



The Effectiveness of Management Information System in Decision-Making: A Review

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Abstract- Management Information Systems (MIS) are integral to modern organizations, providing essential support for decision-making processes. This review assesses the effectiveness of MIS in decision-making across various sectors. MIS enhances data management, facilitates efficient information flow, and supports strategic planning and operational activities. By enabling real-time access to critical information, MIS improves the accuracy, relevance, and timeliness of decisions. MIS can be defined as a collection of systems, hardware, procedures, and people that all work together to process, store, and produce information that is useful to the organization. It is an important system for every organization that needs to have to ensure they remain competitive in the market. The decision is consciously taken from a variety of alternatives and the consent of many is based on the goal of achieving the desired outcome. The review highlights key areas where MIS has significantly impacted decision-making, including resource allocation, performance monitoring, and strategic planning. It also discusses challenges such as data quality issues, system integration, and user adoption that can hinder the effectiveness of MIS. In this study, the paper focus to identify the key criteria that contribute to effectiveness in developing the “fit” MIS based on previous studies. Its success depends on proper implementation, user training, and ongoing evaluation.

Keywords- Management Information System, Effectiveness, Decision Making.

I. Introduction

Management Information System (MIS) is the use of information technology, people, and business processes to record, store and process data to produce data-driven information that helps managers to derive decisions for the organizations. The decision is consciously taken from a variety of alternatives and the consent of many is based on the goal of achieving the desired outcome.

More specifically, it is the study of complementary networks used by people and organizations to collect, filter, process, create and distribute data. Then, in conclusion, management information systems are computerized information processing systems designed to support corporate or organizational management activities. Management Information Systems (MIS) are pivotal in enhancing decision-making processes within organizations. An effective MIS provides accurate, relevant, and timely information, facilitating improved strategic planning, resource allocation, and performance monitoring. The impact of MIS on decision-making has been extensively studied, showing significant positive effects on organizational efficiency and competitiveness. (Laudon, K.C., & Laudon, J.P. -2020).

MIS is the second level of information hierarchy where managers (e.g.: supervisor, branch managers) use MIS for tactical decisions in organizations. This means the



company makes decisions that will contribute to the longevity, profitability, and continued improvement of all areas of operation.

There are several processes or procedures used in the management of information systems to help make decisions for short-term or tactical planning according to inquiry response, management information system for operational planning to make decision making, management information system for tactical planning (by middle management) and then combine it or relate it with the decision made by top management in strategic and policy planning for the best and perfect way.

Rather, decision-makers need the right tools or ways to help make informed decisions. Below the following is a list of why the need for MIS in assisting the process for an effective decision-making department:

1. Accurate Data Collection and Management:

- MIS ensures accurate and reliable data collection from various sources.
- It maintains data integrity and minimizes errors, providing a solid foundation for decision-making.

2. Real-Time Information Access:

- MIS offers real-time access to critical information, enabling timely decisions.
- It helps in tracking and responding to changes swiftly.

3. Enhanced Data Analysis and Reporting:

- MIS provides advanced analytical tools and reporting features.
- It supports in-depth data analysis, trend identification, and forecasting, facilitating well-informed decisions.

4. Performance Monitoring and Evaluation:

- MIS enables continuous performance monitoring and evaluation.
- It helps in identifying areas of improvement and making data-driven adjustments.

5. Strategic Planning Support:

- MIS supports strategic planning by providing comprehensive data and analytics.
- It helps in setting realistic goals, developing strategies, and measuring progress.

6. Risk Management:

- MIS helps in identifying, assessing, and mitigating risks.
- It provides tools for risk analysis and contingency planning.

7. Cost Efficiency

- MIS contributes to cost efficiency by streamlining processes and reducing redundancies.
- It helps in identifying cost-saving opportunities and improving overall financial performance.

MIS plays a multifaceted role in enhancing organizational performance by providing essential tools and information for effective decision-making, improving

efficiency, facilitating communication, supporting strategic planning, and managing resources and risks.



