Key Issues in Information Systems Management: A Serbia’s Perspective (Delphi study)

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Abstract

Delphi study used by many authors to compile a list of key issues related to information systems (IS) management in the world, i.e. to classify them and display their meaning. A key focus in this paper was put on trial IS managers in all areas, with emphasis on identifying and explaining regional similarities and differences. The results presented and compared with those obtained in similar studies in the U.S. and other European and non-European countries. Our research evidence points to profound differences in IS management between Serbia, the U.S. and other countries. The aim of this study was to identify key issues in organizations for management information systems over the next 3 to 5 years.

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Professor, Management Information Systems, Director, FedEx Cycle Time Research Center, University of Memphis, and Director, MIS Research Center, University of Minnesota. Under review by MIS Quarterly, 1991. The Delphi method was retained for its value in surfacing new issues and moving study participants toward consensus (Delbecq et al. 1975). Essentially, the Delphi method employs a series of linked questionnaires. These events are reflected in the 1994 key issues framework with its emphasis on responsive infrastructure (#1), distributed systems (#3), and communication networks (#5). As one of our executive participants commented: The issue is that companies are distributing themselves. A Chinese perspective on management information systems (MIS) key issues was presented by Wang and Turban (1994). Watson (1989) used a three-round Delphi study to establish the most important MIS issues of Australia. Yang (1996) surveyed Taiwanese companies for their key MIS issues and compared the results to MIS issues from the USA. Finally, a recent study of Luftman et al., Dekleva A, Zupancic J (1996) Key issues in information systems management: a delphi study in Slovenia. Inf Manag 31(1):1–11CrossRefGoogle Scholar. Dickson GW, Leitheiser RL, Nechis M, Wetherbe JC (1984) Key information system issues for the 1980’s. MIS Q 8(3):135–148CrossRefGoogle Scholar.