

A photograph of a desk setup. In the center, a silver laptop is open, displaying a Windows 8 desktop with various application tiles like Mail, Photos, and Netflix. To the left of the laptop is a white cup filled with colorful pencils. Behind the laptop are two water bottles, one white with a green cap and one white with a pink cap. To the right, there's a notebook with a colorful cover and some papers with drawings. The background shows a white chair and a wooden floor.

Information Management at Higher Education Institution

What is information?

Information can be defined as **purposeful data** that is related to a problem and that is used to achieve an objective (Wittmann 1980).

Pikirkan tentang Proses **Pembelajaran** di institusi anda.

Diskusikan:

1. Apa jenis informasi yang dibutuhkan? (Beri 3 contoh)
2. Bagaimana data dikumpulkan, diproses dan dianalisis?
3. Bagaimana data tersebut didistribusikan dan dilaporkan?

A vertical image on the left side of the slide shows a desk setup. At the top, a laptop is open, displaying a Windows desktop with various application icons. Below the laptop, there is a notebook with handwritten notes in blue ink and a blue pen. The background of the slide is a solid dark red color.

Why information?

Information is necessary for all organizational concerns and objectives of a HEI: for **easing and optimizing decision-making processes**, for **planning and developing realistic settings**, for **reporting and quality development**, and with it enhancing the **institutional efficiency and effectiveness** (Saupe 1981).

The Design of Information System

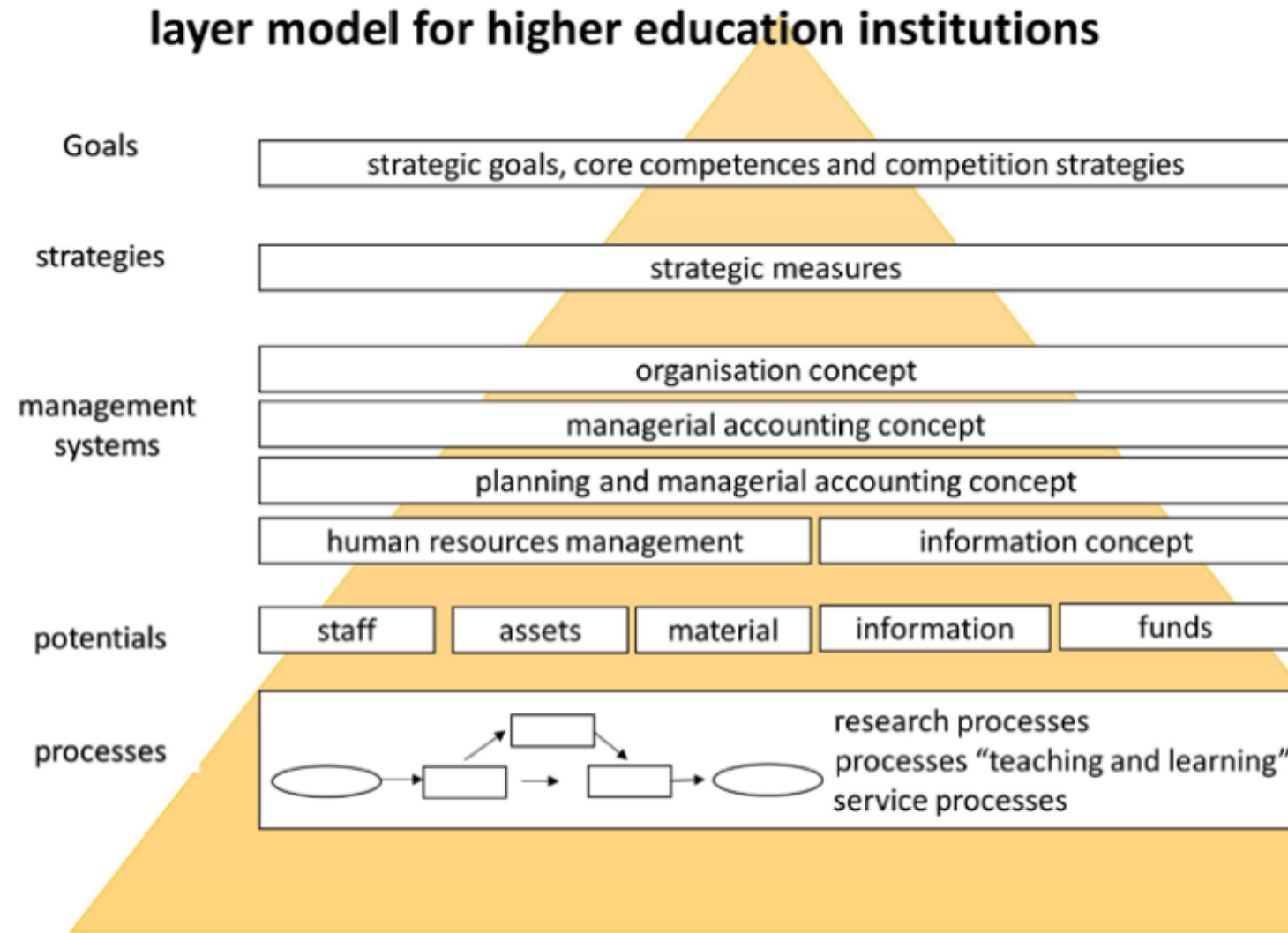


Figure 1 Layer model for higher education institutions (Tropp 2002, 2)



