

**THE ROLE OF MANAGEMENT INFORMATION SYSTEM ON
ENHANCING BANKING SERVICE DELIVERY PERFORMANCE (IN
CASE CBO WOLKITE BRANCH)**



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ACRONOYMS

CBO- cooperative bank of Oromia

MIS- management information system

TPS- transaction processing system

DSS-decision support system

ESS-executive support system

EIS- executive information system

TP- transaction processing

KMS-knowledge management system

IS-information system

IT-information technology

IRS- information reporting system

ES- expert system

PCS- process control system

Abstract

Management information system broadly refers to computer based system that provides managers with tools to organize evaluate and efficiently manage department with an organization. The study was conducted on the the role of management information system on banking service delivery performance at cooperative bank of Oromia at Wolkite branch. To conduct the study the researcher used primary and secondary source of closed ended questioners. The study was adapting simple random sampling technique to collect full information from or measurable employees of the bank. The researcher used descriptive analysis method with the help of tables and percentage to analyze the data collected and to provide possible conclusion and recommendation. . Results indicate that MIS significantly contributes to timely decision-making, accuracy in reporting, and overall service quality. The findings underscore the importance of robust MIS in achieving strategic objectives and enhancing customer satisfaction in the banking sector. Recommendations include improving training programs for employees and investing in advanced technologies to optimize MIS performance.

CHAPTER ONE

1.INTRODUCTION

1.1.Background of the study

Management information system (MIS) is a managerial tools for any business through a wide variety of computer based system and used to respond opportunity to avoid the problem of the organization (Robert, 2011).

The management information system is as oldest writing in the world, which can be dated back to 3000B.C. When the Sumerians priests used to record the deposit and withdrawals of food grain from the temple storehouse on clay tablets. As time passed the human switched over to using paper for recording the transaction where human processors performed the calculation. Technological advancement that led to the invention of calculators and ultimately computer enables large volume of data to be stored, processed and retrieved at the stock of bottom. Although an information system to support management and enhancing banking service predates the use of computers and related technology. Several of the other discipline which contributed to the growth of management information system is: managerial accounting, management science, management theory, computer science (Marsha, 2012).

In the 1970s managers realized that they could use computer based information system for planning, controlling, enhancing banking service and problem solving, rather than just for reporting transactions. This new type of information comes to be known as management information system (OBrien, 2015).

In today dynamic business environment, information technology has a greater contribution in day to day activities and brings development in information with the computer system. Information technology helps in many areas of different works, departments etc. One area

of information system applies is in management. Management information system help managers in planning, staffing, organizing, controlling and monitoring, their work (Robert, 2011).

The resolution of information and communication technology become central for development in the banking and financial service. Most banking service analysts, include technology change on the short list of important factors in banking service, structure, and performance (Lucas, 2010). Many successful financial institutions have clearly demonstrated that information system and technology can be used to capture market structure or share, improve customer service, and reduce operating cost, and create new products and potential of information system (Anderson, 2013).

Management information system is an integrated, user machine system for providing information to support operation management and enhancing banking service function in organization. The system utilizes computer hardware and software, manual procedures, model for analysis planning, controlling, and enhancing banking service and database. Management information system provides information that is needed to manage organization effectively and efficiently. It is used to analyze operational activities in the organization academically and refer the group of automation or support of human enhancing banking service (Evanston, 2013). This research would be tries to identify the role of management information system on enhancing banking service in customer satisfaction, enhancing banking service and management functions.

1.2. Statement of the Problem

Management information systems (MIS) primarily served in the functions of planning, controlling, and enhancing banking services at the management level. Most organizations used MIS to process, store, record, and manipulate accurate data and information, which were essential for the existence and profitability of the organization, transforming them into accurate and well-defined forms. Without applying MIS, organizations could not achieve their objectives, whether for profit or nonprofit (Oledajo, 2016).

The increasing dynamic and complex nature of the business environment and the expansion of banking services in the country were reasons that brought competition among organizations. Changes in work procedures, working conditions, and interactions with

internal and external environments forced organizations to equip themselves with information systems and information technology (Robert, 2011).

MIS played a major role in facilitating and supporting managerial activities and achieving organizational efficiency. In Ethiopia, the usage of information had not received adequate consideration, and there was a lack of awareness regarding its use. The motivation for the researcher to conduct this study stemmed from problems such as delays in processes and communication, inconsistency and redundancy of data, inefficient flow of reports between departments and employees, a lack of managerial attitude toward the development of MIS in enhancing banking services, and customers not receiving the required information in a timely manner. The limited application of MIS adversely affected the organization's daily operations, long-term objectives, and overall activities. The effective and efficient use of management information systems was seen to boost performance. The study aimed to support researchers in addressing service excellence and business growth problems. The lack of a management information system led to increased employee workload and delays in job satisfaction, motivating the researcher to conduct this study due to low performance in banking services at the bank, which lacked sufficient network facilities.

