

ASSESSMENT OF INTERFACE BETWEEN MANAGEMENT INFORMATION SYSTEM AND DECISION MAKING IN FINANCIAL INSTITUTION; (A CASE STUDY ON AWASH BANK IN WOLKITE BRANCH)



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ACRONYMS

MIS (management information system) is an integrated computer based user machine system that provides information for supporting operation and decision making.

- ❖ **MIS-** Management information system
- ❖ **TPS-** Transaction processing system
- ❖ **DSS-** Decision support system
- ❖ **ESS-** Executive supportive system
- ❖ **TP-** Transaction processing
- ❖ **OAS-** Office automation system
- ❖ **KWS-** Knowledge work system
- ❖ **S.C.-** Share company

ABSTRACT

This research was conducted in Awash Bank on Wolkite branch and the interface between management information system and decision making in financial institutions. The main objective of this study was to assess the role that management information system plays in managerial decision making in banking service. For the purpose of this study primary data was collected through questionnaire and interview and secondary data would be collected from, books, and documents of the organization. The researcher was also used census method because the number of Awash Bank employees is only 16. The collected data is processed and organized in a descriptive manner and organized using tables with relevant discussion. At the end of this study the researcher would prove the main problem in the use of information system in the Bank and the Bank attitude towards the role of MIS. Most of these problems would be caused by Delay in processing, Inconsistency, Often redundancy and Delay communication. Finally, as the researcher would see from the findings, the Bank should keep sufficiently used MIS because of its significant role in decision making process by providing the necessary information.

CHAPTER ONE

INTRODUCTION

1.1 BACKGROUND OF THE STUDY

The first step in learning how to apply information technology to solve problems is to get a broader picture of what is meant by the term management information system. Management information system is an integrate user machine system for providing information to support operations management and decision making function of organization. The system utilizes computer hardware, software and manual procedure models for analyzing, planning, control, decision making and data base (O'Brien, 1999).

The goal of management information system is to enable managers to make better decision by providing quality information. To create an effective information system, you need to do more than simply purchase the various components. Quality is an important issue in today's business, particularly as a related to information system many successful financial institutions have clearly demonstrate that information system and technology can be powerful competitive weapon that can be used to capture market structure or share, improve customer service, reduce operating cost, create new product and potential of information system (Anderson 2003).

The resolution in information and communication technology has become central for development in the Banking and financial services. Most Banking service analysis includes technology change on the short list of important factors underling the dynamics in Banking services structure and performance (Lucas 1990).

Modern Banks must respond to challenges such as process automation, increased client expectation at the same time Bank must also manage risk harmonize their business operation with the growing national and international regulation (Davis and Olson 1985).

1.2 Statement of the problem

In today business world there are varieties of information system such as transaction process (TPS), decision support system (DSS), and executive supportive system (ESS) etc. Each plays a

different role in organization hierarchy and decision making process. Organization has multiple function system. These include sales system, call center system, financial system and inventory system. A management information system therefore produces information that supports management function of an organization. Information considered being an important asset for any company. In the modern competitive world, banking services and the consumer buying trends and behaviors can be predicted by the analysis of sales and revenue report. These necessities study on the interface between management information system and decision making in Awash Bank (Davis and Olson, 1995).

1.3 Basic research question

This paper would try to look the following proposed question to be answered by the study:

- 1) What is the interface between management information system and decision making in financial institutions specifically in Awash Bank in Wolkite branch?
- 2) How much consideration is given for management information system by the Awash Bank in Wolkite branch?
- 3) What is the relationship between management information system and business goals?
- 4) What is the attitude of managers towards the development of management information system in Awash Bank in Wolkite Branch?

1.4 Objective of the study

1.4.1 General objectives

The general objective of this study would be to understand the interface between management information system and decision making of Awash Bank in wolkite branch.

1.4.2 Specific objectives

The specific objectives of this study would be: -

- ✓ To identify the relationship between management information system and decision making in Awash Bank in wolkite branch.
- ✓ To examine top managers' attitude towards the technology development of good management information system.
- ✓ To assess the interface between information system and business goal.

- ✓ To ascertain the important challenges posed by the Bank supervisor for the rapid advancement of technology.

1.5 Significance of the study

The importance of management information system for banking services is becomes the main factor economy as a whole because the financial sectors are one of the largest income factors for the economy. Improving their profitability and service become vital for the country economy. Today Banks play a vital role for the country economy by giving much needed competitive advantage for the service completion.

The significance of this study would be: -

- ❖ Firstly: -it creates a good know-how in such that by using management information system an organization is able to establish its hierarchal structure and work flow chart.
- ❖ Secondly: -Every employee in the organization would know the employee has authority over and to whom he is responsible for work and works then progresses without interruption.
- ❖ Thirdly: -The companies operating procedures would be listed by management information system and the preparation of audit also gets simplified.
- ❖ Lastly: -The finding of the study would create initial insight for other researchers who are interested to go through a detailed study for future.

1.6 Scope of the study

The study would be concentrate on the relationship between management information system and decision making in financial institution, Awash Bank in Wolkite branch.

The scope of the study would be limited only in Awash Bank in wolkite branch. Conceptual scope, the researcher would be limited to the interference between management information system and decision making. Methodological scope, the researcher would use descriptive research design and it would be interest to use for conducting the study is census method. The reason that initiates the researcher to use census methods, the data derived through census are

highly reliable and also census data yields much information. In general sense, data derived through census are accurate because, it addresses all the population employees of the Bank.

1.7 Limitation of the study

This study have different limitations; among the limitations, unwillingness of respondents to give clear information about that interference between management information system and decision making and absence of recorded data by Awash Bank. It would be not possible to compare and have detailed investigation on the relationship between management information system and decision making.

1.8 Organization of the paper

This paper would consist of five chapters. The first chapter would be concern about the introduction part including, background of the study, statement of the problem, research questions, objective of the study, significance of the study, limitation of the study and organization of the paper. The second chapter would concerns literature review. Chapter three would concern about methodology of the study. Chapter four concern about data analysis and interpretation. The last chapter would concern about conclusion and recommendation based on the given date analysis.

CHAPTER TWO

LITERATURE REVIEW

2.1 DEFINITION OF MANAGEMENT INFORMATION SYSTEM (MIS)

A management information system is an integrated computer based user machine system that provides information for supporting operation and decision making (Mesfin, 2008, and O'Brien James, 1990).

