

**The Use of ICT Tools for decision making within private
business organizations in UUM**

**By
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Theses submitted to the centre for gradate studies, University Utara Malaysia, in
fulfillment of the requirement for Degree of Master of Science Management

DECLARATION

I declare that all the work described in this dissertation was undertaken by myself (unless otherwise acknowledged in the text) and that none of the work has been previously submitted for any academic degree. All sources of quoted information have been acknowledged through references.

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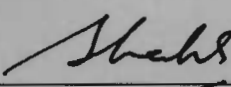
**THE USE OF ICT TOOLS FOR DECISION MAKING WITHIN PRIVATE BUSINESS
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ABSTRACT

The Use of ICT Tools for Decision- Making within Private Business Organization in the UUM obtained the easy way for the different organizations working with UUM. However the ICT tools among the organizations support the other integrations with the external and the internal integrations, such as the decision making tools, that obtain the flexible process during the organization progress, otherwise the study try to discover the various patterns of these integrations. Furthermore, the Use of ICT Tools for Decision- Making within Private Business Organizations in UUM implemented in these organizations to evaluate the usefulness of these tools.

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CHAPTER ONE

INTRODUCTION

1.1 Introduction and Background of the Study

The development in the ICT sector has made it easier and cheaper to store, reuse and share valuable information than to have to reinvent it as it is needed (Hedelin and Allwood, 2002). Issues related with related to ICT have been extensively researched over recent years and positive impacts of using ICT is undoable agreed by all. ICT are shaping many industries, often by reshaping how information is shared. Information intensive industries such as banking and finance by their nature have the greatest impacts due to advancement in ICT. ICT for decision making are now a day widely used by organizations both in public and private sectors. Here in this proposed research we will try to find out the relativity of using of the information and communication technology (ICT) tools for decision making in the private business organization working within UUM.

It has been 50 years since Malaysia broke free from the claws of colonialism. The journey of progress and development relatively smooth despite some bumpy rides here and there, which are not uncommon. Compared to many countries, Malaysia is better off

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