

# UNDERSTANDING SUCCESSFUL IT OUTSOURCING GOVERNANCE: A META-ANALYSIS

Shelly P.J. Wu, Department of Information Management, National Sun Yat-sen University,  
Kaohsiung, Taiwan, R.O.C., ceci.wu@gmail.com

Detmar Straub, Department of Computer Information Systems, Georgia State University,  
Atlanta, GA, USA, dstraub@gsu.edu

Ting-Peng Liang, Department of Management Information Systems, National Chengchi  
University, Taipei, Taiwan, R.O.C., tплиang@faculty.nsysu.edu.tw

## Abstract

*Contractual governance and relational governance have been recognized as main determinants for IT outsourcing success, a research area long been studied by IT scholars. Due to the diversity of research accumulated over 20 years on information technology outsourcing (ITO), findings from the overall body of empirical ITO literature have been difficult to summarize and analyze. Although many researchers have contributed their efforts to outsourcing research reviews, a complete understanding regarding the strength of these two governance mechanisms on IT outsourcing success is still missing. In addition, prior review research failed to identify and empirically test a significant moderator to explain the variations found across different studies on IT outsourcing success. By conducting a meta-analysis of 32 empirical studies, we are able to provide strong supports for the proposed relationships and extend prior review research by adding quantitative information to show the relative importance of each governance mechanism on the success of IT outsourcing, as well as to explain the variances of empirical findings across different studies.*

*Keywords: Contractual governance, Relational governance, IT outsourcing success, Meta-analysis.*