

IT外包中企业绩效的影响因素实证研究

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An Empirical Study on the Factors Influencing Firm Performance in IT Outsourcing

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摘要 在已有文献的基础上, 识别了关系治理的三个维度: 良好冲突处理、相互依赖和关系规范, 并从关系治理角度出发, 构建了IT外包企业绩效影响因素的概念模型。通过对北京、上海和西安三地20多家外包企业进行问卷调查, 利用结构方程模型进行实证分析。实证结果表明: 信任、承诺和知识共享对企业绩效有显著的正向影响, 其中信任和承诺对企业绩效的影响既有直接的影响又有间接的影响, 知识共享对企业绩效有直接的影响; 信任、承诺和知识共享具有很强的中介作用, 良好冲突处理和相互依赖以信任、承诺和知识共享为中间变量间接影响企业绩效, 关系规范以承诺和知识共享为中间变量间接影响企业绩效。

关键词: [IT外包](#) [企业绩效](#) [关系治理](#) [知识共享](#) [实证研究](#)

Abstract: On the basis of existing literature about relational governance and firm performance, three relational governance attributes, i. e. harmonious conflict resolution, mutual dependence, and relational norms are identified, and a conceptual model of the factors influencing firm performance in IT outsourcing is built. After investigating more than 20 IT outsourcing companies in Beijing, Shanghai and Xi'an, structural equation modeling approach is employed to analyse the conceptual model and hypotheses. The empirical research result shows that trust, commitment and knowledge sharing have significant positive effects on firm performance, and trust's and commitment's effect on firm performance are both the direct and indirect effect, and knowledge sharing's effect on firm performance is the direct effect. Trust, commitment and knowledge sharing have strong mediating effects, and harmonious conflict resolution and mutual dependence have indirect effects on firm performance with the mediating role of trust, commitment and knowledge sharing constructs, and relational norms has indirect effects on firm performance with the mediating role of commitment and knowledge sharing constructs.

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