Abstract

During the last decades the use of information technology/systems (IT/IS) has been increased significantly. The increasing use of IT has resulted in a need for evaluating the productivity impacts of IT. In this paper we study the effects of investment in information technology on non-financial performance of the firms. Non-financial performance was measured using three factors of productivity, coordination and information ability. The results showed that
investment in information technology has positive effect on all sub-variables of productivity, coordination, and information ability except customer service in the productivity section and human resource in the coordination section.

Reference

Study of The Effects of Investment in IT on Firm’s Non-Financial Performance


National Bureau of Economic Research working paper # 8771 , Washington, DC.

**Index Terms**

- Computer Science
- Information Technology

**Key words**

- IT Evaluation
- IT investment
- non-financial performance
- PLS