Information is data that has been processed into a meaningful format for use by decision makers within an organization. Information is an important ingredient in day to day operations and it is also useful as a means of communicating with another organization and individual. (Lucas)

Historically the organization information needs categorized as follows: -

- ❖ Information for planning
- ❖ Information for monitoring performance
- ❖ Information for controlling activity
- ❖ Information for decision making
- ❖ Information for recording and processing transaction
- ❖ Information for communication

Managers will need information to decide on what course of action most is like to bring a situation under control. The decision making process usually needs some information about the trigger event or pieces of information that need for decision. The better the information flow the stronger the need for a decision is indicated and the more times the decision information is called to help in making the right decision. The nature of decision that a manager is like to face can be predicted based on information that can be collected in advance (Anderson, 2003, and Mesfin, 2008,).

The decision maker's attitudes towards different factors influencing the quality of business decisions; these factors include information sources, analytical tools, and the role of information technologies. The impact of information availability on people's ability to process and use information in short and long term planning and in decision making tasks, the study revealed that

the better the availability of information, the better the impact on both efficiency and accuracy of business decisions (Handzic 2001).

2.2 Information requirement of manager

The information requirement of managers may vary depends on their specific role within an organization. Management is divided in to three different levels. These are strategic, tactical and operational as you know the different level of managing will be involved in specific activity. MIS is indispensable in the area of decision-making as it can monitor by itself the instability in a system, verify a course of action and take action to keep the system in control. Literatures also suggested that non-programmed decisions are relevant as they provide support by supplying information to the search, the analysis, the evaluation and the choice and implementation process of decision making (Obi 2003).

2.2.1 Strategic management

Strategic management must be involved in markup decision about the objective rules of the organization chances. In these objectives two resources are used to attain the objective policies governs action. Use and suppository of this resource may forecast decanters market for these products and mass. Therefore, decide to change its objectives to allow a progressive move in to the leisure industry. Which is considers to be expanding strategic decision involve the formation of the new objectives and deciding on the manner in which there new are already established in the industry or by starting new business (Davis, and Olson, 1985).

Although strategic planning is concerned with long term goals, it often involves the term action. For example, the Eagles citron of a new company in the leisure industry is made in order of fulfill a long term objective but it refuse short term planning control action all of which is classified under the header of strategic planning (Anderson, 2003,).

2.2.2 Tactical management

Decision at this level arouses based on financial analysis, money being the common write of measurement of resources and the control system are performance reports relating to profit cost or revenue centers. Tactical level management is involved with implementing the decision of

strategic manager ensuring that the different departments within the organization are operating correct (Mesfin, 2008).

2.2.3 Operational management

Operational management is involved with day to day decision making concerning the detailed transaction process within the organization. However, as faster became automated the human factor in operational control become less important. Many takes these are subject to programmed control that is the relationship between input and output is clear in specified manner. However, processes are carried out by people need to be motivated to perform routine tasks to consistently high standards (Mesfin, 2008 and O'Brien, 1993).

2.3 Concept of decision making

Decision-making is a cognitive process that results in the selection of a course of action among several alternative scenarios. Decision-making is a daily activity for any human being. There is no exception about that. When it comes to business organizations, decision-making is a habit and a process as well.

Effective and successful decisions result in profits, while unsuccessful ones cause losses. Therefore, corporate decision-making is the most critical process in any organization. In a decision-making process, we choose one course of action from a few possible alternatives. In the process of decision-making, we may use many tools, techniques, and perceptions.

In addition, we may make our own private decisions or may prefer a collective decision. Usually, decision-making is hard. Majority of corporate decisions involve some level of dissatisfaction or conflict with another party (James 1990).

2.4 Decision making and quality of information

Using information systems to support business decision making has been one of the primary thrust of the business use of information systems. Hence, information systems are classified into business operation support systems and management decision support systems. Management information systems are one of the modern components of management decision supporting systems, which provide pre-specified information about the performance of the organization.

The modern components of MIS are the function of business systems like finance management systems, accounting systems, human resource systems, manufacturing systems, and marketing systems (O. Brien and Marakas, 2006).

Information is said to be useful when it fulfills the following characteristics.

- ✓ **Relevance:** it reduces uncertainty by helping you predict what will happen or confirm what already has happened.
- ✓ **Reliability:** it is dependable i.e. free error or bias faithfully portrays event and activity competences; it doesn't leave out anything important.
- ✓ **Timeliness:** you get it in time to make your decision.
- ✓ **Understandability:** it is presented in a manner you can comprehend and use a consensus nation the nature of information is such that different people would tend to produce the same results.
- ✓ **Accessibility:** you can get to it when you need it and in format you can use it (Mesfin, 2008,).

Organizations that do not have formal Information sharing practices will fail to leverage their managers' intellectual capital for business innovation and growth. MIS enables the exchange of experiences, which transfers the required information to the management levels to sustain competitive advantage since it affects the decision making to improve the quality of services provided (O'Neill & Adya, 2007).

It is imperative that these organizations continuously motivate their employees to share valuable information so that their intellectual capital can be leveraged. Management Information System will give the Banking management a new dimension in managing its knowledge and help in carrying out and maximizing the management's initiatives in harmonizing the appropriate strategies in the short and long planning (Edmondson, 2002).

2.5 The nature of decision making

Decision can be broken in to three main types, those which can be made following a given set of role in (structural decision), those which can be made by using some predetermined role and

procedure is (some structural) and those which can only be made in subjectivism is (unstructured decision).

A. Structure decision

- ★ Decision can be taken objectively.
- ★ There is a clear defined method of solving the problem.
- ★ Generally, there is a right answer.

B. Unstructured decision

This sort of decision can only be reached subjectively and example would be tethering of new employees. They would fit in company ethos and existing practice at what price should a product be sold high price /low volume or low price/ high volume. Efforts are often made to turn unstructured decision in to structured ones by setting hard and fast criteria. This practice is gaining ground in such fields as requirement and granting credit facilities (Davis G.B, Olson, M, H, 1985).

C. Semi – structural decision

There is lie between structured and unstructured decision that is some part of the decision making process are programmable (Structured) other are not. For example, deciding how much stocked to maintain for; product will involve an analysis of prior usage (programmable) but his mass than have to be adjusted unknown demand (James 1990).

2.6 Types of information system

As you have seen each of the management level within an organization used different types of information system. The individual system is focused on the need of management within each level. And so they have different objectives, contain different information, and tend to present that information in different ways. The summery of these systems can now be provided as followers operational managers by tracking the individual sales in voice. Cash receipts and species good sold to one customer, etc. will be found within this system. All the data will be collected in to the transaction processing system (Lucas, 1990).

The management level within an organization is designed to assist with the monitoring and control of other systems. They will tend to provide reports of an exemption basis to support the decision making of core senior managers. Decision making support system (DSS) is used to

provide summarized information while management information system provides summaries of the transaction data from the TPS (Davis and Olson, 1985).