Figure 1.0: Role of MIS

The role of MIS not only advised decision-makers to make strategic decisions but also to provide several other analyses as shown in the diagram below. It is including to provide risk and market analysis, cost and budget analysis, Quality and performance analysis, Market and Stakeholder analysis, feedback and others.

II. Literature review

a. Component of Management Information System (MIS)

Five Basic components that are the people/users, data or information, business or organizational procedures, hardware, software are the major key components of management information systems that complement each other to ensure that the MIS process works properly, effectively, and also to create a complete system. These components work together to collect, process, store, and disseminate information, supporting decision-making and efficient management of the organization.



Figure 2.0: Component of MIS



The components can be described in more detail as below:

1. **People:** People are the main component of MIS. The people include managers, top executives, and staff of the company. The profit and loss of the company are first gathered through research and that information is then stored in the computer. The executives or CEO of the company then make decisions about the product of the company i.e. which improvements are needed in the product. The executives also decide to hire more staff in the company or to reduce staff in the company.
2. **Hardware:** Hardware is the physical machinery i.e. scanners, printers, computer screens, data storage devices etc. The performance of hardware depends upon the software and the capacity of the hardware. If hardware fetches and stores data quickly, the results are printed quickly.
3. **Software:** Software is a program that gives instructions to the hardware and it also manages the tasks that are to be performed by the hardware. Some examples of software are MS Office, Adobe software, internet browsers etc.
4. **Data:** Data is the raw information that is input into the system and then required information is fetched from the system. For example, data can be the number of cars sold in the year and the information that is fetched from this data is the profit/loss of the car manufacturing company.
5. **Business procedures:** Business procedures are the methods used to run the management information system. These are techniques applied to the data and which types of decisions are to be made in the company.

The Types of Management Information Systems

Management Information Systems (MIS) are essential tools that help organization manage, process, and analyze information to make informed decisions. Table 3.0 below provides brief Description of Management Information System.

Decision Support System (DSS)

The DSS is a management-level, interactive computer-based information system that helps managers to make decisions. The Decision Support System specifically gives middle managers the information necessary to make informed, intelligent decisions. Decision Support Systems use different decision models to analyze or summarize large pieces of data into an easy-to-use form that makes it easier for managers to compare and analyze information. Often, these summaries come in the form of charts and tables.

S.N.	Types of MIS	Description
1	Process Control	Gather Data to create reports based on the performance of systems and process. These systems monitor and control various parameters of industrial processes to maintain desired outputs and ensure optimal performance.
2	Management Reporting System	It aggregates data from various sources, processes it, and generates reports that help managers monitor performance, make strategic decisions, and ensure effective management of resources for the company's operation.
3	Inventory Control	Allow tracking of the current inventory state within a department or the company and track their orders, sales, and deliveries. Effective inventory control ensures that the right amount of stock is available at the right time, minimizing costs and maximizing efficiency.
4	Decision Support System	Gather information from internal and external resources and help team management make efficient business decisions. By providing comprehensive data analysis, modeling capabilities, and interactive tools, DSS supports various aspects of strategic, tactical, and operational decisions.
5	Expert System	Use Artificial Intelligence to simulate the judgement and behavior of a person or organization with expertise and experience in a Specific field.
6	Executive information System	Reports company data to top management directly in an easy -to- read format.
7	Transaction Systems	Automate business processes and collect data on a company's daily transactional activities.
8	Accounting & Financial Systems	Track a company's asset Types of investments and processes financial and accounting-related operations.
9	Sales & Marketing Systems	Facilitate tracking of a company's sales and marketing efficiency.
10	HR Systems	Allows control of organization information circulating within the company and oversees tasks like recruitment and daily administration, ensuring all employees comply with company standards.
11	Education Management Information Systems	Help educational institutions manage daily activities like attendance, payroll, and employee schedules.
12	Local Databases	Offer information about the residents of a given locality.