Previous studies only considered the strategic direction of the bank. However, this study would consider not only the strategic direction but also the quality of information and the need for updating MIS. Therefore, the purpose of this research was to assess the listed problems and provide necessary recommendations for banks regarding these issues.

1.3 Research Questions

- ◆ How much consideration is given to MIS in banking services?
- ◆ What was the relationship between MIS and business goals?
- ◆ What is the attitude of managers toward the development of MIS in enhancing banking services?
- ◆ What is the role of MIS in customer satisfaction at CBO, Wolkite branch?

1.4 Objectives of the Study

1.4.1 General Objective

The general objective of the study is to address the role of management information systems in enhancing banking services at CBO in Wolkite town.

1.4.2 Specific Objectives

- To assess the information handling and controlling techniques of the organization.
- To identify and assess key factors affecting the implementation of MIS in CBO.
- To assess customer satisfaction regarding the management information system.

1.5 Significance of the Study

The study had several benefits for different stakeholders, including the organization in which the research was conducted, the researcher, and other researchers interested in assessing similar problems.

For the Organization (Cooperative Bank of Oromia): This research helped the organization understand its weaknesses regarding the implementation of MIS and advised on necessary measures to improve operations. It also identified activities that could be exposed to risks due to the lack of MIS implementation and suggested means to reduce and control these risks.

For the Researcher: Conducting this research allowed the researcher to develop skills, competencies, and experience in conducting research, serving as partial fulfillment of the requirements for a bachelor's degree in management.

For Other Researchers (Students): This research could serve as a reference for other researchers interested in similar phenomena, helping them identify research gaps and providing secondary data to reduce their data collection efforts.

For Customers: The study aimed to help customers receive quality services and maximize their satisfaction, thereby maintaining their loyalty.

For the Public: It aimed to provide the public with a better understanding of the organization regarding service quality to customers. The information collected was hoped to provide a basis for improving the application of management information systems beyond the organization. Furthermore, the findings were expected to emphasize the importance of communication with current and potential stakeholders and the general public, potentially stimulating further studies on the relationship between service quality and customer satisfaction.

1.6 Scope of the Study

The concept of management information systems was extensive and complex. However, this study focused on the role of management information systems by narrowing its scope in the following areas:

Geographical Scope: The research was conducted in CBO, Wolkite branch, at Wolkite Town.

Content Scope: This study focused on the role of management information systems in enhancing banking service delivery performance in the Cooperative Bank of Oromia, Wolkite Branch, by setting objectives, identifying, measuring, responding to activities, controlling, and communicating within the organization.

1.7 Limitations of the Study

The study concentrated on the role of management information systems in banking service delivery performance, but the topic was too broad to cover comprehensively in a single research effort. Therefore, the researcher focused on the role of management information systems in the banking service delivery performance of the Cooperative Bank of Oromia (CBO) at the Wolkite branch.

Other limitation of the study was some questionnaires are not returned in time when the time data collection.

The geographical limitation was that the research was conducted only at one branch (Wolkite)

1.8 Definition of Key Terminologies and Concepts

1.8.1 Definition of Management Information System

Management information systems are systems that consist of people, procedures, machines, databases, and data models. These systems gather data from internal and external sources, process it, and supply information to assist managers in enhancing banking services. Management information systems deal with planning for the development, management, and use of information technology tools to help people perform all tasks related to information and management (Stephen Haag, A. Philips, 2012).

Management information systems are computerized databases of financial information organized and programmed to produce regular reports on the operations of every management level in a company.

Management information systems consist of three components: Management, Information, and System.

Management: Management is a process that encompasses the managerial functions of planning, organizing, staffing, directing (leading), and controlling a conducive environment to achieve the organization's objectives efficiently and effectively.

Information: Information is data that has been processed into a meaningful format for use by decision-makers within an organization. It is an essential ingredient in day-to-day operations and serves as a means of communication with other organizations and individuals (Lucas, 2010).

System: A system is a set of interrelated elements joined together to achieve a common objective, including input, processing, output, feedback, and control elements.

Types of Systems

There are two types of systems:

Open System: A system that interacts with its environment and exchanges input and output.

Closed System: A system that does not interact or exchange with its environment.

1.8.2 Features of Management Information System

Management information systems can be distinguished from other information systems within an organization by specific features, including:

- Support for structured decision-making at all management levels.
- Provision of online access in the Transaction Processing Systems (TPS) of the organization to provide summaries about the organization's performance.
- An internal focus rather than an external one, with detailed information provided about the organization itself instead of competitors or the overall economic environment.
- Provision of more detailed information on the organization's operations.

