



IT & Productivity: A Two-edged Sword

Productivity Impacts of IT
&
Productive Use of IT

Fardad Zand

Umer Wasim

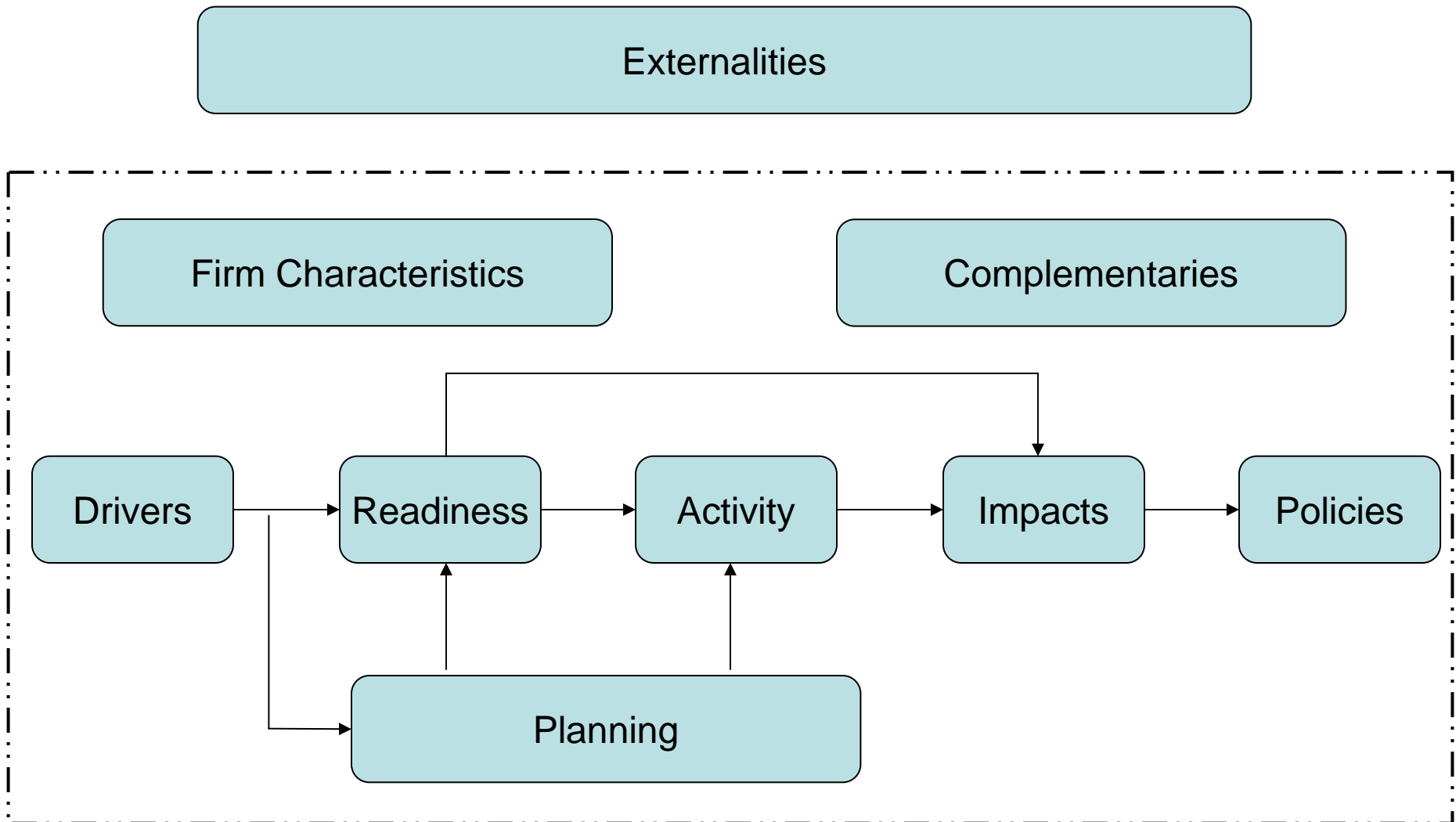
Economics of Innovation



Delft University of Technology

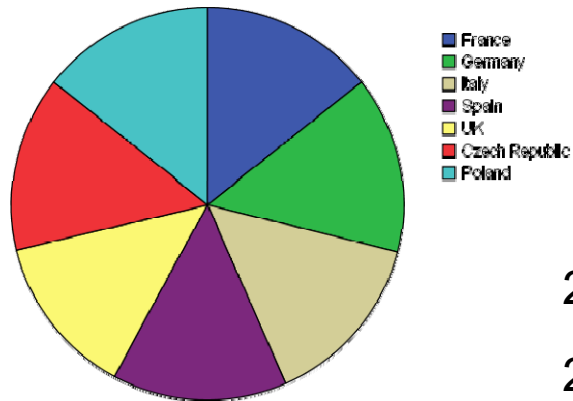
Research Motivations

1. Performance impacts of IT
2. Influential factors in the process of IT usage
3. Comparative study of countries and sectors
4. **Effective policies to boost IT productivity**



