



## Management Information System and Organisational Performance of Service Industry in Nigeria

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**Abstract:** The implementation of a management information system necessitated rearranging workplaces to better accommodate regional networks and division integrated systems. The goal of this study is to collect hard data on how MIS affects business outcomes. Survey method was employed. Fifty (50) participants were randomly picked from the pool using simple random selection methods. Pearson Product Moment Correlation ( $r$ ) was used to test all the hypotheses. The Findings from hypotheses showed that all the  $p$ - value (significant) level being 0.01 are less than 0.05, ( $p=0.01 < 0.05$ ), therefore all the hypotheses were rejected. The study therefore concluded that MIS improves employee performance and their analytical skills. The study then recommended among others that managers of service organisation should ensure proper and adequate security of computer to prevent unauthorized access to the system.

**Keywords:** Management Information System Profitability; Virtual Marketing; System

**JEL Classification:** M15

### 1. Introduction

Business leaders have become increasingly anxious about competing in recent years. They need to deal with competition not just in their immediate area, but also across state and national borders, and even internationally. Similarly, they need to look at every opening they can find, whether it's regional, national, or global. Businesses now have to work harder than ever to cut costs, find new customers, and expand thanks to the reduced protections provided by looser regulations. Managers in such a highly competitive environment are tasked with making optimal use of all available resources

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in order to drive the company toward its desired outcomes (Munirat et.al, 2014). Since manufacturing technology is advancing at such a breakneck rate, there has been a shift in how we share and receive information. As a result of this elevated level of competition, businesses have been pushed to the brink of survival, forcing them to act swiftly and efficiently, which in turn has enhanced their overall efficiency (Belkur, Mehta, Shafter & Amar, 2017).

The management information system has reorganized the workplace to make room for regional networks and division integrated systems. It's also a methodical approach to ensuring that those with responsibility for planning, leading, evaluating, and controlling the outcomes of an organization's activities have the information they need to make educated decisions in a timely manner. Preparing thoroughly so that the quantity and quality of information acquired is sufficient to meet its requirements is a significant problem for management in virtually all sectors of effort (Munirat et al, 2014). To improve a business's performance in ways that matter, a management information system (MIS) will store, organize, and retrieve data in a way that allows for faster service delivery and more targeted advertising (ALGharaibeh & Malkawi, 2013). Those who are aware of the effects of the digital revolution on business have an advantage over their competitors.

Accounting is only one area where the introduction of IT has changed the very nature and substance of data. With the advent of the internet, it is now feasible to do numerous international transactions simultaneously. The accounting systems of a business must be updated to accommodate the new timeframe for producing accounting system outputs. As a result, there may be a natural demand for online and real-time operation systems (Noor et al, 2003). Some literature has been linked to MIS and organizational performance, as discovered by researchers; hence, a company's success hinges on its ability to enhance decision-making through better information processing in MIS. "the existence of a relationship between objectives, means, and results such that performance is the result of the concurrent exercise of efficiency, effectiveness, and an adequate budgetary process," writes. Profiroiu (2001) in defining performance in the public sector. In order to accomplish their goals, organizations use a wide range of strategies. Quantifying these routine actions that make use of processes to achieve success is necessary for gauging the level of an organization's performance with respect to MIS (Jenatabadi, 2015).

Rolstadas (1998) argues that the effectiveness, efficiency, quality, productivity, work quality, innovation, and profitability are all interconnected aspects of an organization's success. The aforementioned traits may be thought of as performance goals, and their attainment has a direct bearing on performance. Behavior and outcomes come together to generate performance. Effort is measured by both actions and results. The actions of the performer materialize an intangible idea into a concrete performance. Behaviours are not merely inputs that lead to desired outputs; they are ends in and of

themselves, the product of the time and energy invested in carrying out activities (Brumbach, 1988).

