Contractual and Relational Governance of IT Outsourcing Projects: A Proposed Research Model and a Pilot Study

By

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All interested are welcome
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ABSTRACT

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Organizations are under increasing pressure to exhibit the value of their IT outsourcing. However, previous IS outsourcing research studies failed to provide evidence on how IT client-provider relationships should be managed to ensure outsourcing success. This article draws on theories of transaction cost, social exchange and resource-based to develop a model examining outsourcing relationship governance mechanisms. Important determinants of contractual and relational governance and the effectiveness of the control mechanisms on different aspects of outsourcing success are examined. The pilot study of 50 IT outsourcing projects reveal some important findings.