Measuring Information System Performance in Public Sector: A Case Study in Pahang State Education Department

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ABSTRACT

It is crucial to evaluate IS performance and also to assess whether the IS in place within the organization meets the users' expectation. Therefore this study aims to measure the IS performance (end-user satisfaction) and its importance to the users in government sector particularly in Pahang State Education Department.

This study adopted the IS Success model developed by DeLone and McLean with specific focus on the relationship between end-user satisfaction levels. A total of 151 responses were obtained. Out of the total responses received, 9 were invalid or incomplete and such were rejected. Therefore, 142 responded questionnaires were used for the final analysis.

The specific objective of this study includes to identify the IS attribute (amongst systems quality, information quality and service quality) which is perceived to be most significant relationship in determining end-user satisfaction. Furthermore this study seek to examine the relationship between the perceived importance and the actual performance of the individual IS attributes and also aim to analyze the relationship between the demographic factors of the end-users and their evaluation of the overall IS performance. Finally this study try to carry out an importance-performance analysis on the identified IS attributes in order to identify the performance gaps requiring further action.

The findings discovered that system quality is the most significant relationship in determining end-user satisfaction. The results also found that there is a relationship between the perceived importance and the actual performance of the individual IS attributes. However, the study found that there is no significant relationship was found between the end user demographic factors of the end-users and their evaluation of the overall IS performance. Finally the subsequent IP map revealed that all twenty two IS attributes were performing below the end-users' expectations. The three variables with highest gap scores were "Able to provide precise information", "IS is up-to-date" and "Knowledgeable staff".

Finding from this study could give public managers the basis to perform a benchmark amongst the different IS applications. In addition, the results of this study at least can be considered by top level management in developing the future policies and strategies to exploit its information resources, to develop its information infrastructure, and to promote the utilization of IS for the purposes of achieving more effective growth of public services.

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