ST.MARYS UNIVERSTY COLLEGE

BUSINESS FACULTY

DEPARTEMENT OF MANAGEMENT

Management Information System Practice the Case of "Quality and Standard Authority of Ethiopia" (Head office)

BY

Hayat Mohammed Ali

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SMUC

ADDIS ABABA

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Abstract

Assessment of the cause of insufficient use of MIS and its impact on the daily activities of Quality and Standard Authority of Ethiopia was investigate from march,2011uptojun2011,the objectives of this study is to assess the major cause of insufficient use of MIS and its impact on organization and what is, it ;looks like, the activities with manual system. The source of data for this study is the staff member of Quality and Standard Authority of Ethiopia. The data was collected through interview and questionnaire. The sampling technique was simple random sampling specifically purposive sampling.

It is expected that the finding of this study present that the significant cause of the use of insufficient use of MIS is administrative, economic, human resource and others. And the impact of insufficient use of MIS is problem related to information fellow, administrative and others.

At last, study presented, the use of manual system, what it looks like, and coping mechanism of the stuff to the problem.

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ACRONYMS

QSA - Quality and Standard Authority

MIS - Management Information System

IS - Information System

CHAPTER ONE

INTRODUCTION

1.1 Background of the study

Initially in business and other organizations, internal reporting was made manually and only periodically, as a byproduct of the accounting system and with some additional statics, and gave limited and delayed information on management performance. Previously, data had to be separated individually by the people as the requirements and necessity of the organization. Later data was distinguished from information, and so instead of the collection of mass of data important and to the point data is needed by the organization was stored (Philip kotler).

Earlier business computers were mostly used for relatively simple operations such as tracking sales or payroll data, often without much detail. Over time, these application become more complex and began to store increasing amount of information while also inter linking with previously separate information systems. As more and more data was stored and linked man began to analyze this information in to further detail. Creating entire management reports from the raw stored data. The term management information system a rose_to describe these kinds of applications, which were developed to provide managers with information about the daily activities of organization, and other data that, would help in managing the organization. (Philip kotler).

Today, the term is used broadly in a number of contexts and includes: decision support systems, resource and people management application, enterprise resource planning, supply claim management, customer relationship management, project management, project management data base retrieval application.

A management information system (MIS) is a system that provides information need to manage organizations effectively management information system involve three primary resource, technology, information and people, it is a planned system of the collection , processing, storage and dissemination of data in the form of information need to carry out the management function. In a way, it is a documented report of the activities that were planned and executed. (Philip kotler).

Ironically_it is lack of such system which discourages the daily activities of organization found in under developed country. Ethiopia is one of such country, that

insufficient use of Management Information System practiced. Being more than organization problem it has impact economic, social, political situation of large community as well as on the country at all.

Therefore, this study primary focuses on the providing of adequate information about Management Information System and its impact on the daily activities of organization.

Several factors are blamed for the insufficient use of Management Information System: economic, educational, company outlook to word Management Information System are the main reason (Barbara c. Mc Nurlin, 2003.p 79). The issue of Management Information System, cause of its insufficient use and its impact on the daily activities of organization will be areas of interest were by practical observation is being carried out.

The Quality and Standard Authority of Ethiopia is the National Standard Body (NSB) of Ethiopia established in 1970 and become fully operational1972. It has undergone several restructuring, of which the latest was in February 1998 based on proclamation No. 102/1998, organizing the authority to effectively promote quality management practices as one of its central objectives in addition to standards development, certification metrology and testing. The proclamation of establishment has been amended on proclamation No.413/2004 since2 August 2004.

The Authority is a non-profit government organ which is accountable to the ministry of science and technology. Its policy making body is the Standards and certification council whose members are appointed by the government.

Headed by a director general, Quality and Standard Authority of Ethiopia comprises six directorates, three services and seven branches offices and five representative offices operational in various parts of the country and one Representative office in Djibouti.

Quality and Standard authority of Ethiopia was selected as an area of concern for this practical study. Among the staff of doing in the organization 60 respondents are purposively selected.

Data is collected by the researcher as an observer and data collector to presenting the questionnaire and interview the respondent in more understandable way.

In this case respondent personal information, their educational back ground, work experience and etc are clearly presented.

1.2 Statement of the problem.

We can say that information system is very important and necessary part to any organization. Any organization to become successful it has to use information system in every application that it uses to facilitate its work. In the Quality and standard Authority, the documentation of files is often done manually, information exchange is Sometime through the internet otherwise they use memo circulation and messengers employees. In addition, the time that is spent on the above stated things and the lack of practical usage of Management Information System could be seen as a problem and the slow and very backward performance of jobs are other problems. This implies that the information exchange between the employees is based on the physical interaction and the reason behind this is the ability of the employees to use the technology sound although the capacity of the machines and computers of the office exploit is in matter of questions. On this process the cost we incur to make the reports or message on hard copy is high, for that matter sometimes the information cost may be have a less value than the information existed there regarding to the accuracy of the information may not be satisfied. not only the accuracy of information loss on manual system because when the Quality and Standard Authority uses a manual information system they are losing the time value of the employees and these is seen when each employee looses time to acquire information from other departments. Therefore to perform information acquirement the information may be outdated since, it forces a time to get it. The other thing on the exchange of information is that; information perceived by third party; this may jeopardize the security of the information since there is different people involvement in the exchange. Therefore, this initiates me to conduct research on Management Information System practice.

1.3 The Basic research Questions

1. What are the main difficulty to enlarge the potential use of Management Information System the use of Quality and Standard Authority of Ethiopia (QSAE)?
2. What are the affect that insufficient use of Management Information System may bring on the daily activity of Quality Standard Authority of Ethiopia?
3. Is information delivery is using the manual system? And the information is available when ever needed?
4. Is there accessibility and security of information to all individual in organization?
5. How do Quality and Standard Authority of Ethiopia cope up with these problems? If any;

1.4 OBJECTIVES

1.4.1 GENERAL OBJECTIVES

The general objectives of this study were show management information system practice the case of Quality and Standard Authority of Ethiopia

1.4.2 SPECIFIC OBJECTIVES

The specific objectives of this are:-

➢ To assess difficulty that discourages the potential use of management information system the case of QSAE.
➢ To identify the affect that insufficient use of MIS may bring on the daily activity of the organization.
➢ To assess that information delivering is using manual system and the availability of information whenever needed.
➢ To find out if there is accessibility and security of information to all individual in organization.
➢ To describe if any, the mechanisms being applied by quality and standard authority of Ethiopia to cope up with problem.
➢ To recommend on measure to be considered in addressing the problem related to the practice of management information system organization.