Figure 3.0: Types of MIS

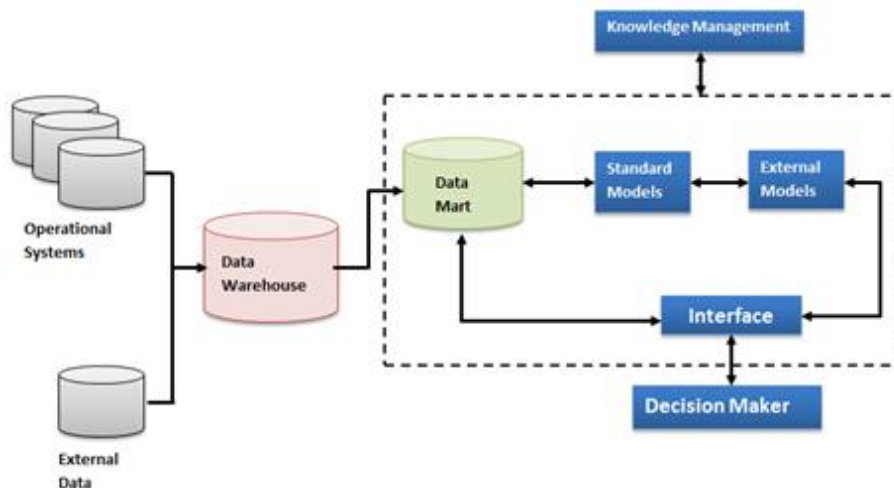


Figure 4.0: Types of MIS

DSS is the center of attraction of Management Information System (MIS). Sequence of data fragmentation in filed depending on the function activity of the particular department. The Work flow of Management information System has clearly

defined the communication process and level of information transmissions and data processing throughout the organization. The work flow of management information system briefly explained the strategic performance to use for data processing into information transformation. The above Figure 4.0 clearly explain the processing of data into information transformation, Whereas Management Information System has various pre-defined automated layers where collection of data; sorting and dissemination of data and information within inter-department for further processing on it and evaluate for the final decision. There must be state of flexibility in nature and structure of management system in organizations so as to permit, informed and easy information pouring with its accessibility to all right end users and stakeholders to enhance the strength for new ideas and innovation in future.

Decision Support Systems are powerful tools that enhance decision-making processes by providing analytical insights, supporting complex problem-solving, and facilitating collaboration. By addressing challenges such as high costs, complex integration, and user adoption, organizations can maximize the benefits of DSS. Investing in training, regular updates, robust data management, and user-centered design are essential steps to ensure the effectiveness of DSS in improving decision quality, efficiency, and strategic planning.

MANAGEMENT LEVEL	FOCUS	SYSTEM	DESCRIPTION
Operational Level	Day-to-day activities and transactions.	Transaction Processing Systems (TPS): Handle routine transactions and support operational activities. Examples: Payroll systems, order processing systems, inventory management systems. Office Automation Systems (OAS): Support office and clerical tasks. Examples: Word processing, email, and scheduling systems.	At the operational level, MIS provides detailed, transaction-level data necessary for managing routine operations efficiently.
Tactical (Managerial) Level	Monitoring and controlling operational activities, as well as short term planning and decision making.	Management Reporting Systems (MRS): Generate periodic reports summarizing business activities. Examples: Financial reports, sales performance reports. Decision Support Systems (DSS): Assist in problem -solving and decision -making for semi -structured problems. Examples: Sales forecasting systems, budget planning systems. Customer Relationship Management Systems (CRM): Manage interactions with customers and improve customer service. Examples: Systems tracking customer interactions and sales history.	At the tactical level, MIS provides aggregated and summarized information to help middle managers monitor and control operational activities, as well as make short - to medium-term decisions.

