

ABSTRACT

This paper is a pilot study intends to examine the composite critical success factors (CSFs) for implementation of information system (IS), from the perspective of user satisfaction. The composite CSFs are tested for their relationships to IS success and one another in order to evaluate which factors have a direct/ indirect impact on IS success.

Data were gathered from forty-three (43) respondents representing both Credit Management Division (CMD) and Credit Card Centre (CCC) departments in the headquarters of Hong Leong Bank. Their responses were used to develop a model of IS success.

The model shows that IS success determinants are closely related to three level of managerial activity, i.e. strategic planning, management control and operational control. This model can be used to assist the business community in the decision making process relating to the implementation of IS in the organizations.