

INFORMATION SYSTEMS (I.S) USAGE AND SUPPLY CHAIN PERFORMANCE: THE MODERATING ROLE OF SUPPLY CHAIN INTEGRATION AND MANAGERIAL COMMITMENT.

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Abstract

The purpose was to investigate Information Systems Usage on Supply Chain Performance. Specifically, the study investigated Explorative Information Systems Usage and Exploitative Information Systems Usage on Supply Chain Performance. Even though IS is an increasingly important element of academic research and discussions, there seems to be no consensus in the extant literature on the influence of IS usage on productivity and performance. Seeing the crucial role IS plays in achieving supply chain performance, the study sought to investigate the use of information systems usage (ISU) and supply chain performance (SCP), the moderating role of supply chain integration (SCI) and managerial commitment (MC). The study adopted a sample of 600. Data was collected from manufacturing firms across Ghana, and the study employed a sequential explanatory research design. The data analysis tool used was IBM SPSS version 22. The findings revealed that both Explorative and Exploitative Information Systems Usage impacted significantly and positively on Supply Chain Performance. Additionally, the study found that Operational Supply Chain Integration significantly and positively moderates the relationship between Explorative Information Systems Usage and Supply Chain Performance. The second moderator, Managerial (Management) Commitment significantly and positively moderated the relationship between Explorative Information Systems Usage and Supply Chain Performance. The findings of the study imply that, although Explorative and Exploitative Information Systems Usage had a significant and positive effect on Supply Chain Performance, the relationship might not always be direct. Thus, the relationship might be dependent on Operation supply Chain Integration and the level of Managerial commitment. In the context of this study, these results imply that operational integration and managerial commitment between partners can help influence the performance of supply chains.

Keywords: Explorative Information Systems Usage, Exploitative Information Systems Usage, Supply Chain Performance, Managerial Commitment, Supply Chain Integration, Information Integration, Operational Integration, and Relational Integration.