

## **Abstract**

Information systems have been a well researched topic based on their development, implementation, effectiveness, success and, more recently, business-IT alignment. A literature review has revealed that one domain (i.e., the IS service quality and its measurement) has gained considerable prominence in the last one and a half decades, after the recognition of significance of IS service quality in measuring IS effectiveness. However, there are still only few studies which identify the critical factors influencing the IS service quality from an organizational perspective. In this paper, using Giddens' theory of structuration, we identify the factors affecting the IS service quality and organize them into a conceptual integrative analytical framework. After presenting the conceptual framework, we discuss a case study to explain how the framework can be used to improve the quality of IT services in an organization. The proposed framework will facilitate organizations to judge the present state of their IT ecosystem and guide them to improve their IT service quality.

### **Citation:**

Naik, Ninand; Kim, Dan J.; Yang, T. Andrew; Yue, Kwok-Bun; and Al-Mubaid, Hisham, "Critical Factors Influencing the Service Quality of Information Systems: An Organizational View" (2009). *AMCIS 2009 Proceedings*. 416.