1.8.3 Role of Management Information System

According to O'Brien (2015), management information systems play a significant role in the success of organizations. Some roles include:

Support of Business Operations: Information systems support business operations by processing data with speed and capacity, recording and processing data from business operations, and producing various documents and reports to enhance banking services in a timely manner.

Support of Management Decisions: Information systems provide reports and critical information to managers, offering advice and interaction support.

Strategic Role of Information System: Management information systems improve the operation and efficiency of organizations, promote business information, and build strategic information.

1.9 Organization of the Study

The research paper consisted of five chapters. The first chapter included the background of the study, the statement of the problem, the objectives of the study, the research questions, the significance of the study, the scope of the study, the limitations of the study, and the organization of the paper. The second chapter contained a review of related literature. The third chapter outlined the research design, target population, data types and sources, data collection tools, and data analysis methods. The fourth chapter deals with data presentation, analysis and interpretation. The last chapter deals with conclusion and recommendation of the study.

CHAPTER TWO

2. REVIEW OF RELATED LITRATURE

2.1. Introduction

Management Information System is an old management tool, which has been long used by people for better management and scientific decision-making. Management Information System is mainly dependent upon information, which is a vital ingredient of any Management Information System. Information is the most critical resource of Management Information System. We all know that information is a vital factor for our existence. Just as our body needs air, water and clothes, we are as much dependent upon information.

To make life more interesting and to achieve the feeling of being a part of the social system, we want to know our surroundings and for that we need information. Information is an important input for achieving our goals such as learning to help each other and to become integral part of society.

2.2. Types of Management Information System

Management information system provides information and support needed for effective enhancing banking service by managers. According to OBrien (2015), major categories of management information system are:

2.2.1 Information Reporting System (IRS)

IRS is the most common form of management information system that provides managerial end users with information product to support day to day enhancing banking service needs and provides a variety of reports and displays to management. There are three type of information reporting systems or alternatives. These are:

2.2.1.1 Periodic Scheduled Reports(PSR)

Is the traditional form of providing information to managers that uses perspective format designed to provide managers with information on a regular basis. For example, weekly sales analysis report and monthly financial statements.

2.2.1.2 Exception Reports(ER)

Is reports that will produced only when exceptional conditions occur. This type report promotes management by exception instead of management with periodic detailed report of business activity.

2.2.1.3 Demand Reports and Responses(DRR)

This type of information reporting system, information will produced (provided) to management whenever a manager demands the information.

2.2.2 Decision Support System (DSS)

DSS are interactive, computer based information system that uses decision model and specialized data bases to assist the enhancing banking service process of managerial end users. Decision support system provide managers with analytical modeling, specialized data bases, decision maker own insights and judgmental, and an interactive computer based modeling process to support the making of semi-structured and Unstructured decisions by individual manager. There are five (5) components of decision support system. These are:

2.2.2.1. Hardware Resource

Personal computer workstations provide the primary hardware resource for a decision support system. They can be used on a stand-alone basis but typically by wide and local area networks to other computer system for access to other decision support system components.

2.2.2.2. Software Resource

Decision support system software packages contain software modules to manage decision support databases, decision model and end user or system dialogue.

2.2.2.3. Data resource

A decision support system database contains data and information extracted from the databases of the organization, external database and manager's databases.

2.2.2.4. Model resource

The model base includes a library of mathematical models and analytical techniques stored as programs, sub routines, spreadsheet and command files.

2.2.2.5. People Resource

A decision support system can be used by managers or their staff specialists to explore decision alternatives. Decision support system can also be developed by such end users. However, the development of large or complex decision support system and decision support system generator software packages is typically left to information system specialists (OBrein, 2015).

2.2.3. Executive Information System

Executive information system is a type of information system that combines many feature of information reporting system and decision support system. The goal of executive information system is to provide top management with immediate and easy access to selective information about key factors that are critical to accomplishing a firm's strategic objective. Executive information system uses graphical display to provide immediate access to internal and external database and to provide information about current status and projected trends for key factors selected by top executives (O'Brien, 2015).

2.3. Advantages Of Management Information System

According to Antony (2016) management information system provides the following advantages:

Facilitates Planning- MIS improves the quality of plans by providing relevant information for Sound enhancing banking service.

Minimize information overload- MIS change the larger amount of data into summarize form and avoid the confusion by which may arise when managers are flooded with detailed facts.

Encourage decentralization- MIS is successful used for measuring performance and making necessary change in the organization plans and procedures. Decentralization of authority is possible when there is a system for monitoring operations at lower level.

Brings coordination- MIS facilitate integration of specialized activities by keeping each department aware of the problem and requirements of other departments. It connects all decision centers in the organization.

