

Impact of Facilitating Conditions on System Acceptance Behavior: With Special Reference to Public Sector Projects in Sri Lanka

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Abstract

In spite of conducting proper systematic investigations, most of Sri Lankan public sector organizations migrate to computer based information systems from manual/semi-manual information systems. However, majority of the new vicissitudes in the new system would not be accepted by those who suggested the change after implementation. Furthermore, according to the theory of planned behaviour (TPB) (1991), the actual behaviour is determined by behavioral intention but then again, the acceptance behaviour of public sector employees cannot be explained completely. According to the TPB behavioral intention reinforced by perceived behavioral controls is having a positive impact on actual behaviour. However, TPB is not explaining completely why the positive intention to change the systems in the proposal stage is negatively affecting the implementation stage. Therefore, researcher wants to explain how facilitating conditions are moderating the relationship between intention to change and rejection behaviour. The qualitative deductive approach will be used in the study. The unit of analysis would be individuals. Moreover, the population of the study is recently system changed, public sector organization employees. Sample was drawn from the population based on snowballing sampling technique. The operationalization of the quantitative survey will be done based on existing literature while SEM will be used in data modeling. This study will provide insights for both executives and scholars in Sri Lanka. Executives require research based knowledge to overcome this dilemma while the scholars need the insights to explain the moderating behaviour of facilitating conditions.

Keywords – *Facilitating Conditions, Public Sector, Sri Lanka, Theory of Planned Behavior*