However, the concept of MIS places a premium on the individual and their capacity to utilize information in MIS; it provides data through data analysis. Nevertheless, there are issues linked with it. If there is no backup, system failure and network failure could result in the loss of a great deal of crucial data. As the machine does all tasks, it encourages natural laziness in the performance of workers. This also contributed to joblessness in the financial industry. Moreover, many manufacturing companies are unaware of the significance of MIS in decision-making and problem-solving. Those that are aware have not properly implemented it into their system, which has led to erroneous decisions that have impacted their productivity and profitability badly. It is important to highlight that a MIS and its subset are only effective if the management is willing to implement a MIS that encompasses all of the organization's operations, control mechanisms are in place to protect it, and experts are in charge of managing it.

Having done a critical review on works done several researchers (such as Osodo and Jemaiyo (2015); Awan and Khan (2016); AL-Gharaibeh and Malkawi (2013); Lemchi et.al (2018); and Azeez and Yaakub (2019), realistically much study has not been carried out on the impact of management information systems on organization performance within the selected study area; Badagry in Lagos State Nigeria; therefore, this study tends to fill this gap. It is on this note, therefore, the study tends to examine the impact of MIS on organizational performance because it has not been examined in this area.

## **2. Literature Review**

### **2.1. Conceptual Review**

#### **2.1.1. Concept of Management Information System**

The majority of managers now recognize the importance of having information readily accessible in some format, such as a computer-based information system. This system integrates hardware, software, and human resource to meet organizational information and communication demands. In the 1950s, these devices enabled the first automatic storing and retrieval of information in the business sector. As knowledge grew easier to convey, equipment got more effective. For instance, the evolution of the internet connection from regular telephone lines to broadband facilitated the transmission of data at a faster rate. Examples of technology equipment are computers, pagers, cellular phones, printers, scanners, fuse machines, personal digital assistants, etc. Consequently, wireless networking enables users to access and transmit data using the same technology as cell and digital phones.

There are major types of information system in the organization, and these include namely:

(1) **Operations Information System:** This information system supports the information processing needs of business day-to-day operations. The organization uses it to maintain records and otherwise support operations and decisions on a strategic level. Types of Operation Information i) Transaction Processing System: They are used to maintain data about transactions such as inventory, sales, and purchases of suppliers, as well as billing customers and managing a firm's payroll. Therefore, this system is typically handled directly by shop floor employees or frontline personnel, who supply the essential data necessary to support the management of operations.

Typically, this information is gathered by the automatic or semi-automated monitoring of low-level activities and fundamental transactions. ii) Office Automation System: This system integrates current technology and software, such as word processors, desktops, publishers, email, and teleconferencing, to publish and distribute information. In addition to automating office chores, reducing errors, and enhancing customer service, it is also utilized to convert manual accounting processes to electronic formats. iii) Process Control System: A process control system can warn an operator that a machine is overheating or operate a conveyor belt.

## (2) Management Information System

Middle managers employ management information systems to keep the company functioning smoothly. These systems' structured data lets managers compare present and past outputs to assess an organization's performance.

### 2.1.2. Types of Management Information System

There are several types of MIS used in business today, among these are:

- i. Decision Support System: This system finds and displays decision-making information. Advanced modeling and data analysis can help make decisions with predefined solutions.
- ii. Information Reporting System: These provide specific type of information for making structured decision.
- iii. Group Decisions Support Systems: These are used by member of a group to interact with each other using computers to share information and solutions.
- iv. Executive Information Systems: This information system helps senior managers examine the organization's environment, detect long-term patterns, and plan actions. Such systems contain poorly structured internal and external data.

### **2.1.3. Objectives of Management Information System**

According to Robert J. Carew, a professor at Arizona State University's Carew School of Business, the goals of management information systems (MIS) are to provide timely, accurate, and cost-effective information to all levels of management. This data is used to make choices that affect the system's state. Crucial to management information systems (MIS) is feedback, or the transmission of quantifiable system output to a control system that provides an effective control system, typically a manager in a business system. The system state is altered as a result of these impacts.