1.5 Significance of the study.

The study was useful in pointing out the problems and was suggesting some point how the management information system problems might be solved. In addition it was as step stone for other researcher to do on the same themes.

1.6. Delimitation of the study

This study limited to the problem of management information system in quality and standard Authority of Ethiopia in the head office.

1.7 Research Design and Methodology

1.7.1 Research Design

The researches make use of descriptive research design which is appropriate to describe real problem in the existing situation.

1.7.2 Population size

Quality and Standard authority of Ethiopia since it has many different branch and departments, the research focus on its head office that has 200 workers, out of them 30% (60) employees are selected as the sample size for the study.

1.7.3 Sample technique

The researcher use simple random sampling technique the reason why the researcher use this technique in order to give equal chance or known chance.

1.7.4 Type of data to be collected

The researcher believed that both primary and secondary data are relevant for the study. The primary data were obtained from primary source like: - questioner and interview. More over secondary data were extracted from different kind of reference and organization document like: - books, internet and others.

1.7.5 Methods of data collection

Methods of data collection were used for collecting primary data, they are questionnaires and interviews. Was used to get the necessary information. The questionnaires contain open ended and close ended item. While interview was structured interview for those at managerial position.

1.7.6 Method of data analysis

Data that had been collected from the questionnaires had been tallied, codified and interpreted and it were interpreted using descriptive statices.Data collected from the interviews as were carefully recorded and transcribed.

1.8. Limitation of the study

In conducting the study, the student researcher faced with some constraints like, shortage of time and shortage of financial.

1.9 Organization of the study

The study has four chapter, the first chapter consists of the introduction part which consist of the background of the study, statement of the problem, objective of the study, methodology, scope of the study, limitation of the study; the second chapter discuses the review of related literature. The third chapter deals with the analysis and interpretation of the data collected. The final chapter is conclusion the summery of the findings of the study, the conclusion and the recommendation.

CHAPTER TWO

REVIEW OF RELATED LITERATURE

2.1 Introduction to Management Information system

Information processing in a major societal activity. A significant are of individuals working and a person time in spent recording, searching for, and a absorbing form and absorbing information. As much as 80 percent of a typical executive's time is spent in the processing and communication of information. More than 50 percent of the United States works force is employed in jobs that primarily involve some form of information processing. A large proportion of these employees are "knowledge workers" the duties involve the production and use of information outputs-documents, reports, analyses, plans. Etc.(Versha;2003:3)

 Computer have become an essential part of organizational information, processing because of the power of the technology and the volume of data be processed. The application computers to information processing began in 1954 when one of the first computers was programmed to process payroll. Today, computerized processing of the transaction data is a routine activity of large organizations. Moreover, the capability to automate information processing has permitted an expansion in the scope of formalized organizational information use. The current challenge in information processing is to use the capabilities of computers to support knowledge work, including managerial activities and decision –making. The wide variety of computer resources to perform transaction processing ,   to provide processing for a formal information and reporting system, and to accomplish managerial-decision support are broadly classified as the organization's management information or MIS.(Versha;2003:3)

The design and implementation of management information systems in an organization necessitates the identification of information requirements. The requirements for routine   transaction processing tend to be stable and relatively easy to identify, information requirement for management and decision-making activities are more changeable and more difficult to dentine. The connect of this text is useful both for those who design, implement, and manage information systems and for those who specify information requirement to the systems. The

text can help systems analysis to understand the structure of a management information system and the type of requirements to be included ; it can aid information systems executives in planning management it can help users to understand how their information requirements fit into the system and how to formulate those requirements. It can also users who develop their own systems. (Versha;2003: 3).

2.2 Management Information System DEFINITION

The Management Information System (MIS) is a concept of the last decade or two. It has been understood and described in a number of ways. It is also popularly known as the information system, the information and decision system, the computer –based information system.(JAWADEKAR;2002:4)

The MIS has more than one definition, some of which are given below.

1. The MIS is defined as a system which provides information support for decision making in the organization.
2. The MIS is defined as an integrated system of man and machine for providing the information to support the operations, the management and the decision making function in the organization.
3. The MIS is defined as a system based on the database of the organization evolved for the purpose of providing information to the people in the organization.
4. The MIS is defined as a computer-based information system.

Though there are a number of definitions, all of them converge on one single point, i.e. the MIS is a system to support the decision making function in the organization. The difference lies is defining the elements of the MIS. However, in today's world, the MIS is a computerized business processing system generating information for the people in the organization to meet the information needs for decision making to achieve the corporate objectives of the organization.(JAWADEKAR;2002:5)

In any organization, small or big, a major portion of the time goes in data collection, processing, documenting and communicating it to the people. Hence, a major portion of the overheads goes into this kind of unproductive work in the organization. Every individual in an organization is continuously looking for some information which is needed to perform his/task. Hence, the information is people-oriented and it varies with the nature of the people in the organization.(JAWADEKAR;2002:6)

The difficulty in handling this multiple requirement of the people is due to a couple of reasons. The information is a processed product to fulfill an imprecise need of the people; it takes time to search the data and may require a difficult processing path. It has a time value and unless processed on time and communicated, it has no value. The scope and the quantum of information is individual – dependent and it is difficult to conceive the information as a well- defined product for the entire organization. Since the people are instrumental in any business transaction, a human error is possible in conducting the same. Since a human error is difficult to control, the difficulty arises in ensuring a hundred percent quality assurance of information in terms of completeness, accuracy, validity, timeliness and meeting the decision making needs.

In order to get a better grip on the activity of information processing, it is necessary to have a formal system which should take care of the following points:-

- ❖ Handling of a voluminous data.
- ❖ Confirmation of the validity of data and transaction.
- ❖ Complex processing of data and multidimensional analysis
- ❖ Mass storage.
- ❖ Communication of the information system to the user on time.
- ❖ Fulfilling the changing needs of the information.

The Management Information System uses computers and communication technology to deal with these points of supreme importance. (JAWADEKAR; 2002:6).

