

The Social Media Perception and Reality – Possible Data Quality Deficiencies between Social Media and ERP

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Abstract: With the increase of digitalisation, data in social media are often seen as more updated and realistic than the information system representations. Due to the fast changes in the real world and the increasing Big Social media data, there is usually certain misalignment between the social media and information system in the enterprise such as ERP, therefore there can be data deficiencies or data quality problems in the information systems, which is caused by the differences between the external social media and internal information system. In this paper, underpinned by the work of ontological data quality from Wang and Wand 1996, we investigate a set of data quality problems between two representations - Social Media and ERP. We further discuss how ERP system can be improved from the data quality perspective.

1 INTRODUCTION

Nowadays -in the area of big data- data exploration and social media are offering a constant data feeds that represent real world phenomes. Based on the social media data, data analysis has begun to be part of the social media system. These can be observed as a reflection of the real world. At the same time, data in social media is often seen as more realistic than the real world representation. Facebook's organic reach is steadily decreasing, so a system should have the pressure to create content that is relevant to their consumers. In this paper we examine the variation between real world and its representation in social media.

Over the last decade, many researchers and practitioners have emphasised the importance of data quality (Ge and Helfert 2007). Data quality has become a critical concern to the success of organisations. Numerous business initiatives have been delayed or even cancelled, citing poor-quality data as the main reason (Ge et al 2017). Ge et al. 2017 further point out that despite the sizeable body of literature available, relatively few researchers have tackled quantifying the conceptual definitions. The literature provides numerous definitions and taxonomies of data quality dimensions analysing the problem in different contexts. Also, literature

provides us with numerous case studies, investigating data quality in practice. Research as well as industrial discussions (such as Gartner 2017) with practitioners identified that firms may lose upwards of 10% of revenues due to poor operational data, together with other serious consequential effects relating to tactical decision making and strategy generation. A report from The Data Warehouse Institute estimated that data quality problems costs US business \$600 billion a year (5% of the American GDP) in postage, printing and staff overhead costs alone, whilst the majority of the senior managers in those companies affected remained unaware (Ge and Helfert 2013).

Wand and Wang (1996) have developed a data quality model based on the differentiation between internal and external view. The external view is concerned with reflection of real world facts. In contrast, the internal view addresses the construction and operation necessary to attain the required functionality in information systems, given a set of requirements which reflect the external view. Underpinned by this model, therefore, social media can be seen an external view of the real world. The internal view can be described as an information system that combines data collection, storage management tactics and analytical tools to provide comprehensive and competitive process of planning and decision-making in an organization. The entire

organizational context requires rigorous planning, standardization of procedures and optimization of existing resources.

In this paper, we demonstrate the propositions, using one of the typical information systems, Enterprise Resource Planning (ERP). ERP platform enables companies to improve the most important metric: sales, profits, costs, quality of products and services, customer satisfaction. Promoting improved organizational performance, it plays a crucial role in the production and processing of knowledge management. Improvements are seen in organizational activities, decisions, products, services, processes and relationships, which will lead to improved organizational performance. Furthermore, implementing Business Intelligence Solutions in ERP will help the processing of knowledge management, research and development by extracting information already processed by the other information systems implemented by the organization.

Due to the fast changes in the real world -reflected via Big Social media data-, there is always a misalignment between the representation in social media and the enterprise information system such as ERP. Caused by the difference between the social media and internal information system, there are usually data deficiencies or data quality problems in the information systems.

Underpinned by the work on Data Quality from Wand and Wang (1996), we examine with this paper the various viewpoints between two representations, on the one hand side ERP and on the other side the view offered by Social Media. In this paper, we expand this ontological concept with the perception Social Media can provide, in form of a social media create “reality” or perception. We then propose a set of data quality deficiencies resulting from an ontological view on information system. To identify a set of criteria for a real-world system to be properly represented by an information system. Based on this, they identify possible representation deficiencies that can occur during system design and data production.

The remainder of the paper is organized as follows: Section 2 conducts a literature review on social media and information systems. Section 3 discusses some typical social media system from the digital marketing perspective. Section 4 provides an overview on the ERP system. Based on Section 3 and 4, section 5 summarises possible data deficiencies between social media and ERP systems.

2 RELATED WORK

Wamba (2017) developed a theoretical model to determine if the internal and external factors have a role in adopting social media in an organisation. The model is examined utilizing cross-sectional information gathered from various working environments in various geographic districts. The outcomes reveal the presence of particular selection practices for various gatherings inside the general example. These discoveries sustain the implementation of social media into a workspace.