### **2.1.4. Elements of Management Information System**

- a. Input: This consists of anything from the keyboard and data users to punch cards and computer operations and programmers.
- b. Processing entails the steps taken before input is transformed into output.
- c. The output is the data that is produced once the input has been analyzed (data).
- d. Storage, also known as primary and secondary memory. The foundation of the information system is the archiving of information.
- e. Control," we're referring to the many checks and balances set up to keep things on track and efficient.

### **2.1.5. Classification of a Good Information**

The following can be classified as good information for effective organizational performance according to Bardhan and Whitaker (2006). (i.) By Source: Where such information is organized. Internal, external, primary, secondary, or government reporting. etc.(ii). By Nature: Information is viewed in its form. Quantitative, qualitative, formal, or casual. (iii). By Time: This type focuses on the inquiry, such as when the information was created. Or the period required. It could be past, present, or future. (iv). By Use: This relates to the use that may be made of the information, particularly in the management process, which can include decision planning and control. (v). By Form: This shows the exact way information is gathered and made to flow (move from one place or person to another). This information could be written, spoken, seen, felt, etc.

### **2.1.6. Problem of Implementing a Computer-Based MIS**

Dickson (1990) named some of the most important things that determine whether or not a new MIS will be resisted and to what extent. i. Disrupting Departmental Boundaries: When a new MIS is put in place, it often leads to changes in a number of organizational units. ii. Participation: MIS users should be part of the team that designs and implements MIS features. In particular, operating managers should have a say in what features should be added. iii. Communication: The goal and features of the system should be shared with both the users and the rest of the MIS team. iv.

Redefinition of Performance Measurement: A new MIS may change a manager's job so much that the old ways of measuring performance no longer work or don't work anymore. Because of this, MIS calls for the right kind of evaluation.

#### **2.1.7. Benefits of Management Information System**

It's not unreasonable to expect the following from a well-executed MIS system. i. potential savings is in administrative expenses. ii. Evidence of enhanced processing based on increasingly reliable outcomes (iii) Relationships with customers and other intangibles (iv) Job satisfaction and productivity have increased.

#### **2.1.8. Problems of Management Information System in Organization**

The following factors contribute to the fact that MIS users are largely unsuccessful in their mission to inform management:

- There was a lack of management input during the MIS development process.
- Overemphasis on rudimentary data-processing applications
- Inadequate understanding of computers at the managerial level

Management information needs and organizational issues are not well understood by information professionals because of a lack of support from upper-level management and vice versa.

#### **2.1.9. Limitation of Management Information System in Organization**

There is no denying the importance of information systems in today's businesses, but these systems are not without their drawbacks. There are fundamental constraints on information systems. Together, Kenneth and Jane Laudon (2013).

There are two main issues with information systems:

- i. they are very time-consuming and costly to build and execute, and ii. they are not optimal for all jobs and problems.
- iii. Managers should be wary of information systems that appear to be too reliable in terms of accuracy, timeliness, completeness, or relevance.
- iv. The capabilities of an information system may be overestimated by managers.
- v. There is always a chance of sabotage, virus infection, or system downtime in the information system.

#### **2.1.10. The Effect of Information System on Management**

i. Improve Employee Effectiveness: This information system was brought to light by Daft and Marcic (2004), who argued that its use would benefit businesses by facilitating the dissemination of knowledge and information about customers, competitors, marketers, and products amongst staff members. In general, an

information system allows for more intellectual engagement and hard work to be designed into occupations, which has a significant impact on staff productivity.

ii. The flexibility of Work at Sites: This has made it possible for workers in any part of the world to access the database at any time of day or night, communicate information with each other via the internet, and work whenever and wherever they are needed, making them more productive.

iii. Increase Efficiency: The new IT system shows great potential for enhancing productivity, decreasing expenses, and speeding up procedures.

iv. Empowered Employees: In this setup, upper-level staff are given more responsibility and access to more data, with the expectation that they will make choices normally made by the super.