2.3 ROLE OF THE MANAGEMENT INFORMATION SYSTEM

The role of the MIS in an organization can be compared to the role of heart in the body. The information is the blood and MIS is the heart. In the body the heart plays the role of supplying pure blood to all the elements of the body including the brain. The heart works faster and supplies more blood when needed. It regulates and controls the incoming impure blood, processes it and sends it to the destination in the quantity needed. It fulfills the needs of blood supply to human body in normal course and also in crisis. (JAWADEKAR;2002:7)

The MIS plays exactly the same role in the organization. The system ensures that an appropriate data is collected from the various sources, processed, and sent further to all the needy destinations. The system is expected to fulfill the information needs of an individual, a group of individuals, the management functionaries; the managers and the top management.

The MIS satisfies the diverse needs through a variety of systems such as Query systems, Analysis systems, modeling systems and decision support systems. The MIS helps in strategic planning, management control, operational control and transaction processing.

The MIS helps the clerical personnel in the transaction processing and answers their queries on the data pertaining to the transaction, the status of a particular record and references on a variety of document. The MIS helps the junior management personnel by providing the operational data for planning, scheduling and control, and helps them further in decision making at the operations level correct an out control situation. The MIS helps the middle management in short term planning, target setting and controlling the business functions. It is supported by the use of the management tools of planning and control. The MIS helps the top management in goal setting, strategic planning and evolving the business plans and their implementation.

The MIS plays the role of information generation, communication, problem identification and helps in the process of decision making. The MIS, therefore,

Plays a vital role in the management, administration and operations of an organization. (JAWADEKAR;2002:7).

2.4 IMPACT OF THE MANAGEMENT INFORMATION SYSTEM

Since the MIS plays a very important role in the organization, it creates an impact on the organization's function's, performance and productivity.

The impact of MIS on the functions is in its management. With a good MIS support, the management of marketing, finance, production and personnel becomes more efficient. The tracking and monitoring of the functional targets becomes easy. The functional managers are informed about the progress, achievements and shortfalls in the activity and the targets. The manager is kept alert by providing certain information indicating the probable trends in the various aspects of business. This helps in forecasting and ling-term perspective planning. The manager's attention is brought to a situation which is exceptional in nature, inducing him to take an action or a decision in the matter. A disciplined information reporting system creates a structured database and a knowledge base for all the people in the organization. The information is available in such a form that it can be used straight a way or by blending and analysis, saving the manager's valuable time.

The MIS creates another impact in the organization which relates to the understanding of the business itself. The MIS begins with the definition of a data entity and its attributes. It uses a dictionary of data, entity and attributes, respectively, designed for information generation in the organization. Since all the information systems use the dictionary, there is common understanding of terms and terminology in the organization bringing clarity in the communication and a similar understanding of an event in the organization.

The MIS calls for a systemization of the business operations for an effective system design. This leads to streamlining of the operations which complicate the system design. It improves the administration of the business by brining a discipline in its operations as everybody is required to follow and use systems

and procedures. This process brings a high degree of professionalism in the business operations.

Since the goals and objectives of the MIS are products of business goals and objectives, it helps indirectly to pull the entire organization in one direction towards the corporate goals and objectives by providing the relevant information to the people in the organization.(JAWADEKAR;2002:7)

A well designed system with a focus on the manager makes an impact on the managerial efficiency. The fund of information motivates an enlightened manager to use a variety of tools of the management. It helps him to resort to such exercises as experimentation and modeling. The use of computers enables him to use the tools and techniques which are impossible to use manually. The –made packages make this task simpler. The impact is on the managerial ability to perform. It improves the decision making ability considerably.

Since the MIS works on the basic systems such as transaction processing and databases, the drudgery of the clerical work is transferred to the computerized system, reliving the human mind for better work. It will be observed that a lot of manpower is engaged in this activity in the organization. If you study the individual's /time utilization and its application, you will find that seventy percent of the time is spent in recording, searching, processing and communicating .this is a very large overhead in the organization .The MIS has a direct impact on this overhead. It creates an information –based work culture in the organization.(JAWADEKAR;2002:8).

2.5. MANAGEMENT INFORMATION SYSTEM AND COMPUTER

   Translating the real concept of the MIS into reality is technically, an infeasible proposition unless computers are used. The MIS relies heavily on the hardware and soft ware capacity of the computer and its ability to store, process, retrieve and communicate with no serious limitations.

The variety of the hardware having distinct capabilities makes it possible to design the MIS for a specific situation. For example, if the organization needs a

large database and very little processing, a computer system is available for such a requirement. Suppose the organization has multiple business locations at long distances and if the need is to bring the data at one place, process, and the send the information to various locations, it is possible to have a computer system with a distributed data processing capability. If the distance is too long then the computer system can be hooked through a satellite communication system. The ability of the hard ware to store data and process it at a very fast rate helps to deal with the data volumes, its storage and access effectively. The ability of the computer to sort and merge helps to organize the data in a particular manner and process it for complex lengthy computations. Since the computer is capable of digital, graphic word, image, voice and text processing, it is exploited to generate information and present it in the form which is easy to understand for the information user.(JAWADEKAR;2002:8)

The ability of a computer system to provide security of data brings a confidence in the management in the storage of data on a magnetic media in an impersonal mode. The computer system provides the facilities such as READ ONLY where you cannot delete or UPDATE. It provides an access to the selected information through a password and layered access facilities. The confidential nature of the data and information can be maintained in a computer system. With this ability, the MIS becomes a safe application in the organization.(JAWADEKAR;2002:9).

2.6 Objectives of Management Information System

Every system has an objective. A system is an integrated whole having the objectives. Management information systems are systems having the objectives of supporting the operation of the business. We have said that management information system is an activity that collects data and transforms it into information to support effective decision making, so whenever there is a plan for the development of management information system there is a term of reference that states the objective of the systems.

In fact we already have that list at hand it evolve from business strategic plans to management information system objectives, from business operating plans to management information system operating plans(Mudrick;1984:220-221).

A very important fundamental concept of information system planning is that the organization's strategic plan should be the basis for the management information system strategic plan (Davis; 1984:446).

When one incepts to develop information system, management revenues as a sponsor approved area for application and set objectives of the organization (Lucas; 1994:378).

One way to begin identifying strategic targets for systems is to consider the broad strategy of firms (Laudon; 1988:676).

So, strategy for information systems within organizations and it should be matched to the business plan. This leads to the conclusion that there must be an information system plan that states clear objectives of the systems. We cannot make distinctive objectives of systems because objectives are delved from the information needs in functional area of the organization and organizations have unique characteristics.

