RELATIONSHIP BETWEEN IT AND QUALITY BUSINESS MANAGEMENT

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Abstract - In the business world today, technology is taking over. Information technology (IT) particularly has become a necessity that every business needs today. To successfully compete in the 21st-century business race, simple IT implementation is not enough. Research on various literature reviews shows that for IT to be useful in today's business management, it's imperative that businesses look into some aspects of Information technology. There is a clear relationship between the applicability of information technology and the level of education of the personnel working in the business. Business management and information degree determine the competence of a manager to supervise and manage an IT-oriented business.

Keywords - business management and IT, IT degree, IT jobs, IT salaries, Quality Business management.

I. INTRODUCTION

Normally the ability of any business to obtain information on markets progress depends largely on the communication strategy the company has. If the company's information technology is poor, then the company has no chance at competing with other companies (Barney, 2001). Some firms around the world have realized and begun to developing strategies that understand information technology (IT) as a resource that facilitates the acquisition and use of information (Tipping and Sohi, 2003). Despite the growing academic interest in understanding IT efficiencies and how IT can sustain a business, there exists no clear understanding of how IT can impact a company's improvement strategy. Research also reveals that for IT to work in business management, it's imperative that it be combined with other practices in the business (Powell and Dent-Micallef, 2006). For instance, IT facilitates other business processes such as new product development (Pavlou and El Sawy, 2006). However, the dire question that needs to be addressed before we go on to look at this relationship is; what is the state of business management and information technology today and how does its state play a role in the overall relationship?

Business management and information technology degree

There is an emphasis today on the level of education for someone to be considered an IT professional and an effective manager. For starters, with a degree in information technology, there is a wide pool of jobs that await one in firms in dire need of personnel. The high demand for these professionals means that an IT degree is not useless in any way. If anything, today, IT jobs are the most sought after with the whole world advancing technologically and businesses looking to consolidate their IT efficiencies and business management. However, for this to be possible, companies need to look for the quality of degrees from the school from which they are issued to ensure they don't get a raw deal.

Business management and information technology jobs

With the growing rate at which companies are advancing technologically, every year IT-oriented companies struggle to find IT, professionals, to work for them. Year after year the demand for IT experts has kept increasing which makes it favorable for one to study IT in college since there are jobs out there. A survey done by an IT firm recently revealed that 63% of chief information officers face the challenge of finding these professional IT experts and this affects the overall business management process since there are rising business demands but little workforce to make it happen. The ability of any business to create jobs for this IT professionals and get them determines how well the relationship between IT and business management will produce effective results. To curb the scarcity of these professionals, a business can provide training programs on IT then provide these individuals with IT jobs. This would be a better step and a critical starting point.

Business management and information technology salary

The salary systems of business managers in information technology are fairly better than average. For instance, a software applications developer earns roughly $100, 000 annually while an information security analyst earn well over $90, 000 annually. Perhaps the lowest earning IT professional could be management analyst taking home slightly over $ 80,000 annually which is by far a good pay compared to other careers. So, how does IT salary affect the relationship? For starters the better a company pays its professionals, the better they get to keep their workforce. With the IT workforce being smaller than the demand, poor pay would make it easy for this

individual to venture into other companies with better pay.

Despite the academic state of IT profession, research shows that the process by which these IT resources interact with human resources and other organizational resources has rarely been explored in depth (Nevo and Wade, 2010). Also, research shows that research taken on the relationships between quality business management does not take into account the various roles of IT capabilities in the implementation of various IT assets and this affects how productive this relationship (Kohli and Grover, 2008).

This study aims at providing empirical evidence in the evaluation of different dimensions of IT competence and providing new perspectives for researchers who might want to research on this relationship. The study provides a guide for business managers to improving existing knowledge and integrating IT into their practices. The following theoretical section provides a brief overview of the literature review of the relationship; the methodology explains the characteristics of the study and the analysis and discussion section show how this information can be synthesized.

II. LITERATURE REVIEW

The literature review on the IT capability shows the existence of various IT related resources whose combination with business efficiencies improve the business management process. A study developed by Chen et al. (2010) proposes a new way of evaluating competence by incorporating the term "information systems strategy" as a way to investigate how to manage business processes strategically using IT efficiencies.
Information technology competence and quality management practices

Quality management seeks to improve business processes by advancing continuous improvement and customer focus. In many instances, IT act as a facilitator for the implementation of quality management practices by enabling data collection, analysis and implementation.

The relationship between IT competence and customer focus Today, IT is an indispensable factor in achieving high implementation levels for customer focus. Business managers' needs customer centered IT mechanisms on improving the overall customer care. IT improves business management by helping managers get a better viewpoint at various customer efficiencies and how to improve them for profit. Customer focus involves a business having direct and continuous contact with customers. IT integration makes it easy gathering information on the customer's tastes, preferences, needs, expectations, and levels of satisfaction, as well as diffusing information acquired from improving the products and services provided. To satisfy a customer, firms should have the necessary IT implementation mechanisms to make it easy to identify measure and analyze the needs of their customers and fulfil them. The relationship between IT competence and process management

Normally, Process management involves a good deal of statistical control of processes, which are oriented to measuring the variation in different processes and determining whether and how operations should be performed. To effectively gather this vital information to use to improve the business management, IT plays an integral role in making it happen. IT competence for firms makes it easy for process managers to perform the same processes in different geographic areas or countries and provide real-time data collection and analysis to enhance business decision making process. IT also encourages business automation hence reducing variation processes while encouraging enhanced agility.

III. METHODOLOGY

The data was collected through a survey. The sample data was collected randomly from various companies. The table below explores the relationship between information technology competence and impacts on quality management.

Business improvement caused by the relationship between IT and business management.

Variables	business profits	Competence
IT managerial knowledge	70%	75%
Strategic Planning	74%	80%
Costumer focus	80%	83%
HR Management	68%	75%
Process Management	70%	78%

DISCUSSION AND ANALYSIS

The table shows a significant improvement in profits and competence as a result of the relationship between IT and business management integration. This goes to show how important the relationship between these two factors is. While this is a brief overview of the final findings of the results, a deeper analysis reveals much deeper details of the relationship and how it influences various variables to the overall improvement of business efficiencies.

CONCLUSION AND LIMITATIONS

The data collected and analysis done reveals two important things; (1). IT competence is a complex multi-dimensional structure evaluated through various IT infrastructures. (2). IT competence has a direct impact on Quality management. The only limitations are IT competence cannot work on its own and needs to be complemented with other organizational resources and practices. However, despite these advances, in theory, little efforts have been made by the business manager to incorporate these changes. The rate at which IT interacts with other business efficiencies is limited as opposed to how it should be applied to its maximum potential for maximum benefits. The only hope is that in future, businesses will realize the benefits of integrating IT with business processes to effectively improve business management and in the process improve the overall business profits.

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