HR MARS
Exploring Intellectual Capital

Fundamentals of Information Management in Organization Academic Writing

Mastura Ismail and Norhayati Hussin

Faculty of Information Management, University Technology of Mara, UiTM Selangor, Malaysia

Abstract

Studies have present that, one of the global's essential reference is information as necessary to resolve difficulty and make decisions influencing by both current and the upcoming. On that point is decent grounds to justify that the level of achiever utilize by company and its associate rely on mostly the good information is carry off. The intent of this article is to determined assessment of several main examination on information management in command to qualify the perceptive of present knowledge, pattern, determine the spread and form an example for advance survey in the field of information management. The research document were produce from known journals such as Emerald, Science direct, IJRIC South African Journal of Information Management and many mores. The assessment inform that information management is multi-disciplinal that combining ability and reference from some fields. The assessment also found that information management is outlined various from information technology. While investing in information technology has not issue related effect on company operation, investiture in information management has fix causing company execution. Deficiency of reference such as finances, manlike assets, and structure and management assistance have been clarified as the primary difficulty to information management framework. The assessment discover by the conceptualization of policies and plan in formation with the company aims and structure, the dealings of suitable technologies and managerial assist are essential for efficiency information management. Finally, the assessment has identify that the specialized view of information management has been direct accented but balanced attraction has not been compensated to the governance characteristic. It is, consequently, suggested that researchers' characteristic demand to be manageable into information management.

Keywords: Information management, information technology, organizational performance

1.0   Introduction

Information management is management of information from one or many reference and the arrangement of that content to one or many people. Information management consider as organizing, maintaining, acquiring and retrieving information. The procedure of managing information as important asset for rising structure performance. The procedure includes developing framework and initiate systems and controls to change information quality to present valuable. On the other hand, there a serial of framework that organization create and

394

apply to continue or alter their place in their positions. The framework must be consecutive with the structure objective and relate on process to manage information resources to assist these goals.

According to Chaffey (2004) management determination the structure, control and request of organizational content reference direct to coordination of employee and application point in command to assist organizational scheme and procedure. Beside that, it showing that information management treats the information possession of structure as a assets which is necessary organized and possessed direct managing to employee and technology reference.

Information is a censorious business assets and similar other critical assets should has correct managed. An information or records management systems has identified almost frequently to electronic structure to capture, process, store and retrieve information is the paste that seizing n organization collectively. Information management is also recognize as a field that determine responsibility for the framework and pattern, depository, safety, change, quality, transfer and utilization of information needed for management and enterprise ability intent. The sounds similar as container but in actuality, it's really similar to another center organization management subject such as financial management or human resource management. These all have constituted field that determine material such as laws, order, policies, regulation, direction, standardized, best practices, responsibility, governance and observation procedure. These needed to certified achiever management of the several collective asset. A large quality among information management and other management purpose is the different close to the field transform securely constituted become a complete period. Information is also precious business firm asset and acquiring the correct information, to the accurate person at the exact time is a fundamental management objective.

To examine existing subjects in information management, discover the character of information specialists in adjusting to the present information situation and recommend thinkable explanations and commendations. The analysis developed newly distributed courses from the internet, consultation papers and literature reviews. The paper studies the modern subjects or styles in information management and the essential part of information specialists in running of information facilities.

Contemporary subjects or styles are widespread through careers in the domain including the information work. However, the matters are extra touched in the zone of information management. The quantity of developing subjects have climbed in the current periods stretching from information civilization and knowledge society to information management and knowledge management to specialized capabilities, abilities and approaches to ICT and globalization of information facilities. These issues are currently driving the necessity for modification in information management. In bright of this, the information career is undertaking incredible revolution. Transformation from free information to fee information, information to knowledge, conservative library to digital library and globalization to technological revolution.

2.0   Literature review

The review supposed to carry out information management and its causing on structure execution. Different research on information governance and its effect on company operation have been identified. The assessment is founded on these field namely, the development of information management, element causing information management, inquiring application information management activity and the causal factor of information management on structure.

The thought of Information Management is the accumulation and direction of information from one or many reference and the arrangement of that information to those have to exact it stated by (Robertson, 2005). The superior as utilized in discourse substance the structure and control standard of the organization, the procedure and the transferal of information. Henczel (2000) and Ravi (2011) believed information management as the order inventive and accountable direction of the information in command to make and utilize information that module impart scheme to the accomplishment of an organizational target and form that groups and employees have expeditious approach and make efficient usage of the information demand to employment and to establish themselves.