Strategic level management address more long term issues and problems such as the overall strategic direction and products or the production of five years plans the executive support system will provide management with the summarized strategic information needed to make decisions (O'Brien, 1990).

2.6.1 Executive support system (ESS)

An executive support system (ESS) is a type of decision support system that focuses on the information needs of senior executive. It incorporates a work station programmed to minimize procedures for obtaining management information. It may have access to external databases such as news and stock exchange dates in order to give up to date information that may have an impact on the organization. The need for executive support system in the organization: - Because executive support systems deals with strategic decision that are difficult to plan for in advanced. It is unusual to find any routine report bring product to on paper. The need for executive information systems come from the way in which executive use and demand (Mesfin, 2008).

2.6.2 Decision support system (DSS)

Decision support system (DSS) is a form of management system. It is software which creates a model of what is known as best current practice and is consulted to obtain specialists assistance decision modeling. Decision theory and decision analysis attempt to make model from which the best decision can be taken DSS give the decision maker to accesses this type of model but the intelligent intuitions and judgment of the decision maker are integral part of the system. A good DSS should have balance among the three capabilities. It should be easy to use to support the interaction with non-technical user. It should have access to avoid verity of data and it should provide modeling and analysis in ways in summary. DSS is not concerned with the routine processing of transaction record keep or reporting (O'Brien).

Characteristics of decision system

Further characteristics of decision support include: -

- Road based approach to supporting decision making those help to identify important future trained adopting the organization to the changing condition.
- Decision making retains control over the decision making the process it allowed the capability of retrieve, manipulate, present and store data.
- Utilization of appropriate mathematics and statistics model to assist the decision maker in evaluating alternative solution.
- Every capability to obtain information by request the interactive model of the system extends the individual reasoning process.
- Output directed to organization personal at all level it can also provide
- Integrated sub – systems allow manager and personnel to retrieve and manipulate information to support decision

2.6.3 Knowledge work system (KWS)

Knowledge work system means creating new knowledge of information by research, experimentation and investigation in to existing trends and product. These are many different areas of knowledge work and each one can be supported by its own collection or knowledge (KWS). A knowledge works system is computerized package designed to provide knowledge to workers with the means to create and integrate new knowledge in to an organization. Knowledge workers themselves perform many essential tasks within an organization including: -

- Keeping the organization up to date with new knowledge as it developed outside the company in areas such as technology science and the humanities.
- Providing advice inside the organization on use of new knowledge.
- Acting as change agent by actually recommending and implementing changes within organization (O'Brian, 1993).

2.6.4 Office automation system (OAS)

The main aim of an office automation system (OAS) is to capture and then castrate knowledge around the organization. The system does not necessarily assist production of new knowledge. But helps in facilitate the process of offering, communication word processing spread sheets and other application that all employees within the organization will use (Mesfin, 2008).

2.6.5 Transaction processing system

A transaction processing system (TPS) is the main system serving the operational level of the organization. It records the entire daily routine transaction that takes place within an organization and is used primarily by clerks and operation staff's that either input or maintains the data on the system. The recording of individual sales is necessary for the prosecution of invoices and as a base for a company's accounts main of the decision made by automatic and can be delegated to a computer the stock re-ordering process (Lucas, 1990).

2.6.6 Expert system

Expert system is mentioned here because they provide useful information to management even though they are not part of the hierarchy of information system discarded. Previously expert system stores the knowledge and experience of the number of expert in structured data base known as knowledge often on line or by frequency upgrade. Expert system can be used as variety of different levels at the simples' level. They can give factual answer to technical question and at more complex level they can suggest how a decision should be made and recommending course of action (O'Brien James, 1990).

2.7 Role of management information system

MIS has a significant role in the success of service and other organization. According to O'Brien, the role of MIS is classified in to three.

1. Support of business operation
2. Support of management decisions
3. Support of competitive advantages

1. Support of business operation

Information system support business operation by processing data with more speed and more capacity generated by and used in business operations. They record and process data resulting from business. Updated bases and produce various document and reports to speed up business operation and hence decision making will be on time.

2. Support of management decision

Information system plays this role by providing reports and critical information to managers, they also give advice and interaction support for manager.

3. Strategic role of information system

It achieves this role by improving operation and efficiency of the organization, promoting business information and building strategic information. According to O'Brien, the main role of MIS in business include: -

- To produce necessary infrastructure
- To create uses in awareness
- To monitor the financial and capital requirement
- To inter link business activities

2.8 Role of MIS in improving decision making

Preliminarily, it is inherent to state that decision making is an integral part of any business. This is because a majority of operations in an organization revolve around decisions made by the management and other key stakeholders in the organization. And in order for decision to be made adequately, it is vital for there to be a good information system since decisions are based on information available. Based on the significant role that information plays in choice of decision to be made, organizations must ensure that they have a good management information system. As a notable general observation, a good MIS ensures good decision making just in the same way bad MIS propel the making of bad decisions (Jahangir 2005).

“The quality of managerial decision-making depends directly on the quality of available information” and the managers should therefore cultivate an environment that encourages the growth and viable sprouting of quality information. Essentially, before deciding on which MIS strategy to use, it is vital to ensure that the choice made is fully compatible with your current system. This will not only help in avoiding erratic choices but it will also save you the time and money that would have been otherwise wasted by that person (Rhodes, 2010; Jahangir, 2005).

As a result, managers and key decision makers are bridled from overstepping their boundaries or exceeding their business mandate. This is very crucial as it helps in keeping businesses checked and balanced thus ensuring that only proven decisions are considered while the untried ones are thwarted. More importantly, the capacity to guide decision-making facilitates progress and improvement of the operations in a company (Lingham, 2006; Chambers, 1964).

2.9 Information Systems in Banking Industry

The advent of computers has given rise to information systems being used as a business tool on a large scale. Computers and more specifically information systems are being used on a large scale by almost all businesses. The application of the capabilities of Information systems and technologies brings out improvement in business processes.

One of the major sectors to reap the benefits of computers and information systems is the Banks. The nature of the Banking industry along with other financial industries involves information and trust. Being in the service industry, Banks are in the most need of information. Technologies like cloud computing and other internet based information storage systems have allowed Banks to deliver state of the art customer services to its customers while maintain the market competitiveness required for gaining business (Davenport and Short, 1990).

2.10 Banking and Information System

There is growing evidence that shows information system is becoming an increasingly powerful tool for the overall development strategy. Information system holds many advantages. The impact of information system is felt across many industries and sectors. The Banking sector is an example in which information system have had vital implications. ICT developments are becoming a mandatory to meet challenges of growth and in diversification of service. Today, the Banking industries are growing intensely towards customer needs and wants especially in availability and diversification of services (Kamel, 2005).

