

**THE IMPACT OF INFORMATION SYSSYM QUALITY AND INFORMATION
QUALITY ON INTERNAL ORGANIZATIONAL EFFICIENCY- A
COMPARATIVE STUDY BETWEEN STATE AND PRIVATE SECTOR BANKS
IN AMPARA DISTRICT**



BY

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ABSTRACT

This study focuses on the impact of information system quality, information quality on internal organizational efficiency in state and private sector banks in Ampara district. Thus, the study objectives are to investigate the level of system quality, information quality and internal organizational efficiency, to identify the relationships among system quality, information quality, and internal organizational efficiency, and to identify the impact of information system quality and information quality on improving internal organizational efficiency in state and private sector banks in Ampara district. This study eliminates the empirical knowledge gap in the Ampara district concerning this topic. And for this purpose, the survey questionnaire was considered as a tool to get responses from 151 banking staffs. In this study, the statistical tools that used to analyze the levels of variables are Mean and Standard Deviation values, while relationships were measured by Pearson Coefficients and Simple Regression and Multiple Regression Analysis.

Moreover, the results shows significant positive relationships among all the variables, by denoting a positive relationship between system quality, information quality and internal organizational efficiency. Hence, this study helps especially banking staffs understand system quality, information quality and internal organizational efficiency relationships in order to face and reduce the customer service problems in their organizations in an effective, efficiency and practical manner.

Keywords: System Quality, Information Quality and Internal Organizational Efficiency

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