Abstract

The purpose of this study is to develop a tool to evaluate an information system's effectiveness. In this case, the information effectiveness is measured in terms of the users' perception towards a particular information system.

This study concentrated on the Electrical and Electronics Manufacturing Industries. A total of 151 respondents from eight companies participated in this study. This study enables an organization to know the user's perceived performance, identify the weakness of the system and take appropriate actions to rectify the system and for future information system strategy planning.

The research findings showed that there were three main factors affecting the effectiveness of an information system. These three factors are: Information product quality, knowledge and involvement, and output quality.