context—ES implementation inside organizations.

Keywords
Service Climate, Service Leadership, Transformational Leadership