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Effects of System, Information and Service Qualities on Employees' Outcomes

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Effects of System, Information and Service Qualities on Employees' Outcomes

TREO Talk Paper

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Abstract

As DeLone and McLean (2003) delineated, three quality dimensions, namely system quality, information quality, and service quality, broadly characterize Information System (IS) measures. System quality represents the system's convenience in terms of access, functionality, usability, reliability, response time, etc. Information quality is a concept that can be described in terms of accuracy, precision, currency, timeliness, sufficiency, understandability, and the conciseness of information. Service quality can be defined as the overall support delivered by the information system department or the organizational units to the employees of an organization in terms of reliability, responsiveness, empathy, etc. On the other hand, employees outcomes in terms of employee learning, employee adaptability, and job satisfaction play an important role in the overall performance of an organization. Employee learning is defined by Cheung (2011) as the activities in which an employee engages in acquiring new knowledge and skills within their current job. Knowledge of employees in an organization is the base that ensures core competencies that help improve the employees' efficiency and reduce the organization's overall costs (Davenport & Prusak, 1998). Increased employee adaptability can make an organization a fast-changing organization. Therefore, employees need to be continually exposed to new ideas that will make employees ready for change. Information Systems are intended to constantly expose employees to new ideas and prepare them for changes. Job satisfaction is the level of contentment employees feel about their work, affecting performance. This feeling is mainly based on an individual's perception of satisfaction. Job satisfaction can be influenced by, among other things, a person's ability to complete a required task (Boundless. Defining Job Satisfaction., 2015). For any organization to flourish, it must reduce employee turnover rates. When an inexperienced employee replaces a top-performing employee, it increases the company's average cost in terms of lost productivity and increased training cost, thereby reducing profit.

This study plans to explore the effect of different quality dimensions of Information Systems on employee outcomes in terms of learning, adaptability, and job satisfaction. The tentative theory will be developed by reviewing the relevant literature. The hypotheses will then be deducted and tested from the data collected through a questionnaire survey. This research will use a one-time survey to obtain research data from the financial services firms. A five-point Likert scale will be used, and a structured survey questionnaire will be administered to employees: mainly top-level management, middle-level management, and bottom-level management. The partial least squares (PLS) approach will be employed to test the research model. Using the bootstrapping algorithm of PLS, the structural model will be tested to see whether it is statistically significant. The research questions studying the relationships between quality dimensions and employee outcomes will be established using standard statistical measures. Reliability and validity tests will be conducted for each construct with measures. The authors of this study expect the findings of this research to show: i) whether the quality dimensions predict employee outcomes in terms of employee learning, adaptability, and job satisfaction, ii) whether there is a need for the researchers and practitioners concerned with employees' satisfaction to pay more attention to the quality dimensions of information systems. The author also believes the findings of this research will have some important theoretical and practical implications that will impact both the academic and practitioners within the Information Systems community.