Makes control easier- MIS serve as a link between managerial planning and controlling. It improves the ability of management to evaluate and improve performance.

2.4. Information System

Information system is a set of people, procedure and resource that collects, transform and disseminates information to support enhancing banking service, coordination, control in organization and helps for managers and workers to analyze problem, visualize complex subjects and create new products.

2.4.1.Types of Information Systems

There are a number of information systems that are needed to process data generated by and used in business operations. Some of them are: Transaction processing system (TPS),Process control systems(PCS),Enterprise collaboration systems(ECS),Decision support system (DSS), Management information system (MIS),Executive information system (EIS),Expert system(ES),Knowledge management systems(KMS),Strategic information systems(SIS), and Functional business systems(FBS) (Kenneth c.Laudon, 2014)

2.4.1.1.Transaction Processing Systems(TPS).

Process data resulting from business transactions, update operational databases, and produce business documents. Transactions are events that occur as part of doing business, such as: sales, purchase, deposit, withdrawals, refund and payments. In addition to this TPS done additional transaction such as: credit checks, customer billing, inventory change and increase in account receivable balance. Generally transaction processing system plays a vital role in supporting the operation of the organization (Zwass, 2009).

2.4.1.2.Process Control Systems(PCS).

Monitor and control industrial processes. Examples: petroleum refining, power generation, and steel production systems.

2.4.1.3.Enterprise Collaboration Systems(ECS). Support team, work group, and enterprise communications and collaborations.

2.4.1.4.Expert Systems(ES). Knowledge-based systems that provide expert advice and act as expert consultants to users. The systems consist of a knowledge base and software that perform inference on the knowledge (Zwass, 2009).

2.4.1.5.Knowledge Management Systems(S)

Knowledge-based systems that support the creation, organization, and dissemination of business knowledge within the enterprise.

2.4.1.6.Strategic Information Systems(SIS).

Support operations or management processes that provide a firm with strategic products, services, and capabilities for competitive advantage.

2.4.1.7. Functional Business Systems(FBS).

Support a variety of operational and managerial applications of the basic business functions of a company.

NOTE: - The remaining types of information system (decision support system, management information system and executive information system) are explained in type of management information system or information system for enhancing banking services.

2.5. Enhancing Banking Service And Quality of Information

Information system can support the intelligence, design, choice and implementation activities of enhancing banking service process. Information to be useful for enhancing banking service when it fulfills the following characteristics.

Relevance-Information reduces its uncertainty by helping you predicting what will happen or confirm what has happened.

Reliability-information dependable or free from error biased faithfully portrays events and activity completeness.

Understandable-information is presented in clear and exact manner and use a consciences nation, the nature of information in different people tend to produce the same results.

Timeliness- information is getting in a required time for required person to make appropriate decisions.

Accessibility-you can get information when you need and in format you can use (**Mesfin, 2011**).

2.6 Activities Of Information System:

Activities that occur in information system should be able to recognize input, processing, output, storage, and control activities taking place in any information system you are studying.

2.6.1. Input of data resource

Data about business transactions and other events must be captured and prepared for processing by input or data entry activities such as recording and editing. End users typically record data

About transactions on some type of physical medium. Such as a paper form or enter it directly into computer system. This usually includes a variety of editing activities to ensure that they have recorded data correctly (OBrien, 2015).

2. 6.2. Processing of information into data

Data are manipulated by such activities like calculating, comparing, sorting, classifying, and summarizing. This processing activity organizes, analyze and manipulate information and converting it into data for end users. The quality of any data stored in an information system must also be maintained by a continual process of correcting and updating activities (OBrien, 2015).

2.6.3. Output of information system

Information in various forms is transmitted to end users and made available to them in the output activity. The goal of information in the production of appropriate information product for end users. Common information products are video display, paper document, and audio responses that provide as with massages, forms, reports, listings, and graphics display (OBrien, 2015).

2.6.4. Storage of data resource

Storage is a basic system component of information systems. Storage is the information system activity in which data and information are retained in an organized manner for later use. For example, just as written text material is organized into words, sentences, paragraph and documents. Stored data is commonly organized into fields, records, files and databases (OBrien, 2015).

2.6.5. Control of information performance

An information system should produce feedback about its input, process, output and storage activities. This feedback must be monitored and evaluated to determine if the system is meeting established performance standards. Then appropriate system activity must be adjusted so that proper information products are produced for end users (James, A.2015)

2.7.Research Gap

Generally, most of past research was focused on the study of factors affecting the implementation of MIS, the performance of MIS in the organization and its employees, the

role of MIS in enhancing the effectiveness of banking service, problem of MIS in the organization and its employees, but in this study the researcher is motivated only the role of MIS in enhancing banking service delivery in the organization to achieve the stated objective of the given organization. past researches primarily focused on the basic functionalities and benefits of MIS in banking. However, in this study highlight the dynamic challenges that banks face, such as rapid technological advancements and evolving customer expectations. This shift emphasizes the need for more comprehensive investigations into how MIS can adapt to these changes.