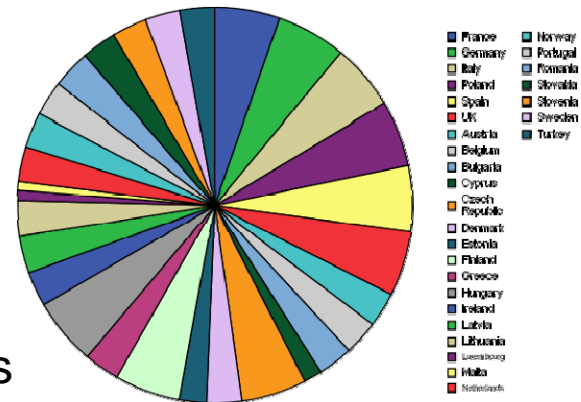
2005:
7 countries
10 sectors
5218 firms

eBiz W@tch 2005 - Countries

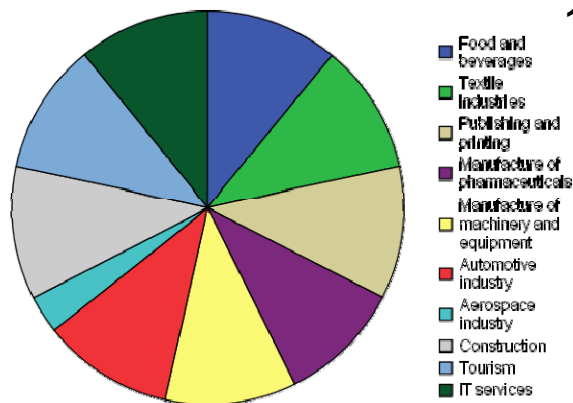


2006:
29 countries
10 sectors
14065 firms

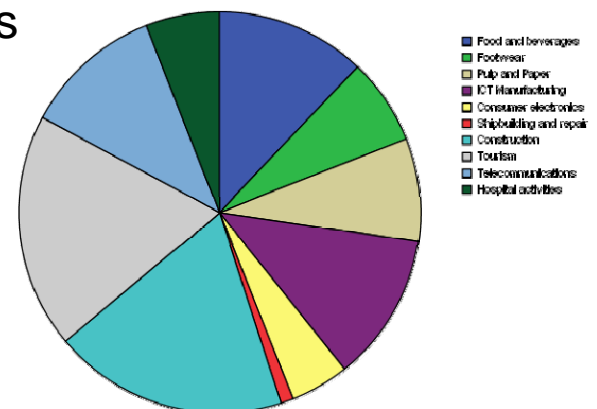
eBiz W@tch 2006 - Countries



eBiz W@tch 2005 - Sectors



eBiz W@tch 2006 - Sectors



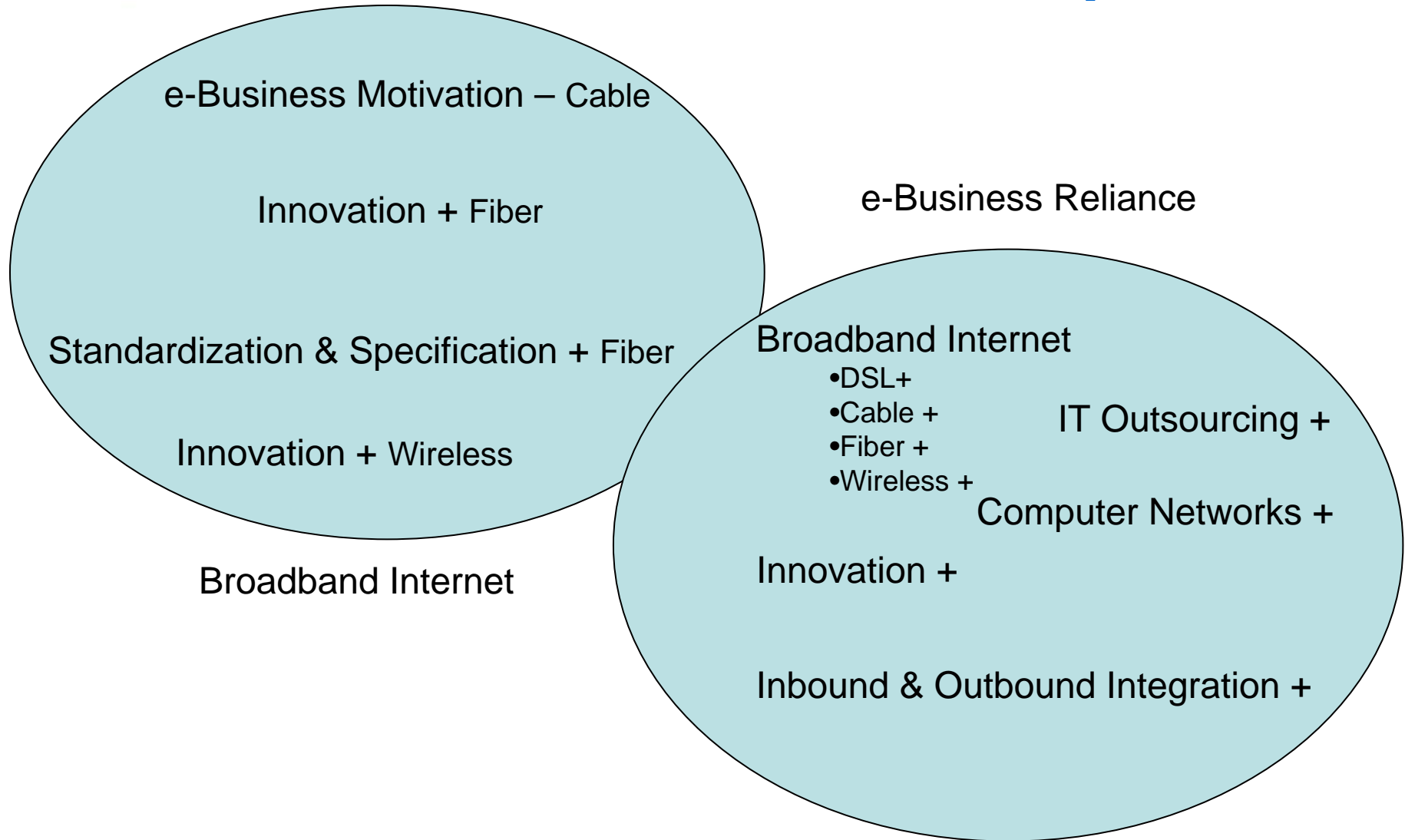
1. Literature review & Theoretical modeling
2. Data consistency checks
3. Operationalization of variables of interest
4. Confirmatory Factor Analysis (CFA)
5. Regression analysis
6. Comparative analysis
7. **Policy analysis**

