

# The SAGE Encyclopedia of Quality and the Service Economy

## Information Technologies and Management

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# Information Technologies and Management

Properly implemented, information technologies may improve the quality of information. However, organizations are often concerned with the introduction of new information technologies, without paying attention to the quality of information, that is, the type and amount of information generated, the way information can be related, or how it may be communicated. So some researchers have argued that organizations need to implement and develop a system that gives information the necessary characteristics to be defined as quality information.

The relationship between information technologies and organizational management is complex and has been subject to multiple meanings. The amazing development of information technologies in the past decades and the widespread access to these technologies have brought not only benefits but also difficulties to organizations. Issues related to the management of huge amounts of information, information quality, information communication, and information control are a few examples of new problems that organizations have to address. This entry focuses on the opportunities and challenges that information technologies present for management, primarily with regard to ensuring information quality, and describes a model for quality management.

## Role of Information Technologies in Management

Information technologies constitute the set of production means and information communication that support managers in collecting, storing, and using information in the management of organizations. Yet information technologies as a rule generate only data, which cannot actually be taken as information, because they have to be interconnected, interrelated, and put into a context. Thus, technologies are, so to speak, the first link in the value chain that also integrates information, its use, the knowledge that it generates and disseminates, and the actions that stem from that knowledge.