2.7. MANAGEMENT INFORMATION SYSTEM AND ACADEMICS

The management information systems draw a lot of support from the other academic disciplines too. The foundation of MIS is the management theory. It uses the principles and practices of management while designing the system, and gives due regard to the theory of organizational behavior.

It considers the human mind as processor information .while designing the r report format and forming communication channels, MIS takes into account the behavior of the manager as an individual and in a group. It gives due regard to the personal factors such as bias, thinking with a fixed frame of reference, risk aversion, strengths and weaknesses.

Another area of academics is operational research. The operational research is used for developing the models of management problem and they are then in

corporate in the MIS as decision support systems. The inventory control, queuing theory, and resource programming are used in the MIS as decision support systems. The network theory is used for planning and controlling large projects. The application of PERT/CPM to a project planning is now easily possible through the MIS support.

In the area of accounting applications, it uses the accounting principles to ensure that the data is correct and valid. It uses the principles of double entry bookkeeping for balancing the accounts. It uses the accounting methodology for generating a trial balance, balance sheet and other books of accounts.

The MIS uses the communication theory in a significant manner. The principle of feedback is used while designing analysis and reporting systems. While designing the report format, attention is paid to avoid noise and distortions in the communication process. The MIS further relies heavily on the decision theory and the decision methodology. It uses different mathematical techniques to handle the situation of decision making under risk and uncertainty. It uses the method of decision-making under certainty directly for decision-making and action.(JAWADEKAR;2002:10).

2.8. Management Information System AND THE USER

Every person in the organization is a user of the MIS. The people in the organization operate at all levels in the hierarchy. A typical user is a clerk, an assistant, an officer, an executive or a manager. Each of them has a specific task and a role to play in the management of business. The MIS caters to the needs of all persons.

The main task of a clerk is to research the data, make a statement and submit it to the higher level. A clerk can use the MIS for a quick search and reporting the same to higher level. An assistant has the task of collecting and organizing the data, and conducting a rudimentary analysis of it. The MIS offers the user tools to perform these tasks. An officer has a role of integrating the data from different systems and disciplines to analyze it and make a critical comment if anything adverse is found.

The MIS offers the methods and facilities to integrate the data and report the same in a proper format. An executive plays the role of a decision maker. He is in a position of responsibility and accountability; a position of a planner and a decision maker. He is responsible for achieving their targets and goals of the organization. The MIS provides facilities to analyze the data and offers the decision support systems to perform the task of execution. The MIS provides action- oriented information.

The manager has a position of responsibility and accountability for the business results. His management role expands beyond his management function. He is a strategist and a long-term planner. He is a person with a foresight, an analytical ability and is expected to use these abilities in the functions of top management. The MIS provides information in a structured or unstructured format for him to react. The MIS caters to his constant changing needs of information. The user of the MIS is expected to be a rational person and the design of the MIS is based on this assumption.

However, in reality the impact created on individuals by MIS is difficult to explain. The nature of the impact in a few cases is negative. However, this negative impact can be handled with proper training and counseling.

It is observed that at lower level, there is a sense of insecurity. As the MIS takes away the drudgery of search, collection, writing and reporting the data, the work vacuum, so created, is not easily filled, thus creating a sense if insecurity. To some the importance of the person is also lost, giving rise to a fear of non-recognition in the organization.(JAWADEKAR;2002:11).

2.9. TYPES INFORMATION SYSTEM

Conceptually, information systems in real world can be classified in several different ways. O'Brien Classified IS as operations or management information system. Each of the management level requires different IS s. a more functional classification of information is on the bases of management level. "Information, as required at different levels of management can be classified as operational. Technical and strategic level information system" (AKUMER; 1998:7)

2.9.1. Operational system

"Operational information relates to the day-to-day operations of organization and thus useful in exercising control over the operations that are repetitive in nature" (Ibid. 7).therefore, at operational level the primary concern is to collect, validate and recorded transactional data describing the acquisition or disbursement of corporate recourses. Financial data on accounts receivable, accounts payable, payroll and cash receipts need to be recorded as they occur. Since such operations are controlled at lower levels of management, lower management needs operational information.

2.9.2. Tactical systems

According to kumar, tactical information system helps middle level managers allocating recourse and establishing controls to implement the top level plans of the organization. According technical system provide information for middle-level managers to monitor and control operations and to allocate their resources efficiently. In tactical system transaction data are summarized to generate a variety of reports, including summery reports, expansion and ad hoc reports.

2.9.3. STRATEGIC SYSTEMS

O'brien defined strategic information system "a kind of information system that helps an organization gain competitive or meet other enterprise objective (o'Brien;1999:510). While the operational information system is needed to find out how the given activity can be performed better, strategic information is needed for making choices among the business options. According to o' Brien the strategic role of information system involves using IT to develop products, services and capability that give companies strategic advantage over competitive forces it faces. Thus, strategic information system helps in identifying and evaluating available options so that a manager makes informed choices, which are different from the competitors and the limitations, what the rivals are doing or planning to do. "

The typical information system to be found in organizations needs to be assigned so as to assist workers or managers at each level in any function. Typical information serving certain level can be belongs to one of functions in organization. Such information systems include: marketing, HRM, accounting, production, finance etc.

2.10. THE IMPORTANCE AND THE NEED FOR Information System

Information system has been considered as one of the important corporate management resources information is generally esteemed as valuable commodity-knowing something is usually preferable to not knowing it. But beyond to contributing to once fund of knowledge, why does information has such intrinsic worth? Simply stated, information has the power to reduce uncertainly. The more we know about the situation, the more certain we are about possible outcomes, the more certainly we possess, the less risk face in making decision planning for future.

Organizations are under pressure to make use information system to improve efficiently and effectiveness. In the private sector the pressure comes from competitors, which forces the companies to be more efficient. To survive in this environment companies have to access of the market trends. Within public sector, the pressure doesn't come from competition but form constraints on recourses at time when the demand for public goods and services rise.

Intensive information utilization improves the efficiency and effectiveness of business sector. Moor stated that "information is the life blood of management without it, resource allocation degenerates in to a process bazaar bargaining " (Moor;1991:83) .so, the task of management includes, essentially the developing the various information resources in order to achieve organizations objectives efficiently and re-adopt continually to meet changing circumstances.