Problems in the Survey

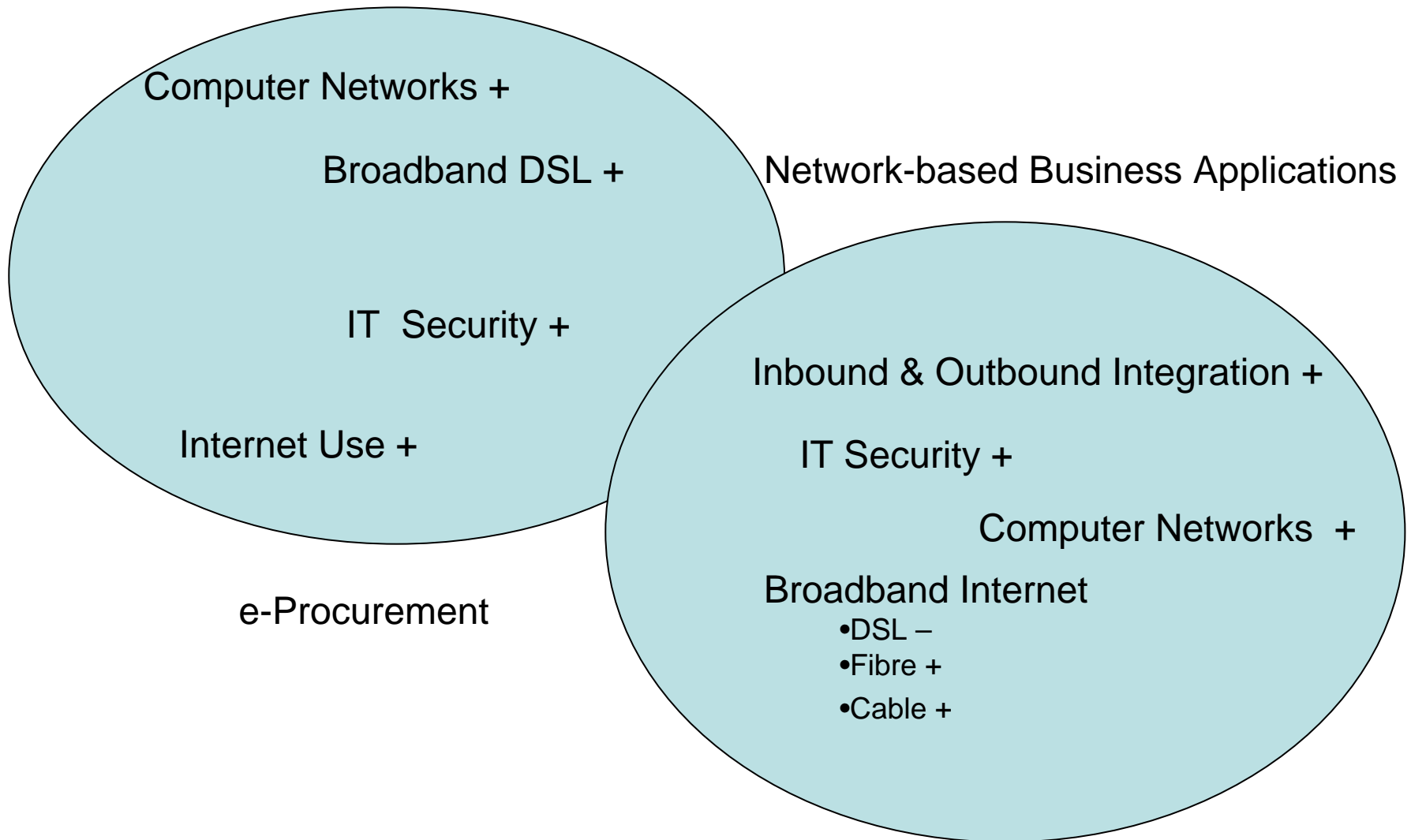
- Discrepancy in the survey structure
- No connection between surveys
- No data on production statistics
- Unclear wording of questions
- Inconsistency in precoding
- Logical inconsistencies
- Multiple versions



