SUMMARY

Information Technology (IT) has revolutionise the office management systems and cause tremendous changes in organisational structure. New discoveries in the area of IT are constantly emerging making it difficult for organisations to cope with the rapid technological changes.

This dissertation examined the process of planning and implementation of computer-based information system in a public sector organisation which deals with the development and management of real estate. Attention was focussed on the management strategies adopted to facilitate technological changes in the office and an evaluation of the outcome in order to gain an insight into the organisational issues and problems confronting management.

The outcome of the study was that the process of introducing IT in the office environment has far reaching implications for the organisation and these extend beyond technological cost and considerations. Managers and decision makers must be aware of the organisational effects so that an effective approach can
be adopted. The development of a computer-based information system should not be confined to the mere introduction of computer applications but directed towards an organisation's ability in the wider use of technology. Consequently, organisations should allow a planned introduction of technology in an evolutionary way so that users are provided opportunities to develop their understanding of IT and able to utilise technology in the most efficient manner.