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USE OF INFORMATION SYSTEMS IN THE LEADERSHIP TRIANGLE-NACE FRAMEWORK

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Abstract

Focusing on the various stages involved in becoming an expert leader, this working paper delves into the details as to how a leader could be better equipped with skills that would help in leading a team effectively. A pre-requisite to becoming an expert leader is the ability to think critically, analyse the strategic environment and make well-informed decisions that are less emotional. Alongside, there is increasing importance to harness the potential benefits of innovation, information systems and information technology to make right and better decisions. Globalization and information technology have changed the conditions for leadership. Leadership calls for continuous improvement and smart use of information technology to reach the most pristine form. Using Maslow's hierarchy of needs framework as its edifice, this research has constructed a Leadership Triangle- Novice, Advanced beginner, Competent and Expert (NACE) framework that studies every organ of the various stages of leadership that constitutes to becoming an expert leader. This ongoing research also focuses on presenting these various stages of leadership by identifying how Knowledge Management System tools assist a Novice leader to make key decisions that would otherwise be difficult due to insufficient experience and expertise and how Decision Support System tools could be helpful for both competent and expert leaders.

Keywords: Decision Support System, Knowledge Management System, Leadership traits, Leadership Triangle, NACE Framework.
