Evaluation of Information Technology innovation effectiveness case of higher education institutions in Indonesia

Conference Paper

Abstract

Information Technology (IT) innovation implementation in an organization seems to be more challenging than expected. IT innovation adoption is relatively controllable, while the investigating wave of work of IT implementation is more difficult to control as it involves complex interactions among individuals, technology, and the environment. Similar to other organizations, higher educational institutions are also involved in IT innovation implementation. IT innovation can be seen as key variables to transform higher education, nevertheless, many IT implementation initiatives are far from successful. This study proposes an IT innovation effectiveness model for higher education institutions to investigate what are the factors that contribute to IT innovation effectiveness. The proposed model was based on the post-adoption stage of diffusion of innovation theory and Forn and Sweeney innovation implementation model. The model was adopted to the higher education context by including new variables. Using this survey method, the model was validated using a sample of 90 higher educational institutions in Indonesia. The findings of the study confirmed that top management support (TMS) influence successful IT innovation effectiveness (THE) both directly and indirectly through implementation policies and practices (IPP) and TMS. Consequently, top management bodies in the context of the HEIs in Indonesia should prioritize IPP first. This will enable implementation policies to influence successful THE. In a similar manner, the role of IPP is very important as mediator of the relationship between TMS and THE to achieve

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