A Study on interorganization management about the project of information system building

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March 2001

Keywords: information system, customer satisfaction, interorganization theory and management, boundary personal

This is a research about customer satisfaction in constructing information systems

The conclusion obtained from the above consideration is in order to increase the customer satisfaction, it is important to fulfill not only transformer role but also coordinator role .

According to a "Research of Customer Satisfaction", which Nikkei Computer is performing, it turns out that it has seldom been satisfied to the information systems, which the vender company built. So we try to address how do system engineer(s) act to satisfy the customer in information system projects?

To solve my problem, we research the relationship between system engineers and the information-system section because of the importance of the boundary person between organizations

We have two issues. One is Why is there many *zure* between SE and information system section? Another is How do SE act to reduce *zur*e between SE and information system section? We consider the trouble that occurs in the systems construction at the viewpoints from spatial and time. Spatial viewpoint is Where is trouble occurred? Time viewpoint is When is trouble occurred? As a spatial trouble, it is that SE creates the system without dear understandings the client s requirements. "People in client company trust with the system construction and "people in the client company do not understand how to construct the information system." As a time trouble, it is that the needs of the client

company may change , Because it takes a long time to analyze and design phases, the information systems may not be completed as scheduled. We think one of the major factors in these troubles is the difference in images between SE and the information system section. Because inspire that SE created system with client s need, they had trouble. So we think that if we can decrease the difference between the images, the trouble in creating the information system would be reduced. In this paper, we call the image difference "*zure*".

As a result of the interviews, we were able to classify methods of reducing *zure* into seven categories. We analyzed seven categories by viewpoints of space and time. So they act to reduce zure between SE and information system section and reduce zure in the analysis and design phases

To the product without *zure* , SE have to reflect on the needs in the client company to product information systems. In other words, SE have to convert their needs into products. We call that conversion from these needs to product "transformer role". The transformer role was a role that argues for by the former in system engineers.

The transformer role is premised on the needs of a client company being in agreement. However, the needs of a client company may change with time and change with players. Therefore all though SE take up the transformer role , there are limits to correspond to change and the different needs of a client company.

To solve this problem we put forward the needs of the "coordinator role". The coordinator role means that SE reach a consensus about the client s needs. By the transformer role and the coordinator role , *zure* between SE and information-system section can be reduced and the trouble will not occurred in the analysis and design phases. Therefore, it is thought that the degree of customer satisfaction of a client company will grow up.

The conclusion obtained from the above consideration is ". In order to increase the customer satisfaction, it is important to fulfill not only transformer role but also coordinator role .