

CHAPTER 06

CONCLUSION AND RECOMMENDATIONS

6.1. Introduction

This chapter contains the findings, recommendations, implications, and the limitation of the study.

6.2. Findings

The concept of SISP is very important to all most all other sectors in Sri Lanka. Success and survival depend on the extent to which the organization can plan information systems strategically. If the organization is competent to overcome the competitors and implement the plans to enhance the system activities, they can win the market. The banking sector was selected for the study with the intension of experiencing a mature IT usage and having enough work ground when compared to the other sectors in the country.

The problem of the research was that the degree of organizational commitment which contributes to the success of SISP in the banking sector in Sri Lanka. In my study based on the theoretical information, conceptual framework is developed to test the relationship of the success of SISP with other independent variables such as sufficient resource allocation, organizational support, key people stay on SISP from start to finish maintaining the continuity, management control, management expectation, high credibility, and organizational commitment.

According to the findings, it is substantiated that there is a strong positive relationship between SISP success and OC in the banking sector in Sri Lanka. Hence, the following independent variables do not show the relationship with SISP success and they are management control and key people stay on SISP from start to finish maintaining the continuity. Other variables such as sufficient resource allocation, organizational support, management expectation, and high credibility show a strong positive relationship with SISP success. According to the research it was indicated that the success of SISP depends on the higher OC in banking sector in Sri Lanka

6.3. Recommendations

There are bureaucratic delays due to both insufficient resources available in the public sector and the availability of too much of resources. Due to bureaucratic delays most government banks were unable to compete with the private sector banks. During these delays business objectives, stakeholders are change and also insufficient resource allocation for planning may prevent the SISP objectives. Over controlling the SISP process is a problem. To rectify the above, a proper target must be given to the planning groups; there by they will move on in a successful direction to achieve SISP success.

Implications and Further Studies

This study confirmed that the management controlled for SISP and key people stay on SISP from start to finish maintaining continuity can be detrimental the SISP success. In future the research could attempt to explain why the above two became detrimental factors for SISP success.

Future researchers could also consider other factors such as team involvement, senior management involvement on SISP success. Especially in Sri Lankan context no prior research has been conducted in the field of SISP. It is the best opportunity to conduct the research without sticking to the banking sector and considering the other sectors in Sri Lanka.

Findings are limited to Sri Lankan context and its Socio-cultural, political, and legal environmental situations are differing from the developed countries. Further researchers can conduct cross sectional researches are the social contexts and SISP success in the banking sector.

6.4. Limitations of the Study

The study was limited to investigate the OC factors such as sufficient resource allocation, organizational support, key people stay on SISP from start to finish maintaining the continuity, management control, management expectation, and high credibility of the banking sector in Sri Lanka. These are not only the factors for determining the OC in the banking sector in Sri Lanka. This analysis was a cross-section of study by nature. Additional research is suggested to carry out longitudinally in order to valuate the impact of the variables over a period of time. Longitudinal studies using quantitative and qualitative techniques are required in order to

understand the changes in the five variables over the time. The study was conducted among the sample of IT executives and IT managers as a whole, which did not include different types of workers such as users, managers in the other departments, and other executives etc.. The subjects are the users of the IS and also their ideas may change the results of the study.



University of Moratuwa, Sri Lanka.
Electronic Theses & Dissertations
www.lib.mrt.ac.lk