

ICT Leadership in Chaordic Organizations: A Process Approach

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Abstract

A chaordic organizations are result of hardships of functioning an organizations in unpredictable and fast changed environment. The term of chaordic indicates some order in chaos using controls. In this paper are analyzed controls using concepts of process management and leadership supported by appropriate information and communication technology (ICT). On this way area of research is in triangle business processes, leadership and management, and ICT support in chaordic organizations and their impact on business performances.

The purpose of the paper is to analyze business processes in chaordic organizations and to emphasize a role of ICT leadership to control and lead processes to achieving the business goals. The aim of the paper is to present author's approach of modeling of ICT leadership in chaording organizations with financial hardship. This model has realized by process approach in which ICT leadership is one of business processes.

The findings are theoretical and practical. Theoretical findings refer on integrative model of ICT leadership in chaordic organizations, which allows predicting impact of ICT leadership, quality of business process and uncertainty on business performances. Practical findings are on research in 60 small and medium enterprises (SMEs) in Serbia, which have characteristics of chaordic organizations with financial hardship. Using SPSS statistical software are determined correlations and impacts among variables in the author's model. Based on research results is possible to predict business performances, conduct sensitivity analysis, and recommend solutions for improvement of business results in hardship environment.

Key words: chaordic organizations, ICT leadership, business processes, quality, financial hardship

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