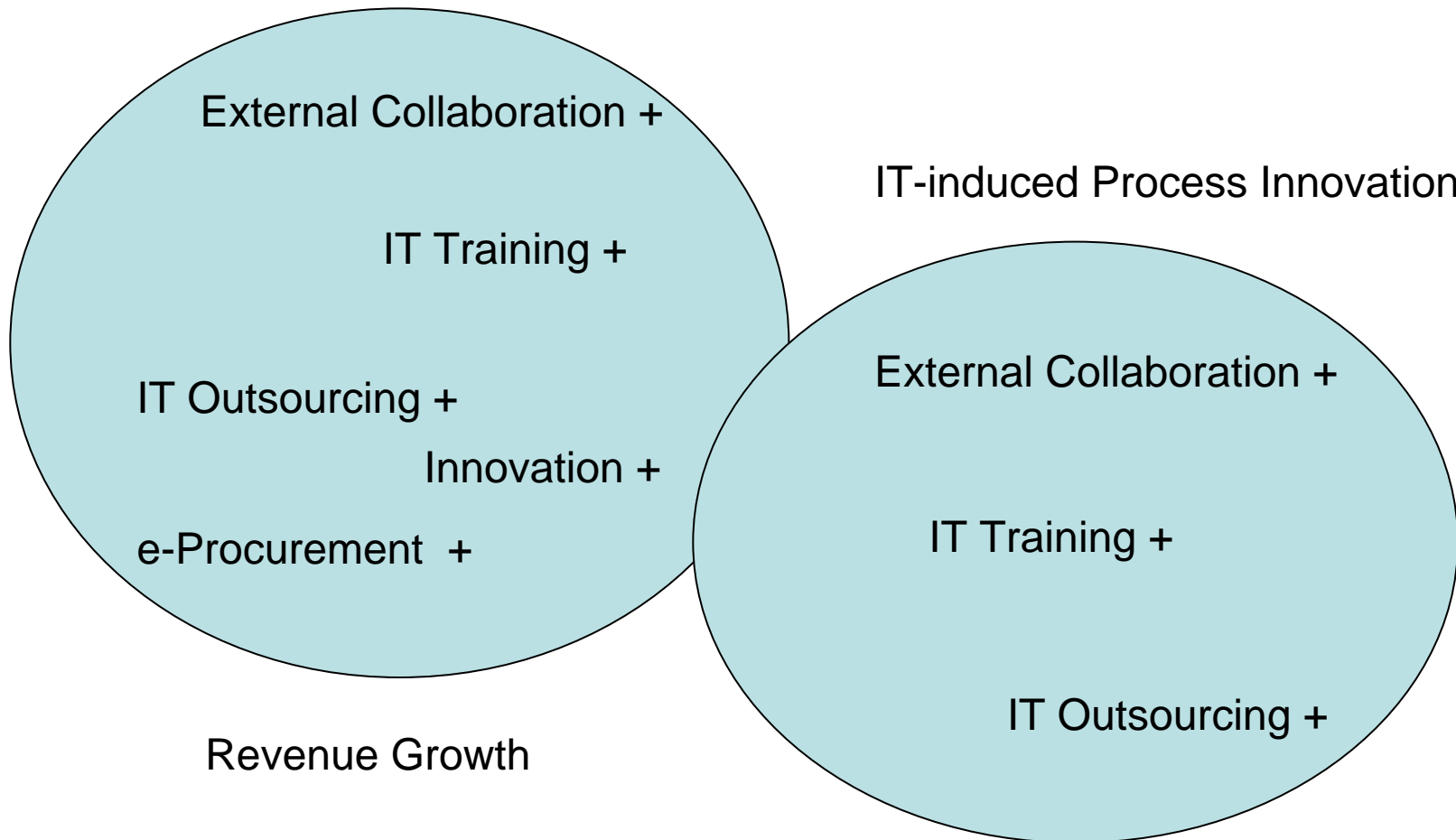
Drivers -> Readiness -> Impact



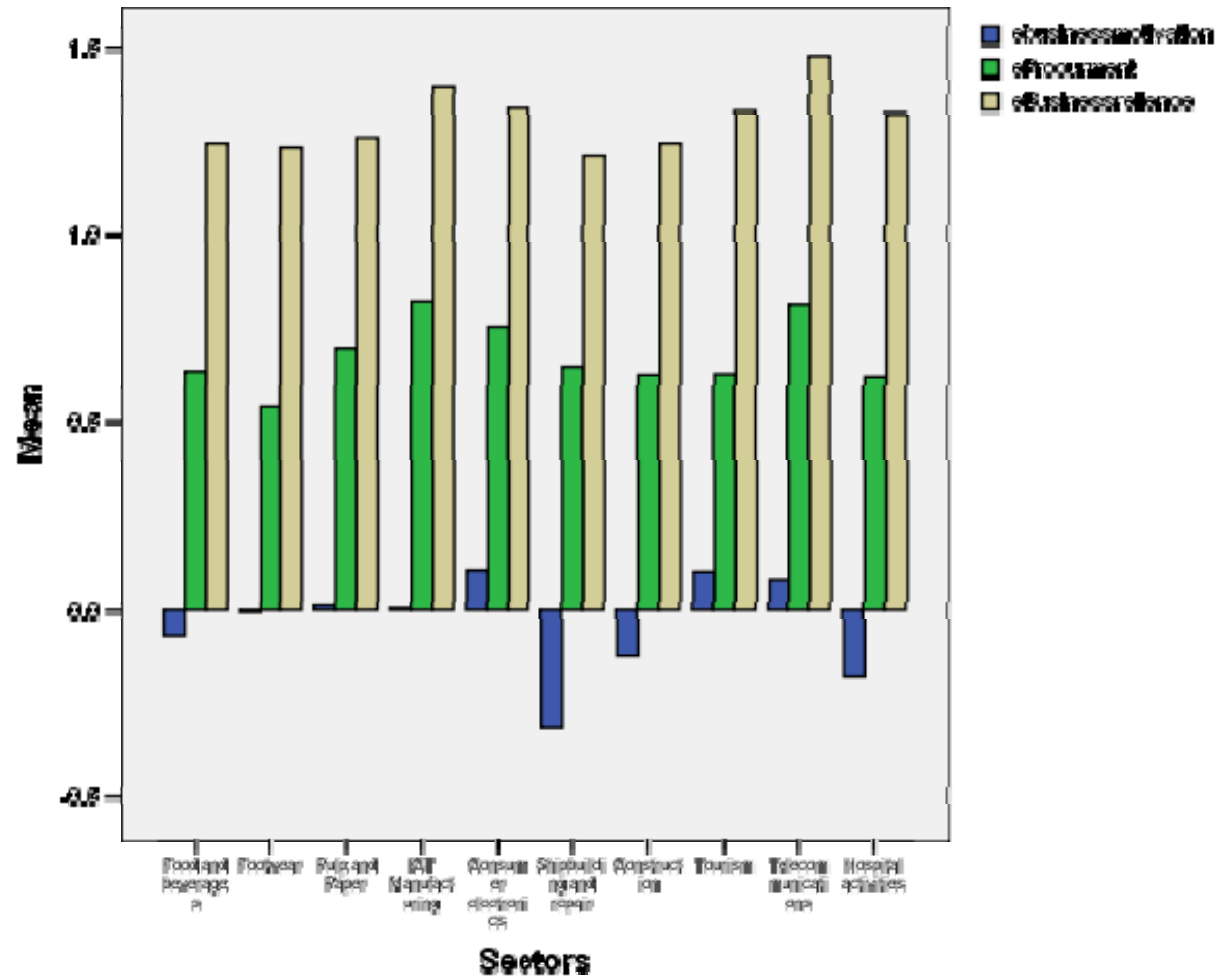
Readiness -> Activity