Figure 5.0: Management Level & MIS

Strategic Level	Long-term planning and policy-making.	Executive Information Systems (EIS): Provide high-level executives with easy access to internal and external information relevant to strategic decision-making. Examples: Dashboards displaying KPIs, trend analysis tools. Enterprise Resource Planning Systems (ERP): Integrate all core business processes across various departments into a unified system. Examples: Systems managing accounting, human resources, procurement, and production. Knowledge Management Systems (KMS): Facilitate the sharing and management of organizational knowledge. Examples: Intranet portals for best practices and research findings.	At the strategic level, MIS provides summarized, high-level information to support long-term planning and strategic decision-making by top executives.
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Level of Management Information System

Management Information Systems (MIS) serve different levels of management within an organization, each with distinct information needs and decision-making requirements. Each level of MIS is designed to meet the specific needs of different management tiers, ensuring that relevant and timely information is available to support decision-making at all organizational levels. Here are the three primary levels of MIS, along with their corresponding systems and descriptions:

Output of Management Information Systems

The output of Management Information Systems (MIS) encompasses a variety of valuable and actionable information that aids in decision-making, strategic planning, and operational efficiency. Key outputs include:

- **Periodic Reports:** Regularly scheduled reports such as financial statements, sales reports, and inventory levels.
- **Ad-hoc Reports:** Customized, on-demand reports to address specific questions or issues.
- **Exception Reports:** Alerts for unusual situations requiring immediate attention, like budget deviations or stock shortages.
- **Dashboards:** Real-time visual displays of key performance indicators (KPIs) and metrics.
- **Forecasts and Projections:** Predictive analytics and modeling for future trends and scenario analysis.
- **Performance Analysis:** Evaluations of employee productivity, business processes, and overall efficiency.
- **Decision Support:** Tools and models for informed decision-making, providing recommendations based on data analysis.
- **Alerts and Notifications:** Automated alerts for critical issues and notifications for workflow activities.
- **Data Visualization:** Graphs, charts, and maps for visual representation and analysis of data.
- **Compliance and Regulatory Reporting:** Reports required for regulatory compliance, such as tax filings and industry-specific regulations.



- **Accounting and Transaction Reports:** Request reports that provide specific information on manager requests such as accounting reports, transaction reports.
- **Asset Management Reports:** Regularly generated reports on a regular (daily, weekly, monthly) basis such as Asset Management Reports.
- **Exclusion Reports:** Exclusion reports that are automatically generated when circumstances are unusual or require management action report visitor's feedback, website statistics reports and so on.

Criteria for Effective Management Information Systems

Previous researcher emphasizes specific key indicators for MIS effectiveness. In 2018, the study by Ijoema explored the effectiveness of Management Information Systems (MIS) in enhancing decision-making processes within organizations. The research highlighted key criteria and practical applications, demonstrating how MIS can transform decision-making through improved data management, accessibility, and strategic support. This study aimed to examine how management of information system has assisted in service delivery in Nigeria universities; examine how management information system has assisted in reducing paperwork in the universities. The author using quantitative approaches by disseminating 300 questionnaires to the staff to examine how MIS has assisted in reducing paper works in universities and the success of MIS implementation at universities.

The study concludes that poor management information system design has been identified as a bottleneck in the successful management of universities in Nigeria. As a result, one of the key effectiveness suggest by the author is by suggesting that proper orientation should be given to managers at all levels as well as in-service training for secretaries to ensure proper and adequate use of MIS facilities in generating and disseminating information for better decisions in the universities.

Based on the literature review in using MIS to Boost Corporate Performance by GlobalTech Solutions. GlobalTech Solutions is a multinational electronics company that faced challenges in decision-making, operational efficiency, and resource management. To address these issues, GlobalTech implemented a comprehensive MIS covering various business functions, including sales, inventory, finance, customer relationship management (CRM), and human resources (HR). The implementation of a comprehensive MIS at GlobalTech Solutions significantly boosted the company's performance by enhancing decision-making, increasing efficiency, and providing a competitive edge. This case study demonstrates the transformative impact of MIS on corporate performance, supporting the findings of numerous studies on the effectiveness of MIS in organizational settings.

Management information systems (MIS) provide information related to possible future events, efficiencies, and outputs. Higher Management information system capabilities lead to higher strategic performance. These and many other factors are suggested to be important features of MIS that have a direct impact on the company's financial and strategic performance.

