

The Delone and McLean Model: A Review and Reconceptualisation for Explaining Organisational IS Success

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Abstract : Though the revised DeLone and McLean (DM) model of IS success is found to be effective at the individual level of analysis, there is lack of consensus in regard to its effectiveness at the organisational level. This research reviews the DM model in the light of business/IT alignment theory and supporting literature, and suggests its reconceptualization. Specifically, arguments are made for augmenting it with business process quality. Business process quality, it is argued, captures the effect of intent to use, use and user satisfaction interactions, thus eliminating the need to capture their interaction effects in explaining organisational IS success. It is also argued that 'operational performance' driven by systems and business process quality, and higher order measures of organisational performance tied to operational performance are appropriate measures of 'net benefit'. Suggestions are made for reconceptualisation of the other constructs and an adapted model of organisational IS success is proposed.

Keywords : organisational IS success, business/IT alignment, systems quality, business process quality, operational performance, market performance

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