

# **Governance of information technology–business relationship quality and performance outcomes**

## **Abstract**

The purpose of this research is to develop a comprehensive model for identifying the nature of relationship between information technology governance, IT-business relationship quality and performance outcomes. The questionnaire survey method was used to collect data from the Jordan Customs Department. The results indicated that IT governance has a direct positive effect on IT-business relationship quality. IT governance was also found to have a direct positive effect on performance outcomes as a whole. The findings support is the success of practitioners in their efforts to provide the necessary conditions for building a healthy IT-business relationship and improving the performance outcomes of IT adoption.