Technological advances and organisation management: a critical perspective

Authors: Marie G. Nakitende

Introduction:

Information technology plays a fundamental role in organisational management. Appel (2015) shows that investing in information technologies helps organisations to achieve their strategic goals. The impact of information technology has been studied by several researchers (Bradley et al., 2016; Cliton, 2011). The key developments in technology are recognised in three different eras, namely: the agricultural era, the industrial era, and the digital era. This chapter focuses on the digital era. This era is built on an infrastructure comprised of information and communication technologies. Information technology (IT) helps people do things better and faster than in the past decades, Bradley et al. 2(016) indicate that information technology enables managers to develop their capabilities. Capability on this context, refers to management's ability to build, integrate, and move an organisation to respond effectively to the changes, be ahead of the market, and remain competitive. In other words, given the rapid advances and increased use of technology, we need to know how advanced technologies have changed our lives, work, and the management of organisations. The researchers show that integrating new technologies into strategic processes changes business operations, processes and services (Matt et al., 2015; Hess et al., 2016). This chapter explores the evolution of information technology, its progress, direction, and implications to organisation management. Data was collected through a systematic literature review from academic journals and business reports. The chapter discusses the effects of information technology in relation to workplace, management, and organisation at large. It also highlights the challenges arising from technology development and thus provide basic strategies organisations can use to address their issues.

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Email contact: editor@umu.ac.ug