Fase Perkembangan
TEKNOLOGI INFORMASI

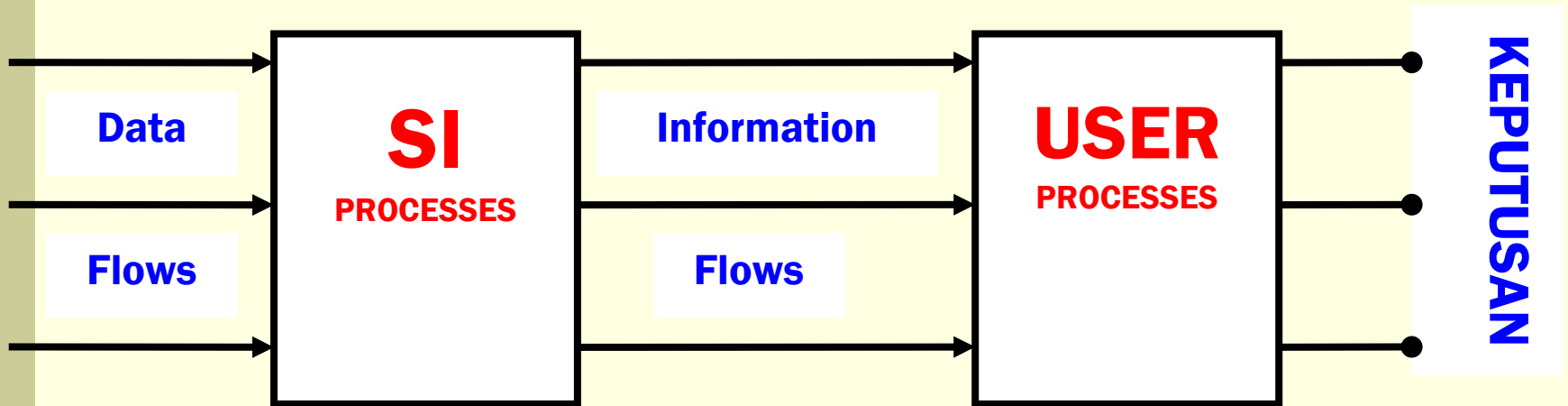| Manual | Alat Bantu | Komputer | Internet | Multimedia |

Manfaat Informasi

- Meningkatkan pengetahuan
- Meningkatkan efisiensi
- Meningkatkan produktivitas
- Mengurangi ketidakpastian

Five Main Resources

- Man (personnel)
- Material
- Machine
- Money
- Method
- Information (and data)
  - Information-based decision making

Komponen Dasar Sistem Informasi (SI)