Through the following presentation, the researcher arranged previous studies related to the subject of study in descending order. The Study of (Reddy..et..al, 2009) Title is " Management Information system to help managers for providing decision making in all organization " ,this study investigate in provides management information system (MIS) information on the administrative activities of the organization. The main purpose of this research is, MIS provides accurate and timely information necessary to facilitate decision-making and improve organizations banking service delivery performance and control the executive and the tasks to be carried out effectively process. Management Information System (MIS) is mainly concerned with the processing of data into information and then is transferred to different departments in the organization to take the appropriate decision. MIS is a subset of the overall planning and monitoring, which covers the application of human beings, techniques, and procedures of the organization's activities. Study of (Karim, 2011) Title is " The Significance of Management Information Systems for Enhancing Strategic And Tactical Planning ", this study investigate in management information systems (MIS) is a key factor to facilitate the achievement of the efficiency of decision-making in the organization. Conditioning research and quantitative research designed to examine two hypotheses. It was distributed to a total of 190 questionnaires equally to those who work in the various administrative levels in the selected organizations. Search Results showed that the MIS was used primarily to enhance the strategic planning in the financial institutions. Regression analysis revealed that the tactical planning and found to have no effect on the decision-making, while the strategic planning have a clear impact on the effectiveness of decision making in both organizations and the study showed no differences in terms of gender and experience variable.

CHAPTER THREE

3. RESEARCH METHODOLOGY

3.1. Research Design

Based on the basic purpose of the study, the major focus was on describing data related to the role of MIS in enhancing banking service delivery performance. Therefore, the research design method deemed most appropriate for this study was the descriptive method, as it helped to understand, describe, and interpret the current role of MIS in enhancing banking service delivery performance at CBO.

In this study, the researcher employed both qualitative and quantitative strategies to gather all necessary information from both perspectives. Numerical data were collected through quantitative methods, while non-quantitative information, requiring detailed analysis and interest, was gathered through qualitative methods.

3.2. Background of the Study Area

The study was conducted in central Ethiopia at Wolkite city. Wolkite city, a market town, served as the capital of the Gurage zone, located 158 km from the capital city of Ethiopia, Addis Ababa. The town had a latitude of 8°17'N and a longitude of 37°47'E, with an elevation ranging between 910 and 1,935 meters above sea level. Based on the 2007 census conducted by the Central Statistical Agency, the town had a total population of 28,866. Wolkite was known for its good trade practices and traditional food, particularly Quocho.

3.3. Data Source and Type

The study intended to utilize both quantitative and qualitative types of data collected from primary and secondary sources. Primary data were obtained using questionnaires, while secondary sources, such as books, internet, and published articles, served as references to substantiate the primary data collection. Secondary sources were particularly important for addressing the objectives of the study, as they formed the basis for constructing the conceptual framework and designing the questionnaire.

3.4. Study Population and Sampling

The researcher employed census surveys because the population was small, making it necessary to give equal opportunities to employees. The selection of each participant was clearly known, and this census method was used to avoid bias. Therefore, the sample size

for the study was 22, representing the total number of employees in the organization. The census method was chosen because the total population of the study was small and manageable, allowing for the gathering of relevant information.

3.5. Tools and Method of Data Collection

Data and information for this research were gathered from two main sources: primary and secondary sources.

i. Primary Data Sources

Primary data were considered the most valuable for addressing the specific research questions, collected directly from the employees of the organization. The useful tools for collecting primary data included questionnaires and interviews.

ii. Secondary Data Sources

Secondary data also contributed significantly to defining the research problem. Common sources of secondary data included books, research findings, recorded documents, and the annual reports of the organization.

3.6. Method of Data Presentation, Analysis, and Interpretation

The analysis was based on the sources of data. After gathering the data, it was collected, organized, and analyzed. The data were grouped and summarized using descriptive techniques. The data were presented in the form of tables, percentages, and statements. The study utilized both qualitative and quantitative methods for data analysis.

3.7. Ethical Considerations

The researcher ensured freedom from unethical behavior, such as aggression or hostility, while obtaining respondents' consent and allowing them to leave at any time they wished. The researcher politely approached respondents, maintaining a high degree of politeness throughout the study. Information obtained from respondents was kept confidential, ensuring that only relevant data were delivered to the subjects of the study.

