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Determinants of Relationship Quality for IS/IT Outsourcing Success in Public Sector: A Bilateral Perspective

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Abstract:
Relationship has became an influential aspect for the success in IS/IT outsourcing. Although some studies have explored the issues of IS/IT outsourcing relationship in the past, these studies are limited to private sectors and are unidirectional in perspective. However, studies implicate that the issues related to private and public sectors should be addressed differently. The main purpose of this study is to examine a bilateral perspective of relationship between the service receivers of the public sector and the service providers by determining relationship quality factors and the outsourcing success. Based on the social perspective a relationship model is proposed to test the hypotheses. This study will serve as an useful guidelines in understanding how to develop a successful IS/IT outsourcing relationships for IT practitioners in the public sector that outsource IT/IS projects and the vendors undertaking those outsourced projects.