

Influence of Executive Perception of Role of Information Technology: A financial institution perspective

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Abstract

Decision-making in organizations is influenced by the perception of executives in management roles. Information Technology (IT) investment budget forms a significant portion of the overall budget in organizations. These investment decisions are made by executives who perceive IT to play certain roles in supporting organizational objectives and missions. It is critical to understand these perceptions about IT that allow resources to flow (or not) towards critical IT solutions and maintenance. This study explores the perceptions of high-level executives about the role of IT in an organization's success. A case study is performed at a financial institution in the northeast region of the United States. The results indicate that there are four types of the dominant role of IT, as suggested by the data. These are 1) IT as a strategic partner, 2) IT as a support function, 3) IT as a facilitator, and 4) IT as a business enabler. Further analysis suggests that the role of an executive in an organization is related to how they perceive IT's role. This study also suggests that the CIO reporting structure in an organization might influence how the role of IT is perceived in an organization. Implications for research and practice are drawn, and future research directions are suggested.

Keywords: IT role, strategic IT, IT enabler, IT support, IT facilitator, qualitative, case study

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