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# UNDERSTANDING THE COLLECTIVE IMPACT OF SOFTWARE PROFESSIONAL'S SELF EFFICACY, PLAYFULNESS AND CREATIVE SELF EFFICACY ON INFORMATION SYSTEMS QUALITY

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## Abstract

*In this paper, we explore the relationship between three cognitive constructs, self-efficacy, playfulness and creative self-efficacy, and their collective impact on Information Systems Quality. We argue that successful information systems development requires creative problem solving skills, and that higher levels of creative problem solving skills are required during a climate of downsizing. Self-Efficacy, playfulness and creative self-efficacy are presented as three key constructs that induce creative problem solving. A research model to support our argument is constructed synthesizing relevant literature from socio-cognitive theory, downsizing and total quality management research streams. A proposed methodology to test the research model and the research implications are also presented.*

**Keywords:** Creative self-efficacy, information systems quality, downsizing, self-efficacy, playfulness.