2.10.1 Information Needs in Banks

The need of information was first realized in the Banking industry. Being in the service sector, Banks needed to store information to better their services and gain a competitive edge over their competitors. Basic services include the book keeping records of the customers while the luxurious ones include the facility of an IVR (Interactive Voice Recording) through which customers can get answers to their F.A. Q's. However, developing an information system needs huge investments, responsibility of non-leakage of information (robustness of the system), and various other security measures. Banks therefore need information at every stage possible. The benefits of information are many. Today, decision making systems are also used by Banks for

purposes of marketing newer loan schemes. Typically, Banks might need information at the following levels.

1. Basic or Level 1:

This is the most basic level. Information at this level might be used purely for administrative purposes. Tasks include book keeping, account handling of customers etc. The revolution of Internet Banking has made the basic level much more attractive to customers than it used to be. Moreover, the concept of phone banking through IVRs has further proved to be a major technological step towards the progress of Banks and IT systems.

2. Advanced or Level 2:

At this level, information is crucial and is used at the managerial level. Managers use certain information like stock listings, annual general meetings in databases that is to be kept secure. This information is supposed to be secret and cannot be distributed without consent and proper authoritative power. Information at this level is hardly for customer use. However, in cases of fraud and cheating, Banks can use this as a safety measure to ensure their reputation does not lose (D.E. Avison and V. Taylor, 1997,).

2.10.2 Application of MIS in Banking

A Bank acts as a place, where the financial services are offered, which may include provision for the retail banking, investment banking, personnel banking etc. The factors which the customers consider before choosing a particular Bank can be summarized as follows: -

- a. Ease of doing the business.
- b. The quality of the personnel and the service.
- c. The range of the financial services.

The following points should necessarily be addressed during the designing of an MIS for a Bank.

A. Customer database

The factors which greatly influence the service expectation and the perception can be summarized as follows

- I. Customer

- II. Operator
- III. Range of the service which is being or is to be provided
- IV. Class of the customers
- V. Working hours

b. Service to the account holders

The Management Information Systems must give the following reports to the management:

- I. The nonmoving account.
- ii. The account with the balance more than says birr 50,000
- iii. The account going down below the minimum balance.
- iv. The routine payments not made.
- v. The routine credits not arrived.
- vi. The defaults on loan repayment.
- vii. The delays on crediting cheque amounts.
- viii. A sudden rise and fall in the account movement.

C. Service for business promotions

The Management Information Systems should lay a great stress on the collection of the data from the various sources, in order to analyze and conclude the future business strategy. With the help of such information, Banker is able to move out to talk to the customer and as a result of this; he is also able to get some type of business for the Bank (KJ Singh, 2011).

2.10.3 Evaluation of Information Systems

Majority of the Banks in the western countries and more recently in Asian countries use the advent of information systems to bolster their business. Decision making tools, account management systems, and Internet based systems are widely used by Banks to lure customers in the quest to attract them. Since the sector they operate is the service sector, Banks need to realize that they can ill afford to let their customer service affect due to the technological advances. To evaluate the information systems used by Banks, one needs to realize the general nature of information systems used by Banks currently (T.H. Davenport and J.E. Short, 1990).

2.11. Advantages and disadvantages of information systems

The competitiveness of most companies is in a large degree based on the effective use of information technologies and information systems especially. The main purposes of information systems are providing the right information to the right people at the right time. It is used to track, store, manipulate and distribute the information from gathered data to appropriate persons when necessary.

Advantages

1. **Communication:** - with the help of information technologies the instant messaging, emails, voice and video calls becomes quicker, cheaper and much efficient.
2. **Globalization and cultural gap:** - by implementing information systems we can bring down the linguistic, geographical and some cultural boundaries. Sharing the information, knowledge, communication and relationships between different countries, languages and cultures becomes much easier.
3. **Availability:** -information systems have made it possible for businesses to be open 24×7 all over the globe. This means that a business can be open anytime anywhere, making purchases from different countries easier and more convenient. It also means that you can have your goods delivered right to your doorstep with having to move a single muscle.
4. **Creation of new types of jobs:**-one of the best advantages of information systems is the creation of new and interesting jobs. Computer programmers, Systems analyzers, Hardware and Software developers and Web designers are just some of the many new employment opportunities created with the help of IT.
5. **Cost effectiveness and productivity:** - the IS application promotes more efficient operation of the company and also improves the supply of information to decision-makers; applying such systems can also play an important role in helping companies to put greater emphasis on information technology in order to gain a competitive advantage. IS has a positive impact on productivity. (www.management-hub.com/information-management-advantages.html).

Disadvantages

1. **Unemployment and lack of job security** – implementing the information systems can save a great deal of time during the completion of tasks and some labor mechanic works. Most paperwork's can be processed immediately; financial transactions are automatically calculated, etc. As technology improves, tasks that were formerly performed by human employees are now carried out by computer systems.
2. **Dominant culture** – while information technology may have made the world a global village, it has also contributed to one culture dominating another weaker one.
3. **Security issues** – thieves and hackers get access to identities and corporate saboteurs target sensitive company data. Such data can include vendor information, Bank records, intellectual property and personal data on company management. The hackers distribute the information over the Internet, sell it to rival companies or use it to damage the company's image.
4. **Implementation expenses** – to integrate the information system it requires pretty good amount of cost in a case of software, hardware and people. Software, hardware and some other services should be rented, bought and supported. Employees need to be trained with unfamiliar information technology and software.

Information systems contribute to the efficient running of organizations. Information systems are showing the exponential growth in each decade. (www.management-hub.com/information-management-advantages.htm).

1.12 Empirical review

Management Information System provides several benefits to the business organization: the means of effective and efficient coordination between Departments; quick and reliable referencing; access to relevant data and documents; use of less labor; improvement in organizational and departmental techniques; management of day-to-day activities (as accounts, stock control, payroll, etc.); day-to-day assistance in a Department and closer contact with the rest of the world. It is important to note that whatever Information Technology (IT) is installed must be appropriate to the organization, and to each department (<http://www.microsoft.com>).

Management information system provides knowledge about the relative position of the organization and basic forces at work. It provides the right information needed in decision making process and help the organization's control, planning and operational function to be carried out effectively (Reddy, 2090).