Information management is conceived to include an endless phase of narrowly connected actions such as identification of informational requirements, procurement and design of information, examination and analysis of information, business and storage of information, information entree and spreading also information procedure (Henczel, 2000, Robertson, 2005 and Ravi 2011). Identification of informational essentials includes recognition of the crucial characters of information in the achievement of organisational aims and tactically design for it. Maceviciute and Wilson (2002) describe information management to contain evolving and applying information procedure and approach, data formation and supervision, processing, storage and information transfer; and information practice. Ravi (2011) specifies that active information management association's technological improvements and smart practices to send value active information agreement and data defense. This proposes by the information technology and additional decorations to produce, form, supply, development and allocate information to those who have to practice them for the accomplishment of organizational purposes.

In assist of this, Robertson (2005) determine that information management can be characterized from both technical and management points of view. Specialized, information management view systems and procedure such as web complacent management, document management, records management, digital asset management, education management systems, and enterprise search such the technical infrastructure, used to assist the information management program, stated by (Reddy, Srinivasu, Rikkula and Rao, 2009). From the superior perspective, Robertson (2005) identify information management as the organizational, social, cultural and strategically element that must be advised in command to modify information in company. This emphasis of valuable for managerial and specialized function in any efficient information management curriculum. It can be confirm that information management is a aggregate obligation that necessarily to be delivery and followed from the top management to the employees level to guarantee effectual and efficient conception, depository, processing and

396

arrangement of information to influence transaction and other decision making action in structure according to (Reddy, Srinivasu, Rikkula, and Rao, 2009). The acquirable literature on information management (Henczel 2000, Ravi 2011, Saloojee, Groenewald, and du Toit, 2007, Weintraub, Owens, &and Jedinak, 2013) have evaluation the value of information management in the accomplishment of business aims.

Besides that, the strategically part of information management in gift an organization leading benefit concluded the challenge it faces in the localized and worldwide activity cannot be complete emphasized. Creating important information necessitate that the director understands the whole organization and its relation with outside factor in the surroundings such as suppliers, public, employees and competitor. According to Stair and Reynolds (2006), O' Brien and Marakas (2008), Laudon and Laudon (2010), the organization can be more successions if it could structure plan of action to encounter five competitive cause that form the composition of the business.

However, individuals and groups similar constantly resist modification whether useful or not. Omekwu et al. (2006) while quoting Rutkowski (2000) facts out that alteration is the continuous is frequently being defied. Individuals repel modification and variations even still it could lead to new knowledge or to improved life. Organizations also battle modification even though it might be principal to improved and more efficient system. Furthermost persons want to stay through the recognized slightly than endeavor into the unfamiliar and greatest company stay the progress at greatest creation incremental alteration moderately than promotion radical revolution. For information specialists appointing into these matters and consuming a new appearance is similarly crucial in information management.

Data, information, knowledge and wisdom is a examination of the current literature express that as period statue several efforts have been prepared to describe these narrowly connected perceptions stated by (Al-Hawamdeh 2002, Bellinger 2004, Faucher et al., 2008, Hicks et al., 2006, Singh 2007). Therefore, it is crucial to recognize the description, variance and connection among data, information, knowledge and wisdom previously information management (IM) and knowledge management (KM). Nevertheless, there is no compromise inside the literature on the approved descriptions. The figure of authors (Awad et al., 2004, Faucher et al., 2008, Hicks et al., 2006, Singh, 2007, Wiig, 2004) have renowned powerfully that the literature on information management and knowledge management is complete with dissimilarities between data, information, knowledge and wisdom. Accordingly, Faucher et al. (2008) identify that the dialectal backgrounds of these positions shed several light on the source of their meaning but solitary approximately mention at the perceptions as they are presently assumed. Fascinatingly, the initial documented procedure of every terms arises in converse demand from their commonly professed level of effortlessness conferring to the outdated knowledge pyramid such as wisdom is the oldest term and data is the latest.

