

*Information management and technology in
public policy making and implementation in South
Africa*

By

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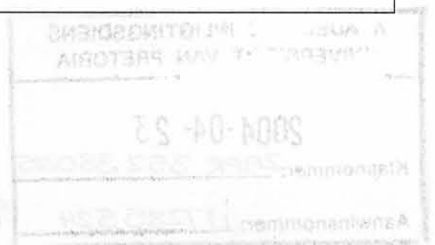
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SUMMARY

This thesis is dedicated to my wife, Carin, who not only believed in me, but unfailingly supported and motivated me, throughout the difficult periods and completion of this thesis.

A special word of thanks to my promoter, Prof. Petrus Brynard and co-promoter, Prof. Nico Roux, for the support and belief put, not only in the support of this thesis, but also in the compilation and content thereof.

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The research question being considered is:

What are the requirements for the application of information for executive management purposes and policy formulation and

SUMMARY

The aim of this thesis is to ascertain what the requirements for the successful implementation of information management and technology, as an integrated solution for policy formulation and implementation in the Republic of South Africa would be. Shortcomings exist in the field of policy formulation in the area of information management. It is also stated that various requirements for the improvement thereof exist. The essence of the thesis is that an improved information management and technology solution is required for all public service departments.

The value of the study is twofold. It addresses the aspect of information management (and the aspect of the required technology) in order to sustain both the transactional and executive needs of an organisation or department in the public sector. The study highlights the aspects of factors influencing management and the decision to implement information management and technology.

In terms of the differentiation between transactional and executive information management needs, the public sector specifically lacks the resources to execute statistical inferences and obtain executive information. From the thesis the implementation of a system whereby executive decision-making as well as transactional activities are possible through the application of existing and available data and the manipulation thereof, is postulated. The study contributes to the field of the public administration in terms of its contribution of the model and the approach to management within the public sector.

The research question being considered is:

What are the requirements for the application of information for executive management purposes and policy formulation and

implementation in the public sector, through the use of information technology.

In order to consider this research question one has to consider two dimensions. The two dimensions are the driving forces that are required for the successful implementation of a management concept and the denominators that influence the postulated research question.

The postulated model furthers the solution in terms of what the considerations of a public service department or organisation should be, to successfully implement an information management and technological solution. This model, formulated to be applied generically, will enhance departments' and organisations' capability to successfully identify needs and implement an information management and technology solution for the successful management at both the transactional and executive level of the organisation or department.

This thesis sets out to prove that information management and technology implemented in the public service does not comply with the requirements of the day. It further sets out to prove that if a model for implementation is followed, this implementation and selected solution may be successful. This thesis also identified and by means of a proposed model substantiated and determined the relevance of the driving forces underlying the basic requirements for the successful implementation of a all level management solution in terms of information management and technology in the public sector.

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