

Intercultural Issues and Challenges in Information and Data Quality Management

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Participants:

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Managing Data and Information Quality requires the co-ordination of infrastructures, processes, content and, perhaps foremost, people. In these co-ordination efforts many cultural parameters, such as language, hierarchy, negotiation styles, time perceptions, unwritten rules etc., come into play and may make the job of an information quality manager all the more difficult.

In this panel, we discuss how these cultural parameters promote or impede high quality information, especially in intercultural settings that become more and more frequent in international settings. The panel discussion shows specific examples of such intercultural IQ-challenges, but also addresses the issue of how to manage information quality in a globalized economy. It should thus act as a catalyst for both problem recognition and solution deployment.

Specifically, the panel addresses the following questions:

- From a conceptual perspective, where can cultural differences lead to IQ issues?
- What are specific examples where intercultural contexts lead to IQ problems?
- What are the underlying root causes of these problems?
- How can misunderstandings regarding information quality be prevented in intercultural settings?
- What relevant research results are available to help prevent information quality problems based on cultural differences?
- What are effective (pre-emptive) measures to assure data and information quality in intercultural settings?
- What experiences have the participants of ICIQ 03 in dealing with information quality in multi-cultural contexts?

The panel will start with brief opening remarks of all panellists. After a moderated debate based on the above key questions the floor will be opened to the audience to probe deeper regarding specific challenges inherent in managing information quality in a global economy.