

THE EFFECT OF THE SUCCESS INFORMATION TECHNOLOGY ON THE QUALITY OF WORKING LIFE OF THE STAFF IN INDUSTRIAL ORGANIZATIONS IN IRAN

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Abstract

We examined the influence of the success of Information Technology (IT) on the Quality of Working Life (QWL). We first explored the success dimensions of IT/IS and also dimension of QWL. Then, we proposed a new model – managing IT for improving QWL model - to explain and predict the influence of IT's success on employees' QWL. Drawing on the previous literature, and the results of a series of case studies, the managing of IT to improve the QWL model, integrates several sets of factors that are influencing the improvement of QWL: organizational factors; quality of IT; employees' attitudes to IT; employees' use of IT; perceived usefulness of IT and QWL. These sets of factors are drawn from well-established frameworks (IS's implementation, IS's success and TAM models). Results from a survey involving 299 IT users in semnan province (Iran) indicate that a positive relationship exists between IT's success and QWL. The analysis provided strong support for the model, with 15 of 17 hypotheses which are supported. Path analysis was also used to test the research model. The study used theoretical and empirical evidence to propose a model and then validate it by using quantitative data from industrial organizations in Semnan. Finally the model was validated by path analysis.

Keywords: *Information technology; success of information system success; employee's attitude to IT; perceived usefulness; quality of working life.*

Introduction

IT is a universal technology and it influences all aspects and functions of organizations and has the potential to change the social and economical conditions of nations and countries (Avgerou, 2000). On the other hand, every organization, whether it is a multinational conglomerate, a small business, a religious institution, or government agency, depends on people. The key to success in this economy depends on the knowledge of the people: the reputation and greatness of organizations and big companies, is not more than the sum of the physical asset, but also by having a staff with knowledge and the required skills. Thus, people play a vital role in any organization's ability to meet its goals, so

it follows that assuring a high quality of work life is vital to attract and keep talented people, as well as in achieving better organizational performance.

Problem Statement

Both academics and practitioners recognize that the success of information technology can potentially be measured through its impact on work at the level of the individual end-user (Torkzadeh & Doll, 1998). As systems and technologies are being improved and developed, discussions on their effectiveness and evaluation on their success have been continuously debated

