

**Survey Of the Use of Information Communication  
Technology Tools in CIMB Bank for Decision making**

**Submitted by**

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## **Abstract**

Nowadays, most people use the internet and other forms of information and communication technology to do their business for the purpose of better services. Also people are looking for services that can be not only affordable but also accessible anywhere anytime. Many business organizations are using ICT in various purposes, mainly being performing their activities effectively. The main objective of the study is to investigate the use of ICT tools in business organizations for decision making. The study aims to perform a survey in order to determine the extent of the use of ICT as well as factors associated with the applications among private business offices operations within CIMB Bank, Kedah.



# **Chapter 1**

## **INTRODUCTION**

### **1.1. Introduction and Background of the Study**

According to Hedelin and Allwood, (2002), the growth of Information communication Technology (ICT) is one of the development sectors that has been witnessed in different industries that provides an easy and cheaper ways in generating and sharing of information as a resource for the decision making within an organization. The industries such as banking and finance by their nature, always need accurate information for the proper operation of their functions, therefore they have the greatest impacts due to advancement in ICT. ICT simplifies the process of decision making for all organizations that has adopted it regardless of public or private sector. In this proposed research we try to find out the relativity of using the information and communication technology (ICT) tool to assist in decision making in the private business organization working within CIMB, Kedah.

Malaysia is one of the politically sound and thus is able to focus on other agendas to ensure economic stability and prosperity. Economy is not complete without any reference to ICT for growth and development for economic in Malaysia. The term ICT was first mentioned by the government in the Eighth Malaysia Plan (2001-2005) replacing the widely use of the term information technology.

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