Data is accurate information includes quantities or indicators is used as a foundation for observant, conversation or calculation. Information is the statement or response of knowledge or cleverness. Knowledge is the situation of significant approximately expanded over capability or the situation of capturing actuality or point through cognitive. The intellect is the capability to recognize and to utilize knowledge according to (Bouthillier et al., 2002). Accordingly, Awad

et al., (2004) identify wisdom as the top near of concept with visualization, foresight and the capability to understand outside the perspective. In the similar attitude, most newly, Thierauf et al. (2006) describe wisdom as the skill to critic roundly completed period. In additional connected development, Wiig (1999) clarifies information as evidences and data structured to describe a specific condition and knowledge as a set of realities and views, perceptions and models, judgments and prospects, approaches and knowhow. Consequently, information could be understood as data through expressive by actuality put into a perspective and knowledge as records thru significant over a set of theories about the fundamental contacts among activities and their possible significances, expanded through implication or practice (Mitchell, 2000).

Data, information, knowledge and wisdom signify an emergent continuum. Definitely, one's appreciative changes as one developments sideways the field. Everything is in relation and one can have fractional considerate of the affairs that exemplify information, incomplete accepting of the shapes that characterize knowledge and part empathetic of the values which are the basis of wisdom (Bellinger, 2004). Hereafter, these perceptions are lumps that associate and narrate to practice valuable significance. Data when related, it develops information. Information while associated it develops knowledge. Knowledge is an assembly of information and knowledge after attached it develops wisdom. However, it looks functional that a universal pyramid of data, information, knowledge and wisdom would permit evolution in both instructions of arising and descendent (Williams, 2008).

3.0 Information Management concept and issue

Information management is the formulation to the direction of content, which add the function of policies, governance, process and initiate information direction activity to the company of accumulation through with its life cycle. The information life cycle attempt from acquiring or conception, direct its direction, depository, retrieval, usage and lastly its disposition means termination or disposal in a historical depository. Bring off information over it life cycle is middle to effective information governance in the structure of reliable records. The formulation should guarantee that all active information is accurate and existent or in the instance of records, is a veracious record of a council action at the period it was appoint. It should attain conformation with assembly and regulative device and assistance the efficient transferral of services.

There are an article has identified several primary issues of activity as part of the Corporate Information Management Programme such information governance identify the foundation of a governance framework with an responsibility structure that sets out function and obligation also predicted behavior of employees.   It is includes the evolution and fixing of this strategy, the information management procedure plan, information management common, processes, controls and operation, which collectively assist the organization in achieving its objective and activities. The existence of proper information architecture that influence the organization management of its information possession is an essential change for this.

3.1 Record and Content Management are the management of unorganized

Information in the pattern of record and other standard of contented over the life cycle from basis to disposal. The function is to shape composing thru the usage of effective installation, storage and classification method with both material and electronic based, that result the economic procedure and retrieval of information, carry it reachable to the accurate respective in the exact formatting and right field at the close period. Data management and business intelligence are the determination management and development of organized information held inside database driven organization systems and another data stores. On the other hand, it is also about utilize that information to change advance perceptive and value to be acquire from it through analysis and linkage of information.

3.2 Evolution of Information Management

In support of this, Trauth (1989) encompassing analyze the root age and development of the thought of information management by assessment information management profession. The revaluation analyze and identify information management on the succeeding concept such disciplinarian orientation, governance environment, interpersonal aspect, knowledge and aims. The research inform that the idea of information management develop in three various aspect of the information process profession, include information management, document governance and data process management, which barely move. It was determined that information could be accepted as a valued entity and it must be autonomous of the technology that influence it. The revaluation emphasized the demand to keep a world perspective of firm data, placement of the data management managerial at a higher level in the corporate structure to compound between information and information technology and the coming achiever of information management could trust on its quality to integrate with end consumers into the information management model. The determination from the assessment inform that study differ on the content, subject area and conception of information management evaluate various entity which could be divided from information technology. The participation of the top management were also reasoned to be very crucial in any efficient and effective information management structure.

3.3 Factors Influencing Information Management and Challenges

The focal point of this segment is the current element causation information management activity and the situation have been disclosed by scientific investigation. Almutairi (2011) doings an examination on matter such causation the information management activity in the Kuwaiti civil company. The survey wanted to evaluate the effect of individualized and specialist component on public sector of top management information action. The outcome of the examination determined era, learning and information system utilized as the primal variant that form a divergence in information management activity of director.

A related examination identify by Kahraman and Cevilecan (2011) on the expert judgment systems in organization information management in Turkey. The research known as specialist method as a new implementation of information management. Intelligence technique was characterized as a framework that assist decision making by assembly, examine and

identification difficulty by suggest realizable reason of activity as well as measure the planned strategy. The research also stressed that for efficient information management, here is the demand to combine the structural scheme and investing in information management must be controlled by both intelligence techniques and business plan are necessarily.

