



# **INFLUENCE OF KNOWLEDGE, TRAINING AND SKILL DEVELOPMENT ON SERVICE QUALITY OF THE INFORMATION SYSTEMS**

BY

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## Abstract

Paying due attention to "service quality" can help an organization to stand unique in relation to other organizations and gain a competitive advantage. Successfully implemented Information systems (IS) are the solution to the above managerial challenge in the current business environment.

Review of literature shed light on the elements that produce quality services in IS. Based on the framework introduced by Pratyush Bharati and Daniel Berg (2003) an attempt has been made in this study to develop a framework that will produce quality services in IS.

Quality System, Technical Support, Management Support and above all Knowledge, Training and Skill Development of personnel employed considered as the main variables that determine the quality service of IS. Work Experience, Staff Motivation and Work Efficiency have been identified as other intervening variables that induce the personnel to provide quality services through IS.

As such, the objectives of the framework developed in this research is to establish the above variables and identify the degree of their influence on service quality of IS, identify whether the personnel have sufficient Knowledge, Skills and Abilities to provide satisfactory quality services to the customers, eliminate uncertainty by providing information that improves decision making processes and make suggestions and recommendations if any, to remedy the situation.

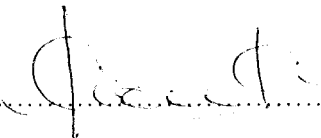
Analysis shows that customers are hardly satisfied with the services provided to them. Most IS are not operating at a satisfactory performance level. They are also not provided with adequate technical support, although the Project Managers state that they have given attention to it. Personnel who have attended training sessions have a better chance to improve their work efficiency, motivation and customer support



capabilities. Fund allocation for man power development varies by type of organization due to difference in managerial attention to it. Further, gender discrimination can be identified from the lower level of female satisfaction from the services provided to them.

## Declaration

I certify that this dissertation does not incorporate, without acknowledgement, any material previously submitted for a degree or diploma in any University and to the best of my knowledge and belief, it does not contain any material previously published or written by another person except where due reference is made in the text.

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To the best of my knowledge, the above particulars are correct.

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### **List of Abbreviations**

IS	Information Systems
IT	Information Technology
KSA	Knowledge Skills and Abilities
KTSD	Knowledge Training and Skill Development
SERVQUAL	Service Quality