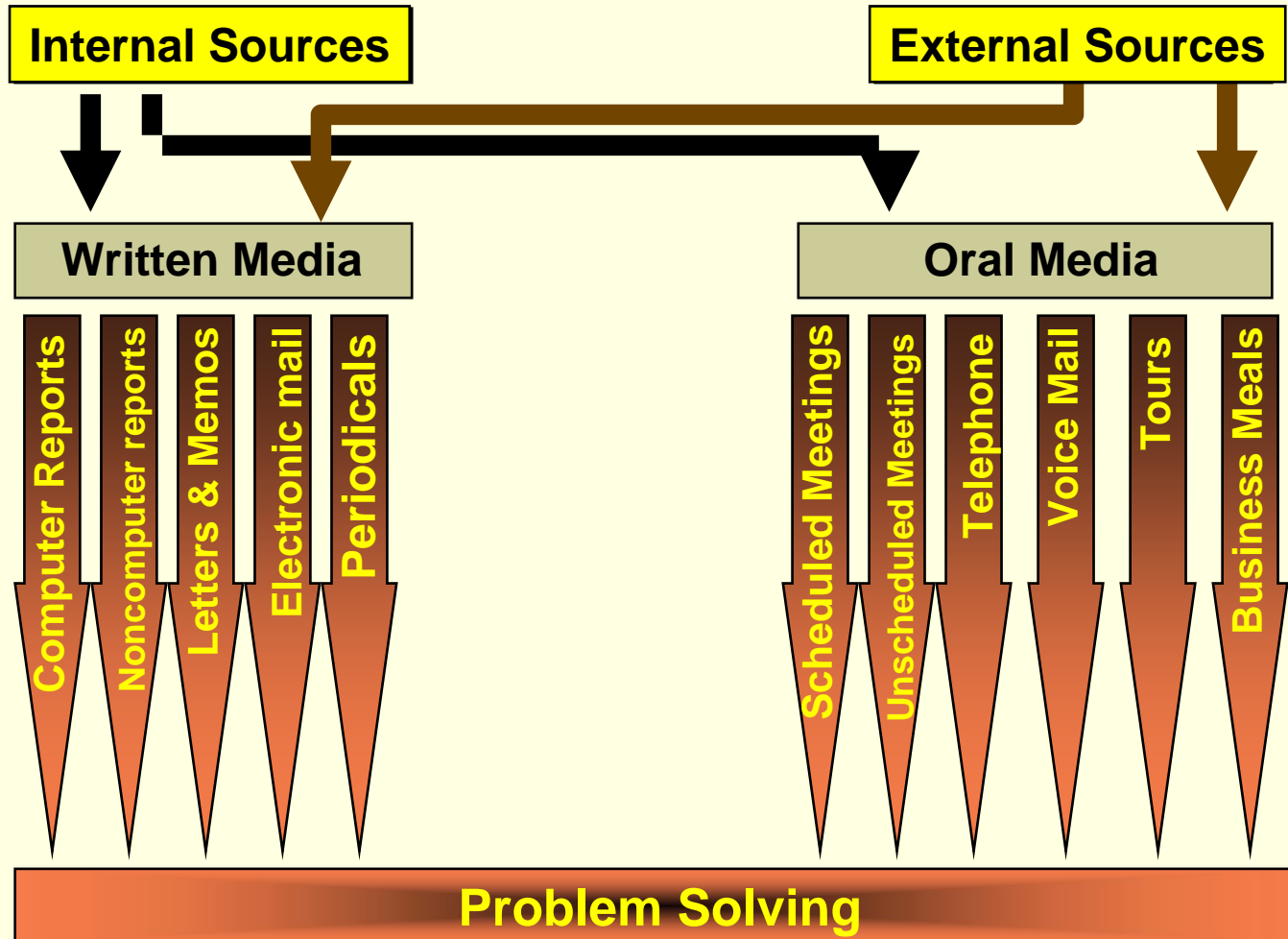Data Flows → **SI** PROCESSES → Information Flows → **USER** PROCESSES → KEPUTUSAN

Information Classifications

- Source: internal, external, primary, secondary, government etc

- Level: strategic, tactical, operational etc.

- Time: historical, present, future

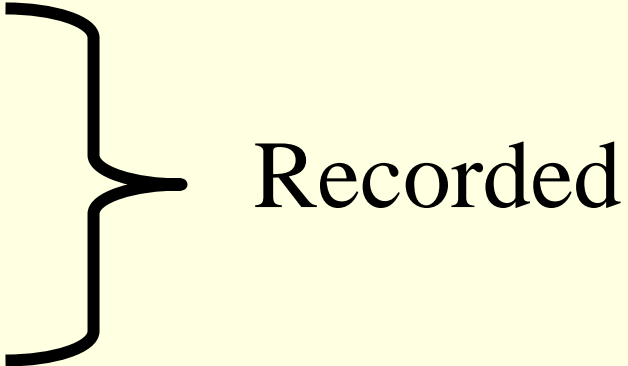- Frequency: continuous (real time) hourly, daily, monthly, annually etc.

Information Classifications

- Use: planning, control, decision making etc.
- Form: written, oral, visual, sensory etc.
- Occurence: at planned intervals, occasional, on demand etc.
- Type: detailed, summarised, aggregated, abstracted etc.