3.0   Suggestions and Recommendations

The shifting environment of the present information location sounds for fresh abilities and capabilities on the portion of information specialists. Information specialist's obligation fine stranded in ICT connected capabilities such as essential hardware and software abilities, web design, internet examining and assessment of digital information. Library and Information Science (LIS) Schools in developed republics with Kenya need to be active in their attitude of exercise proficient information experts. Consequently, it is crucial to afford endless preparation for the information workforce in command to develop their specialized abilities and proficiencies.   This stretches retiring prospect for preparation information experts in replacement evolving zones of the information effort further in ICT. In the awareness phase, the test is to succeed not merely information then also the technological gears that can enable knowledge formation and statement. Information specialists must be prepared to change with the trials of ICT situation specifically identified such knowledge humanity, knowledge supervision, internet grounded technology, digital technology, globalized information admittance, networked possessions, newfangled education and examination structures and the great stresses of the consumer societies. Now, the inception is to be representatives of modification and growth in information development, valuation, variety and admission. Information experts have a propensity to poverty all possessions to all persons and consequently progress besides several harvests and facilities instead of directing on a primary assembly of goods and facilities which is crucial to the association.

The information specialized wants to become purged of marginal actions and develop a skillful in the responsibilities that are appreciated and enlarge those merchandises and facilities that are precarious to supplementary the association in flattering extra modest. This requests for the assimilation of new-fangled management abilities in the information situation so as to increase superiority of information facilities, offer objectives for improved services transfer and constant development. Information expert's essential to direct all their drive to enhanced and attentive information facilities constructed on client requirements and fulfillment and constant development. The reinvention of information facility benefactors will remain in the upcoming and similar development thru technological revolutions. Besides that, to whether or not archives can keeping up with opponents, such as Google, might be depend on how speedily they reply to consumer requirements and strains. Although to do so determination need continuous observing of movements in technological revolutions and relations with the information spectators. Relationships with consumers can be sustained by greeting client criticisms and providing appropriate responses to these criticisms. Creating stable rules will confirm that subjects are controlled in a non-prejudiced approach giving individual explanation for their decision-making according to (Konata, 2006). The article has appeal collected an amount of difficulties presently fronting information management specifically such knowledge

humanity, knowledge management, specialized capabilities, abilities and approaches, ICT and globalization of information facilities. On the other hand, a subjects have a straight behavior on the recital of information experts. Therefore, they move the essential character of information specialists in providing of information facilities in archive and information midpoints. The information facility situation is moving very fast. Lastly, here is requirement to expose the information vocation and hold innovative developing concepts. As mediators of alteration, information specialist's necessity show a main character in the present awareness civilization.

4.0   Conclusion

The relation between information as a assets and performance of structure cannot be over accented. There are some opinion identified by Esterhuizen, Schutte and Du Toit (2012) have studied the information management structure implication on creativity capability. The article designated five determination and concept experts to measure the relevancy and quality of the structure. It was determined that company can utilized information management implement to built innovative capability and development, which may track to higher performance of the company. Meriel (2010) utilized respective idea, construct and investigation accumulation that have applicable relevance for individual information to appraise the personal typically manage their data. The outcome of the examination qualify that information that is arrange may service three outlined function, namely simple records retrieval, remind users on duty that demand to be through and represents the users' knowing of information detail and link to each other. The review advance force the crucial and essential function played by information management in rising structure execution.

A research by Stiroh (2001) to appraise the relationship between investment in information managed by technology and productivity pay offs in the organizations show that here is a robust information of a statistics between the productivity modification and the modifier use of information technology (IT) in the late 1990s. In a related research to measure the high process in information technology assets in the 1990s by Doms (2004), it egress that the growth may be attributed to the fall in the terms of information technology corkin, but not inevitably the concept that IT can assist productiveness, which contravene the determination of (Stiroh, 2001). Besides that, Love and Irani (2004) plant part an examination to measure information technology investing outlay and acquire the structure have practiced due to information technology execution. There are three primal appeal from the acquisition includes the difference types of organizations expend otherwise in information technology assets in information management were not effect by the sizing of the company and deficiency of plan of action and imagination function as a demand in confirmation of information technology investment.