Internally, with consumers and suppliers, and externally with other businesses, information systems facilitate closer working relationships. Employees in different parts of the world can benefit from better communication and cooperation with external parties, such as clients, thanks to the Internet and other networks.

#### **2.1.11. Organization Performance**

In the 1950s, the term “organization performance” referred to the extent to which a society’s various institutions were able to accomplish its stated (McNamara 2010). Between the years 1960 and 1970, businesses developed new metrics to evaluate their efficiency in acquiring and allocating limited resources. Between 1980 and 1990, directors learned that it is more difficult than they had imagined to define an organization’s goals, and that success is measured by whether or not those goals are met using as few resources as possible (effectiveness). As a result, an organization could meet its performance targets while having limited resources because of the organizational theories (Lushes and Adrian, 1998).

In this view, benefit is one of several indicators of success. Financial and other metrics of success are compiled to construct a picture of an institution’s performance relative to its stated objectives and actual results (Lawrimore and Noble, 2009). There are two measures used to evaluate a company’s success. Money-related and other kinds of benefits, respectively. The company’s financial performance is the sum total of its financial well-being during a given time frame. Economic indicators include ratios, profits, and the state of the balance sheet. Metrics that aren’t related to money are used to evaluate a company’s success.

#### **2.1.12. Management Information System and Organizational Performance**

Information Systems improve organizational performance (IS). Information system manages business environment’s important people, locations, and things”. IS improves productivity, decision-making, and strategic planning, which contributes to organizational performance. “to be successful in today’s high-tech market,

organizations need to offer specialized services and build a creative strategy that exploits new technology, including IS,” as one author put it (Williams, 2005). These tools show businesses how IS improving productivity. The majority of today’s firms have trouble maintaining consistently high levels of performance, efficiency, and effectiveness. IS is therefore “a vital strategic aspect that helps establish competitive advantage and sustains organizational survival” due to these factors. But in order to reap the full benefits of economic orientations, one of the most important technologies, and the source of claims that IS accounts for more than 70% of the invested capital in the service industry, firms must adopt new technical devices and tools. Thus, the rapid rise of IS and its effects on organizations, markets, and sectors have led to the assumption that IS is essential to organizational survival and success. Information systems and organizational effectiveness remain a mystery to researchers. Successful firms employ information systems effectively and efficiently, according to research.

Today, firms use IS to increase performance due to cost, efficiency, and performance challenges. Thus, IS helps organizations address these issues (Akata, 2003). IS is crucial to businesses, especially when it influences their processes, mechanisms, and operations. Thus, “this dynamic mechanism encourages firms to become digital to better respond to the external settings more swiftly than traditional organizations, offering them more flexibility for survival in the chaotic environment”. 2.2.4 MIS and Employee Performance. Technology development is the most crucial factor in employee performance (Vinod Kumar, 2006). It encourages people and helps an organization achieve its goals.

Organizations commit to long-term goals and decision-making through technology advancement. In his 2001 research report, Michael C. Jensen said that money and system always affect organization performance. Well-trained staff and a computerized budget system may change staff behavior. If trained, these modern technological budgeting methods can help staff do all company tasks.

