

Subject Description Form

Subject Code	APSS523									
Subject Title	Managing Information in Social Service Organizations									
Credit Value	3									
Level	5									
Pre-requisite / Co-requisite/ Exclusion	Nil									
Assessment Methods	<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 60%;">100% Continuous Assessment</th> <th style="width: 40%;">Individual Assessment</th> </tr> </thead> <tbody> <tr> <td>1. Seminar presentation & participation</td> <td style="text-align: center;">40%</td> </tr> <tr> <td>2. Information system review</td> <td style="text-align: center;">20%</td> </tr> <tr> <td>3. Term essay</td> <td style="text-align: center;">40%</td> </tr> </tbody> </table> <ul style="list-style-type: none"> ▪ The grade is calculated according to the percentage assigned; ▪ The completion and submission of all component assignments are required for passing the subject; and ▪ Student must pass "Seminar presentation & participation" and "Term essay" (standard of passing: D or above) if he/she is to pass the subject. 		100% Continuous Assessment	Individual Assessment	1. Seminar presentation & participation	40%	2. Information system review	20%	3. Term essay	40%
100% Continuous Assessment	Individual Assessment									
1. Seminar presentation & participation	40%									
2. Information system review	20%									
3. Term essay	40%									
Objectives	<ol style="list-style-type: none"> 1. To provide an overview of the knowledge and current trends in information management; 2. To examine information needs in social service organizations; 3. To critically review current information systems and their application in social service organizations; and 4. To examine the basic principles in designing, managing and implementing information management systems in social service organizations. 									
Intended Learning Outcomes	<p>Upon completion of the subject, students will be able to:</p> <ol style="list-style-type: none"> a. Conduct critical review on current information systems and their applications in social service organizations and policy settings; b. Communicate and work effectively with IT professionals in setting up and maintaining Management Information System (MIS) in social service organizations and social policy setting; 									

	<p>c. Make use of available information management software to enhance their policy decision-making and/or service-provision processes.</p>													
<p>Subject Synopsis/ Indicative Syllabus</p>	<ol style="list-style-type: none"> 1. Social Welfare/Policy and Information Systems Needs Overview of organization decision-making models and information needs The strategic use of information system in social service/social development organizations Team management, employer-employee relationship 2. Information Models Information theories, value of information, information and decision-making Formal and informal systems Relationship between information models and the features of social service/social development organizations 3. Management Information Systems (MIS) Overview of Management Information Systems Types of MIS: (OAS, DSS, ES) Information Resource Management (IRM) Current social welfare/social policy MIS in Hong Kong 4. Information Systems Analysis & Design System Development Life Cycle Structured system analysis concepts Techniques for modelling data and process requirement Data flow diagram 5. Database Design The concepts of database approach Basic file structures in database systems Database management and administration 6. Trends, Issues and the Future Trends of Information Management in social service organization Issues and limitation 													
<p>Teaching/Learning Methodology</p>	<p>Students' learning is realized through attendance in interactive lectures, studying assigned readings and getting hand-on experience. They are expected to prepare adequately before class and to participate actively in class activities which include evaluation of current information systems developed for social service organizations in Hong Kong, and designing a mini-information system for their own centre/unit. Students are encouraged to bring in their own information systems for consultation and discussion.</p>													
<p>Assessment Methods in Alignment with Intended Learning Outcomes</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2" style="width: 50%;">Specific assessment methods/tasks</th> <th rowspan="2" style="width: 10%;">% weighting</th> <th colspan="3" style="width: 40%;">Intended subject learning outcomes to be assessed</th> </tr> <tr> <th style="width: 10%;">a</th> <th style="width: 10%;">b</th> <th style="width: 10%;">c</th> </tr> </thead> <tbody> <tr> <td style="height: 40px;"> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Specific assessment methods/tasks	% weighting	Intended subject learning outcomes to be assessed			a	b	c					
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		a	b	c										

	1. Seminar presentation & participation	40%	✓		✓
	2. Information system review	20%	✓	✓	
	3. Term essay	40%	✓	✓	✓
	Total	100%			
	<p>Explanation of the appropriateness of the assessment methods in assessing the intended learning outcomes:</p> <p>Seminar presentation and participation will provide students an opportunity to display their knowledge and competence in communicating their own ideas about information management in organizational and policy settings in a student-centred, relaxed, interactive and problem-based learning environment.</p> <p>The information system review will enable students to put the concepts and theories they learn in class into practice and to demonstrate their critical and creative thinking as well as their capability in communication and handling issues derived from real-life situations.</p> <p>Term paper will allow students to integrate major concepts, theory and methods they gain in the subject to demonstrate their knowledge and competence in the field of study, indicate the effectiveness of their proficiency in communicating ideas, creativity and critical thinking, appropriateness and critical insights in making judgment, and handling complex ethical issues.</p>				
Student Study Effort Expected	Class contact:				
	▪ Interactive Lecture		27 Hrs.		
	▪ Tutorial/Seminar		12 Hrs.		
	Other student study effort:				
	▪ Self Study		39 Hrs.		
	▪ Preparation for Term Paper		18 Hrs.		
	▪ Preparation for Information System Review		10 Hrs.		
	▪ Preparation for Group Presentation		10 Hrs.		
	Total student study effort		115 Hrs.		
Medium of Instruction	English				
Medium of Assessment	English				

**Reading List and
References**

Essential

Laudon, K., & Laudon, J. (2013). *Management information systems: Managing the digital firm*. Upper Saddle River, NJ: Prentice-Hall.

Webb, J. (2008). *Strategic information management: A practitioner's guide*. Oxford: Chandos.

Selected journal articles from the Journal of Technology in Human Services (<http://www.tandfonline.com/toc/wths20/current>)

Supplementary

Brennan, L.L. & Johnson, V.E. (2004). *Social, ethical and policy implications of information technology*. Hershey, PA.: Information Science Publishing.

Dhillon, G. (Ed.) (2002). *Social responsibility in the information age: Issues and controversies*. Hershey, PA.: Information Science Publishing.

Hunter, M.G. & Tan, F.B. (Eds.) (2009). *Handbook of research on information management and the global landscape*. Hershey, PA: Information Science Reference.

Kerslake, A., & Gould, N. (Eds.) (1996). *Information management in social services*. Singapore : Avebury.

Middleton, M. (2002). *Information management: A consolidation of operations, analysis and strategy*. Wagga Wagga, N.S.W.: Charles Sturt University, Centre for Information Studies.

Walker, J.I. (2006). *Nonprofit essentials: Major gifts*. Hoboken, N.J. : John Wiley & Sons, Inc.

Willcock, L. (1994). Managing information systems in UK public administration: Issues and prospects. *Public Administration*, 72, 13-32.