CHAPTER FOUR

4.DATA PRESENTATION, ANALYSIS, AND INTERPRETATION

4.1 INTRODUCTION

This chapter presents and discusses findings of data from the field on the role of management information system in enhancing banking service delivery performance. As it was explained in the research methodology part the analysis presentation and interpretation conducted by distributing questionnaires to the employees of CBO,Wolkite branch. Out of 22 questionnaires 19 questionnaires were properly filled and returned timely. The returned questionnaires are analyzed presented and interpreted by using table and percentage. The rest 3 questionnaires are not returned and not included in the analysis and interpretation.

4.1.1 Demographic data of the respondents

Table 4.1 Personal information of the respondents

No	Items	Respondents	number	Percentage (%)
1	Sex	Male	12	63
		Female	7	37
2	Age	Less than 20	-	
		20-25	5	26
		26-30	8	42
		31-40	6	32
		Greater than 40	-	-
3	Level of education	Certificate	-	-
		Diploma	4	21
		Degree	11	58
		Above 2 nd degree	4	21

Source questionnaires; 2017

Based on the information which is given in table 4.1 the personal information of the respondents 12(63%) are males, 7(37%) are females and based on their age group 5(26%) are between 20-25, 8(42%) are between 26-30, 6(32%) are between 31-40 age group level. therefore most of the respondents are male.

According to table 4.1, the level of education of the respondents were, 4(21%) are diploma, 11(58%) were degree and 4(21%) are above second degree. This shows that most of the bank employees have degree level education.

4.1.2 Implementation and evaluation method of MIS

Table 4.2 Implementation and method of evaluation for MIS

No	Items	Respondents	
		Number	Percentage
1	Does the organization use MIS for their day to day activity?		
	Yes	15	79
	No	4	21
2	If your answer in Q No 1 is “Yes” how does evaluate the performance of MIS in your organization?		
	Timeliness	5	26
	Accuracy	7	37
	Consistency	4	21
	Relevance	3	16

Source: Questionnaires 2017

According to table 4.2, illustrates that most of the employees 15(79%) said Yes and the remaining 4(21%) of the respondents said No. In general it is agreeable that the organizations use MIS for their day to day activity.

The second item describes the performance of MIS is measured by, 5(26%) says by timeliness, is important for organizations to respond quickly to market changes. However, it ranks lower than Timeliness accuracy, which may indicate that while timely information is valued. 7(37%) said that by accuracy This is the highest-rated evaluation metric. Organizations clearly prioritize having accurate data, which is crucial for effective

decision-making. This emphasis on accuracy suggests that organizations may need to invest in better data management practices. 4(21%) said by consistency A lower percentage here may indicate variability in data sources or reporting methods, which could lead to discrepancies in information.

, and the remaining 3(16%) of the respondents said that performance of MIS is measured by relevance, The lowest ranking metric, relevance, suggests that while data is being collected, it may not always meet the specific needs of users. Organizations should focus on ensuring that the information provided is aligned with their strategic objectives.

4.1.3 Strength, weakness and development of MIS in organization

Table 4.3 The strength, drawback and development of MIS project in the organization

Number	Items	Respondents	
		Number	Percentage
3	What are the strength of MIS for banking service?		
	Facilitate transaction	3	16
	Make quality decision	5	26
	Deliver quality service	9	47
	Minimize redundancy	2	11
4	What are the drawbacks of MIS in your organization?		
	Costly	7	37
	Require skilled manpower	5	26
	Require advance technology	7	37
	Others	-	-
5	By whom the project of MIS is developed in your organization?		
	Internal staff	4	21
	Outsiders	4	21
	Both	9	47
	Any other	2	11

Source: Questionnaires 2017

According to respondents response in the above table 4.3, regarding to strength of MIS, 3(16%) of the respondents said that MIS facilitate banking transactions, 5(26%) of the respondents said MIS used to make quality decision, 9(47%) of the respondents said that MIS used to deliver quality service and the remaining 2(11%) of the respondents said that MIS used to minimize redundancy of data. From this data, the researcher concluded that the strength of MIS in banking service is to make quality decision and to deliver quality service.

From the above table 4.3, about drawback of MIS, 7(37%) of the respondents said that costly, 5(26%) of the respondents said that MIS require skilled manpower, and the remaining 7(37%) of the respondents said that MIS require advance technology. From the data the researcher concluded that the drawback of MIS is costly, require advance technology and require skilled manpower to implement.

According to table 4.3, respondents response with regarding to MIS project development, 4(21%) of the respondents said that MIS project is developed by internal staff, 4(21%) of the respondents said that MIS project is developed by outsiders, 8(47%) of the respondents said that project of MIS is developed by both internal and outsiders and the remaining 2(11%) of the respondents said that MIS project is developed by any other. This data shows that Cooperative bank of oromia at Wolkite branch has high performance in MIS and most of its information process project developed by by both internal staff and outsiders.

