

Efficient Information Management as Organisational Performance Drivers in South Africa

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ABSTRACT The study evaluated how an efficient Information Management Practices (IMP) framework enhances organisational performance. The paper established a connection between improved services delivery, and the way information is processed, packaged, distributed, managed and consumed as a key driver of organisational success. The paper adopted a mixed method and a case study approach. The paper elicited data from a total of 108 respondents, and in-depth interviews and a survey were used to obtain data. The findings indicated that an information lifecycle model could be used to measure organisational services delivery and performances, based on the quality of services delivered. The adoption and use of the model are in its infancy, however, and requires more in-depth and practical applications in the South African organisational context. Findings showed that the existing Information Technology (IT) capabilities and functions had not been fully optimised or used to enhance performances. Investment in IT is not enough without information governance. The paper recommended that organisations must identify strategies to locate sources of information, including how information is collected/generated, processed, maintained, used and consumed, in order to increase performance. The IT must be aligned its IT with its business and management strategies to improve performance. External-internal and internal vertical and horizontal information sensing will enhance IMP. The institution must link student's application databases with selected departmental staff to improve their IMP performance. This will create access to updated and synchronised information for decision-making on applications processes.