Factors Affecting the Completion of Information Technology Projects in Sri Lanka

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Abstract

Sri Lanka's Information Technology (IT) industry which has recorded significant growth in export earnings in recent years is saddled with problems relating to project completion. This study aimed at understanding the critical factors underlying project success. The study was based on a survey undertaken in ten IT companies and included 136 respondents. While winning more clients and projects is essential for company survival, the study showed the necessity for top management to devote more time and effort to (i) clearly understand project objectives and deliverables (ii) improve the accuracy of estimations and risk assessment (iii) adequately equip teams with necessary expertise (iv) provide inspiring leadership and (v) institute effective control mechanisms. IT professionals need to sharpen their management skills. Inter-firm learning too needs to be enhanced. Failure to provide high quality services will only compel international clients to look to other destinations such as India, China, and Mexico for such services.

Key Words: *Sri Lanka's IT Industry, IT Project Completion*

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