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Back to results | 1 of 1

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Measurement of information system project success based on perceptions of the internal stakeholders (Article)

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Abstract

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In this research, adoption of the DeLone and McLean (D&M) information system (IS) success model and its adaptation with the project success theories were used to explore state of an IS project success and to examine factors which affect the success. A survey towards the internal project stakeholders in a university was carried out with a response rate of 48% (n=62). Partial least squares-structural equation modelling (PLS-SEM) analysis then was applied because of the sample size. Majority respondents (80.7%) represented that the success level is more than 50% where information quality, system quality, service quality, system use, and user satisfaction substantially explain 58.8% of variance in the success variable. Although, a numeral of the findings was reproducible with the prior studies, these findings also presented inconsistencies, particularly connected to aspects of information quality and organization utilization. Consequently, researchers and practitioners will remain firm to profit from the data catered in this study and it is hoped that future research will establish upon the findings described herein as efforts are pulled in to make the IS project success particularly in the sampled institution.

Author keywords

D&M model Information system PLS-SEM Project success Survey

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