Problem Solving Information Comes in Many Forms

Internal Sources

External Sources

Written Media

Oral Media

Computer Reports

Noncomputer reports

Letters & Memos

Electronic mail

Periodicals

Scheduled Meetings

Unscheduled Meetings

Telephone

Voice Mail

Tours

Business Meals

Problem Solving

Data Characteristics

- Data are facts obtained by:
    - Reading
    - Observation
    - Counting
    - Measuring
    - Weighing etc

    } Recorded

- Called *raw* or *basic data*
- Records of day to day transactions of the organisation:
    - Attendance list of lecture (university), medical records (hospital), selling and buying (super market)

Detail

- Untuk bidang tertentu, informasi harus disediakan secara detail

- Informasi yang kurang detail menimbulkan multi interpretasi

- Semakin rendah hirarki membutuhkan informasi yang lebih detail

Factors Stimulating Interest in Information Management

- Increasing complexity of organization
  - Ekonomi internasional
  - Kompetisi global
  - Kemajuan iptek
  - Bertambahnya ukuran organisasi
- Improved computer capabilities
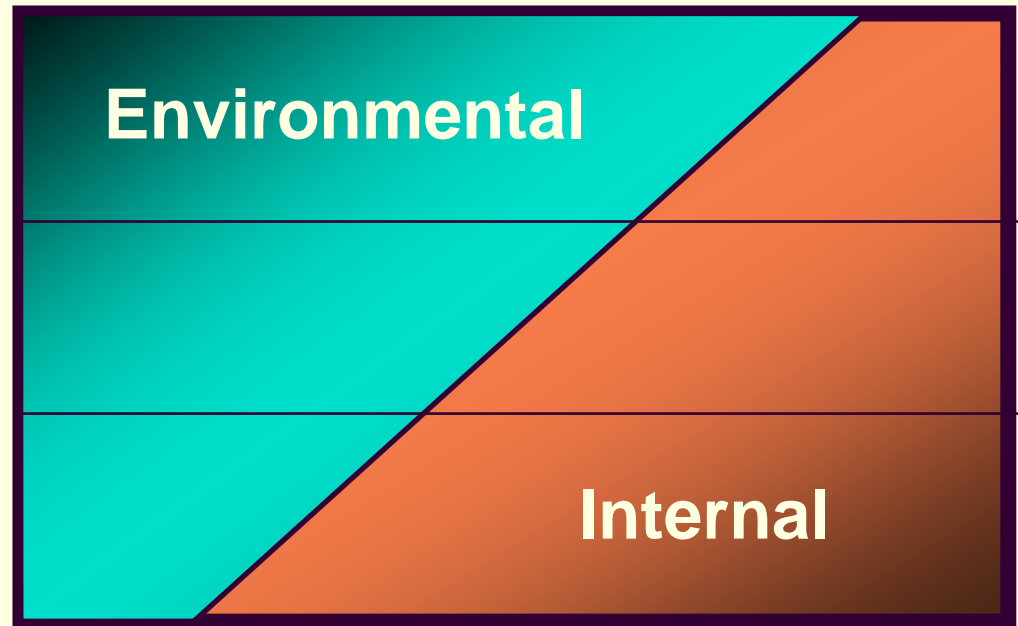 - Size
  - Speed

Pengguna Sistem Informasi

- Manajer
- Non Manajer
- Pekerja
- Individu dan organisasi dalam suatu lingkungan organisasi:
  - Internal
  - External