"To day end users relay on many types of information system. They might include simple manual (paper –and-pencil), hard devises and informal (word of mouth) communication channels" (O'Brien;1999:9). therefore, any organization needs management information system, a manual or computer based. Those

with good manual system will be benefited buy introducing new technology they might continue with the manual system fore some time but this will be the limiting factor for expansions of business.

Manual systems, while easiest to understand, are the most corruptible and inefficient method of storing and retrieving organized data. They are prone to abuse and fraud, to, mathematical error, and to information loses trough improper storage. They are typically slow and labor intensive in producing reports. And they are cumbersome for statistical analysis of trend and causality.

Had it been not for costs, staff capability and software options, computer based information system is preferable. But as IT improves the cost of computerization drops and transaction volume increases (O'Brien, 1999, P.9). Increased capacity rewards companies that have better and faster access to information and organization will face an increased need to move from manual computerized systems.

2.11. COMPONENTS OF INFORMATION SYSTEM (IS)

"Computer –based information system is that uses computer hardware and software telecommunications net work, computer based data management techniques and other forms of IT to transform data resources in to variety of information products" (O' Brien;1999:9). The core of any information system is a well-configured and properly maintained information system component.

Now a day, an electronic device called computer plays a great role in information processing. Webster's dictionary defined computer "device used as calculator or to store data and select data." Other professionals like Davis Gordon B. also defined computers as "an electronic device having internal storage, stored program of interaction and capacity of modification of instructing during the execution of the program (Davis;1988:4). it is unique devise, which has been causing tremendous changes in information processing activity of an organization. "

2. 12 Computer –Based User-Machine System

Conceptually, a Management Information System can exist without computers, but it is the power of the computer which makes MIS feasible. The question in not whether computers should be used in Management Information Systems, but the extent to which information use should be computerized. The concept of a user-machine system implies that some tasks are best performed by humans, while others are best done by machine. The user of an MIS is any person responsible for entering input data, instruction the system, or utilizing the information output of the system. For many problems, the user and the computer from a combined system with results obtained through a set of interaction between the computer and the user.

User-machine interaction is facilities by operation in which the user's input-output devices (usually a visual display terminal) are connected to the computer. The computer can be personal computer serving only one user or a large computer that serves a number of users through terminals connected by communication lines, the user input-output device permits input of data and immediate output of results. For instance, a person using the computer interactively in financial planning poses "what if" questions by entering input at the terminal keyboard; the terminal keyboard; the results are displayed on the screen in a few seconds.(Mehta;2003:7).

2.13 Importance of database

 The terms "information" and "data" are frequently used interchangeably; however, information is generally defined as data that is meaningful or useful to the recipient. Data items are therefore the raw material for producing information.

The underlying concept of a database is that data needs to be managed in order to be available for processing and have appropriate quality. This data management includes both software and organization. The software to create and manage a database is database management system.

When all access to and use of the database is controlled through a database management system, all applications utilizing a particular data item access the same data item which is stored in only one place. A single updating of the data item updates it for all uses. Integration through a database management system requires a central authority for the database. The data can stored in one central computer or disposed among several computers; the overriding requirement is that there can be an organizational function to exercise control. (Versha; 2003:8).

2.14 Utilization of models

It is usually inefficient human recipients to receive only raw data or even summarized data, data usually needs to be processed and presented in such a way that the result is directed toward the decision to be made. To do this, processing of data items is based on a decision model. For example, an investment decision relative to new capital expenditures might be processed in terms of a capital expenditure decision model.

Decision models can be used to support different stages in the decision-making process. "Intelligence" models can be used to search for problems and/or opportunities. Models can be used to identify and analyze possible solutions. Choice models such as optimization models may be used to find most desirable solution.(Versha;2003:8).

2.15 MIS as an Evolving concept

MIS is known as evolving concept due to its functionality. When the concept of MIS was first introduced, many proponents envisioned a single, highly integrated system that would bring together processing for all organizational functions. Others questioned whether it was possible to design adequate computer- based information systems to support management planning and decision making functions, especially strategic planning,' the questioned the value of applying advanced information technology to an ill-defined judgment process.

Over time, the concept of as single, highly integrated system was demonstrated to be too complex to implement. The MIS concept is now that of a federation of subsystems, developed and implemented as needed but confirming to the overall plan, standard, and procedures for the MIS. Thus, rather than a single, global MIS, an organization may have many related information systems which serve managerial needs in various ways.

MIS as a concept continues to evolve. It is related to, but no equivalent with, data processing and other information systems-related concepts. Two which concepts that can be considered extensions of the MIS concept are decision support systems (DSS) and information resources managements (IRM) . An emerging trend consistent with the evolution of the MIS concept is end user computing.(Versha;2003:9).

2.16 Role of Transaction processing systems

A transaction processing system (TPS) supports the processing of a firm's business transactions for example, the TPS of a department store can record customer purchases, prepare billings to customers, and order merchandise from supplies-as well as interrelate these task and others in to an overall accounting system. The TPS of a college or university, on the hand, helps perform such tasks as enrolling students in courses, billing student for tuition, and issuing paychecks to faculty. The transaction processing system associated with accounting for those transactions. Transaction processing systems keep an organization running smoothly by automating the processing of the volume amounts of paperwork that must be handily daily. These systems accurate recording of transactions, as well as the control procedures used in issuing such documents as paychecks, invoices, customer statements, payment reminders, tuition bills, and student schedules. Unlike other MID components, the TPS of an organization may be far-reaching. Extending completely through and out of the organization, linking together the entire financial system, factory, customers, and suppliers. The movement toward electronic data interchanges (EDI) and the establishment of electronic link with suppliers and customers is an example of an extension of a organization's TPS. EDI and other systems (for

example, electronic funds transfer (EFT), image processing. And document management system) could radically reduce the total amount of physical paperwork that organizations' transaction processing systems have traditionally had to handle. (Versha;2003: 205).

2.17 Role of Management reporting systems

A management reporting system (MRS) is an information system that provides predefined types of information to management for relatively structured types of decisions. As opposed to focusing purely on data and the efficient processing of data (With characterized transaction processing systems), management reporting systems focus on information and , occasionally, on effectiveness. Later in this chapter, we will look depth at management reporting systems and how they provide decision making information to managers.