According to Maha Alkahaffaf (2012) analyze the current state of computer information systems and its role in decision making in Jordan Bank. It identifies the types of computer based information systems that is used in the Bank. However, the research relies on an empirical study and a structured questionnaire. Questionnaire numbered 252 have been distributed to the studied Bank, 212 questionnaires have been retrieved. The study found a strong relationship between information systems and the process of decision making; on the other hand, the results show that Jordan relies heavily on a number of technologies used by IS to implement their key activities. The study found that the accuracy of information was the most usable in the Bank, while the appropriateness was the lowest usable variable in the study population, However; the risk variable was more usable in the Bank than the participation variable, as for the quality of the information; time dimension was the most variable used in the Bank.

2.13. Summary and knowledge Gap

Interference between management information system and decision making in financial institutions are essential any organization to achieve their goal. This chapter includes theoretical review like concepts of different concepts related to subject like types of information system use of information system for decision making types of decision making characteristics of decision making roles of management information system and so on. And empirical review with respect to research gap will be filled.

The research gap is to investigate the problem in depth and come up with more comprehensive and inclusive findings in the study area and elsewhere. The problem is most researchers do not concentrate on specific areas in private Bank and methodological gap most researchers use different sampling techniques but census is more reliable than sampling technique method used in our by using census method research try to identify depth in specific areas which is in Wolkite town

CHAPTER THREE

RESEARCH METHODOLOGY

3.1. Research design

The researcher for the purpose of the study would use descriptive type of research design. Because the researcher want describes the relationship between management information system and decision making in financial institution.

3.2. Target Population

The Area of this study would be the employees of Awash Bank in wolkite branch. The methods the researcher interest to use for conducting the study is census method. The numbers of employees in Awash Bank is 16 only. The reasons that initiate the researcher to used census methods. The data derive through census are highly reliable and also cense data yields much information. In general sense, data derive through census are accurate because, it addresses all the population employees of the Awash Bank.

3.2 .1 Sampling Techniques and Sample size determination

Census types of sampling technique been used to collect data from the whole employees of the bank. The reason to use census is that the number of employee in the Bank is small and manageable. So the study is conduct on them. According to Donard .R Cooper ,(2010) as the number of population is too small and easy to manage no need of sample size determination or census types of sampling techniques is feasible. So this study is no need of sample size.

3.3. Data Sources

The study would be conducted based on primary data and secondary data. The primary sources of data would be conducted through structured interview and questionnaires. The secondary sources are would use to strengthen the secondary sources include books, journals, and articles. The Internet is also use to avoid the inadequacies of the data and extensively review as references.

For this study the data is collect from both primary and secondary sources of data, in which the primary data is collect by using questioners in both open ended and close ended question and secondary data is gather from manual of the Bank document.

3.4. Instruments of Data Collection

1. Questionnaires

Questionnaires would be used to collect relevant and first-hand information from key informants such as managers and functional departments in the Banks. The Items of the questionnaire are mainly close-ended questions and accompanied by some open ended ones. The questionnaire is would develop focusing on literature review in the context of Ethiopia to collect data regarding the extent of MIS availability, utilization and its impacts on manager decision making processes. The reason why a questionnaire is use is that it is easier to handle and is simpler for the respondents to answer within a short period of time (Koul, 2008).

2. Document Analysis

Document analysis also used to gather necessary information about MIS availability and utilization impacts on managers' decision making processes. This would be to strengthen the data obtained through questionnaires. Due to this reason, journals, books, and articles will be seen because they are important sources of data to explore the influence of IT management practice on IT uses in large business organizations. Supporting this, Boynton (1994) is note that document analyses are important and relevant sources of data, and useful in yielding information and exploring the influence of IT practice.

The main reason why we need to refer to literatures when developing a questionnaire is to ensure the high reliability and validity of the survey. The respondents are proved with a list of questions relate to the following factors;

- ✚ The importance of MIS in supporting Tactical planning and consequently enhancing the decision-making process.
- ✚ The important of MIS in supporting Strategic planning and consequently enhancing the decision-making process.
- ✚ The effectiveness of a Bank's decision making process.

3.5. Data analysis method

The study would consist of both qualitative and quantitative types of data which would be collected from respondents and documents. To present analysis and interpret the data the researcher would be used statistical tools such as percentage and tabulation

CHAPTER FOUR

4. DATA PRESENTATION ANALYSIS AND INTERPRETATION

4.1 Data Analysis, Interpretation and Presentation

This chapter deals with analysis, presentation and interpretation of data collected through questionnaire from employee of Awash bank in wolkite branch and interview questions that are asked to manager. Secondary data which include the company's profile was also observed. All necessary data and information is analyzed, discussed and hence the basic issues are given appropriate treatments

From the 16 distributed questionnaires all are fully returned and analyzed (i.e.100% response rate) and in order to collect all questionnaires it was required uninterrupted contact with Awash Bank Employee

Questionnaires has both open and closed ended for the purpose of gathering information on the interface between management information system and decision making in financial institution in Awash Bank in Wolkite branch.

4.2 Analysis for closed ended question

Table 4.1 the demographic data of respondent

No	Item	Measurement	Number	Percentage
1	Sex	Male	11	68.75%
		Female	5	31.25%
		Total	16	100%
2	Age	18-25	4	25 %
		26-33	10	62.5 %
		34-41	2	12.5 %
		42-49	0	100%

3	Education level	Diploma	4	25%
		Firs degree	10	62.5 %
		Masters	2	12.5 %
		PHD	0	-
		Other	0	-
		Total	16	100%
4	Work experience	Below 2 year	6	37.5 %
		2-5 years	4	25 %
		6-9 years	3	18.75 %
		Above to year	3	18.75 %
		Total	16	100%

Source: own survey: 2020

As it can be clearly seen from the above **table 4.1**, six ratio show that from the total employee, 11(68.75 %) are male and the rest of the employees are female 5(31.25 %). So the researcher can concluded that most of the employees of Awash Bank are male employees. The sex ratio of the respondents implies that the number of male employees more than numbers the number of female employees.

As shown in the above **table 4.1** the age composition in Awash Bank from the total respondent 4(25%) falls with the age category of 18-25, 10(62.5%) falls within the age category of 26-33, and the rest 2(12.5%) of them falls within the age category of 34-41 Leave the analysis you made for no response. The data indicates that most of the employees of Awash Bank are relatively young and this may help them to perform their work effectively and serve customers with fresh power.The above **table 4.1** of the educational background shows that from the total respondent 4(25%) are college diploma holders whereas 10 (62.5%) are first degree holders, 2(12.5%)

master holders and no employees with PHD and above PHD. It is possible to infer that Awash Bank employees have the necessary education qualification.

