

SERVICE SCIENCE NATURE IN INFORMATION SCIENCE: OVERVIEW

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ABSTRACT

Science and Scientific principles dedicated to particular problems and ultimate solution for service sector may be treated as Service Science. Virtually services are the process, performance or experiences that an organization or a person or institutions or community or even subject or academic domain may offered. Service Sciences is a buzzword both in business and commerce field. The related domain of Service Science is hospitality. There are so many things we can fall under the service field like cooking, teaching, tailoring, driving, knowledge process outsourcing [KPO], BPO and so on. The concept of Service Science as academic field gains popularity during last ten to fifteen years due to impact of globalization. Information is consider as valuable asset, several organization and institutions purely depends on information, hence a full-fledged division on Information already been created in so many organizations and institutions. In this paper, several aspects of service science illustrated which including role of Services, Information Science as Service Science and so on.

Keywords: Service Science, Information Science, Information, Hospitality and Science, Service Technologies, Service Engineering, Globalization, Community Development

INTRODUCTION

Service Science is a kind of interdisciplinary knowledge cluster responsible for service promotion and delivery and hospitality, which is focusing not merely on a single aspects of service or hospitality but rather than a service as a system of interacting parts that includes people, technology and business. Fundamentally the close term related to Service Science is hospitality. Service Science virtually originated from some subjects like Computer Science, Cognitive Science, Economics and Business Studies and so on. Out of so many organization NESSI [Network European Software and Service], HP and IBM, Oracle corporation introduce so many service division. The name of Service Science also gains to some extend popularity for these organizations. Educationalist claims that Service Science is a field or interdisciplinary domain or umbrella which enables economists, Social Scientist, Mathematician, Computer Scientists to cooperate in order to achieve a larger goal. Today apart from organization and Institutions Service Science is gaining popularity in academic

community. Several Workshops, seminar, conferences, knowledge session have been carried out by universities. Even some universities already started academic programme, specialization, certificate courses, curriculum, conferences, seminar, knowledge session and others. Some universities like UC Berkley, CMU, University of Maryland, Arizona State University, Utah State University, Singapore Management University and so on.

OBJECTIVES

The main aim of this study is includes:-

- To learn about Service Science and its Characteristics;
- To learn about Information Science and its main aim and objective;
- Service Science and Information Science similarities;
- To learn the main role of Information Science in Several Sector.

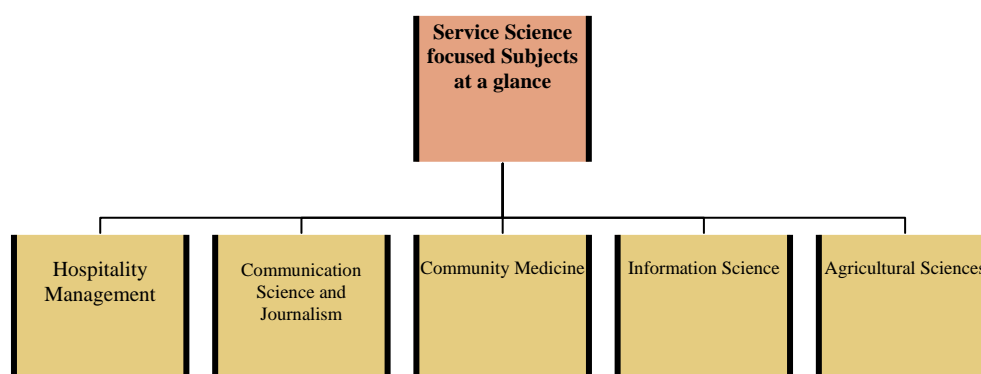


Fig: 1.Showing some popular Service Science domain

Information Science and Service Sciences

Information Science is an interdisciplinary Service Science responsible for several information activities like collection, selection, organization, management, dissemination. Information is treated as main resources in so many organizations and institutions like Information Centers, Information Systems and Foundation, Information and Knowledge Kiosks, Data Center, and so on.

However apart from these, Information is treated as valuable recourses in so many organizations and institutions and separate wing an Information has been developed by several organization.

Information Science and Stakeholders of Services

There are so many stakeholders we can find in Information Science domain first of all the Information Foundations and institutions that we mentioned, secondly the community and general public, academic community and intellectual sector, governmental department and institutions, mass media and so on. As Service Science lies/deals with following features thus gaining a separate field:-

- Providing and generating services to a particular community or organization;
- This involves both a provider and also a client working together to create value;
- It is a complex system and thus also interact with non liner way;
- Management Sciences, hospitality indirectly also deals with service science.