4.1.4 Commitment and problems to Implement MIS

Table 4.4, Respondents response regarding to commitment of manager and problems MIS to implement

No	Items	Respondents	
		Number	Percentage
6	What are the commitments of top managers to implement MIS?		
	Very high	5	26
	High	12	63
	Medium	2	11
	Low	-	-
	Very low	-	-
7	What are the problems that hinder to implement MIS in your organization?		
	Lack of skills	3	16
	Lack of technology	8	42
	Lack of capital	6	32
	Others	2	11

Source: Questionnaires 2017

According to respondents response in the above table 4.4, regarding to commitment of top managers to implement MIS, 5(26%) of the respondents said that top managers have very high commitment, 12(63%) of the respondents said that top managers have high commitment and the remaining 2(11%) of the respondents said that top managers have medium commitment to implement MIS. From this data the researcher concluded that top management gives their high commitment to implement and improve MIS for banking service.

From the above table 4.4, items 7, respondents response with regard to problem that hinder the implementation of MIS, 3(16%) of the respondents said that lack of skills hinder to implement MIS, 8(42%) of the respondents said that lack of advance technology affects the implementation of MIS, 6(32%) of the respondents said that lack of capital hinder to implement MIS and the remaining 2(11%) of the respondents said that lack of integrity, system interruption and inadequate training affect the implementation of MIS in the

organization. Based on the data the researcher concluded that the main problem that affect the implementation of MIS is lack of skills, lack of advance technology and lack of capital

4.1.5 About skills and knowledge of employees and performance of MIS

Table 4.5, Skill and knowledge of employees and performance of the organization in MIS

No	Items	Respondents	
		Number	Percentage
8	What are the skills and knowledge of employees about the use of MIS?		
	Very good	5	26
	Good	9	47
	Medium	3	16
	Poor	2	11
	Very poor	-	-
9	Does the implementation of MIS increase the performance of the organization?		
	Strongly agree	11	58
	Agree	5	26
	Neutral	-	-
	Disagree	3	16
	Strongly disagree	-	-

Source: Questionnaires 2017

According to the above table 4.5, respondents response regarding to employees skill and knowledge ,the bank have employees with relative very good skill and knowledge which accounts 5(26%) of the total respondents, 9(47%) of the respondents said that the bank has employees with good skill and knowledge, 3(16%) of the respondents said that the bank has medium skilled and knowledgeable employees about MIS and the remaining 2(11%)of the respondents said that the bank has employees with low skill and knowledge. From this data the researcher justify that employees needs to have skill and knowledge to MIS so as to enhance the banking service, the bank should prepare training and development program to their employees.

From the above table 4.5, item 9, regarding to the implementation of MIS increase the performance of the organization, 11(58%) of the respondents said that” strongly agree”, 5(26%) of the respondents said that “agree” and the remaining 3(16%) of the respondents said that “disagree” with implementation of MIS increase the performance of the bank. In contrast, there is no respondent who answers “strongly disagree” with implementation of MIS increase the performance of the organization. Based on this data the researcher concluded that implementation of MIS increase the performance of the bank.

4.1.6 Method and problem of information handling and controlling of the bank

Table 4.6 Respondent response regarding to method and problem of information handling and controlling

No	Items	Respondents	
		Number	Percentage
10	What are the information handling and controlling technique of the organization?		
	Manual	2	11
	Semi-automatic	6	31
	Automatic	11	58
11	If your answer in Q no 10 is “manual”, what is the problem of manual systems?		
	Data redundancy	5	26
	Delay data process	6	32
	Data inconsistency	8	42

Source: Questionnaires 2017

According to table 4.6, respondents response about information handling and controlling technique, 2(11%) of the respondents said that the bank uses manual 6(31%) of the respondents said that the bank uses both manual and automatic system and the remaining 11(58%) of the respondents said that the bank use automatic system to handle and control data. This data indicates that the bank uses both manual and automatic system but, most of the time the bank uses automatic system to handle and control the data or most of the organization data is handled and controlled in computerized system.

From the above table 4.6, regarding to problem of manual systems, 5(26%) of the respondents said that data redundancy, 6(32%) of the respondents said that delay data process and the remaining 8(42%) of the respondents said that data inconsistency is problem of manual system. Based on the data the researcher summarized that data redundancy, delay data process and data inconsistency is the major problem of manual systems.

