

# Welcome

Business Environment - Session 3

## Motivation & Information systems

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Environment**

# Motivation

**Introduction**

**Importance**

**Factors**

needs

motives

drives

goals and incentives

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# Content Theories (1)

## Introduction

### Maslow

hierarchy of needs

application

criticism

### Herzberg

motivation - hygiene

criticism

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# Content Theories (2)

**McGregor's X and Y theories**

nature

role for managers

**Ouchi's Theory Z**

**McClelland's need for**

achievement

authority & power

affiliation

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# Process Theories (1)

## **Expectancy Theory (what's in it for me?)**

will it work (performance related)

will I benefit (need related)

best action for me?

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# Process Theories (2)

## Equity Theory

relative treatment

own outcomes / inputs against others

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# Motivational Policies

## **Psychological contract**

the individuals expectations

the organisations expectations

## **Job enlargement**

## **Job rotation**

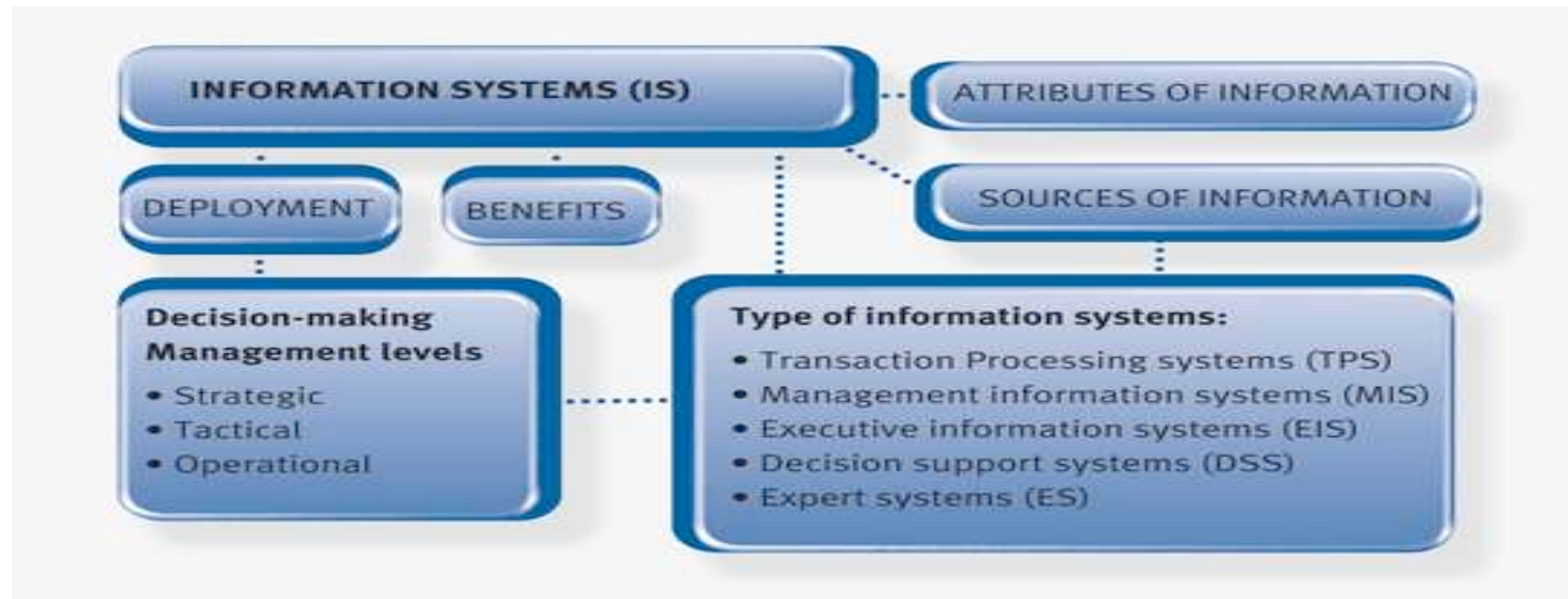
## **Job enrichment**

## **Flexible working**

## **Empowerment**

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# Overview



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# Information & Information Systems

