

# Decision Making Delays with regard to IT Investments in Sri Lankan Organizations

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## Abstract

*This study investigated the reasons for decision making delays in Sri Lankan organizations with regard to their IT investments. Primary data for the project was gathered through a questionnaire which included ninety eight (98) managers. This was supplemented by interviews with five key officers directly involved in making decisions on IT investments. The factors contributing to decision making delays in order of importance were: the lack of management support, resistance to change, reliability of vendors and solutions, complexity of the decision making process and expectation of price reductions. Assigning a senior manager such as a Chief Technological Officer or a Chief Information Officer to represent the IT function at Board level and introducing technology through a well - planned change management initiative are presented as measures that would help to minimise the current delays in the decision making process.*

**Key Words** : Organizational Decision Making, Delays in Decision Making, IT investments, Top Management support.

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