

The measurement and assessment of the effectiveness of an informatics infrastructure project in a multinational manufacturing corporation

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Abstract.

The main objective of this paper is to create a model representing the way of the measurement and assessment of the effectiveness of an informatics infrastructure project in a multinational manufacturing corporation taking into account the effects of the project in an economic and financial dimension and also purposeful, behavioral, and systemic dimensions. Used qualitative research methods were a case study, participant observation, interviews, a survey, analyses of documents, and system data of the manufacturing company and its corporation. Quantitative research methods were statistical methods and a survey. Used statistical methods were horizontal and vertical analyses, descriptive statistics. A cost-benefit analysis was used as a praxeological method. As a result of the research process was created author's model that represents the way of the measurement and assessment of the effectiveness of an informatics infrastructure project in a multinational manufacturing corporation taking into account the effects of the project in an economic and financial dimension and also purposeful, behavioral, and systemic dimensions. The model has a universal character. It presents that the integrated information system implementation influences the efficiency of processes in the company, the efficiency has an impact on the number of people needed to provide services or the value of overtime costs. Whereas the indicators influence operating expenses. The value of subsidiary operating expenses influences the comparison of subsidiary operating expenses to the operating expenses of the entire corporation. The value of operating expenses influences the value of revenues measured by transfer costs.

Keywords: effectiveness, multinational corporation, SAP system