As mentioned in the article, the study identify that the managing information as an important assets will help to change organizational operation by dominant the conception and development of information, reduction in operation cost, rising skillfulness and productiveness and precaution essential information. It also reassessment propose that organizations might start out to create information management scheme that have a modality of agree with the various systems into a ordinary system and this intent outcome in strategical benefit. According

to Reddy, Srinivasu, Rikkula and Rao (2009) discussed about Management Information Systems (MIS) has assist managing director in decision making and known the leading primal execution profit such as an effectual and expeditious skillfulness among every departments, speedy and dependable referencing, accession to applicable data and record, decrease in labour expenditure and support in the daily transaction of the organization such as accountancy, stock control and otherwise.

The outcome from the examination alter that MIS, which some functionary like Davis study to information management, assist company to preserve period, expenditure and labour, which finally change organizational structure.

The critical review inform that information management has affected from the conventional era which is information attached determination were assemble handbook to technological era where information technology is utilized, which is it has developed subject matter action on the far side expected value. The literary study revaluation has also appearance that information management is a multidisciplinary idea that combining ability and reference from variety of study include economics, management, organizational concept, information scheme, depository and information science stated by (Maceviciute and Wilson, 2002). The article will give foremost pattern factor information management that the assessment stresses the demand for policies and scheme that are in formation with the company aim and framework, the approval of proper application and assist from the superior.

Furthermore, the article has discovered that demand of assets, human inventiveness, structure and social control assistance are the important situation action in information management instruction in business. The assessment inform that information management is non similar as information technology which may involve variable expend. On that point, there are many examination that display that finance in information technology has not takings comparable consequence on company operation. Nevertheless, investing in information management has proposition causing company operation over enlarged skillfulness, productiveness and competitiveness quality. Finally, it is discovered from the profession that the governance prospect of information management is below investigated and underexposure as opposing to the specialized characteristic, which has accepted much attention. On the other hand, it is suggested that investigator attraction must be orientated to the social control prospect since many researchers including Trauth (1989), Robertson (2005), Kulcu (2009) demand that underachieve in almost information management programme are more than attributed to direction instead of the technology

5.0   References

Al-Hawamdeh, S. (2003). The role of technology in knowledge management.
         Knowledge Management, 61-80. Doi:10.1016/b978-1-84334-037-9.50012-6
Bellinger, G. (2004). Knowledge management emerging perspectives. *Systems*
         Thinking.
Bouthillier, F., Shearer, K. (2002). Understanding knowledge management and
         information management: the need for an empirical perspective*. Info. Res. 8*(1). 1-24.

Esterhuizen, D., Schutte, C. and Du Toit, A. (2012). A knowledge management framework to grow innovation capacity maturity. *SA Journal of Information Management, Art 495*(10). 14 (1).

Faucher, J.B., Everett, A.M., Lawson, R. (2008). Reconstituting knowledge management.*J. Knowl. Management. 12*(3): 3-16.

Henczel, S. (2000). The information audit as a first step towards effective knowledge management: an opportunity for the special librarian, Worldwide Conference on Special Librarianship, Brighton: *Special Libraries Association (SLA),* 210-226

Konata LL (2006). Reinventing libraries in the Google era. Working paper.

Love, P. E. and Irani, Z. (2004). An exploratory study of information technology evaluation and benefits management practices of SMEs in the construction industry. *Elsevier: Information and Management,* 227-242.

Maceviciute, E., and Wilson, T.D. (2002). The development of the information management research area. *Information Research, 7* (3).

Meriel, P. (2010). Personal information management. Literature Review. Oxford University Computing Services: *JISC-Funded Sudamith Project.*

Ravi, T. M. (2011). The path to information management nirvana. *Information Management Daily.*

Reddy, G. S., Srinivasu, R., Rikkula, S. R., and Rao, V. S. (2009). Management information systems to help manager for providing decision making in an organization. *International Journal of Reviews in Computing,* 2076-3336.

Robek, M. F., Brown , G. F., and Stephens , D. O. (1995). Information and record management: document based information systems. *Columbus: Mc Graw-Hill.*

Robertson, J. (2005). 10 Principles of effective information management. *Step Two Design Pty Limited.*

Stiroh, K. J. (2001). Investing in information technology: productivity payoff for U.S. industries. Current Issues in Economics and Finance. *Federal Reserve Bank of New York, 7* (6).

Thierauf, R., & Hoctor, J. (2006). Optimal knowledge management. Doi:10.4018/978-1-59904-016-5

Wiig, K. M. (1999). Knowledge management: an emerging discipline rooted in a long history. *Knowledge Research Institute, Inc.*