6. Concluding Remarks and Future Research Work

This research reviews the existing approaches in measuring tangible and intangible IT assets and then points out the IT capital which is a new concept to integrate the existing approaches in order to tackle the measurement and quantification issue. We develop a set of dimensions and indicators to assess IT capital and conduct the interviews with IT managers of six high-tech manufacturing companies to examine indicators. Based on the indicators, in conclusion, we find that there are particular characteristics of IT capital in these high-tech companies. These characteristics are also the same as the scores which were gathered from the IT managers to provide the validity of the indicator development. As was previously stated, the first five indicators in dimension of IT input are “IT application level,” “Problem handling,” “PC/NB per person,” “IT Personnel expenditures” and “IT budget.” The first five indicators in dimension of IT output are “the contribution to business process,” “the contribution to cost reduction,” “the contribution to supplier/customer relationship,” “the requirements of supplier/customer relationship,” and “the contribution to innovation.” We find that the case companies pay attention to the application of IT and ability to solve problem, and they expect IT to reach the goals of process efficiency improvement and cost reduction for the companies.

Finally, in further research, we need to take more case studies to empirically test IT capital performance indicators, and to demonstrate the usefulness of our indicators in other industries. Besides, we will take a broader sample of firms to collect more empirical data to test and provide more effective evidence for the validity of the indicator development.