#### **2.1.13. Management Information System and decision-making.**

Mustafa Muhamet (1995) argues that a management information system makes it easier to make decisions by following established protocols and doing thorough analyses. This was made using the software that weighed potential options in the brainstorming stage of decision making. Decision support systems are what you’d call them (DSS). The purpose of a DSS is to help users make more informed business decisions by analyzing and displaying relevant business data. This document is a “request for information” (to distinguish it from an “operational application” that collects the data in the course of normal business operation). Each decision tree, according to James Reason (1990), culminates in a single viable course of action. The framework offered for decision-making can have a significant impact on the outcomes. Businesses, businesses, and research institutions now have access to cutting-edge IT solutions that facilitate computer-mediated communication in the workplace. Due to



the fact that this is not the typical working environment for most people, it allows for more adaptability, quicker solutions to business problems, more originality, better teamwork, etc. Solutions that are both well-presented and have a real influence on people's lives, both in terms of actual implementation and in terms of the mind's ability to process the information they're given. According to the research of Schacter, Gilbert, and Wegner cited by Doya et al. (2012), people typically conduct a cost-benefit analysis before making major decisions in an effort to maximize benefits while minimizing costs (2011).

#### **2.1.14. Management Information System and profitability**

Entrepreneurs usually make money. Profit drives entrepreneurs. Profit also measures a company's performance (Ogbadu, 2009). Management Information systems can improve product quality, organizational performance, competitiveness, and profitability, according to Ahire et al. (1996). Moreover, difficulties such as decreasing costs, increasing efficiencies, enhancing performance, and enhancing profitability have driven firms to use new organizational processes, such as Management Information Systems, to increase profitability. Management Information System hence represents a pragmatic response by firms to these difficulties (Akata, 2003). From a pragmatic standpoint, MIS is extremely valuable to enterprises, particularly when it influences organizational processes, mechanisms, and operational procedures. Consequently, "this dynamic mechanism compels firms to become digital in order to respond to external surroundings more quickly than traditional organizations, so gaining greater flexibility for survival and profitability in a chaotic environment".

## **2.2. Theoretical Review**

### **2.2.1. Structuration Models**

The structural model describes how the development of new technologies impacts the structure of an organization. An extension of Giddens's structuration theory, adaptive structuration theory (AST) (1984). This idea probes how businesses and computer networks interact. The emphasis placed by AST on the social implications of technology's use stands in stark contrast to the technocentric paradigm. AST can be used to investigate the impact of new information technologies on businesses. This model, which is related to MIS, looks at the process of change from two perspectives: (1) the variety of structures presented by cutting-edge technologies; and (2) the structures that emerge as individuals interact with these technologies, allowing the organization to accomplish its goals and objectives.

### **2.2.2. Diffusion of Innovation Theory**

In order to understand how the introduction of new technology will impact an organization's performance, E.M. Rogers proposed a theory in 1962 that describes the rate at which consumers will accept a new product or service. The term "diffusion" was used by sociologist Everett Rogers to describe the gradual spread of new ideas throughout a society. Technological innovation refers to the introduction of novel processes or the combination of material and immaterial elements to create a new product. As a result, "four important aspects in the diffusion process" are identified in Diffusion of Innovations: "(a) the innovation, (b) its communication from one individual to another, (c) the social structure, and (d) over time." The reason it's connected to management information systems is that it shows bosses how customers, workers, superiors, frontline managers, etc., use and interact with new products and services over time. It's what they employ whenever they introduce something new to the market, whether that's a service, a product, or a piece of technology.

### **2.2.3. Goodhue and Thompson Theory**

According to Goodhue and Thompson's (1995) theory, for an information system to improve organizational or individual performance, the technology must be fully exploited and be a suitable fit for the activity that it supports. Recognizing the impact of user participation on performance is only one example of how task-technology fit (TTF) provides a solid theoretical foundation for numerous concerns related to the impact of information technology on organizational or individual performance.

## **2.3. Empirical Literature**

Management Information Systems improve organizational performance, according to most literature (Munirat et. al, 2015; khresat, 2015; Azeez & yaakub, 2019; Lemchi et.al, 2018; AL-Gharaibeh & Malkawi, 2013; Awan & Khan, 2016; Osodo & Jemaiyo, 2015) Munirat et al. (2015) explored how MIS affects Nigerian business performance. SME owners from chosen local governments in Abuja, North-Central Nigeria were randomly sampled for population size. 5 local governments were studied. We used probabilistic sampling to acquire 100 respondents, 20 from each local government district. Interviews, questionnaires, and observation were the main data sources. The researcher found that most Nigerian businesses lack MIS management capabilities, which hinders their capacity to compete with large-scale industrialists and hinders their growth.