According to Bendre et. al (2017) too, the success and smoothness of an organization are guaranteed when the planning and decisions of the top management of



the organization are achieved and widely agreed including taking into account the shortterm (tactical) decisions made by the middle managers.

One of the key elements of MIS is the credibility information provided by the system stated IBM's (2024) Management Information Systems are designed to deliver accurate and reliable data. Our solutions incorporate advanced analytics and rigorous validation processes to ensure that the information provided is credible and supports informed decision-making. According to Oracle's (2024), Oracle's Management Information Systems focus on maintaining data credibility through the integration of data from multiple sources and applying quality control measures. This ensures that the information is accurate, timely, and reliable.

According to Sage's (2024), MIS platforms emphasize the credibility of information by ensuring data accuracy and reliability through advanced validation and real-time analytics. This enhances decision-making processes across the organization.

UK National Health Service (NHS) attempted to implement a large-scale IT system to improve patient care and operational efficiency. The project faced significant delays and cost overruns due to resistance from staff, who were wary of new technology. The bureaucratic nature of the NHS complicated the approval and adaptation processes. The program was eventually deemed a failure, and the NHS had to adopt a more flexible approach to IT adoption, focusing on smaller, incremental changes rather than a complete overhaul.

India's National Rural Employment Guarantee Scheme (NREGS) aimed to provide employment opportunities and enhance rural infrastructure through a large-scale MIS to manage payroll and project data. As a result, the system faced challenges with data accuracy and reporting. The implementation faced significant challenges, including system outages and data inconsistencies. This highlighted the need for adequate funding and resource allocation for successful MIS projects.

Public sectors having different goals values in terms of implementing MIS in their organization. While most business entities (private) main goals are to earn profits and remain competitive, the public sector has different ideas. Public provide services to the community and relies on the government budget, therefore, to implement MIS solution are challenging task. One of the main problems is decision making usually takes a much longer time due to a large number of actors including officials, interest group and ordinary citizens. Therefore, in designing effective MIS, the environment and customer also play a big role in system development.

Scope and study

The scope of the study on the effectiveness of Management Information Systems (MIS) in the education sector encompasses various aspects to ensure a comprehensive understanding and evaluation. Below is an outline of the scope

1. Geographical Scope

Defines the geographic boundaries within which the study will be conducted. This could be localized to a specific country, region, or even a global perspective. The study might focus on MIS implementations in educational institutions within a particular



country (e.g., India), or it could compare MIS effectiveness across different regions (e.g., North America vs. Europe).

2. Institutional Scope

Specifies the types of educational institutions to be included in the study, such as primary schools, secondary schools, higher education institutions, or vocational training centres. The study might examine MIS effectiveness in public versus private schools or universities versus technical colleges.

3. Functional Scope

Outlines the specific functions or areas within the educational institutions where MIS is implemented. This might include administration, student management, academic planning, or financial management. The study could focus on how MIS supports student enrolment processes, grading systems, or administrative tasks.

4. Stakeholder Scope

Identifies the key stakeholders involved or impacted by the MIS. This could include students, teachers, administrators, IT staff, and parents. The study might assess how MIS impacts the efficiency of administrative staff versus the user experience of students and teachers.

5. Technical Scope

Defines the technical aspects and tools covered by the study, including software platforms, hardware, and integration with other systems. The study might evaluate specific MIS platforms (e.g., student information systems, learning management systems) and their technical performance.

6. Temporal Scope

Specifies the time frame for the study, including the period of MIS implementation, data collection periods, and any time-related aspects of system performance. The study might look at MIS effectiveness over a specific academic year or track changes in effectiveness over several years.

7. Performance Metrics

Details the criteria and metrics used to evaluate the effectiveness of MIS. This could include system performance indicators, user satisfaction, impact on administrative efficiency, and improvement in academic outcomes. Metrics might include system uptime, response time, user satisfaction surveys, and improvements in student retention rates.