**data**

**information**

**Where does it originate ?**

**Attributes**

Time

Content

Form

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# Computerisation

**Speed**

**Cost**

**Accuracy**

**Volume**

**Complexity**

**Presentation**

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# Managers and Decisions

## **Anthony's model**

Strategic planning

Tactical planning and control

Operational planning and control

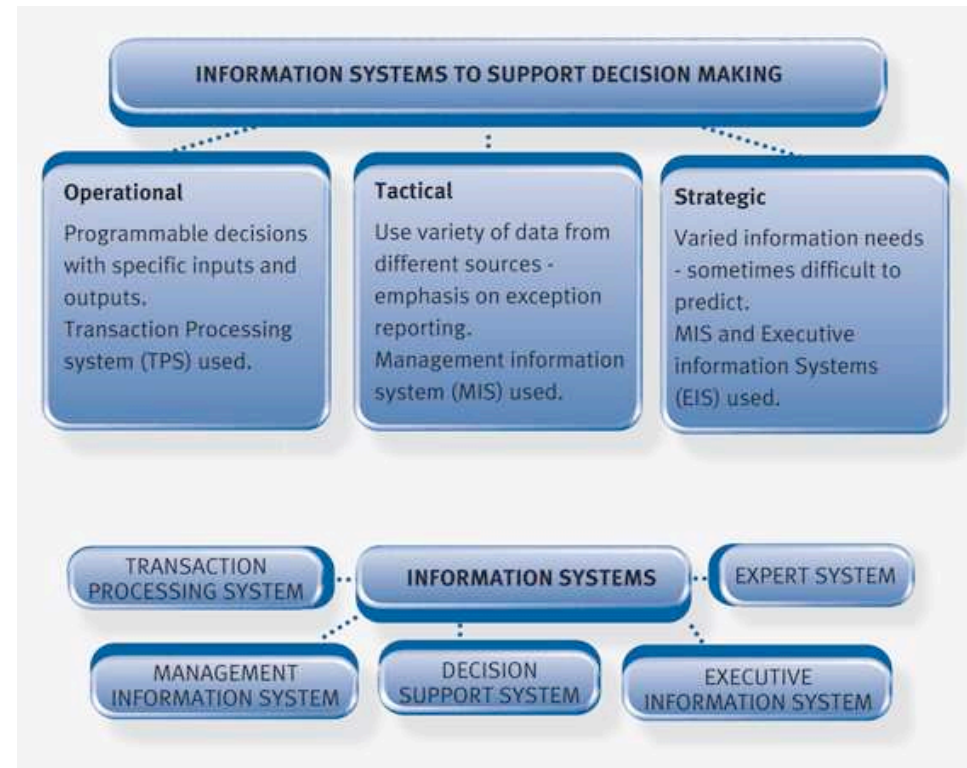
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# Information and structure

	TIME HORIZON	LEVEL OF DETAIL	SOURCE	DEGREE OF CERTAINTY	FREQUENCY
STRATEGIC ...	LONG- TERM	AGGREGATED/ SUMMARISED	MAINLY EXTERNAL	UNCERTAIN	INFREQUENT
TACTICAL ...	⋮	⋮	⋮	⋮	⋮
OPERATIONAL ...	IMMEDIATE	HIGHLY DETAILED	INTERNAL	CERTAIN	FREQUENT