Sometimes, the term "Management Information System" is used synonymously with the term "management reporting system." In fact, to most computer professionals in the late 1960s and early 1970s Management Information Systems referred specifically to the hardcopy, management oriented reports that existed beyond transaction oriented data processing. At that time, the taxonomy of business systems consisted only of TPS and MIS, which were considered two distinct components. Today, some people still regard MIS as being rigidly defined this way; they regard such newer developments as decision support systems (DSS) and office information systems (OIS) as concepts that are distinct from MIS.(Mahta;2003:206).

2.18 Role of Decision Support Systems

A decision support system (DSS) provides tools that enable managers to develop information in the manner that best suits the decisions they are currently trying to make. Unlike the MRS, which delivers specific types of information in a preplanned format, the DSS provides the manager with the computing and communications capabilities to develop his or her own decision models, databases, and report formats. Decision support systems often also focus on

Such areas as flexibility in meeting a variety of continually changing needs, heavy user/display device interactions, and trial- and-error modeling processes.

Over the years, a variety of decision support systems have evolved. For example, decision support systems targeted to executives are often called executive information system (EIS) or executive support systems (ESS). Group decision support systems (GDSS)- which support the work activities of work groups-are also quite common. The terms "sales support system" and "marketing information system" pop up occasionally. Although it is often unclear whether they are referring to DSS. MRS, TPS, OIS, or knowledge based systems (or all of these!) targeted to selling applications. (Mehta;2003:206).

CHAPTER THREE

DATA ANALYSIS AND INTERPRETATION

As it is mentioned on the topic, this chapter deals with presentation, analysis and interpretation the data collected through questionnaire and interview. So in this section the possible cause of insufficient use of management information system and its impact on organization are brought to light.

However it should be born in mind that use of technology is more or less directly proportional to the culture, environment and the distribution of the economy of a given society.

What is more, the ideology that is inculcated in mind of citizenly play an important role (D.Remeyi, 1995:37).

So in many countries, like Ethiopia there is un-organization face the problem of insufficient use of management information system technology Quality and Standard Authority of Ethiopia is one example of such organization. It has many departments with 200 workers. Out of 30% (60) sample are respondent of this study from both sex. This sample can give us a hint about background information of participant, course of insufficient use of MIS, use of manual system and accessibility and security of information in organization.

3.1 General characteristics of respondent.

Table 3.1 general characteristics of sample respondent.

Age	Sex		Frequency	Percent
	M	F		
18-25	7	4	11	18%
26- 30	10	6	16	27%
31-35	10	7	17	28%
36-40	8	3	11	18%
>40	4	1	5	9%
Total	39	21	60	100%

(Source: field data)

It is apparent from table 3.1 of the total respondent, male respondent are 39(65%) and female respondent are 21(35%). This means from the corner in which researcher made sample men are likely to be more respondents of this study than the female.

3.2 Educational level of the respondent.

Table 3.2 educational level of respondent

Age	Educational level																	
	12th complete			Certificate			Diploma			Degree			MA/Msc			No respondent		
	M	F	Total	M	F	Total	M	F	Total	M	F	Total	M	F	Total	M	F	total
18-25	-	1	1	-	1	1	4	6	10	1	-	1	-	-	-	1	1	2
26-30	-	-	0	-	-	0	2	4	6	6	2	8	-	-	-	-	-	-
31-35	-	-	-	-	1	1	1	2	3	4	1	5	-	-	-	-	1	1
36-40	-	-	-	-	-	-	7	2	9	3	12	15	-	1	1	1	-	-
>40	-	-	-	-	-	-	-	2	2	4	3	7	-	-	-	-	-	-
Total	0	1	1	0	1	1	7	16	21	16	21	21	-	1	1	1	2	3
Frequency			2%			20%			42%			59%						6%

(Source: field data)

From table 3.2 above we can understand, that from the total sample size 37(59%) are degree holders. That means, male degree holder are 16(24%) and female degree holders are 21(35%). 20(42%) of them are diploma, that means, male diploma holder are 7(15%) and female diploma holder are 21 (27%). And the rest are 12th complete 1(2%), certificate 1(2%) and, MA/Msc 1(2%) holder while 3(6%) of respondent have no response.

3.3 Difficulty to enlarge the potential use of MIS

Table 3.3 difficulty to enlarge the potential use of MIS

Age	What do you think is the cause of insufficient use of MIS											
	Economic			Administrative			Human resource			Other		
	M	F	Total	M	F	Total	M	F	Total	M	F	Total
18-25	4	6	10	1	-	1	-	-	-	-	-	-
26-30	2	4	6	6	2	8	1	1	2	-	-	-
31-35	1	2	3	4	1	5	-	-	-	-	1	1
36-40	-	2	2	9	3	12	-	1	1	1	-	1
>40	-	-	-	5	2	7	-	1	1	-	-	-
Total			21			33			4			2

(Source: field data)

Data presented in table 3.3 indicates that 33(56%) of the respondent claim firmly that the cause of insufficient use of management information system is significantly administrative related problem, like attitude of manager toward management Information System, and which administration potential. 21(42%) of then claim that cause of insufficient use Management Information System are economic cause, that means poor development and infrastructure of Management Information System official.

Lack budget to employee expert on this sector and budget deficient to import equipment for this sector, also 4(8%) of the respondent claim that the cause of the insufficient use MIS is human resource related problem like, lack of expert on MIS, it's known that in our country there is well trained expert on information technology also there is lack of it's, and the remaining 2(4%) are other problem like, the staff has no knowledge of using it, IT office and etc.

Additionally, as data collected through interview from the Manager, the cause of the insufficient use of this MIS is the poor development and implementation of MIS, lack of network infrastructure and equipment, human resource, and attitude of those previous managers toward MIS and there is no MIS structure with in an organization and etc.

3.4 major problem of insufficient use of MIS.

Table 3.4 respondent opinion about problem of insufficient use of MIs

Problem related to insufficient use of MIS	Respondent opinion on the problem			
	Sex			
	Male	Female	Total	%
Information follow related problem	22	12	34	57%
Administrative problem	9	4	13	21%
Problem of updating staff	2	1	3	6%
Other problem	7	3	10	16%
Total	**40**	**20**	**60**	**100%**

(Source: field data)

From the above table 3.4 we clearly understand that or it clearly shows that from the cover where data gather 22 Male respondent and 12 Female respondent, totally 34(57%) out of the total respondent assured that the significant problem they fell, because of insufficient use of MIS is problem related to information follow, like overload, speed of receiving, sending, circulating between staff and etc.