Khresat (2015) examined how management information systems affect organizational performance in Jordanian telecommunication companies. Descriptive statistics were used to analyze and report questionnaire data. This survey randomly selected 100 employees from 10 Amman-based telecommunication firms. The survey indicated that Jordanian telecom workers like management information systems (MIS) The survey

also found that Jordanian telecom workers like databases since their managerial systems use them.

Azeez and Yaakub (2019) examine how management information systems affect organizational performance at Missan Oil Company in Iraq. Surveys and structural equation modeling were employed quantitatively (SEM). 87.6% of 250 questionnaires were returned. Final data analysis used 201 replies after initial data screening. At Missan Oil Company, system quality, service quality, system use, and organizational performance are negatively correlated.

Lemchi et al. (2018) examined the management information system and organizational performance of seven Aba and Port Harcourt bottling enterprises. Cross-sectional was employed. The Taro Yamane formula and simple random procedure yielded a sample size of 117 from the study's 156 population. After cleaning, only 107 respondents' data were analyzed. All items scored above Nunnally's 0.70 Cronbach Alpha coefficient, indicating instrument reliability (1970). Data analysis and hypothesis testing used descriptive statistics and Spearman's rank correlation. The study found that management information systems improve organizational performance. Therefore, management should regularly evaluate her management information system to sustain organizational performance.

Using the Jordanian Ministry of Planning as a case study, AL-Gharaibeh and Malkawi (2013) looked at the effect of management information systems on the efficiency of a government agency. A random selection of 77 ministers. The data was examined via SPSS. Characterizing variables and evaluating the study's hypothesis required the use of frequencies, percentages, means, standard deviations, coefficient of correlation, and multiple regression analysis. The study concluded that networks, persons, procedures, and management information systems as a whole have a major impact on government organization performance, while hardware and software technology do not. Thus, the researchers advise the ministry to regularly update MIS, involve employees in system creation, and train them.

Awan & Khan (2016) examined 31 Pakistani firms to determine how management information systems affect profitability, innovation, and growth. Primary data was sampled. 200 structured questionnaire respondents were randomly selected from these 31 companies. The questionnaire had five Likert scale responses: strongly agree, agree, neutral, disagree, and strongly disagree. Data analysis using descriptive statistics. Regression and correlation tests determine variable relationships. This study found that management information systems improve organizational performance.

Osodo and Jemaiyo (2015) examined how management information systems affect job performance at Kenindia Assurance Company Limited. The study was qualitative. Interviews and questionnaires collected data. Analyzing data utilized inferential statistics and parametric methods like the Likert and Ordinal scale. All Kenindia Assurance Company Ltd. branch managers, top management, and workers were

targeted. This included 12 top-level managers, 30 branch managers, and 256 employees. This survey included 30 target population respondents: 1 top management, 3 branch managers, 12 underwriters, 5 claims and legal managers, 7 operations managers, and 2 information technology managers.

Email questionnaires were provided to management, and two IT employees were interviewed. Before and after the system change, respondents compared positions, responsibilities, working atmosphere, and other attitudinal characteristics. The interview schedule revealed strategic goals. Personal interviews helped gather sensitive information about the information system. To understand respondents' views, probed internal capability variables. Chi-square organized data and SPSS calculated central tendency and dispersion.

To compare performance ratings before and after the new information systems, matched paired or paired sampled T-tests were used. The study found that MIS improved resource access and staff satisfaction. Additionally, staff fear the new IS will take their jobs. Employee uncertainty over IS responsibilities and obligations contribute to this. The study found that IS improves employee performance.

