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

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