Information System Management Chapter 4 and 5

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1 Facts, Data, and Information

1.1 Definitions

- **Fact**: a statement about something that can be verified as being true or false.

- **Data**: a collection of facts organized in such a way that they have additional value beyond the value of the facts themselves.

- **Information**: data that has been organized and processed so that it is meaningful to the person who receives it.

- **Concepts**: ideas, opinions, and knowledge.

- **Principle**: a rule or law that is used as the basis for making judgments or decisions.

- **Law**: a specific principle that is universally accepted as true and that can be used as a basis for reasoning or conduct.

- **Theory**: a system of ideas that explains many related observations and is supported by a large body of evidence acquired through scientific investigation.

1.2 Data Classification

1.2.1 Characteristics

Data can be classified as two types based on its characteristics:

- **Quantitative data**: data that can be measured and expressed numerically.

- **Qualitative data**: data that is descriptive and often based on observation, interviews, or the experiences of people.

1.2.2 Source

Data can be classified as two types based on its source:

- **Primary data**: data that is collected directly from the source.

- **Secondary data**: data that is collected from a source that has already collected and formatted the data.

1.3   Information

1.3.1   Information Characteristics

There are eleven characteristics of information according to Nicholas (Ishak, 2006: 94):

1. Subject

2. Function

3. Nature

4. Intellectual Level

5. View Point

6. Quantity

7. Quality

8. Date

9. Speed of Delivery

10. Place or Origin

11. Processing and Packaging

1.3.2   Types of Information

There are three types of information:

- **Scorekeeping Information**: accumulation of data to answer questions

- **Attention-directing Information**: data that is used to direct the attention of the decision maker to a problem or opportunity

- **Problem-solving Information**: data that is used to solve a problem

1.3.3   Characteristics

There are four characteristics of information:

- Information must be pertinent

- Information must be accurate

- Information must be timely

- Information must be relevant

2 Concepts of Information System Management

2.1 Definitions

- **Information System Management**: a system that was made to provide information that supports in the management activity in an organisation

2.2 Parts of Information System Management

- Accounting Information System

- Marketing Information System

- Inventory Management Information System

- Personnal Information System

- Distribution Information System

- Purchasing Information System

- Treasury Information System

- Credit Analysis Information System

2.3 Information System Management Functions

- Improving operational efficiency

- Introducing innovation in the business process

- Creating a strategic source of information

2.4 Information System Management Components

According to its functions, Information System Management consists of five components:

- Administration and Operational System

- Reporting System

- Database System

- Searching System

- Data Management System