The Application of Information Technology and Decision – Making Behavior in Jordanian Organizations under the National Culture, Competitive Conditions, and Uncertainty

Abstract

As foreign investors and multinational corporations directed their investments to the countries that have the appropriate infrastructure, Jordan has sought recently to promote the use of information technology (IT) in order to attract direct foreign investments and attain competitive advantage. Thus, this study has tow aims. First, is to evaluate how far the information technology (IT) is used in Jordanian organizations to facilitate work processes, update communication tools and obtain information. Second, is to evaluate Jordanian managers’ behaviors in decision-making and utilizing information, on light of their national culture, competition and uncertainty conditions. Data were collected from a random sample of (235) managers working in (12) organizations, by means of a questionnaire containing (31) questions comprising eight main factors. Results revealed that Jordanian organizations and managers use information technology appropriately, although some still prefer getting the information needed by means of traditional methods. Results also revealed that competition and uncertainty factors had more impact than the national values on the managers’ behaviors in decision-making and information sharing.

Keywords: Information Technology, Decision-making, Jordanian Organizations, National Culture, Competition, Uncertainty.