Information Management System

Information Management System can be structured into the three following phases (Hórvath 2011, 308 et seq.)

- I. Identifying information needs and gathering raw material at HEI
- II. Data collection, processing and analysis
- III. Data dissemination (workflows between disseminator and receiver)

Identifying information needs and gathering raw material at HEI

Information requirements : "the type, amount and quality of information which a decision-maker needs to fulfil her/his targets"

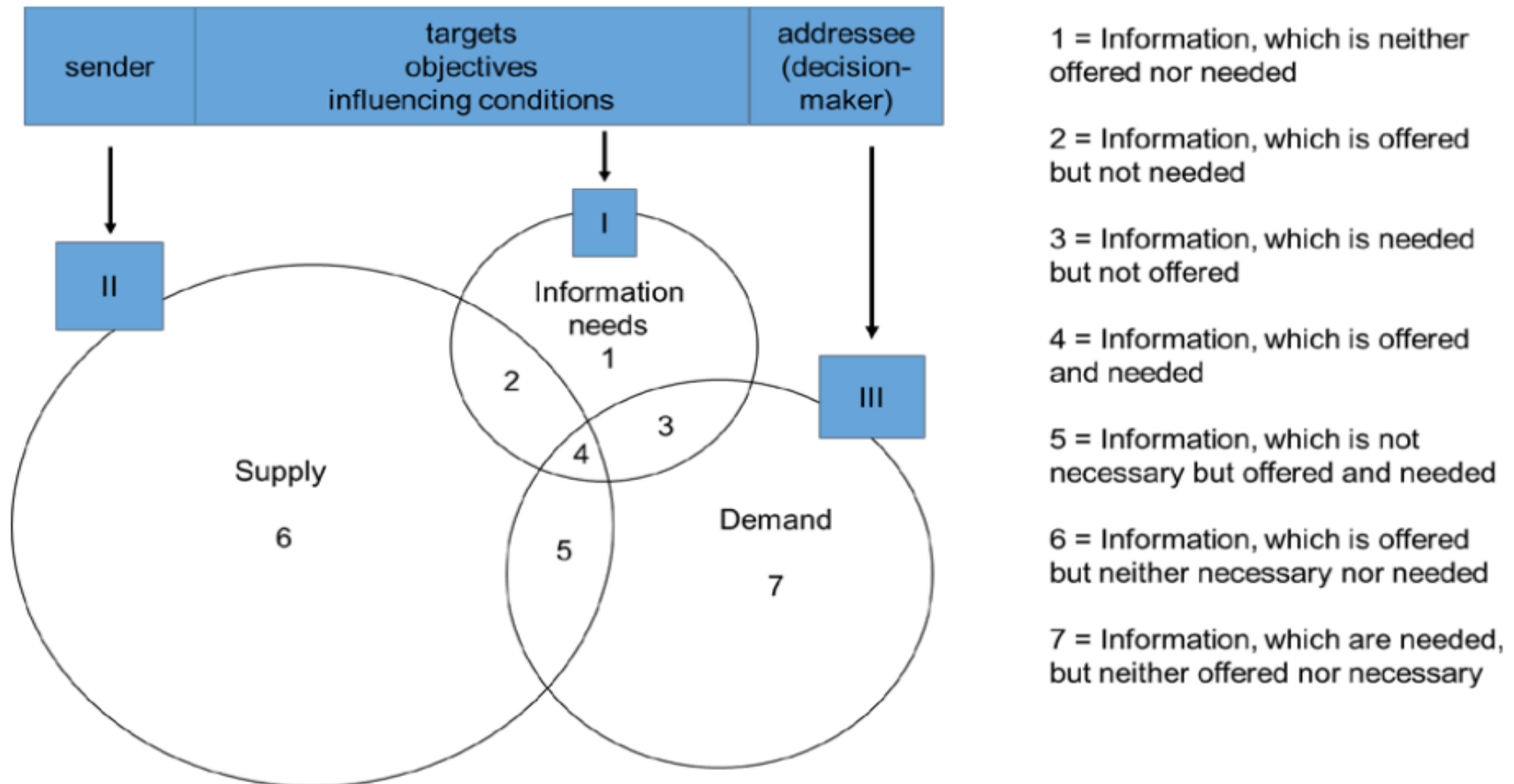


Figure 2 Gathering information based on needs, supply and demand (translated based on Picot & Frank 1988, 608 in Hórvath 2011, 311)



Data collection, processing and analysis

- Data has to be evaluated and analysed in a transparent and understandable way.
- Data analysis must meet defined quality criteria
- A very common problem is, for example, that data is not current, but retrospective, too detailed and extensive, inconsistent and contradictory.
- the data does not give enough significant information on the respective requirements.

