

The State of Research on Information Systems Success – A Review of Existing Multidimensional Approaches

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Abstract

Measuring information systems (IS) success is of great interest to both researchers and practitioners. This article examines multidimensional approaches to measuring IS success and explores the current state of IS success research through a literature review and by classifying articles published between 2003 and 2007. Based on a total of 41 academic journal and conference publications, the relevant research carried out is identified, while the research results are categorized, consolidated, and discussed. The results show that the dominant empirical research analyzes the individual impact of a certain type of information system by ascertaining users' evaluation of it by means of surveys and then applying structural equation modeling. The DeLone and McLean information systems success model is the main theoretical basis of the reviewed empirical studies. This article provides researchers with a comprehensive review and structuring of IS success research. Furthermore, opportunities for additional development are identified and future research directions suggested.

Keywords

Information systems success – Information systems effectiveness – Literature review

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