Carr (2017) analyses the impact of Social Media on an enterprise and how it can be utilized to accomplish generous business execution upgrades. Jinno (2017) outlines the consequences that consists in actualizing endeavour asset arranging adequacy from the viewpoint of execution strategy and operational viability. With ERP Systems, organizations can institutionalize their business forms and oversee them all the more viably and productively. Irani (2017) outlines online networking/Web 2.0 in building information sharing abilities. Restrictions and further research into the utilization of online networking/Web 2.0 are discussed. Dezdar (2017) describes the innovation factors and hierarchical factors. It conceptualize an incorporated connection between ERP execution benefits, ERP venture factors, ERP framework factors, and hierarchical factors in a single model. The examination demonstrated that ERP framework quality, ERP seller support, and client preparing and instruction had positive association with client fulfilment and ERP usage benefits appropriately.

Alimam (2017) gives another point of view, one that underpins the claim that economical views are important. Aloini (2016) studies the evolution of ERP systems from a social point of view and also a collaborative one by taking into account the suitability. There highlight the advantages and impediments and proposed a framework. He et al. (2016) provides the perspective to organizations in order to improve their strategies regarding social media. ERP systems have an impact on the absorptive capacity of a firm, except the e-commerce ones. The existence of social media is strong related to this capacity. It is based on the work by Loukis (2016).

Leonardi (2015) outlines the significance of a data rich informal community to the production of information. It is based through firms' web-based social networking activities. Lam (2016) discusses the hypothetical and administrative ramifications from the point of view of operations administration. The paper describes three interrelated objectives. It

gives a hypothetical structure, in light of the idea of affordances, to estimate the potential ramifications of online networking use for sorting out. Second, it surveys existing grant via web-based networking media and arranging, featuring web-based social networking dispersion, utilize, and its suggestions for hierarchical procedures of correspondence, coordinated effort, and learning sharing. Third, it depends upon the affordance viewpoint and existing grant with a specific end goal to express a motivation for future research via web-based networking media and arranging, pushing for an enhancement of the marvels under examination and for more noteworthy assorted variety and inventiveness in the methodological methodologies.

3 SOCIAL MEDIA - EXTERNAL VIEW

3.1 Google

We are experiencing a technological trend heading towards total personalization. That is why the expression 'data is more important than gold' is becoming more and more valid. Not only social networking messages or site banners are personalized by remarketing campaigns, but also searches on Google. Newsletters display dynamic parts based on people's behaviour, and more recently, websites adapt to the context of the visit. Provides multiple audience creation and usage capabilities, easily managed from either Google Analytics or Google Adwords, tracking data from multiple people's platforms - Youtube, Gmail, Search, or the Display Network (GDN).

Google Announces Attribution, a platform for a concept that promises to revolutionize digital reporting, identifying the effectiveness of each digital touch used by people in online businesses. It is more than obvious that if a social network did not directly generate a desired action on the site, certainly this will influence that action indirectly.

3.2 Facebook

It provides access to very detailed data about people and their interaction in the social network, create audiences with those who have seen videos on Instagram, with those who have interacted with the Facebook page, or subscribers to the newsletter, see messages specific to people who have dropped out of the order book page or another step in the shopping process. Provides the most accurate segmentation of

subscribers, and if brands automate 'customer care' processes between email marketing platforms and CRM applications, their subscribers receive more relevant and smarter messages for their automatically sent interests without human intervention.

It can be determined by a mix of human behaviour and the process of purchasing a product / service offered by a particular brand. Digital budgets should be determined by these factors and not by the calculated availability of profit, as is often the case. Digital instruments, channels, banners, and figures are the means by which we interpret human behaviour. Therefore it is essential to match as best as possible specific messages to the audiences. However, without having data about the people we are following, it is almost impossible to find out what they intend to do. Using data is a tactic that draws us close to the essence of marketing. Thus, we have considered social media as an external view and the relationship between this external view and ERP is described as follows.

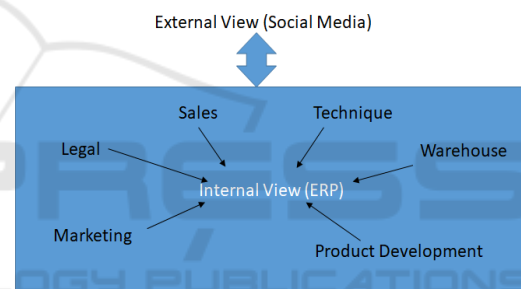


Figure 1: External view from Social Media.

4 ERP SYSTEM - INTERNAL VIEW

An ERP system requires a large data volume to track precisely the process undertaken by a company and offers a financial report, as well as gives a proper program to its development. Each progression in a business procedure expects clients to enter or refresh information in an ERP system. This is highlighted in Figure 2.