### **3. Methodology**

In this study, we used a survey as our primary method of data collection. A survey was chosen as the method of data collection because of its efficiency and suitability for this investigation. Ecobank Nigeria Plc's SEME (Badagry) Branch employees make up the bulk of the sample population. Fifty (50) participants were randomly picked from the pool using simple random selection methods. Both primary data (obtained by conducting the research themselves) and secondary data (obtained by examining other studies) were used to complete this analysis. The term "validity" refers to the extent to which a particular measuring device actually measures the variable in question (Messick, 1989). To ensure both the face and content validity of the instruments, careful attention was paid to the questionnaire's design, including a thorough pre-test of each question. The reliability of a measuring device is defined by how well it reliably measures the target variable. The reliability test was done using 12 questionnaires prepared and distributed to sample respondents to get a reliability degree of internal consistency ( $\alpha = 0.784$ ) by using Cronbach's Alpha which established if certain items within a scale measures the same construct.

The researcher used questionnaire survey; 50 questionnaires were distributed directly by the researcher out of which 48 were retrieved after they were filled by the respondents to ensure optimum return of the instruments. Hence, the data collected from the field were edited and codified according to the research objectives and questions. Descriptive statistical techniques such as percentage and frequency table etc. were used to examine the research questions. Pearson Product Moment

Correlation ( $r$ ) was used to test all the hypotheses. All analyses were done through the application of Statistical Package for Social Science (SPSS 23.00 Windows Version).

### 3.1. Presentation of Data

#### 1. Hypotheses Testing

In analyzing the three (3) hypotheses earlier stated, Pearson Product Moment Correlation ( $r$ ) was used to test the hypotheses. Below are the analysis and the results of the hypotheses formulated to answer the research questions that guided the study.

#### 2. Hypothesis 1

Management Information System has no significant impact on employee performance

**Table 4.2. Correlations**

		Item1	Item2
Item1	Pearson Correlation	1	.943**
	Sig. (2-tailed)		.000
	N	48	48
Item2	Pearson Correlation	.943**	1
	Sig. (2-tailed)	.000	
	N	48	48

\*\**. Correlation is significant at the 0.01 level (2-tailed).*

The table 4.2 shows a strong positive relationship between management information system and employee performance  $r=0.943$  indicating that management information system has significant impact on employee performance. Since the P -value= 0.01 is less than 0.05, it implies that the null hypothesis which states that management information system has no significant impact on employee performance would be rejected. It can therefore be restated that management information system has significant impact on employee performance.

#### 3. Hypothesis 2

Management information system has no effect on decision making

**Table 4.3. Correlations**

		Item6	Item7
Item6	Pearson Correlation	1	.622**
	Sig. (2-tailed)		.000
	N	48	48
Item7	Pearson Correlation	.622**	1
	Sig. (2-tailed)	.000	
	N	48	48

\*\* Correlation is significant at the 0.01 level (2-tailed).

Table 4.3 was used to explain the result of the Pearson Product Moment Correlation Test which determined if management information system has no effect on decision making. The results, PPMC R-value= 0.622,  $p=0.01 < 0.05$ . Since the P -value= 0.01 is less than the significant level (0.05), means that the null hypothesis which states that “management information system has no effect on decision making” would be rejected. It can therefore be restated that management information system has effect on decision making.

#### 4. Hypothesis 3

Management Information System has no positive impact on profitability

**Table 4.4. Correlations**

		Item11	Item12
Item11	Pearson Correlation	1	.705**
	Sig. (2-tailed)		.000
	N	48	48
Item12	Pearson Correlation	.705**	1
	Sig. (2-tailed)	.000	
	N	48	48

\*\* Correlation is significant at the 0.01 level (2-tailed).

A Pearson Product Moment Correlation coefficient was calculated to observe if management information system has no positive impact on profitability. According to the results, PPMC R-value=0.705,  $p=0.01 < 0.05$ , thus, p-value (0.01) is less than Alpha level (0.05), therefore, we reject the null hypothesis which says that there is no positive impact of management information system on profitability and restate that management information system has a positive impact on profitability.