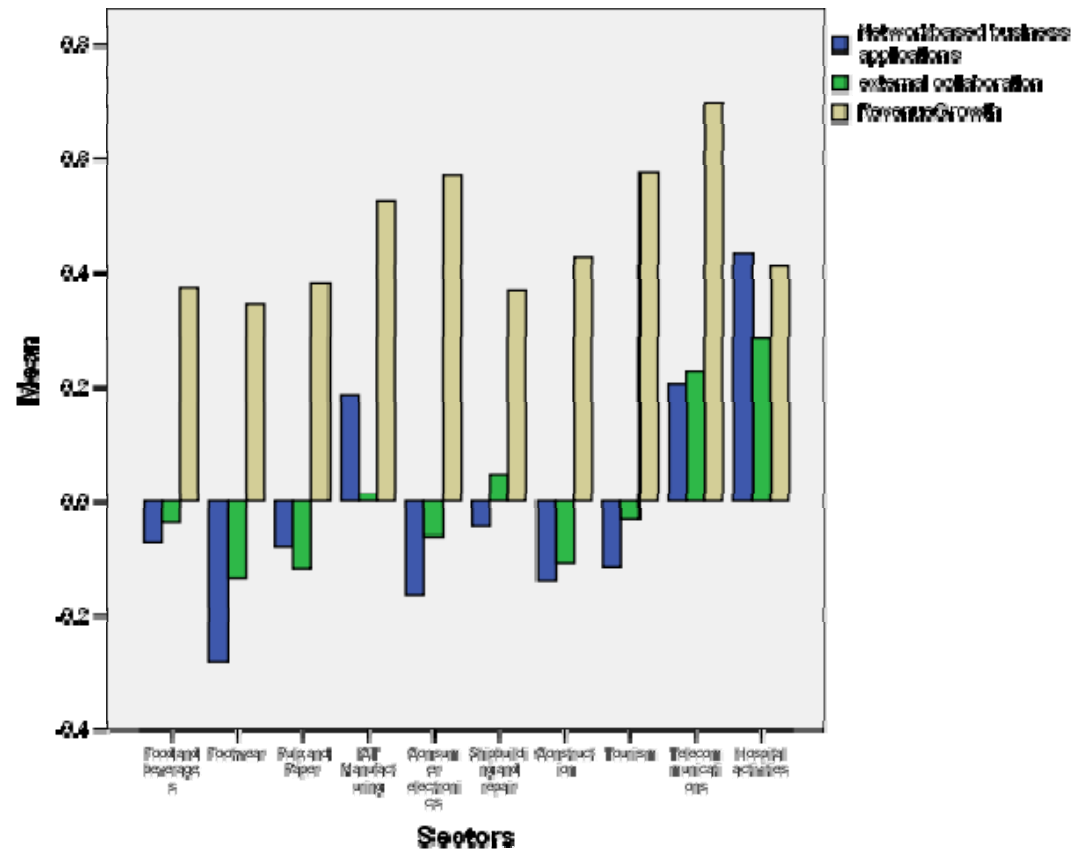
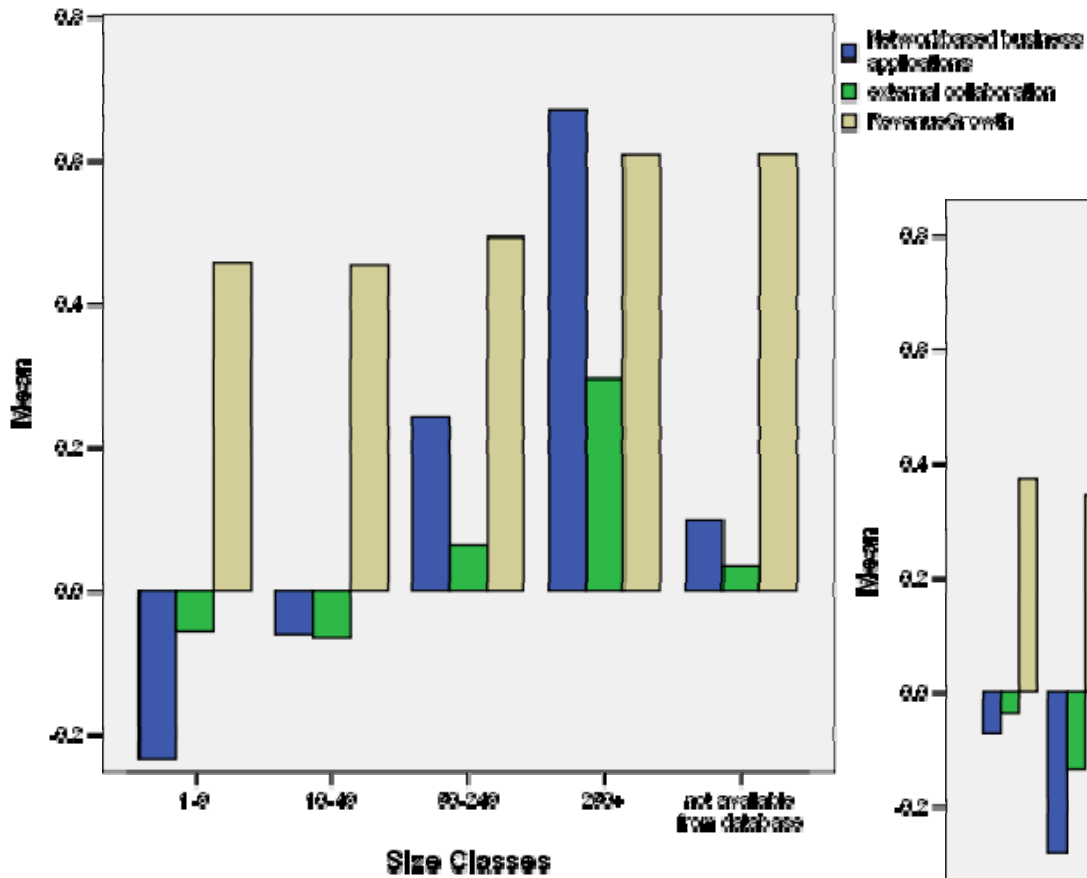
Activity -> Impact



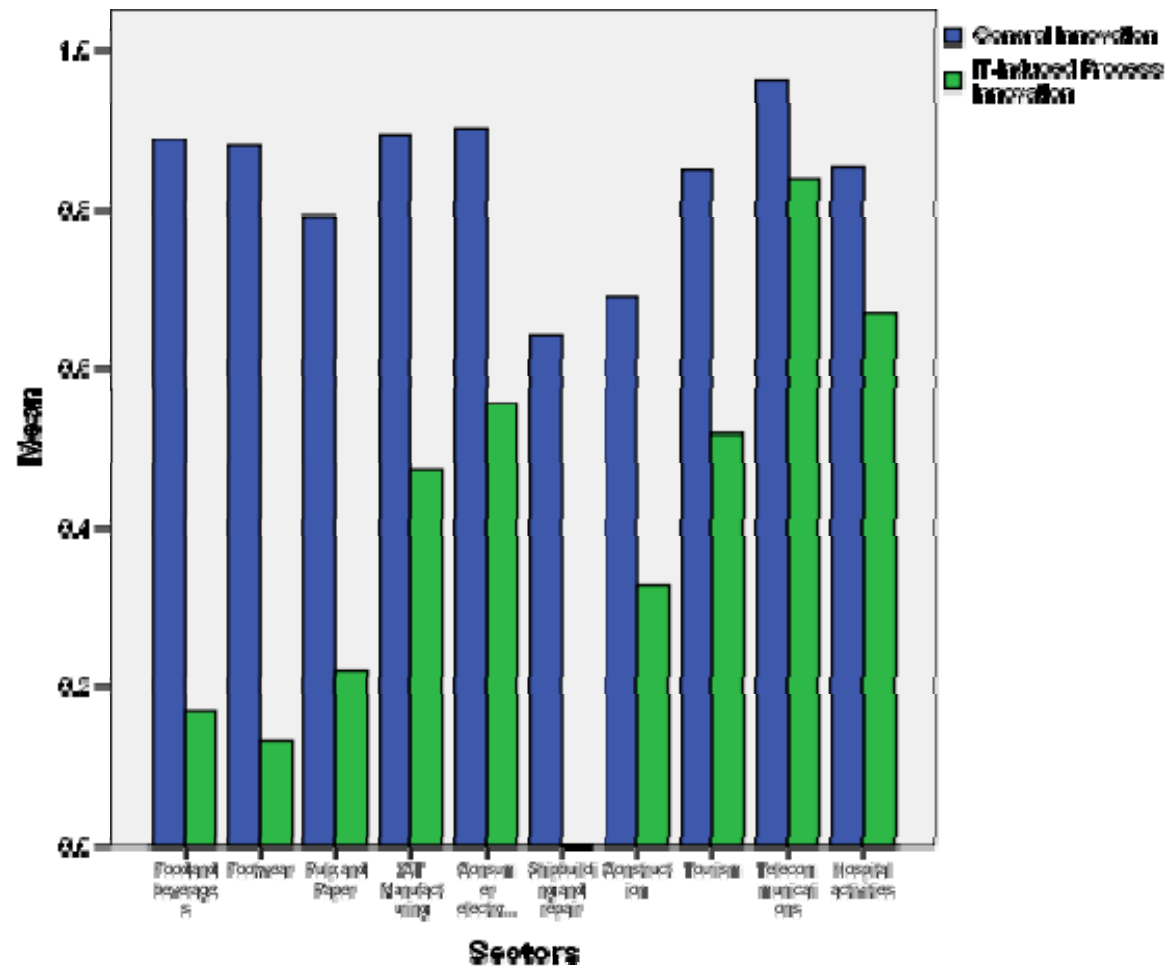
Results (1)



