Description: Increasingly, outsourcing companies decline to renew their contract automatically at the end of their duration (Whitten et al., 2010). Furthermore, only a very few contracts are renewed in sole-sourcing contract negotiations and switching IT outsourcing suppliers is becoming more common (Kien et al., 2010). Within these renewal decisions, client organizations need to take into account the key impact factors for contract renewal and provider switching like selection cost, knowledge transfer processes and overall switching cost (Olzmann et al., 2012 and Shi, 2015).

Goal of the master thesis: Based on a thorough literature analysis and research model development, the major goal of the master thesis is the analysis of the key impact factors related to contract renewal decisions in information technology outsourcing. The empirical analysis will be grounded on an already conducted survey with client organizations in the Netherlands. The expected outcome of the master thesis will be a framework on contract renewal decisions in ITO.

The master thesis will be supervised by the University of Cologne (Nikolaus Schmidt) and the Manchester Business School (Erik Beulen). The language of the thesis (and all related communication) will be English. In case of interest, please send a short mail to Mr. Schmidt and Mr. Beulen.

Einstiegsliteratur