ERP system allows the company to organize and pursue investments in research and development projects. Thus, ERP for commercial field could underlie the entire process of decision management in the company, where it will be implemented, it can provide managers the most effective way to analyse different scenarios and achieve the most efficient and effective products and services through investments in market research on customer preferences, in order

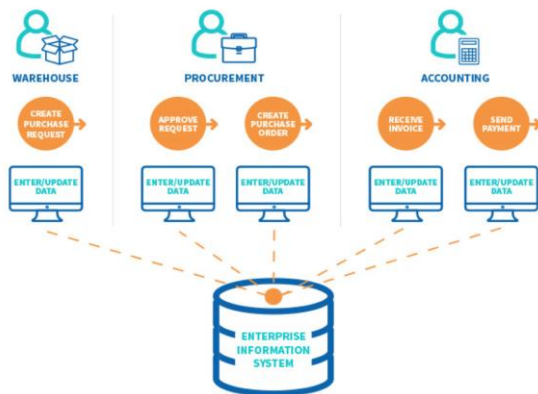


Figure 2: Information Organisation in ERP.

to support the ideals of corporate social responsibility and investment in research on developing new products and services according to the real needs of the market at the present time, inspired by market research conducted.

Entering information in a convenient and exact way is usually done by users of the ERP system. This procedure of gathering information is frequently manual, tedious, where mistakes can occur. Since ERP underpins end-to-end forms, more information is expected to guarantee accuracy. For instance, to make a client record in ERP, it is not enough to set the economic component of the client record and it is needed also the sell part, the repository, the commerce, and so on. As the entered data volume grows the number of possible errors increases. These glitches, appear later in the process, can cause enormous damages and lie at the base of numerous information quality issues in the company.

Since each procedure has a budgetary effect, all information quality issues in the long run stream down to the accounting department group. The data that come from consumers into the ERP helps the company to understand the needs of the clients and the actions that should be developed. Data that comes from consumers about the company or its services / products is an essential factor in its development as a brand and in consolidating its position on the market.

The review indicates an assessment of a product, service or location, or an artistic creation by a person who has found a particular interest in the subject. Some critical analysis does not necessarily require specialist training for the evaluator. Reviews and comments by users who bought the product are the most important source of information from those who have bought and used the product. Based on the review, we are able to provide quality information that can be composed by respecting the following rules:

- To know where and for whom the review is written.
- To show the writer's point of view as clear as possible. A review of product should under no circumstances end in a vague, indefinite note, and it must reveal the writer's position that remains in the mind of the reader (liked or not) but not in an explicit way, but from the weight of those pluses or minuses.
- The written information should be original.
- To write smart (but reasonable, not to make smart).
- Not to praise or accuse for free.
- Accept the possibility of differences of opinion.
- Provides the context in which the review appears: if it is part of a wider research, a hobby or a contest, an express request from someone interested in reactions etc.
- Express the writer's opinion. The review itself is a way of reflecting, ordering someone's thoughts and weighing the pluses and minuses to finally make a conclusion.
- A form of rating: the specificity of the review is that at the end of it you are allowed - even indicated - to give a note after your own evaluation system.

5 DATA QUALITY DEFICIECIES BETWEEN SOCIAL MEDIA AND ERP

Integrating the components of social media with ERP systems were considered of critical importance in comparison with combining social media websites with ERP. The retail marketing and reputation management are influenced by the advantages given when integrating social media in ERP systems. The capacity to incorporate with outer web-based social networking devices on the general population web does not weigh intensely on the determination procedure for ERP. However, the appropriation of web-based social networking capacities to incorporate cooperative and correspondence capabilities is seen with significance yet isn't viewed as a noteworthy influencer. There are two essential advantages of social usefulness installed in ERP; to streamline and convey inside the undertaking and also to record business process-es to help lean activities.

Data quality can impact the competitiveness and economic activity that refers to the value of the relationship with the data with quality and the success of a business. To further highlight the focus of this

paper, we have demonstrated the social media perception and the representation from ERP system in Figure 3. Wand and Wang (1996) further detailed four types of representing a real-world system, which are interpreted as follows:

- *Proper Representation:* The representation of a real-world system (we consider it as Social Media in this paper) is based on the mapping each of its valid states to at least one valid state that corresponds to the information system and vice versa.
- *Incomplete Representation:* The mapping from Social Media to ERP must be thorough (i.e., each of the states in RW is mapped to IS) in order to represent a real-world system by using an ERP.
- *Ambiguous Representation:* If there is more than one real-world state mapped into the same state of the information system, then the representation is not right and the information is not enough in order to assume which of the Social Media state is expressed.
 - *Meaningless States:* It is not mandatory that the mapping from Social Media to ERP be thorough concerning ERP. In any case, when this circumstance exists, there are legitimate states in ERP that cannot be mapped back to a state in Social Media.