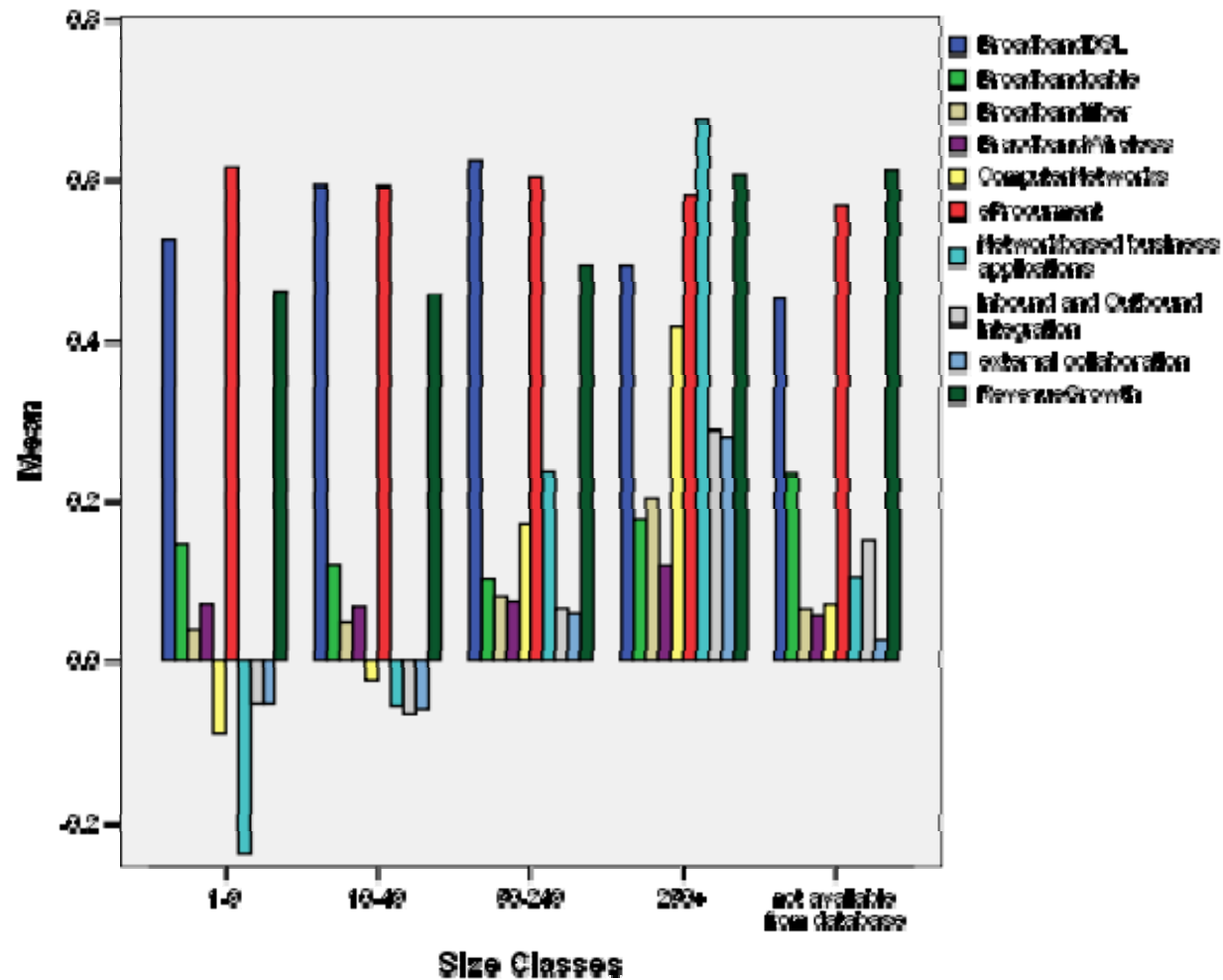
Results (2)