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# IS in use



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# Information Systems

## **OIS**

transaction processing

## **MIS**

information reporting

DSS

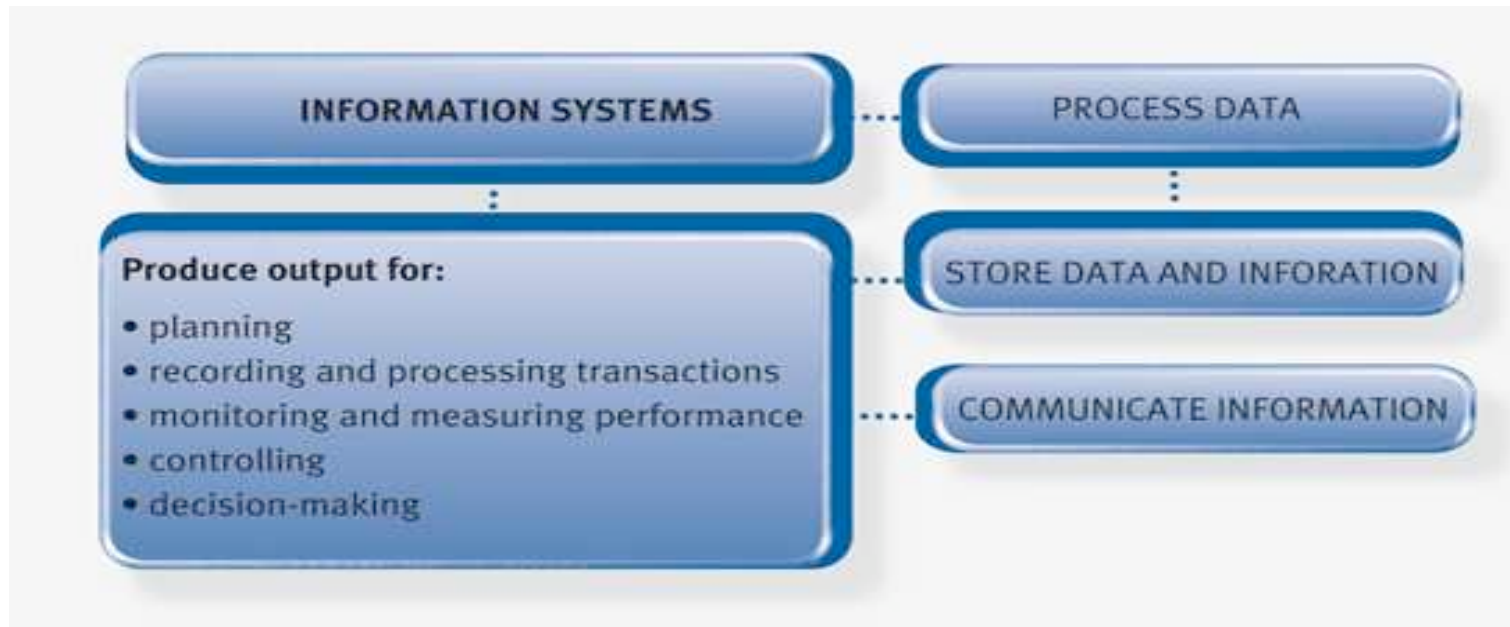
EIS

## **Other**

expert

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# Deploying IS in business



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# Advantages



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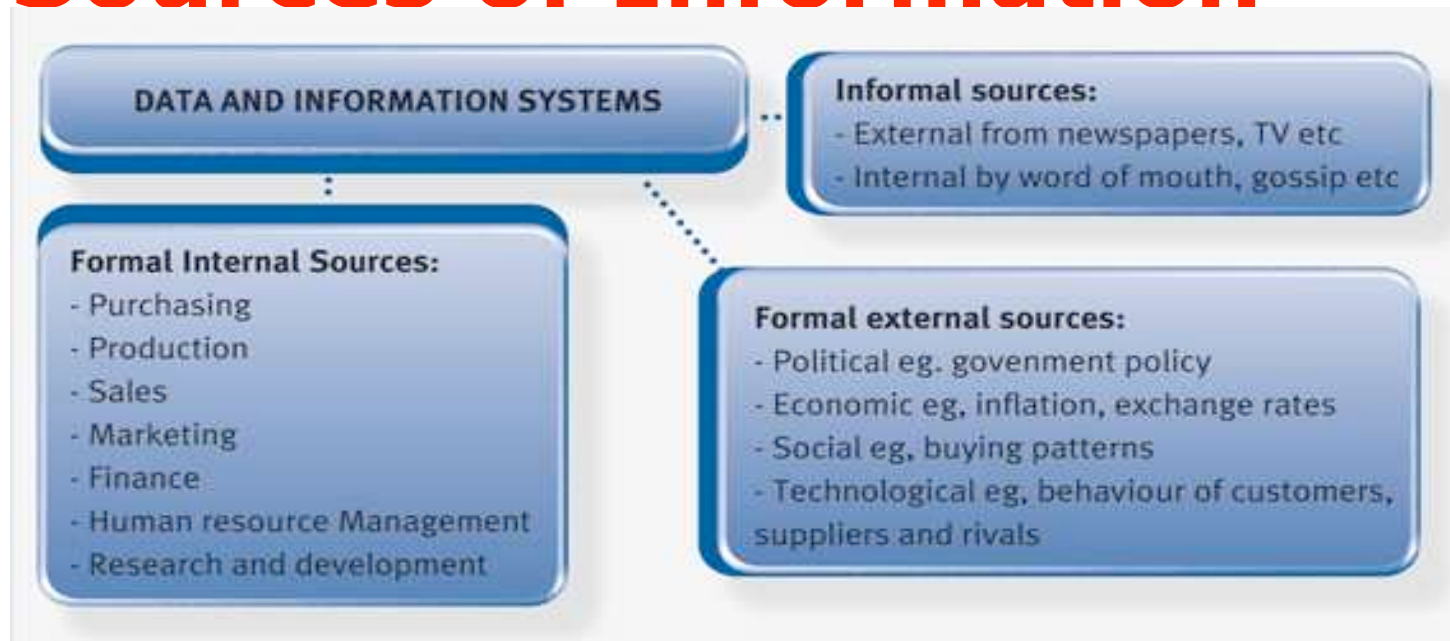


# Qualities?



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# Sources of Information



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