8. Challenges and Limitations

Identifies potential challenges and limitations encountered during the study, such as data availability, system integration issues, or resistance to technology adoption. The study might face challenges in accessing data from multiple institutions or limitations due to varying levels of MIS implementation maturity.



9. Methodological Scope

Defines the research methods and approaches used in the study, including data collection techniques (e.g., surveys, interviews), analysis methods, and case study approaches. The study might use a mixed-methods approach, combining quantitative analysis of performance metrics with qualitative interviews from key stakeholders.

Example study

- **Geographical Scope:** United States
- **Institutional Scope:** Public and private universities
- **Functional Scope:** Student management and academic planning
- **Stakeholder Scope:** Students, faculty, and administrative staff
- **Technical Scope:** Student Information Systems (SIS) and Learning Management Systems (LMS)
- **Temporal Scope:** Academic year 2023-2024
- **Performance Metrics:** System reliability, user satisfaction, impact on administrative efficiency
- **Challenges and Limitations:** Variability in system implementation, data privacy concerns
- **Methodological Scope:** Surveys of users, interviews with administrators, analysis of system performance data

Research Objectives

The research objectives of the study on the effectiveness of Management Information Systems (MIS) in the education sector are designed to guide the investigation and ensure that it addresses key areas of interest. These objectives are as follows:

Examine Decision-Making Processes

1. Assess the Role of MIS in Decision-Making

- **Objective:** To evaluate how MIS contributes to decision-making processes at different levels within educational institutions, including strategic, tactical, and operational decisions.
- **Purpose:** To understand the extent to which MIS supports and enhances decision-making across various managerial levels.

2. Analyze the Quality of Decisions Supported by MIS

- **Objective:** To determine the impact of MIS on the accuracy, timeliness, and effectiveness of decisions made by educational administrators and faculty.
- **Purpose:** To assess whether MIS leads to improved decision quality compared to traditional methods.

3. Evaluate Decision Support Tools and Features

- **Objective:** To examine the specific tools and features of MIS (e.g., dashboards, reporting systems, analytical models) and their effectiveness in supporting decision-making processes.
- **Purpose:** To identify which MIS tools are most useful and how they contribute to decision-making efficiency.



4. Investigate the Integration of MIS with Other Systems

- **Objective:** To analyze how well MIS integrates with other institutional systems (e.g., financial systems, student information systems) and the impact of this integration on decision-making.
- **Purpose:** To evaluate whether seamless data flow between systems enhances or hinders decision-making processes.

5. Identify Challenges and Barriers in Decision-Making

- **Objective:** To identify and analyze challenges and barriers faced by decision-makers in using MIS, such as data overload, system limitations, and user training issues.
- **Purpose:** To provide insights into the difficulties encountered and suggest ways to overcome these challenges.

6. Assess User Satisfaction and Training Needs

- **Objective:** To evaluate the satisfaction levels of users (e.g., administrators, faculty) with the MIS and identify any training needs or gaps that affect decision-making efficiency.
- **Purpose:** To ensure that users are adequately supported and trained to use MIS effectively in decision-making.

7. Examine the Impact of MIS on Decision-Making Speed

- **Objective:** To analyze how MIS influences the speed of decision-making, including whether it accelerates or delays the process compared to traditional methods.
- **Purpose:** To determine the effectiveness of MIS in providing timely information and supporting quick decision-making.

8. Explore Stakeholder Involvement in Decision-Making

- **Objective:** To assess how different stakeholders (e.g., students, faculty, and administrators) interact with and are affected by MIS in the decision-making process.
- **Purpose:** To understand stakeholder engagement and the role of their feedback in shaping MIS functionalities.

9. Develop Recommendations for Enhancing Decision-Making Processes

- **Objective:** To formulate actionable recommendations for improving the role of MIS in decision-making based on the findings of the study.
- **Purpose:** To provide practical solutions and strategies for optimizing the use of MIS in decision-making processes.

10. Investigate Best Practices and Success Stories

- **Objective:** To identify and analyse best practices and success stories related to MIS implementation that have positively impacted decision-making in educational institutions.
- **Purpose:** To highlight successful examples and extract valuable lessons that can be applied to other institutions.

