

THE ROLE OF ORGANIZATIONAL SUPPORT AND PROBLEM SPACE COMPLEXITY ON ORGANIZATIONAL PERFORMANCE: A BUSINESS INTELLIGENCE PERSPECTIVE

Shin-Yuan Hung, National Chung Cheng University, 168 University Road, Minhsiung, Chia-Yi, 62102 Taiwan, syhung@mis.ccu.edu.tw

Kuanchin Chen, Western Michigan University, Kalamazoo, MI 49008-5412, kc.chen@wmich.edu

Mike Tarn, Western Michigan University, Kalamazoo, MI 49008-5412,, mike.tarn@wmich.edu

Mingsen Deng, Guizhou University of Finance and Economics, university City, Huaxi District, Guiyang, Guizhou, China, msdeng@mail.gufe.edu.cn

ABSTRACT

In today's business environment, BI systems are frequently bundled together or built with a good connection to existing ERP systems. Businesses implementing BI alone may not receive its full benefit if the necessary support structure and a fit of it to its problem domain are not in place. In this study, we explored organizational support and problem space complexity in three models (base, direct-effect and moderation models) to study BI's effect on organizational performance. The moderation model explains the most variance of the dependent variable – organizational performance. Problem space complexity had both a direct effect on organizational performance and the relationship between BI implementation and this dependent variable. Organizational support along with its first-order factors did not have statistical significance on organizational performance. The implications for academics and practitioners are provided.

Keywords: Business intelligence implementation, Business intelligence radicalness, Organizational performance, Organizational fit, Organizational support