Attitudes towards ICT support in Business

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Abstract

The attitude can be defined as a summary of the evaluation of some notion or fact. Examples of attitudes are sexism, liberalism, chocolate addiction, or belief that Rolling Stones is the world's largest rock band. [3]

Attitudes are systems of positive or negative assessment, feeling and deliberation to take action or not, they're in relation to different objects and situations. From this definition can be distinguished several features of attitudes, such as attitudes represent the relationship between an individual and an object/person, are taught, for example they are not somewhat inordinate, they express the value of someone or something, and they are complex. [2]

The main problems presented in this paper are the ignorance of attitudes towards ICT by interested parties, and the inability to adjust business to different profiles of people. These problems are related to the primary research that was conducted through interviews with 10 managers. [1]

The main purpose of this paper is to study and investigate managers' attitudes towards ICT in business and how to improve and care about IT literature. These goals will reach conclusions that will show the informatics level, awareness for modernization and innovation of business and others. [1]

The research conducted by the author of this paper was conducted through interviews with managers of various economic activities. The interview lasted about 30 minutes and was conducted personally or via Skype (depending on the preferences of the respondents). All nine questions are open type. The questions are presented in Table 1. [1]

Managers were asked about the ICT's effectiveness in their business, which are key ICT application points, what are the general employees' attitudes towards ICT, in which processes is the most application of ICT, is there any policies or measures, either formal or informal to educate employees and how to measure employee satisfaction. [1]

It can be concluded that most managers are aware of the importance of ICT in business. The attitudes of managers and attitudes of subordinates are mostly positive because we live in the IT age and we might be prepared for innovations and new ways of communication and management of companies.

Keywords: Information and Communication Technology, business environment, attitudes

References

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