



Information, Organization and Information Systems Design: An Integrated Approach to Information Problems

Bart Prakken

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During the last two decades, there have been many reports about the success and failure of investments in ICT and information systems. Failures in particular have drawn a lot of attention. The outcome of the implementation of information and communication systems has often been disastrous. Recent research does not show that results have improved. This raises the question why so many ICT projects perform so badly. *Information, Organization and Information Systems Design: An Integrated Approach to Information Problems* aims at discussing measures to improve the results of information systems. Bart Prakken identifies various factors that explain the shortfall of information systems. Subsequently, he provides a profound discussion of the measures that can be taken to remove the causes of failure.

When organizations are confronted with information problems, they will almost automatically look for ICT solutions. However, Prakken argues that more fundamental and often cheaper solutions are in many cases available. When looking for solutions to information problems, the inter-relationship between organization, information and the people within the organization should explicitly be taken into account. The measures that the author proposes are based on organizational redesign, particularly using the sociotechnical approach. In cases where ICT solutions do have to be introduced, Prakken discusses a number of precautionary measures that will help their implementation.

The book aims to contribute to the scientific debate on how to solve information problems, and can be used in graduate and postgraduate courses. It is also helpful to managers.

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