With regard to work experience of respondents the above **table 4.1** shows that from the total respondent Who participated in the survey 6(37.5%) of the respondents served the bank for less than 2 year, 4(25%) of the respondents responded they served the companies for 2-5 year , 3(18.75%) served the bank for 6-9 years and the rest 3(26.7%) of them served the companies for more than 10 years.as many employees have above 2 years work experience, it is possible to infer that most employees are experienced and this also show the attention given by human resource management department for staying employees in the bank.

Table 4.2 General information of respondents regards to MIS

NO	ITME	MEASURMENT	Number	Percentage
1	The role of MIS for manager decision making is?	very high	7	43.75%
		High	5	31.25%
		Medium	3	18.75 %
		Low	0	-%
		Very low	1	6.25%
		Total	16	100%
2	Does the information that you get are sufficient for decision making?	very high	4	25 %
		High	6	37.5 %
		Medium	3	18.75 %
		Low	2	12.5 %
		Very low	1	6.25 %
		Total	16	100%

Source: own survey: 2020

As it is presented in **table 4.2.**, about The role of MIS for manager decision making from the total respondent 7 (43.75%) employees replied that the role of MIS for decision making is very high, 5 (31.25%) replied that high, 3 (18.75%) replied medium, 0 (0%) replied low and 1 (6.25%) replied very low. This shows that the role of management information system for decision making is generally high. So it is possible to conclude that MIS plays significant role for decision making in Awash Bank.

The above **table 4.2** also shows employees response for the information that you get are sufficient for decision making? Out of the total respondents 4 (25%) replied very high enough, 6 (37.5%) replied that high, 3 (18.75%) replied moderate enough, 2 (12.5%) replied that low and 1(6.25%) respondents replied very low. Most of the respondents replied there is enough information to make decision. The availability of information clearly helps the employees of Awash Bank to serve the customers satisfactorily.

Table 4.3. The shortages of skilled man power in MIS on processing information.

No	Item	Measurement	Number	Percentage
1	Is there shortage of skilled man power in MIS on processing information?	Yes	10	62.5%
		No	6	37.5%
		Total	16	100%

Source: own survey: 2020

In the above table 4.3, show that from the total respondent 10 (62.5%) of them replied that yes and 6(37.5%) respondents responded no. This shows that most of the respondents 62.5% respond that there is shortage of skilled manpower on the processing and organizing information system in MIS. This shows that there is shortage of skilled man power on processing information system and this may have negative impact to make sound decision.

Table 4.4, the consideration given to MIS.

No	Item	Measurement	Number	Percentage
	Consideration given to MIS is?	Very high	4	25%
		High	8	50%
		Medium	3	18.75%
		Low	1	6.25%
		Very low	-	-
		Total		16

Source: own survey: 2020

As it is indicated in **table 4.4**, above show that from the total respondent 4 (25%) of the respondent responds the consideration given to MIS is very high, 8(50 %) of the respondent responds high, 3(18.75%) of the respondents responds medium and 1 (6.25%) of the respondents replied low. This shows that most of the respondents replied that the consideration given to MIS is at good level and this may help the Bank to get the necessary information to make decision.

Table 4.5. The conduct of the information development project

No	Item	Measurement	Number	Percentage
1	Who conduct the information development project?	Internal	5	31.25%
		Staff		
		External	4	25%
		Staff		
		Both	7	43.75%
		Total		16

Source: own survey: 2020

the above **table 4.5** show that regard to who conduct information development project from the total employees 5 (31.25%) of the respondents said that the information development projects are conducted by internal staff and 4 (25%) of the respondents said that the information development projects are conducted by external staff and 7(43.75%) said it is conducted by both internal & external staff. The finding shows that in Awash Bank there is a shortage of understanding which activity is performed by which information development project.

Table 4.6, the relationship between unification system with other unit and the delivery of MIS regarding of time, place & person

No	Item	Measurement	Number	Percentage
1	How look the delivers iu8of service to customers with regards of the time, place and persons?	Very good	4	25%
		Good	7	43.75%
		Medium	3	18.75%
		Poor	2	12.5%
		Total	16	100%

Source: own survey: 2020

As shown in **table 4.6** the collected data from the respondents shows that from the total responded 4 (25%) shows very good 7 (43.75%) replied good and 3 (18.75%) replied medium, 2(12.5%) replied poor. This shows that the service delivery of Awash Bank at the right time, place and person is good. From this the researcher can conclude that Awash Bank works well in delivers of service to customers at the right time at the right place and by the right person and this gives the Bank competitive advantage.

Table 4.7, the relationship between information system expert and other units

No	Item	Measurement	Number	Percentage
1	How much smooth is the relationship between information system experts and other user units?	High position	4	25 %
		positive related	6	37.5%
		Medium related	4	25 %
		Poor related	2	12.5 %
		Very poor related	-	
		Total	16	100%

Source: own survey: 2020

As shown in **table 4.7** the relationship between information system experts and other units Out of the total respondent 4 (25 %) responded very high positive related, 7 (37.5%) replied that positive related, 4 (25%) replied shows medium related and 2(12.5%) replied poorly related. From the researcher can conclude that there is a highly positive relationship between information system experts and other units. From this the researcher can conclude that the existence of positive relationship between information system experts and other units creates attractive work environment and it have great contribution for better Bank service delivery.

Table 4.8, the five elements of MIS

NO	Item	Element	Measurement	number	Percentage
1	How does the Awash Bank practice the five elements in delivering its service?	Time	Very good	6	
			Good	7	43.75
			Medium	3	18.75%
			Poor	-	-
			Very poor	-	-
			Total	16	100%
		Accuracy	Very Good	5	31.25%
			Good	7	43.75%
			Medium	3	18.75%
			Poor	1	6.25%
			Very poor	-	-
			Total	16	100%
		Completeness	Very good	5	31.25%
			Good	7	43.75%
			Medium	3	18.75%
			Poor	1	6.25%
			Very poor	-	-
			Total	16	100%
		Consistency	Very good	3	18.75%
			Good	11	68.75%
			Medium	2	12.5%
			Poor	-	-
			Very poor	-	-
			Total	16	100%
		Relevance	Very good	4	25%
			Good	10	62.5%
			Medium	2	12.5%
			Poor	-	-
			Very poor	-	-
			Total	16	100%

Source: own survey: 2020

As shown in **table 4.8** the five elements in MIS in delivering its service is relatively good, With regard to timeliness of service from the total respondents 6(37.5%) replied very good, 7(43.75%) replied good, 3(18.75%) replied medium and no one is replied for poor and very poor. This shows that employees of awash Bank are relatively good in terms of delivering service timely. With regard to accuracy of service delivery the above **table 4.8** show that out of the total 16 employees who participated in the survey 5(31.25%) replied very good, 7 (43.75 %) replied good, 3 (18.75%) of employees replied medium accuracy practice, 1 (6.25%) responded there is poor practice and no response for very poor accuracy practice. this show that there is good accuracy practice in delivering its services.

