

Modeling Management Information Systems' Success: a study in the domain of Further Education and Training

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Abstract

Capacity in and enhancement of critical, scarce and intermediate skills are seen as a national priority in South Africa. The Department of Higher Education and Training (DHET) in South Africa has prioritized the success of the Further Education and Training (FET) sector to meet this need for capacity development in critical, scarce and intermediate skills. Management information systems (MIS) are pivotal in the efficient and effective running of FET colleges. Therefore, the evaluation of MIS success is an essential spoke in the wheel of FET college success. The problem is that no MIS success evaluation model for FET colleges could be found. In this paper, we describe the development and testing of an evaluation model and tool for MIS success. Information system's evaluation theory and an analysis of FET policy documents were used to propose an initial success evaluation model and tool (questionnaire) for an educational environment (FET colleges) in South Africa. Using a quantitative approach the tool was applied in a survey at one public FET college to evaluate the success of the MIS deployed at the college. Findings from the survey lead to the refinement of the model which is also articulated in this paper and reflected as the SAFETMIS model. The paper is novel in proposing an IS theory based model and tool which can be used to evaluate MIS success at FET colleges and similar education contexts. The paper should be of interest to researchers in the field of Information Systems success evaluation and also to practitioners and managers in the field of Education.