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Business, Marketing



School: W 5 OIS Lecturer: W 5 OIS When organizations embark on the implementation of information systems, they do so with the aim of yielding returns that come in many different forms. In most cases, the information systems, which form the main component of their information technology investment, are put in place in ensuring that efficiency and effectiveness is achieved and that there is increase in productivity (Barney and Hesterly, 2005). Unfortunately, a number of factors inhibit this from being realized. Commonly, the factors can be categorized into organization, individual and technological factors. At the organizational level, the lack of synchronization of the information systems with the larger organizational structure has often been a problem. An example of this is an information system that is introduced with no changes in organizational hierarchy and structure, creating conflict of roles among various departments of the organization. At the individual level Holladay and Coombs (2013) identified lack of training as the major problem that pull companies away from realizing their information technological investment ambition. This is because the comings of such investments, most of which are information systems demand very high level of training that would ensure that users are comfortable operating the various user interfaces of the systems. Once such training is absent, then it can be expected that efficiency of workers can even be worse than it was before. As far as technological factors are concerned, most organizations refuse to undertake adequate monitoring and evaluation of their information technology investment, making it impossible to adequately undertake system repairs and updating. Meanwhile, the malfunctioning of systems that arise from poor monitoring and replacement of parts can lead to several

cases and instances of system mistakes, some of which can lead to adverse cases of errors (Howell and Frost, 2009).

#### References

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