

**ADAPTABILITY OF VOICE OVER IP (VoIP)
TECHNOLOGIES IN SRI LANKAN ENTERPRISES**

**MASTER OF BUSINESS ADMINISTRATION
IN
INFORMATION TECHNOLOGY**



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ADAPTABILITY OF VOICE OVER IP (VoIP) TECHNOLOGIES IN SRI LANKAN ENTERPRISES

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The Dissertation was submitted to the Department of Computer Science & Engineering of the University of Moratuwa in partial fulfillment of the requirements for the Degree of Master of Business Administration in Information Technology.

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December 2004

DECLARATION

I hereby certify that this research report and all the articles associated with this are my own and it had not been submitted before nor is currently been submitted for any other degree program. Wherever materials from other resources have been used, due recognition has been given by acknowledging the source.

Name of the student: Chaminda Lakdeep Lewke Bandara

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ACKNOWLEDGMENT

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ABSTRACT

With the emergence of converged technologies many companies have looked to make use of these technological advancement for the betterment of their business operations. The aim of this research is to empirically study the adaptability of VoIP technologies for Sri Lankan enterprises. The study attempt to identify the main factors, which influence the benefits of VoIP technologies. It also tries to analyze how different parameters of the above factors contribute towards the perceived benefits of VOIP technologies The research model developed by Udo and Davis (1992) for his analysis of “Factors affecting decision support system benefit” was used in this analysis. The study shows that mainly Industrial, Organizational, Technological and User factors affect the benefits of the VoIP technologies and hence the adaptability of the same for Sri Lankan enterprises. Also the study has identified how some the parameters of the above main factors affect the benefits of VoIP.



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