

## **The Impact of Service Quality and Partnership Quality on the Success of Business Outsourcing in Information System**

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### **Abstract**

Information systems outsourcing is emerging in Sri Lanka and lack of success in many of these contracts, which makes it necessary to study the factors determining that success. This paper proposes service quality and partnership quality as the key factors to achieve outsourcing success in Sri Lanka. Also it established a number of measures to value the degree of success reached by firms at outsourcing. Sri Lankan Information Systems Outsourcing industry has made significant progress over the last five years. The objective of the study to find the impact of service quality and partnership quality on the business outsourcing success in information system. The research framework extracts dependent variables (outsourcing success) and independent variables (service quality and partnership quality) relating to IS outsourcing success. Targeted population for the study is 30 companies and samples are collected one feedback for the designed questionnaire from one company which are operating under IS outsourced environment. Online questionnaire survey is conducted to gather the data and the hypotheses are tested using a multiple regression analysis. This empirical study provides basis IS outsourcing success and There is no any research conducted in Sri Lanka to find the impact of service quality and partnership quality on outsource success in IS systems. This research will helps to further identify the research gaps in IS outsourcing in Sri Lanka.

**Keywords:** *Information Systems, Information Systems Outsourcing, Partnership Quality, Outsourcing Success, Service Quality, IT-BPO- (Information Technology - Business Process Outsourcing).*