

ANTECEDENTS AND CONSEQUENCES OF INFORMATION TECHNOLOGY GOVERNANCE: INSTITUTIONAL AND STRATEGIC CHOICE PERSPECTIVES.

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Abstract

Information technology (IT) governance has been of interest to practitioners and academies in recent times. Nonetheless, firms, especially those with weak governance culture, do not practice the basic principles of IT governance in a formalized approach. Organizations that give attention to IT governance have been met with varied challenges. This may contribute to the inefficiencies in IT governance with enormous consequences including firms spending unjustified amounts of money on IT with less compelling results. These trends provide the author of this dissertation with an opportunity to investigate the antecedents and consequences of IT governance from an institutional and strategic choice perspective. An understanding of antecedents and consequences of information technology governance will help management realize the board-specific factors that can lead to the realization of more return on IT investments through effective IT governance. An investigation of how factors like the duality of board, IT competence of board members, digital maturity and organizational size affects the firm's IT governance has potential in leading effective IT risk assessment. The research is based on a mixed-method research design. A cross-sectional survey design was used to get 380 responses from respondents who occupy top-management positions in the banking sector of Ghana using questionnaires. This corresponds to a retrieval rate of 62% for the quantitative study. A case study was used as the qualitative research design for this part of the study. A face- to-face interview data collection approach was used in sourcing for information from twelve (12) top management team members using a semi-structured interview guide developed by the researcher. Five main hypotheses built the foundation for the statistical analysis. The results are developed through various methods. From the objectives of the study and the results obtained, the researcher makes several recommendations. For instance firms seeking to undertake effective IT governance and minimize IT risks within the banking sector of Ghana should consider: the use of digital tools to promote employee innovation, collaboration, and mobility and; there should be clear and quantifiable goals for measuring the success of a firm's digital strategy.

Keywords: Information Technology, IT governance, IT risk assessment, Digital Maturity, Strategic Choice Theory, Institutional Theory.