

Data Management

Issues, Challenges and Opportunities

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Editors

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Muhammad Rabiul Hasan and Mira Kartiwi

ABSTRACT

This study explored the data quality maturity at an educational organization. Information technology division (itd) here is the focused sample where the case study has been conducted throughout interviews and open-ended questionnaire. The findings revealed a lot of information surrounding data, data quality, data management and databases, with a 360° views from four top it personnel at itd, iium. From the group members' view, this study has met their initial expectations; and now bears a significant knowledge on data management or specifically data quality management at a broader perspective.

5.1 INTRODUCTION

For organisations to be best served by their information systems, a high degree of data quality is required. Data quality plays an important role as one of the powerful competition advantages for those companies that run businesses in the information society (Drucker, 1985). Organisations rely on this data to make significant decisions that can affect customer attention, supply chain efficiency and regulatory compliance. Poor quality data brings several negative effects to business users through the loss of customer satisfaction, high running costs, inefficient decision making processes, and performance (Ryu, Park & Park, 2006). Some of the more astute people in the organization may recognize that data and the information derived from that data translate into real power, and that control of that data can be the