13(21%) of the respondent firmly claimed that their significant problem is administrative related problem, like, co-coordinating, co-operation, decentralization of message etc. also 3(6%) of then told me that they face problem related to updating new information or up dated information.

The remaining 10(16%) say that their significant problem is other problem like, lowering of daily activities, losing of human power and etc.

Additionally, data gathered through interview from those at Managerial position say that, there is many problem related to insufficient use of MIS, like problem related to process, store, retrieves, evaluation and dissemination of information. Also it has problem on information loading, discourage decentralization and affect co-ordination.

3.5 Fact about use of manual system

Table 3.5 shows respondent opinion about manual system use

Manual system use	Respondent opinion on manual system use	
	Frequency	Percent
Advantages	10	16%
Disadvantages	50	84%
Total	**60**	**100%**

(Source: field data)

From the above table we can understand that 50(84%)of the respondent firmly argued that use of manual system in the organization has disadvantages, why   it cost time and human resource when use it in daily activities.

While 10(16%) the respondent firmly argued that there is a place where use manual system has advantages, like, at place in which there is no technology and well trained man power.

3.6 Accessibility and Security of Information

Table 3.6 shows the insecurity and in accessibility of information

Information in accessible and insecure	Respondent opinion on information security and accessibility			
	Sex			
	Male	Female	Total	%
Secured and accessible	1	6	6	10%
Insecurity and inaccessibility	39	15	54	90%
Total	**40**	**20**	**60**	**100%**

(Source: field data)

From table 3.6 we can understand that 54(90%) of the sample respondent, which mean 39(male respondent) argued that, where there is insufficient use of MIS there is information insecurity and in accessibility, while 60(10%) the respondent argued that, however there is no sufficient MIS there is information accessibility and security. Also the management says our data center and system application are secured.

3.7 respondent opinion of coping mechanism.

Table 3.7 shows respondent opinion of coping mechanism.

Coping mechanism	opinion of respondent			
	Male	Female	Total	percent
Assistance from other organization	-	-	-	-
Coping way from the organization it self	-	-	-	-
Staff through its effort	6	1	7	11.7%
No mechanism toward cope up	34	19	53	88.3%
Total	**40**	**20**	**60**	**100%**

(Source: field data)

From the above table 3.7 we can understand that 53(88.3%) of the respondent firmly say that there is no any mechanism triad to cope up with the problem because of the above mentioned problem under sub topic. While (11.7%) the respondent say that they cope up with the problem by their effort.

CHAPTER FOUR

SUMMARY CONCLUSION AND RECOMENDATION

4.1 Summary of finding

As it's mentioned on the above topic, this topic deal with summarization of the finding. So in this section the possible cause of insufficient use of Management Information System and its impact on organization are brought to light in summary form.

So in many countries, like Ethiopia there is an organization face the problem of insufficient use of Management Information System technology. Quality and Standard Authority of Ethiopia is one example of such organization. It has many departments with 200 workers, out of 30% (60) sample are respondent of this study from both sex. This sample can give us a hint about background information of participant, cause of insufficient use of management information system, use of manual system and accessibility and security of information in organization.

➢ *General characteristics of sample respondent*

So, in this finding, 30% (60) one included from this respondent 39(65%)are male respondent and female respondent are 21(35%) this means from the corner in which research made sample men are likely to be more respondent of this study than female.

Also, this respondent have age difference, like, from the total of 60(30%) respondent 18-25 are 9(15%), 26-30 are 16(27%), 31-35 are 20(33%), 30-40 are 9(15%) and > 40 are 6(10%) respectively. The same is true for their academic background, that from the total sample size 37(59%) are degree holder. That means male degree holder are 16(24%) and female degree holder are 21(35%). 20(42%) of them are diploma holder and the rest are 12th complete, certificated and MA/Msc holder while there is also respondent who have no response.

➢ **Difficulty to enlarge the potential use of MIS**

As data presented in preview chapter, There is a number of reason for poor development and implementation of MIS, some of the significant reason are economic, means lack of budget to employee expert on this sector and budget deficit to import equipment for this sector to build IT office in organization; Another main cause of poor development of MIS are administrative problem, like knowledge, attitude and experience of the manager to word the Management Information System and administrating.

Human resource are other cause of this problem as finding shows, its known that in our country development of technology seems like pregnant or unborn child, so we have no well trained expert on this area and the other cause of this poor development of MIS are knowledge of staff about IT, lack of motivation to complain for its building and etc.

➢ **Major problem of insufficient use of MIS**

As everybody knows, if there is no sufficient use of MIS, you face many problems.

As finding present that, there is information follow related problem like overland, reliving, giving, and etc, administrative problem, like co-ordination, co-operation and etc, problem of updating staff timely and so on.

It is unthinkable, about the security and accessibility of information where there is insufficient use of MIS, However there is the use of manual system, it is obvious that, there is in security and accessibility of information.

4.2 Conclusion:-

In this study an attempt was made to assess many things like, factor which lead Quality and Standard Authority of Ethiopia as one organization where there is insufficient use of MIS. According to this finding:-

➢ The main cause of insufficient use of MIS are economic, administrative, human resource and etc

➢ There is so many impact of insufficient use of MIS then like, information follow related problem, administrative related problem, staff updating and etc.

➢ If there is no insufficient use of MIS is unthinkable about security and accessibility of information.

➢ The finding, try to present the use of manual system and the coping mechanism of staff member to the problem.

➢ At, the last, to collect this data the researcher used questioner and interview by putting staff member as the main source of data and the other source are as secondary data, are presented as form of table, percent with due explanation beyond this tabulation and percent.

4.3 Recommendation

It has been brought to light that the problems of sufficient use of MIS and its effect no only the organization. Themselves but on every member of the society. The problem being a crucial issue with serious consequence deserves immediate attention. So according to the study the researcher recommended the following recommendation:-

➢ To begin with the minimization of the problem calls for the cooperation and coordination of governmental organization.

➢ Community should have to facilitate their capacity for the governmental and non – governmental organization to do with this issue.

➢ Other researcher should have to do detail research on the same themes for further.

