

عنوان مقاله:

The Effect of Information System on efficiency in The Iranian Governmental Organizations: An Investigation on the Business Processes

محل انتشار:

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خلاصه مقاله:

This research has studied the effect of information system on the efficiency in the Iranian governmental organizations. More specifically, it has studied and evaluated the effect on business processes. Three variables of these processes were chosen to view the significance and effect. These variables were: Internal Process Performance, Coordination, and Customer Concentration. Based upon the literature review, three hypotheses were formulated. Each hypothesis related to Information System Usage to enrich the efficiency of the three process variables. Nevertheless, this research has investigated the impact of some other dimensions which perhaps could influence the dependent dimensions. These dimensions include age, gender, nationality, years of experience in the Iranian non private sector, years of experience in the current organization, years of experience in utilizing IS, years of training in IS, position in hierarchy, level of education and years spent in current position in some particular governmental organizations. The research has found a significant statistical evidence for the relationship between the usage of information system in a process and increasing the efficiency of its Internal Performance, Coordination, and Customer Concentration. On the other hand, five of the ten additional dimensions were found to be valuable. Lastly, Research and practice contributions and implications of the findings were indicated

کلمات کلیدی:

information system, governmental organizations, developing countries, process, efficiency paradox

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