

THE HONG KONG POLYTECHNIC UNIVERSITY  
DEPARTMENT OF MANAGEMENT & MARKETING

DEPARTMENTAL RESEARCH SEMINAR

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

By

**Steven Ren**

**Date: Friday, 26 September 2008**

**Time: 11:00 a.m. - 12:00 noon**

**Venue: M802**

**All interested are welcome**

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

## **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.