With regard to completeness of service delivery the above **table 4.8** show that out of the total 16 employees who participated in the survey 5 (31.25%) replied very good, 7(43.75%) replied good and 3(18.75%) replied medium.

With regard to consistency in delivering service the above **table 4.8** show that out of the total 16 employees who participated in the survey 3(18.75%) replied very good 11(68.75%) replied good and 2(12.5%) replied medium.

With regard to relevance in delivering service the above **table 4.8** show that out of the total 16 employees who participated in the survey (25%) responded very good 10(62.5%) replied good and 2(12.5%) responded medium. To function effectively as an interacting, interrelated and interdependent feedback tool for management and staff, MIS must be useable. The five elements of a useable MIS system are: timeliness, accuracy, consistency, completeness and relevance. According to ratings of the respondents, elements of MIS are carried out at the highest level in Awash Bank which in return assures the quality of information and service provided by the Bank.

Table 4.9, The MIS problem in running or delivering service

No	Item	Measurement	Number	Percentage
1	What are the MIS problems in Awash Bank	Delay in processing	5	31.25 %
		Delay in communication	8	50 %
		Often redundancy	2	12.25%
		Inconsistency	1	6.25%
		Total	16	100%

Source: own survey: 2020

The above **table 4.9** indicates respondents' response on the MIS problems in Awash Bank from the total respondent **5**(31.25 %) replied that a problem of delay in processing **8**(50%) shows that a problem of delay in communication, **2** (12.5%) shows a problem of redundancy and **1** (6.25%) replied that the problem is inconsistency. The finding of the study shows that in Awash Bank the following common problems were shown: - delaying in processing, delay in communication, often redundancy and inconsistency. As **8**(50%) respondents replied delay in communication, this shows that Delay in communication is the most MIS problem in Awash Bank.

Table 4.10, the performance of MIS in Awash Bank.

No	Item	Measurement	Number	Percentage
1	The performance of Awash Bank in managing information system.	High	5	31.25 %
		Medium	5	31.25%
		Need little improvement	4	25 %
		Need much improvement	2	12.5%
		Total	16	100%

Source: own survey: 2020

Regarding to performance of managing information system, the above **table 4.10** show that from the total respondent 5(31.25%) replied high performance, 5 (31.25%) replied medium performance and 4(25%) replied there is need little improvement 2 (12.5%) need much improvement. From this data the researcher can conclude that the performance Awash Bank in managing and controlling of MIS is mostly at medium level. So the Bank has some problem in managing and controlling MIS and it needs improvement to have high performance.

Table 4.11, the top management commitment on improving MIS

No	Item	Measurement	Number	Percentage
1	How look the commitment of top management on MIS improvement.	Very high	7	43.75 %
		High	4	25 %
		Medium	3	18.75 %
		Poor	2	12.5 %
		Very poor	-	-
		Total	16	100%

Source: own survey: 2020

The above **table 4.11**, show that from the total respondent 7 (43.75%) replied that very high commitment, 4 (25%) gives high commitment 3 (18.75%) replied medium resection and 2(12.5%) replied that poor commitment and there is no response for very poor commitment. So the above data shows there is good management commitment on MIS improvement. This shows that there is good management commitment on MIS improvement. So it is better to improve MIS continuously in order to become competitive in the Banking service.

Table 4.12, the employees approach for MIS

No	Item	Measurement	Number	Percentage
	The attitude of managers to the employees for the use of MIS?	Very high	7	43.75 %
		High	7	43.75%
		Medium	1	6.25%
		Poor	-	-
		Very poor	1	6.25%
		Total		16

Source: own survey: 2020

The above **table 4.12** show that from the total respondent 7 (43.75%) responded very high approach, 7 (43.75%) responded high approach 1 (6.25%) responded medium approach and 1(6.25%) replied very poor approach of managers to the employees for the use of MIS. this show that the attitude of managers to the employees for the use of MIS is high. The management of the Bank should be support and motivate the employees to improve the employee’s use of MIS in practical application to improve their performance.

Table 4.13, the implementation of MIS

No	Item	Measurement	Number	Percentage
	The attitude of manager towards the implementation of MIS in Awash Bank	Very high	6	37.5%
		High	5	31.25 %
		Medium	3	18.75%
		Poor	2	12.5 %
		Very poor	-	-
		Total		16

Source: own survey: 2020

As it is indicated in **table 4.13**, show that from the total respondent 6 (37.5 %) of the respondents replied very high implementation, 5 (31.25 %) replied high implementation, 3 (18.75 %) replied medium implementation of MIS and 2 (12.5%) replied for poor implementation of MIS in Awash Bank. This shows that managers have good implementation of MIS in Awash Bank. So with regard to implementation of MIS there is no that much problem.

4.3 Analysis for open ended question

With regards to the relationship between management information system and business goals: - According to open-ended questionnaires' the respondents also that there is strong relationship between MIS and business goals because MIS greatly support the organization to achieve its objective by providing necessary information for the managers to make decisions.

MIS the main goals in business organization are help to executives make decision that improve the organization agenda.

With regard what may be the possible obstacles for the successful implementation of management information system in Awash Bank in Wolkite branch According to open-ended questionnaires' responds the possible obstacles for the successful implementation of MIS at Awash Bank, the following problems observed: -

- Data redundancy
- Unskilled man power
- Problem of decision making to implement MIS
- Delay of fast response
- Improper manage of information

4.4 Analysis for interview questions

Do you think that MIS is available in your organization to support manager decision making? Awash Bank manager's interviews supports that MIS is available in their organization to support manager decision making.

How much consideration is given for management information system by Awash in Wolkite branch? As MIS is available in Awash Bank, the consideration given for MIS in the Bank shows gradual improvement from time to time. Know the use of MIS becomes must for Awash Bank

because it gives competitive advantages and at the same time the Bank should give high consideration for MIS in order to make good decision.

Awash Bank should use MIS greatly to achieve its mission of providing efficient and customer focused domestic and international Banking services by overcoming the continuous challenges for excellence through the application of appropriate technology.

What is the role of MIS for the betterment of managerial decision making? According to the interviewee response MIS the lion share role for the betterment of managerial decision making and the respondent mentions the following roles of MIS for better decision making.

- ✓ For support management decision
- ✓ For consistency
- ✓ For excellent customer service
- ✓ For customer satisfaction
- ✓ For development of modernization
- ✓ For create loyal customer
- ✓ For honesty and integrity
- ✓ For effective performance
- ✓ For positive relationship between the Bank and customer
- ✓ For support Bank operation

CHAPTER FIVE

5. CONCLUSION AND RECOMMENDATION

Based on the analysis and interpretation made on the previous chapter four the following conclusion and recommendation are made.