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Appendices

Appendix A

<p align="center">ST. MARY'S UNIVERSITY COLLEGE</p>

Department research question are prepared for data gathering

Research questionnaire prepared for data gathering

Introduction

This questionnaire is developed aiming to collecting data for the research issues management information system the case of Quality and Standard Authority of Ethiopia. It is prepared for 60 participant and each participant is kindly requested to fill or give relevant information for the following question as his/her own feeling or understanding. If there is any problem with the questionnaires, respondent can ask data collector for any clarification.

While answering the close ended questionnaire put "X" on the box prepared and for open ended question please while your answer on the space provided.

N.B. For all information confidentiality would be kept. Writing name is not important.

PART-1- personal information

1.1. Sex   Male ☐   Female ☐

1.2. Age   18- 25 ☐   36-40 ☐

              26-30 ☐   >40 ☐

              31-35 ☐

1.3. Grade level

     12 grade complete ☐   degree ☐

     Certificate ☐   MA/MSC ☐

     Diploma ☐   other_____

PART 2- Difficulty to enlarge the potential use of Management information system.

2.1. How does doing job with insufficient use of Management information system feel like?

Good ☐   moderate ☐

 Poor ☐   very poor ☐

2.2. If you say it's poor on question no-1- explain it

_____

_____

2.3. For how many years have doing in management information system organization?

_____

2.4. What do you think is the cause for insufficient uses of Management information system resources?

A. Economic problem ☐   C. lack of IT office ☐

B. Administrative problem ☐   D. If other _____

2.5. On question no 4. How is it the cause? Explain it.

_____

_____

PART-3- Effect of insufficient use of Management information system.

3.1. What problem does insufficient use of Management information system could bring on the organization daily activity?

A. Information over load ☐   C. Affect co-ordination ☐

B. Discourage decentralization ☐   D. problem related to process, store, retrieves,

E. All of them ☐   evaluation and dissemination of information. ☐

3.2. Have you ever faced the problem on question no 1 above.

Yes ☐   No ☐

3.3. If you say yes, on question no 2 what problem further it bring on your function? Explain it?

_____

_____

PART 4- Use of Manual system and Information Availability.

4.1. Do you think that use of manual system can make easy function?

NO ☐   Yes ☐

4.2. If your answer on question no 1 no what is the problem related to use of manual system? Explain it!

_____

_____

4.3. Is information available as needed by use of manual system?

No ☐   Yes ☐

4.4. If your answer for question no 3 is no what problem you faced during this? Explain it?

_____

_____

PART 5- Accessibility and security of information

   5.1. Dou you think that information is accessible in the organization?

   Yes ☐   NO ☐

   5.2 Do you think that information in secured in the organization?

   Yes ☐   No ☐

   5.3 Do you think that inaccessibility of information can affect daily function?

   Yes ☐   NO ☐

   5.4 Do you think that insecurity of information can affect daily function?

   Yes ☐   No ☐

   5.5   If you answer is yes on question no 2 above what is its effect?

   A. Confidentiality ☐   C. Co-ordination problem ☐

   B. Job over load ☐   D. if any, explain if _____

PART 6- If any of coping mechanisms

   1.1 Have you ever tried to solve Management Information System problem by yourself?

   Yes ☐   NO ☐

   1.2   If your answer is yes on Q no1 above in what way? Explain it?

   _____

   _____

   1.3   Have you ever gained any assistance from the organization to solve the problem?

   Yes ☐   No ☐

1.4   If no on Q N<u>o</u>3, that do you think is the reason? Explain it?

_____

_____

1.5 If yes on Q N<u>o</u> 3   what type of assistance? Explain it?

_____

_____

Appendix 2

St. Mary's university collage

Research participation consent for data gathering (for interview participant managerial position)

Introduction:-

My name is--------------------------and I'm a researcher from st,mary's university collage for partial fulfillment of the accomplishment of B.A degree in management. The primary investigation of this research is management information system at Quality and Standard Authority of Ethiopia.

I am doing research that explores the practice of management information system in daily activity of Quality and Standard Authority of Ethiopia.

I would like to interview you to know about your experience as a manager and your daily activity with your staff members, and your view on management information system practice and what it look like.

Thank you for your consideration. I will give you acopy of this from to take with you. If you agree to participate in this research, please sign below.

- I am managerial position at Quality and Standard Authority of Ethiopia and eligible to participate in this study.(put x in one box)

  yes ☐   No ☐

- I agree to be interviewed for this study (put x)

  Yes ☐   No ☐

_____   _____

Participant's signature data   investigator's
signature data

_____   _____

Part 1.2 Management Information System practice in Quality and Standard Authority of Ethiopia.

1 Question: - What organization have you worked in the capacity of manager?

Answer:-_____

_____

_____

2   Question: - what it looks, the potential use of Management Information System in your current organization when you compare to other?

Answer: - _____

_____

_____

3   Question: - What do you think is the cause for insufficient use of Management Information System?

Answer: - _____

_____

_____

4   Question: - on Question no 3 how it the cause? Explain it?

Answer: - _____

_____

_____

5   Question: - What problem does in sufficient use of Management Information System called bring on the organization daily activity?

Answer: - _____

_____

6   Question: - have you ever faced the problem you mentioned on question no5 above?

Answer: - _____

7   Question: - If you say yes, on question no 6 above what problem further it bring on
organization function? Explain it?

Answer: - _____

_____

_____

8   Question: - Do you think that use of manual system can be practiced in the
organization?

Answer: - _____

9   Question: - If you answer yes question no8 above is there problem related to it?

Answer: - _____

_____

10 Question: - Do you think that information is available as needed by use of manual
system?

Answer: - _____

_____

_____

11 Question: - How do you see the accessibility and security of information in
organization?

Answer: - _____

_____

_____

12 Question: - What do you think, is the effect of in security and in accessibility of
information, if there in your organization?

Answer:- _____

_____

13 Question: - Does the organization tried to solve this problem by the organization
itself or by yourself?

Answer:- _____

_____

14 Question: - Does this organization gained any assistance from other organization?

Answer:- _____

15   Question:- What type of assistance the organization gained?

Answer:-_____

_____

DECLARATION

I the undersigned declare that this senior essay is my original work prepared under the guidance of Ato Merga Mekuria. All sources of materials used for the manuscript have duly acknowledged.

Name:-Hayat Mohammed Ali

Signature:

Place of submission: - St. Mary's university collage

Department of management

Date of submission:-

ADVISOR DECLARATION

This paper has been submitted for examination with my approval as the university college advisor.

Name:

Signature:

Date: