

**ETHICAL DECISION MAKING IN AN INFORMATION
TECHNOLOGY CONTEXT:
INFLUENCES ON THE BANKERS IN SRI LANKA**

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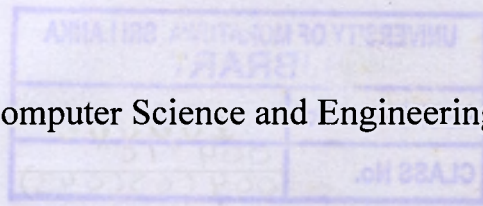


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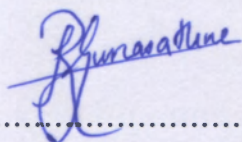


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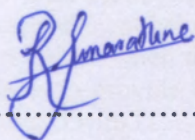
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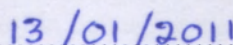
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ABSTRACT

Use of Information Technology (IT) in business revolutionized over the last few decades and more and more businesses increasingly rely on their computer based information systems to handle their business operations. Studies indicate that the unethical, inappropriate or illegal behaviour of the information workers, who misuse computers and information systems of their organization, has caused serious consequences with billions of losses to the business and with damage to the society in large. Therefore, much emphasis has recently been given to understand the ethical behaviour of individuals and the factors that could influence such behaviour.

The present study links the diverse literature in the field of ethical behaviour research, in order to recognize specific characteristics that are associated with, and might influence the ethical/unethical behaviour intention of bankers of the Licensed Commercial Banks (LCBs) in Sri Lanka, when they are faced with ethical dilemmas while using IT. Further, this study attempts to provide the bank managements with guidelines, in managing ethical problems associated with IT.

The significant findings from previous studies serve as the foundation on which the theoretical framework for this research is built upon and the hypotheses are formulated. A questionnaire instrument was developed and administered among 307 bankers of leading LCBs in Sri Lanka, using simple random sampling techniques.

According to the research findings across all scenarios, banker's Attitude and the Personal Normative Beliefs significantly explain the intention to behave ethically/unethically. It is important to note that the significance of the factors that influence the behaviour intention, varied along with the ethical scenario faced by the individual, as well as the importance perceived towards the particular ethical scenario in question.

This research concludes that in addition to the monitoring and detection measures that are enforced in the banks, deterrent measures should also be adopted, to encourage and promote ethical behaviour among the bankers.

Keywords: IT ethical behaviour, ethical dilemma, perceived importance, planned behaviour, reasoned action

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LIST OF ABBREVIATIONS

Abbreviation	Description
DIT	Defining Issues Test
HR	Human Resources
IS	Information Systems
IT	Information Technology
LCB	Licensed Commercial Bank
PBC	Perceived Behavioural Control
PNB	Personal Normative Beliefs
TRA	Theory of Reasoned Action
TPB	Theory of Planned Behaviour



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