5.1. Conclusion

- ✓ Based on the objective that are identified in chapter one, the following conclusion are obtained.
- ✓ The role of management information system for decision making is generally high. So it is possible to conclude that MIS plays significant role for decision making in Awash Bank.
- ✓ There is enough available information to make decision. The availability of information clearly helps the employees of Awash Bank to serve the customers satisfactorily.
- ✓ There is shortage of skilled man power on processing information system and this may have negative impact to make sound decision.
- ✓ The consideration given to MIS in Awash Bank is at good level and this may help the Bank to get the necessary information to make decision.
- ✓ There is a shortage of understanding which activity is performed by which information development project.
- ✓ There is a highly positive relationship between information system experts and other units. The researcher can infer that the existence of positive relationship between information system experts and other units creates attractive work environment and it have great contribution for better Bank service delivery.
- ✓ The five elements (time, accuracy, completeness, relevance and consistency) of management information system as practical near is and relatively at medium level.
- ✓ In Awash Bank the following common problems were shown: - delaying in processing, delay in communication, often redundancy and inconsistency. As 8(50%) respondents replied, the researcher can also infer that Delay in communication is the most MIS problem in Awash Bank.

The major problems to implement management information system are: -

- ❖ Delay in processing
 - ❖ Inconsistency
 - ❖ Often redundancy
 - ❖ Delay communication
- ✓ Delay in communication the most MIS problem in Awash Bank.
 - ✓ The five elements (time, accuracy, completeness, relevance and consistency) of management information system as practical near is and relatively at medium level.
 - ✓ The researcher can conclude that the performance Awash Bank in managing and controlling of MIS is mostly at medium level. So the Bank has some problem in managing and controlling MIS and it needs improvement to have high performance.
 - ✓ The researcher can confidentially conclude that there is good management commitment on MIS improvement. So it is better to improve MIS continuously in order to become competitive in the Banking service.
 - ✓ The researcher can infer that the attitude of managers to the employees for the use of MIS is high. The management of the Bank should be support and motivate the employees to improve the employee's use of MIS in practical application to improve their performance.
 - ✓ The managers of Awash Bank have good implementation on MIS. So with regard to implementation of MIS there is no that much problem.

5.2 Recommendation

- Based on the finding of the study the following recommendation has been forward:
- As the researcher see from the finding, The Bank should keep sufficiently use MIS because of its significant role in decision making process by providing the necessary information.
- The Bank has no adequate training program, so it should improve the development and training program effectively, so as to become competitive in banking service.
- The Bank should have to recruit qualified and competent employees so as to increase the organization loyalty and effectiveness for customer service, as well as there would be linked information system within employees

- The Bank should be deliver main useful and update information for users otherwise it is difficult to deliver the expected service to its customers.
- Top manager should have effectively support and maintain the employees moral so as to enhance their initiatives towards their work environment.
- The management of the Bank should support and motivate the employees to improve the employee's use of MIS in practical application to improve the performance.
- The Bank should create the necessary awareness about which activity is performed by which information development project.
- In short, the management of the organization should have to avoid the main obstacles for the successful running of the organization like: -
 - ★ Lack of Skilled manpower
 - ★ Problem of decision making
 - ★ Delay of fast response
 - ★ Shortage of training about MIS
 - ★ Improper managing of information
- ✓ The Bank managers should have to understand the main role of management information system. This include: -
 - ★ To support Bank operation
 - ★ To support management decision making
 - ★ For two-way communication
 - ★ Review and update the system
 - ★ To create user's awareness
 - ★ To create loyal customer
 - ★ For excellence customer service

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Appendix A
WOLKITE UNIVERSITY
DEPARTMENT OF MANAGEMENT

DEAR RESPONDANT

The questionnaires are prepared for employees who are working in Awash Bank. This questionnaire is designed to provide feedback on your Bank's Management Information Systems Availability and Utilization as Factors Influencing Management Decision Making: The case of Awash Bank in Ethiopia as Partial fulfillment of the requirement for the requirement of BA degree in Management in Wolkite University. You are assured that any information given will be handled confidentially.

Purpose of questionnaire

The purpose of this questioner is to gather information which helps to investigate the role of management information system for the betterment of manager decision making of the Bank services and to give possible solution for the problem observed. Your cooperation in answering the questioner is highly appreciated. Your response would never be use for any other purpose beyond the research objective. Therefore, your genuine, frank and timely response are quiet vital to determine the success of this study. In case you have ambiguities on any of the questions, please do not hesitate to contact me.

General instructions

No need of writing your name

Put check mark (P) on the box provided for your choice

Give short and brief answer for open ended questions

Part 1: Socio – demographic information about the respondents

1. Gender Male Female

2. Age-year 18-25 26-33 34-41 42-49 above 49

3. Education qualification

Diploma degree master other

4. Work experience year <2 2-5 6-9 above 10

Part 2: General information from respondent

5. The role of MIS for managers' decision making is?

Very high high medium low very low

6. How is the sufficiency of information for decision making?

Very high high medium low very low

7. Is there shortage of skilled man power in MIS on processing information?

Yes no

8. The consideration given to MIS is?

Very high high medium low very low

9. Who conduct the information development project?

Internal staff External Staff Both

10. Delivers of service at the right time at the right place by the right people is?

Very high high medium low very low

11. How much smooth relationship between information system and other units?

Highly positive related positively related satisfactorily related
Poor related highly poor related

12. In your opinion how does the Awash Bank practice the five elements in MIS in delivering its services?

	Very good	Good	Medium	Poor	Very poor
Timely					
Accuracy					
Completeness					
Consistency					
Relevance					

13. What are the information system problems towards in a business?

Delay in pressing delay in communication often redundancy
 inconsistency

14. The performance of Awash Bank in managing information system is?

High medium need little improvement need much
 Improvement

15. The commitment of top manager to improve MIS is?

Very high high medium low very low

16. The attitude of managers to the employees for the use of MIS is?

Very high high medium low very low

17. The attitude the manager towards the implementation of MIS.

Very high high medium low very low

18. What is the relationship between management information system and business goals?.....

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19. What may be the possible obstacles for the successful implementation of MIS at Awash Bank?

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Appendix B

Interview Questions

- 1 .Do you think that MIS is available in your organization to support manager decision making?
2. How much consideration is given for management information system by the Awash Bank?
3. What is the role of MIS for the betterment of managerial decision making?

Thanks for your cooperation!!!