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Abstract
Most of the previous reseachers have focused the cross organizational E-services on the supply chain integration in manufacturning industry, it more scarcy to have similar studies applied in the service industry. Nevertheless, the applied procedures of cross organizational E-services can across business, government, and customer…etc. So this study choosing the financial institute loan department as an empirical object, using the balance score card as a framework for measuring performance dimension, and conducting the study by questionniare surveys. Then we analyze the collected data and do the hypothesis testing by EXCEL and SPSS 10.0.
The study results showing that, there are three levels of cross organizational E-services in the financial institution loan department: “Organization procedure database inquirement and exchange, organization procedure participation, and organizaiton procedure sharing;” the first level used most, the third level used least. The influnantial fators of the cross organizational E-services in the financial institution loan department include organization characteristics (organization size, centralizaiton, and formalization), organization cultures (supporitive, performative, bureaucratic), and electroinization implemting factors (top management supports, cost concerns, scenarios causes). In general, higher centralizaion and formalization tend to the supporitive organization culture result. More the top management supports and higher the perceptions of customers and compititors, then more the weight of the applied cross organizational E-services. Also, if the higher applied cross organizational E-services in the financial institution loan department, then the organizaiton is better in the finance, customer, and internal process constructs.
Keyword: Cross Organization, Influential Factor, Organization Performance, Financial Institute Loan Department, Blance Scorecard.
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