Research Methodology



Figure 6.0: Research Methodology

Decision-making within an organization is an important process for an organization to ensure that planning is fulfilled and agreed upon for mutual success and satisfaction. To complete the review paper, several steps have been taken in Figure 6.0 and can be explained as followed:

- **Data Collection**

This is the process where papers are extracted from electronic academic databases. The selection based on several keyword searches (e.g.: MIS, decision making). All these papers will put in several folders for further analysis.

- **Selection of Relevant Topic**

The next process involved selecting papers relevant to the topic discussion. The selected papers are put into one folder with further reading and understandings of the methods are conducted. This to ensure only crucial papers related to the objective in this project are selected.

- **Critical Analysis (Obtaining Research Gap)**

In the process, the information supply from papers is evaluated in detail. Each information is digested to obtain the strength and weaknesses of the papers. In conclusion, the use of management information systems can be practiced to organizations depending on the method of delivery used such as systematic and proper orientation recommendations. It is to ensure the management information systems facilities used are appropriate and sufficient in producing and communicating information such as activity reports are monitored, monitored, handled and the information can be distributed to management, supervisors, employees, and clients for better decision-making and approval in each organization.



Hypothesis

The hypothesis for the study on the effectiveness of Management Information Systems (MIS) in the education sector will guide the research by providing specific statements that can be tested through data collection and analysis. Here are several hypotheses that align with the research objectives:

Primary Hypothesis

- **H1:** The implementation of MIS in educational institutions significantly improves administrative efficiency.

Secondary Hypotheses

- **H2:** The use of MIS leads to a measurable improvement in student academic performance.
- **H3:** MIS supports better decision-making processes among school administrators and educators by providing accurate and timely data.
- **H4:** Stakeholder satisfaction (students, teachers, parents, and administrators) is positively influenced by the use of MIS.
- **H5:** MIS enhances communication and collaboration between students, teachers, parents, and administrators.

Null Hypotheses

To provide a basis for testing the significance of the above hypotheses, the corresponding null hypotheses are also stated:

- **H0:** The implementation of MIS in educational institutions does not significantly improve administrative efficiency.
- **H0:** The use of MIS does not lead to a measurable improvement in student academic performance.
- **H0:** MIS does not support better decision-making processes among school administrators and educators.
- **H0:** Stakeholder satisfaction is not significantly influenced by the use of MIS.
- **H0:** MIS does not enhance communication and collaboration between students, teachers, parents, and administrators.

III. Conclusion

Management Information Systems are indispensable tools that significantly enhance decision-making processes across all organizational levels. By providing accurate, timely, and relevant information, MIS enables organizations to make informed decisions, improve operational efficiency, and maintain a competitive edge. However, realizing these benefits requires addressing challenges related to data quality, user adoption, costs, and security. As technology continues to evolve, the role of MIS in decision-making will only grow, making it a critical area of focus for businesses aiming to thrive in the digital age.

The paper discussed key criteria for an effective MIS system. Several factors influence to produce effective MIS such as design process, customers and capturing business requirements. The studies also show the importance of staff knowledge in the MIS



system to ensure the success of MIS implementation. On the other hand, difference challenges exist between private and public sectors. Although sharing the same goal, the nature of business and the stakeholders involved presented another level of challenges for the public. Therefore, understanding who will use the MIS system and environment to the system including process and people is another key element to design a good MIS. The proper study organization process in a particular sector is crucial before the implementation of MIS. The stakeholders (decision-makers) in numbers lead to a difficult decision need to be made such as important features that can put in the system. Lack of skills in IT may lead to the failure of implementing the MIS system although the system is great.

In conclusion, the use of management information systems can be practiced to organizations depending on the method of delivery used such as systematic and proper orientation recommendations. It is to ensure the management information systems facilities used are appropriate and sufficient in producing and communicating information such as activity reports are monitored, monitored, handled and the information can be distributed to management, supervisors, employees, and clients for better decision-making and approval in each organization.

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