

An exploratory analysis of it training on business value - an evaluation of web infrastructure

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ABSTRACT

The paper evaluates the extent of Information Technology (IT) business value creation within individual organisations operating in Spain. It assesses, from a resource-based perspective, the effect of tangible and intangible IT resources (Web infrastructure and IT training) on improvements in business processes. This is considered through the subsequent interaction between business perspectives and electronic sources. The methodology involved a data source from W@tch survey 2005, which is an initiative launched by the European Commission for monitoring the adoption of IT and business activity. Interviews were also undertaken with decision-makers in enterprises through respondents responsible for IT. The results demonstrate that, as hypothesized, Web infrastructure is not positively associated with business value and that specific training does however have a positive and significant impact.

Keywords: Information technology, IT training, resource-based theory, business value.