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A Study of the Organizational Critical Success Factors Affecting the Quality of IT Service

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ABSTRACT

Information systems have been a well researched topic based on their development, implementation, effectiveness, success and more recently Business-IT alignment. Of late, since the new model of IS function which includes a significant “service” component, there have been number of studies on “how to measure IT/IS service quality using the SERVQUAL instrument”. Our literature review, however, has revealed that there are few studies which provide a holistic view of which organizational factors affect the attributes of SERVQUAL and in what manner. In this paper, we first identify the individual organizational factors affecting the quality of IT service, and then develop a conceptual model to classify those factors and their relationships. The goal of our project is to study how those factors affect the quality of IT services and, with that understanding, to find ways to improve the quality of IT services. The proposed framework will facilitate organizations to judge the present state of their IT ecosystem and guide them to improve their IT service quality.

Keywords

IT Service Quality, Information Systems, IS Effectiveness, Critical Success Factors

Parkes et al.

User Behavior and Decision Making