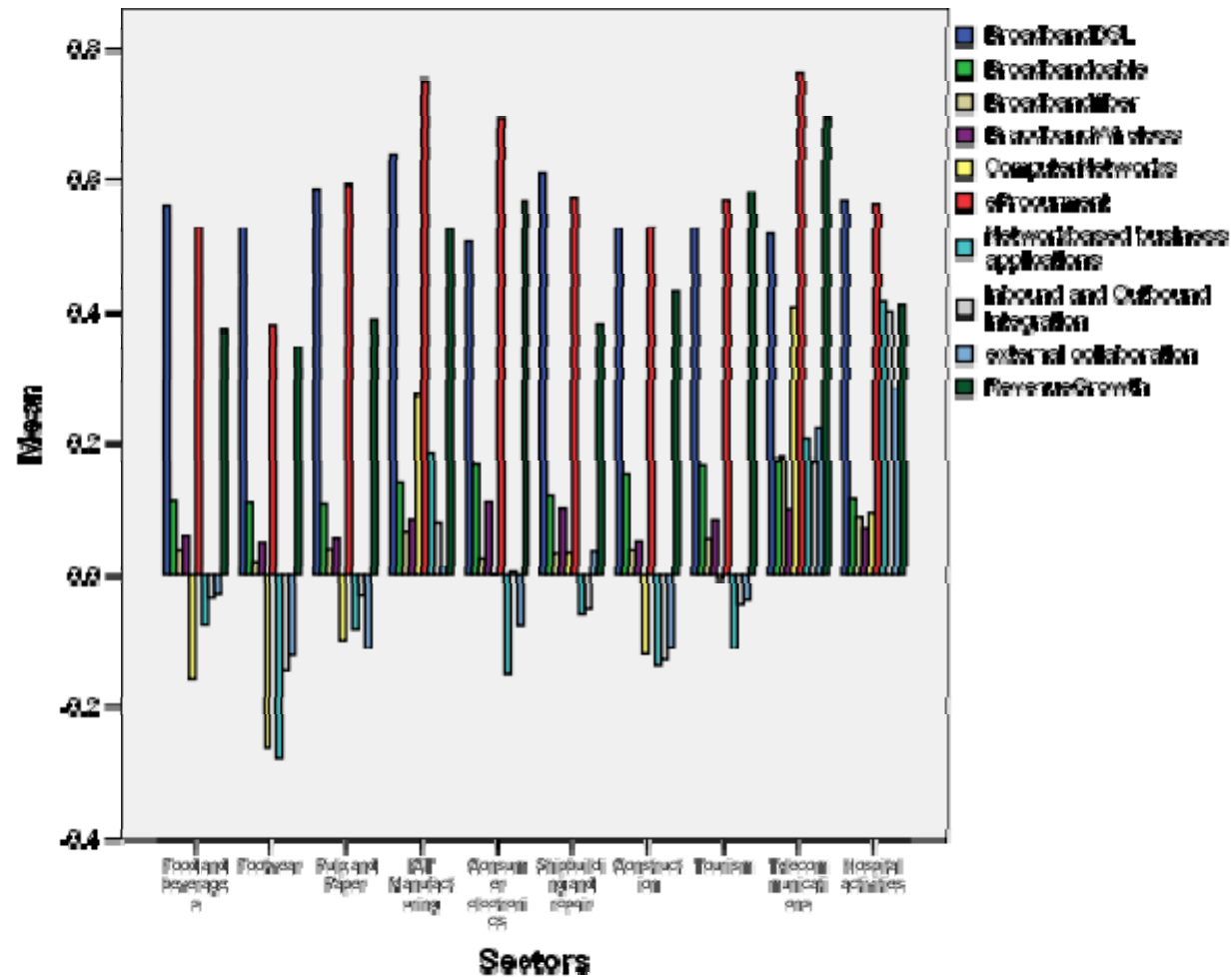
Results (3)



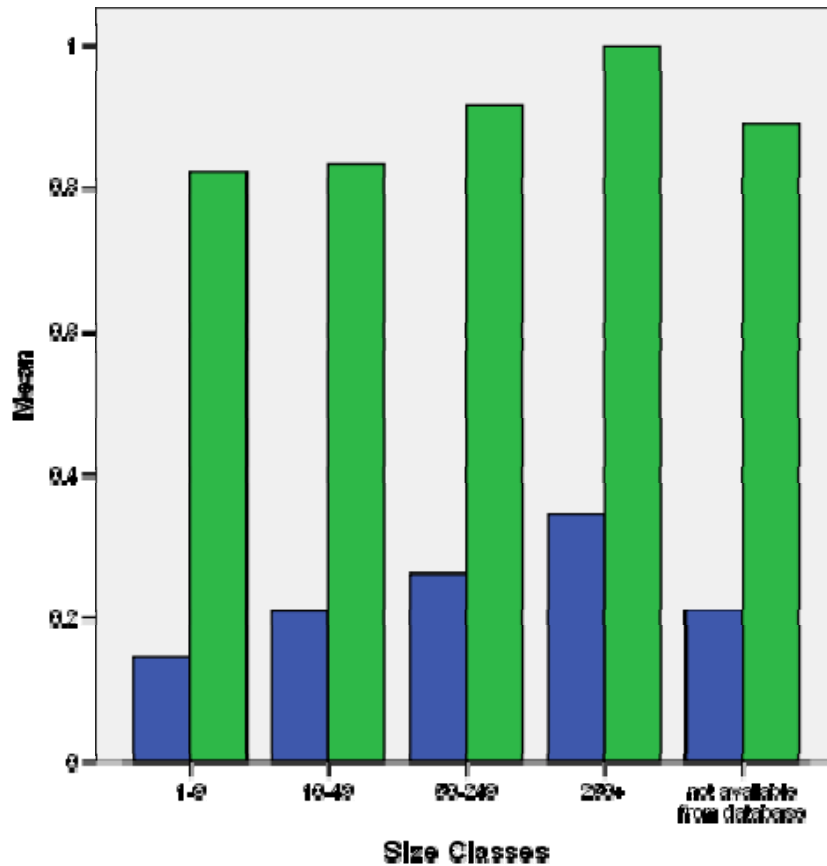
Results (4)



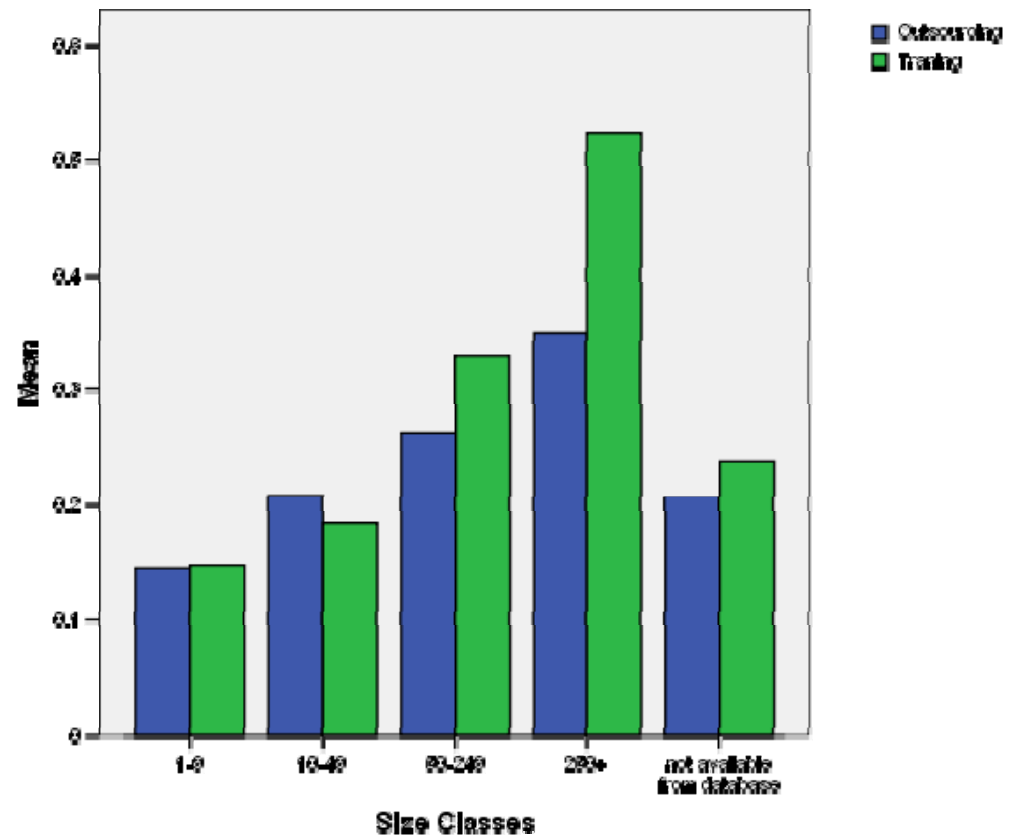
Results (5)