### 3.2. Discussion of Findings

This study investigated how Ecobank Nigeria's SEME-Badagry branch's MIS affects its overall performance. All of the above research was conducted to answer the research questions of how much of an impact management information systems have on employee performance, how they affect decision making, and how they affect profits. The results of the first hypothesis testing showed that the null hypothesis, which states that the management information system has no significant effect on employee performance, would be rejected at a PPMC value of 0.943 and a p-value of 0.01. This is because the p-value (significant level) of 0.01 is less than 0.05 ( $p=0.010.05$ ), indicating that it becomes insignificant. Thus, it may be re-stated that a management information system has a major effect on productivity. These findings derive from respondents' unanimous agreement, as measured by the strength of their yes votes, on several assertions in the study's instrument claiming that a management information system boosts worker productivity. The same is true for how exposing employees to cutting-edge innovation on a daily basis improves the efficiency of any given business. At the end of the day, businesses utilize MIS to force workers to become more analytical. Osodo and Jemaiyo's research confirms the results of this idea (2015)

The second hypothesis was supported by the data with a PPMC value of 0.622 and a significance level of 0.01. The null hypothesis that "management information system has no effect on decision making" must be rejected because its associated p-value is 0.01. We might rephrase this to say that the MIS has no bearing on managerial judgment. The results showed that the management information system has an effect on the choices made by the service organization. According to Azeez and Yaakub's research, it also aids businesses in gaining an edge over their competitors (2019). It was also discovered that businesses employed management information systems to control the decision-making process by gathering information, storing it, processing it, and reporting it. Findings from testing Hypothesis 3 indicated a PPMC value of 0.705 and a p-value of 0.01. We reject the null hypothesis that "management information system has no beneficial impact on profitability" since the p-value (significant) threshold is 0.01 and less than 0.05, ( $p=0.010.05$ ), indicating that it becomes insignificant. MIS has a beneficial effect on profits, as a result. Based on the data collected, it is clear that implementing a management information system is the best way to boost your business's bottom line, creativity, and expansion. The study went on to draw the conclusion that a company can improve its bottom line through the strategic application of a management information system to the tasks of risk identification, evaluation, mitigation, and reporting. Together, Lemchi et al. and the authors of the current study (2018).

#### **4. Conclusion and Recommendations**

This study was designed to investigate the impact of management information system on organization performance. Using Ecobank Nigeria Plc at SEME –Badagry as a reference point. The findings concluded that Management information system improves employee performance and their analytical skills. However, MIS influences the decision making of service organization and helps to make timely decision to become market leader. Finally, management information system increases profitability, innovation and growth of the organization.

Based on the findings of this study, the following recommendations were made for improvement;

- i. Organizations should imbibe in the use of MIS in order to have competitive edge.
- ii. Managers should ensure proper and adequate security of computer to prevent unauthorized access to the system and control designed to address operational processing errors.
- iii. Regular exposure of the staff to new and up-to-date knowledge, skills and technology, because it is strongly agreed in this research that it enhances the quality of organizational performance.

#### **5. Contribution(s) to Knowledge**

This study adds to the existing body of knowledge on MIS and organizational performance. Based on the findings from earlier studies about Management Information System which specifically focuses on its impact on organizational profitability, it can therefore be said that this study adds to the body of knowledge as it has theoretically and empirically confirmed that Management Information System not only have impact on organizational performance, but has a significant impact on employee performance, decision-making, as well as a positive impact on profitability, as seen from the results in the study.

#### **Area for Further Research**

Despite much effort put in this study, it appears that the concept of Management Information System and organizational performance is wide and there are more dimensions not covered in this study which prospective researchers should look into i.e., the concept and how Management Information System affects organizations performance.



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