

A 1999

183

Information Systems Success Measurement

Edward J. Garrity
Canisius College

G. Lawrence Sanders
State University of New York at Buffalo



IDEA GROUP PUBLISHING

Hershey, USA • London, UK

Information Systems Success Measurement

Table of Contents

Preface

Edward J. Garrity
Canisius College

G. Lawrence Sanders
State University of New York at Buffalo

Chapter 1

Introduction to Information Systems Success Measurement 1

Edward J. Garrity
Canisius College

G. Lawrence Sanders
State University of New York at Buffalo

Chapter 2

Dimensions of Information Systems Success 13

Edward J. Garrity
Canisius College

G. Lawrence Sanders
State University of New York at Buffalo

Chapter 3

Developing a 3-D Model of Information Systems Success 46

J. Ballantine, University of Warwick
M. Bonner, Victoria University of Wellington
M. Levy, University of Warwick
A. Martin, University of Warwick
I. Munro, University of Warwick
P.L. Powell, University of Warwick

Chapter 4

Measuring Information Success at the Individual Level in 60

Cross-Cultural Environments

Michael Ishman
Niagara University

Chapter 5

Is It Time to Consider Legal Liability in System Success Measurement? 79

Janice C. Sipior
Villanova University

Burke T. Ward
Villanova University

William P. Wagner
Villanova University

Chapter 6

A Comprehensive Model for Assessing the Quality and Productivity 94
of the Information Systems Function: Toward a Theory for Information
Systems Assessment

Barry L. Myers
University of Southern Colorado

Leon A. Kappelman
University of North Texas

Victor R. Prybutok
University of North Texas

Chapter 7

A Conceptual Development of Process and Outcome User Satisfaction 122
Jonathan Woodroof
Middle Tennessee State University

George M. Kasper
Virginia Commonwealth University

Chapter 8

An Interpretive Approach to the Measurement of Information 133
Systems Success: From Concept to Practical Application
Panagiotis Kanellis
Brunel University

Mark Lycett
Brunel University

Ray J. Paul
Brunel University

Chapter 9

Five Small Secrets to Systems Success 152
Larry Coe
University of Illinois

Authors 166

Index 169