Results (6)

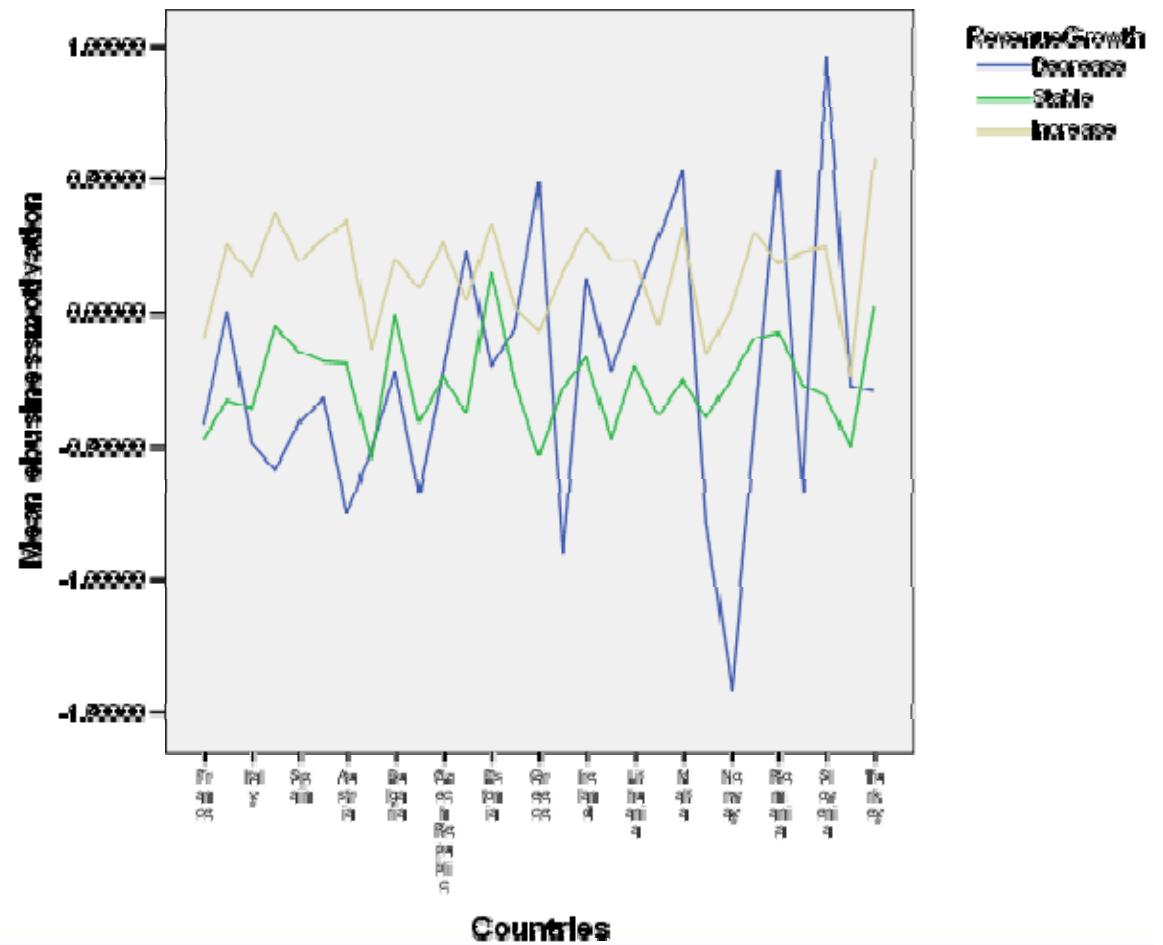
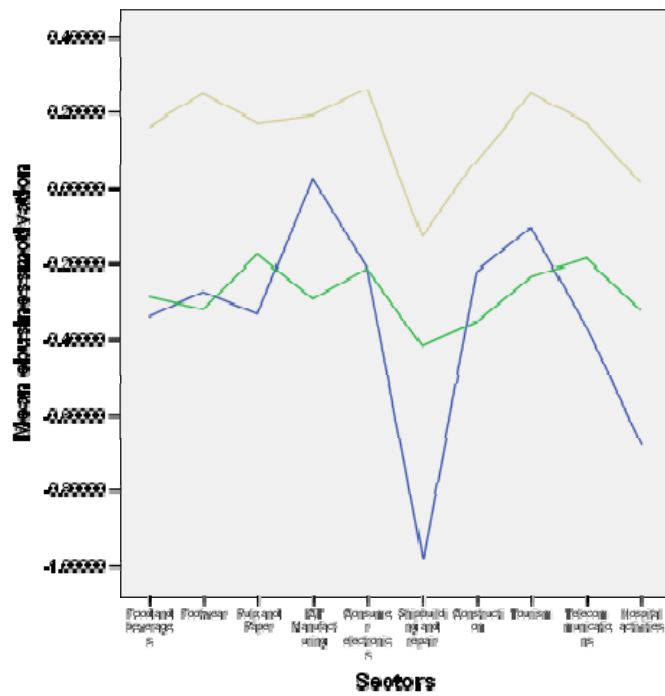


Outsourcing
eBusinessalliance



Outsourcing
Training

Results (7)



1. Prominent sectors: IT Mfg., Telecom, Hospitals
2. Laggards are: Shipping, Food/Beverages, Footwear
3. Intensive users: Medium and Large enterprises
4. Change your perception about **Outsourcing!!!**
5. Innovative firms **aren't necessarily** IT-induced innovative!
6. Infrastructures are forced (!) to be changed for productive eBiz
7. Successful **eBusinessmen** love: Training, Outsourcing & Security



Discussion



Thanks for your time and your attention.