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Informatics technology and innovation in service production

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Highlights

- The use of informatics technology raised the use of analytical tasks;
- The use of Informatics technology changes the way of producing a service;
- Informatics technology tends to generate new jobs in the service sector;
- The service worker needs to expand his analytical skills.

Abstract

This paper aims to analyze how informatics technology affects the innovation of the service production process. As its main characteristic, the production of services is very intensive in human capital to produce outputs, and since the development of informatics technology affects certain tasks used to produce output, it will bring innovation to the procedures in the production of services. Thus, evaluating the use of informatics (e.g.,

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