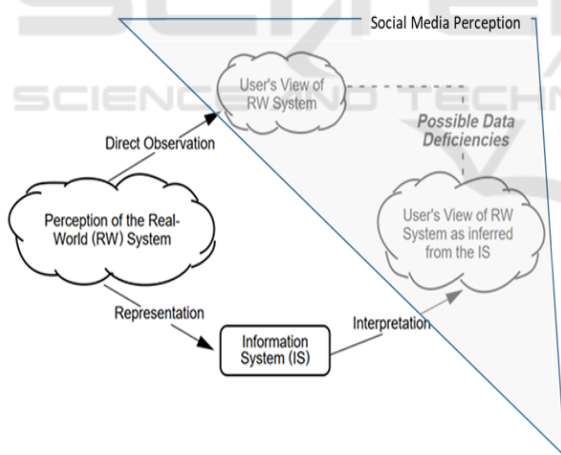


Figure 3: Social Media perception (adapted from Wand and Wang 1996).

By considering the four types of possible data quality problems proposed in Wand and Wang in 1996. We have found a set of data quality problems that are caused by the misalignment between social media and ERP systems as shown in table 1 in the appendix. We found that data quality management in ERP is not just about fixing data or improving quality within a single business application or process, but also about taking a more expansive and forward-looking enterprise-

wide approach. This should involve addressing cultural issues, initiating both short and long term process and procedural improvements by a step-by-step, incremental approach, whilst ensuring that the data conforms to appropriate specifications or requirements.

It can be seen that there cannot be a “one size fits all” remedy to embedding organisational improvements in ERP systems, but rather to identify appropriate solutions to fit individual situations and circumstances. One accepts that data quality problems are not created intentionally by people, but more by the failure of the surrounding processes whether these are system related or individual related involving lack of education, training, personal developments or purely the person being placed in a position for which they are not suited. This research has major practical implications which leads to a further key theme, that of aligning robust theoretical and academic concepts, within the operating environment of a real-life ERP, in order to implement sustainable data quality improvements. It is also recognised that research in this specific area may have implications for other functional sectors where process improvements programmes can be applied.

6 CONCLUSIONS

In this paper, we have validated the ontological data quality view that are proposed by Wand and Wang in 1996, where data quality deficiencies are caused by the misalignment between real-world perception and information system representation. In order to study this misalignment, we have instantiated the real-world perception as social media, which can be considered as reflection of the real world. On the other hand, information system representation is illustrated by the ERP system.

Based on the observation of the differences between social media and ERP systems, we have concluded a table that contains possible data quality deficiencies that are caused by misalignment between Social Media and ERP. Based on the results, this paper has also discussed the indications of data quality management in ERP systems. As a future work, we plan to further investigate how to improvement the data quality in the ERP systems, and how to proactively prevent possible data quality deficiencies.

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APPENDIX

Table 1: Possible Data Quality Deficiencies between Social Media and ERP.

DQ Deficiencies	Perception of Social media	Representation in ERP	Possible Data quality problems
Incomplete Representation	The user would rely more on the reviews from the other users to choose this product, which is more important than the product description itself	Only included the essential information about the product	Missing the reviews
	The user relies on the product's description, relevant for his decision to acquire or not the product.	This information may consist of functionalities, features.	Missing data regarding the product
Ambiguous Representation	The product has a description based on vague phrases or their construction is not precise and the customer is not able to understand what the product offers.	The description made by the company's specialists has multiple meanings or the content is not precisely.	Data with various meanings and imprecise.
	The quality of the product is described very equivocal. The customer remains with a lot of questions unanswered.	There is offered information about the product's characteristics, but the terms used are too complex or they are giving the text different connotations.	The quality data is unclear.
Meaningless Representation	The product description does not match to the product itself or has no relevance for it in the customer's opinion.	The description was mismatched by the system or the person in charge of writing it.	The description of a product is linked to another product.
	The product's price is not an amount of money that will confuse the customers and make him even think that the company which is selling it is not a serious one.	There are displayed strings or special characters.	Data in a wrong format.
Proper Representation	The customer finds all the information needed about a product.	The customer's reviews are available next to the product and the description of it is complete and detailed reaching all the important point.	
	The good communication and data transmission between the suppliers and the sellers give the actual availability of a product to satisfy the customer.	The status regarding the product availability is always up to date	