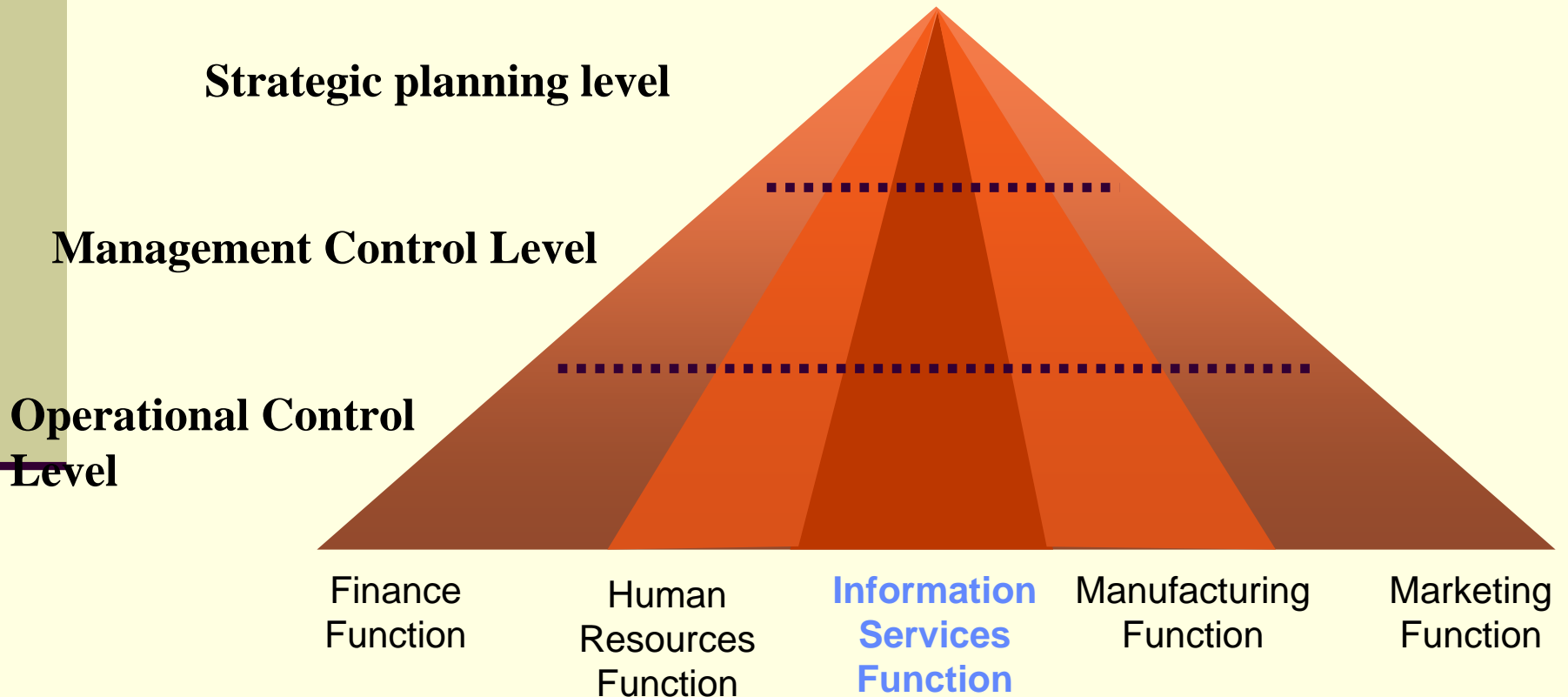# The Influence of Management Level on Information Source

Strategic planning level

Management control level
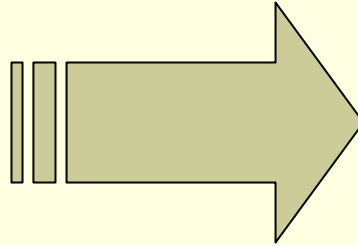
Operational control level

Environmental

Internal

Information Services ada pada setiap tingkat

Strategic planning level

Management Control Level

Operational Control Level

Finance Function

Human Resources Function

Information Services Function

Manufacturing Function

Marketing Function

Management Skills

■ Communications
■ Problem solving

→ **Supported by information specialist**

Keahlian yang harus dimiliki…

- Computer literacy
- Internet literacy
- ICT literacy
- Information literacy