Welcome

Business Environment - Session 3

Motivation & Information systems

Ashley Cooke Ashley.cooke@anglia.ac.uk

Motivation

Introduction Importance Factors

needs

motives

drives

goals and incentives

Content Theories (1)

Introduction

Maslow

hierarchy of needs

application

criticism

Herzberg

motivation - hygiene

criticism

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

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?

Process Theories (2)

Equity Theory

relative treatment own outcomes / inputs against others

Motivational Policies

Psychological contract

the individuals expectations

the organisations expectations

Job enlargement

Job rotation

Job enrichment

Flexible working

Empowerment

Overview ATTRIBUTES OF INFORMATION INFORMATION SYSTEMS (IS) SOURCES OF INFORMATION DEPLOYMENT BENEFITS **Decision-making** Type of information systems: Management levels • Transaction Processing systems (TPS) · Management information systems (MIS) Strategic Executive information systems (EIS) Tactical Operational · Decision support systems (DSS) · Expert systems (ES)

Information & Information Systems

data

information

Where does it originate?

Attributes

Time

Content

Form

Computerisation

Speed

Cost

Accuracy

Volume

Complexity

Presentation

Managers and Decisions

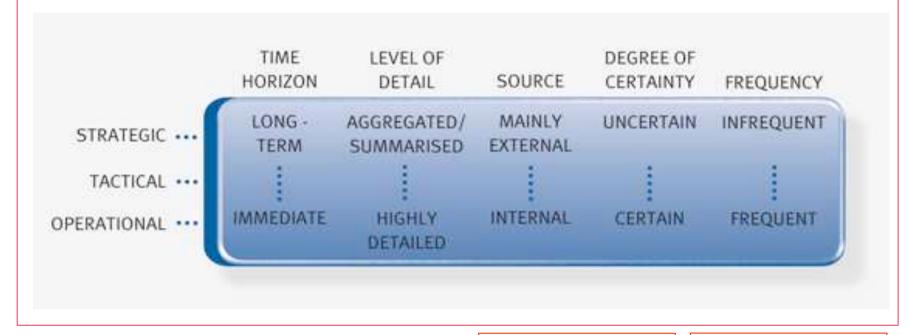
Anthony's model

Strategic planning

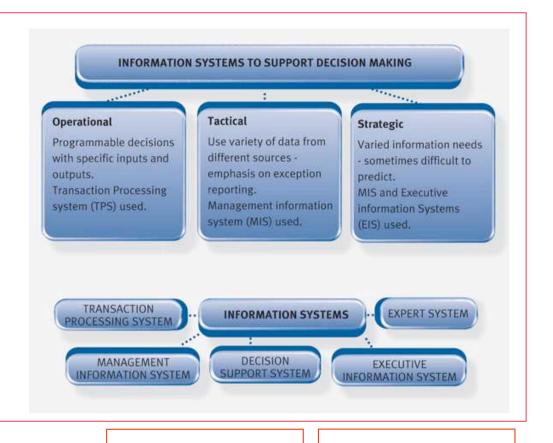
Tactical planning and control

Operational planning and control

Information and structure



IS in use



Information Systems

```
transaction processing

MIS

information reporting

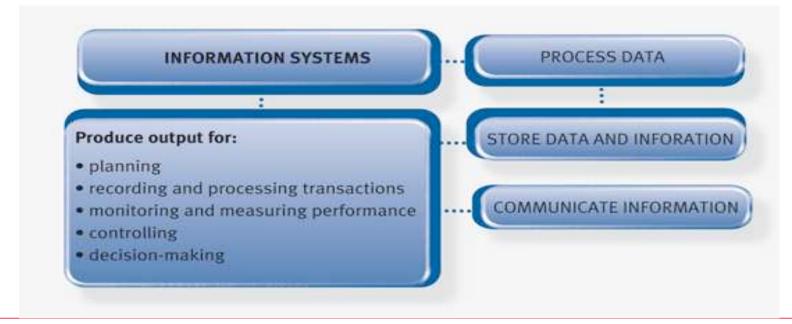
DSS

EIS

Other

expert
```

Deploying IS in business



Advantages ADVANTAGES OF SPEED COST COMPUTERISATION **ACCURACY** VOLUME PRESENTATION COMPLEXITY

Qualities? ACCURATE EASY TO USE THE QUALITIES OF GOOD INFORMATION COMPLETE UNDERSTANDABLE

Sources of Information

DATA AND INFORMATION SYSTEMS

Informal sources:

- External from newspapers, TV etc
- Internal by word of mouth, gossip etc

Formal Internal Sources:

- Purchasing
- Production
- · Sales
- Marketing
- Finance
- Human resource Management
- Research and development

Formal external sources:

- Political eg. govenment policy
- Economic eg, inflation, exchange rates
- Social eg, buying patterns
- Technological eg, behaviour of customers, suppliers and rivals