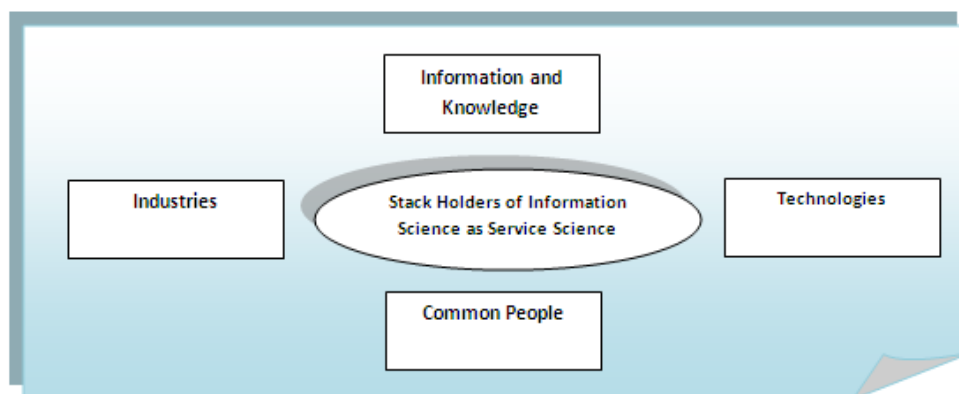


Fig: 2. Showing some basic ingredients of Service focused Information Sciences

As far as Information Science is concerned it is dedicated to academic community in several way like-

- Information Centers and Systems are responsible for Information collection, selection, organization, management and dissemination and thus it is an integral part of academic community. Modern Education purely depends on information activities such as Electronics Gadgets; like- overhead projector, web based education, online education and so on.
- Generally Community is also depends on Information Sciences for several reasons and way like- for mass communication, business and trade, education, governmental agency and so on. When some one is interested for seeking information that time he/she directly and indirectly may avail the benefit of Information Science. For example the awareness programme on Health and Nutrition, population, diseases, prevention of diseases, educational campanion, governmental opportunities, Governmental Agriculture Scheme, Agricultural Information and so on.

Information Science, General Public and Community Development

Virtually Community development many ways depends on Information Science as proper Information Systems designing and development is the main task of Information Science practice. Ease Information Transfer Cycle [ITC] many ways responsible for societal development. Information Society and knowledge society are the most important term in today's age of globalization. Virtually Information Science is responsible for building and structuring Information Society by Information Infrastructure building. As Information Society's main key matter is related with better information processing and easy availability of Information in all most all the dimension and spectrum, thus it is also responsible for better knowledge economy building. Information Science is helping or improving channels

and capacity building and thus ultimately responsible for knowledge economy development. Proper communication between one village to another and community to another and even nations to nations is purely depending healthy Information Science practice. Governmental agencies and departments are also truly depends on Information and similar facet. Each and every government departments is connected each other by telecom or information networks; thus here we can see the direct relationship between stockholders of Information Science [Information Networks, Telecom, Networks, Community Information Centre] and governmental agencies.

Government department needs to decide many critical issues and matter; thus here healthy decision support system is essential. Decision making, product design, market strategy is completely depends on Information Systems practice. Today business is lies on several tools than that of website like- commerce [sms alert], e commerce [by dedicated commercial website] email notification and so on. To judge or identification of the condition f market strategy, market situation we need to study and thus we need Information.

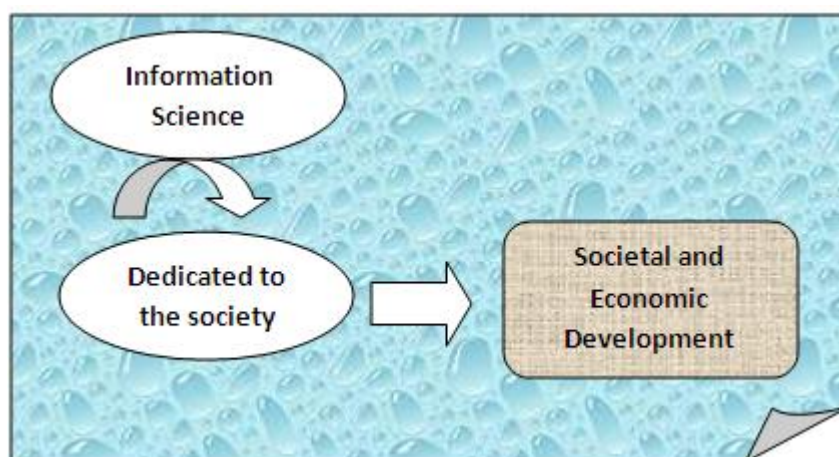


Fig: 3. Showing role of Information Science for economic and social development

FINDINGS

- Service Science is a subject responsible for healthy service and hospitality environment creation;
- Some related domain of service science is Service Engineering, Service Management, Service Technology;
- Information Science is consider as solid Service Science than Computer Science; due to its people-Information and technological interaction;
- Service Science is offered as academic degree/ specialization and paper in so many universities and institutions around the world.

SUGGESTION

- There should be adequate Service Science educational programme for better Service Environment creation;

- Information Science [IS] is an attractive subject dedicated to healthy information infrastructure building;
- Information Science and its practice introduction in several institutions/organizations for healthy information environment;
- It is essential to build healthy information environment; through out.

CONCLUSION

Service Science is gaining popularity around the world and so many subjects are also involved with Service Sciences gradients. Role of Information Services as Community Sciences is gaining popularity due to modern services provided by Information Science and similar knowledge cluster. Information Science [mainly Information] is day by day utilizing in all most all the sector whether it government, business and trade, hospital, mass communication and other area. The service dimension is also need to increase in Information Science for further Information Infrastructure building.

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