Data dissemination

- Producers of information often do not know sufficiently who the addressee of the collected data is and what the data is needed for.
- On the other hand, for information users it might be unclear which information can be provided, how to read and analyse collected data considering the respective context.

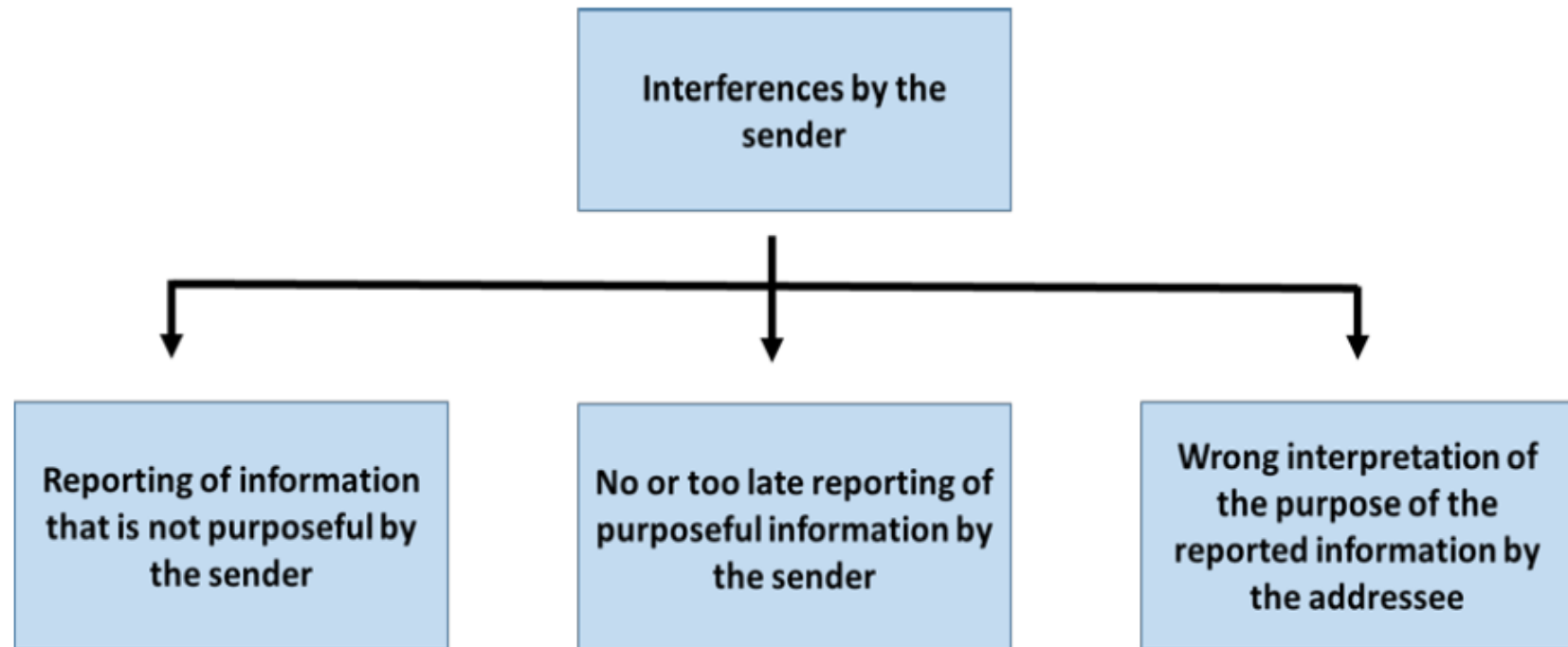


Figure 4 Types of interferences during the process of information distribution (adapted from Küpper et al. 2013, 241)

A photograph of a desk with a laptop, pens, and a 'Thank you' overlay. The laptop screen shows a Windows 8-style Start menu with various app tiles like Mail, Photos, and Netflix. The desk is cluttered with stationery items including a pencil holder, pens, and a notebook. A large orange banner with the text 'Thank you' is overlaid on the bottom half of the image.

Thank you