

ABSTRACT

Evaluating the Effectiveness of a Project Management Information System in a Public Sector Environment

JoAnn Noel

This thesis evaluates the effectiveness of a project management information system in a public sector environment. The objectives of the research were to assess the quality of the system; analyze its effectiveness on individual and department performance; and provide recommendations for improved system performance.

A review of the literature provided insight into the different evaluation models used in the evaluation of information systems effectiveness. The choice of an evaluation model was based on its wide acceptance by information systems literary researchers, and its simplicity.

The methodology informed how the research was conducted through descriptive survey design. Questionnaires distributed collected quantitative and qualitative data for the research. The results showed the importance of the project management information system and suggestions proposed for an effective system.

Keywords: project management information system; information systems; IS evaluation; information systems success.