4.1.7 Information exchange and the problem it faces

Table 4.7, Respondent response regarding with information exchange and problems that affect exchange of information

No	Items	Respondents	
		Number	Percentage
12	Is there good information exchange between members of the organization?		
	Yes	11	58
	No	8	42
13	What are the problems that affect the exchange of information in the organization?		
	Lack of communication	12	63
	Language difference	2	11
	Attitude difference	5	26

Source: Questionnaires 2017

According to the respondent response in the above table 4.7, 11(58%) of the respondents said Yes there is good information exchange between members and the remaining 8(42%) of the respondents said that No, there is no good information exchange between member of the bank. Most of the respondent response indicates that there is good information exchange between members of the organization.

Respondents response regarding to problems that affect the exchange of information, 12(63%) of the respondents said that lack of communication skill affect exchange of information, 2(11%) of the respondents said that language difference affect the exchange of information and the remaining 5(26%) of the respondents said that attitude difference affect exchange of information. Based on the data, the researcher concluded that lack of communication skill affects the banks exchange of information more than other factors.

4.1.8 Performance of MIS And Availability Of Information

Table 4.8, Respondents Response Regarding To Performance of MIS And Availability Of Information

No	Items	Respondents	
		Number	Percentage
14	Does the bank have good performance in MIS compared to other banks?		
	Yes	15	79
	No	4	21
15	What are the availability of information system in you organization?		
	Very sufficient	5	26
	Sufficient	10	53
	Medium	4	21
	Insufficient	-	-
	Very insufficient	-	-

Source: Questionnaires 2017

According to respondents response in the above table 4.8, regarding to the performance of MIS, 15(79%) Of the respondents said that Yes Cooperative bank has good performance in MIS and the remaining 4(21%) of the respondents said that there is no good performance in MIS. Based on the respondents response the researcher concluded that CBO bank has good performance in MIS.

As indicated in the above table 4.8, respondents response regarding to availability of information, 5(26%) of the respondents said that there is very sufficient information in CBO ,10(53%) of the respondents said that there is sufficient information and the remaining 4(21%) of the respondents said that there is medium availability of information in the bank. This interpretation shows that CBO has relatively sufficient information for enhancing banking service.

4.1.9 Training About How To Use Management Information System

Table 4.9, Respondent Response Regarding to Training about How to Use Management Information System

No	Items	Respondents	
		Number	Percentage (100%)
6	Do you get any training about how to use management information system?		
	Yes	13	68
	No	6	32
7	If your answer in Q No 6 is “Yes”, do you agree that the aim of training is achieved?		
	Strongly agree	5	26
	Agree	12	63
	Neutral	-	-
	Disagree	2	11
	Strongly disagree	-	-
8	Does the training have positive change in the performance of the organization?		
	Yes	16	84
	No	3	16

Source: Questionnaires 2017

According to table 4.10, respondents response regarding to do you get any training about how to use MIS, 13(68%) of the respondents said that Yes and the remaining 6(32%) of the respondents said that No get training. This data shows that CBO prepare training programs and most of the organization employees did get training.

Respondents response regarding to do you agree that the aim of training is achieved, 5(26%) of the respondents said that strongly agree, 12(63%) of the respondents said that agree and the remaining 2(11%) of the respondents said that disagree because the aim of training is not achieved. This data indicates that the aim of training is achieved because most of the organization employees are agree.

From the above table 4.10, respondents response regarding to does the training have positive change in the performance of the organization, 16(84%) of the respondents said that Yes and the remaining 3(16%) of the respondents said No because training does not have positive change in the performance of the organization. Based on the respondents response, the researcher concluded that training prepared by the bank increase the enhancing banking service capacity of employees and the performance of the bank.

4.1.11. Customer level of satisfaction before implementation of MIS

Table 4.10 Respondents' response regarding to customers level of satisfaction before Implementation of MIS

No	ITEMS	Respondents	
		Number	Percentage
9	Which mechanisms use the organization to understand the interest of the customers?		
	Market research	9	47
	Suggestion box	8	42
	Asking the interest of customers	2	11
10	What are the levels of customer satisfaction before implementation of MIS in the organization?		
	Highly satisfied	3	16
	Satisfied	9	47
	Neutral	-	-
	Unsatisfied	5	26
	Highly unsatisfied	2	11

Source: Questionnaires 2017

According to table 4.11 respondents response with regarding to mechanism used to understand the interest of customers, 9(47%) of the respondents said that the bank uses market research, 8(42%) of the respondents said that suggestion box used understand the interest of customers and the remaining 2(11%) of the respondents said that asking the interest of customers is mechanisms to understand interest of customers.

Based on this data, the researcher concluded that market research and suggestion box are the best mechanisms to understand the interest of customers in the bank. From the above table 4.11 response of respondents regarding to level of customers satisfaction before implementation of MIS, 3(16%) of the respondents said that highly satisfied, 9(47%) of the respondents said that customers are satisfied, 5(26%) of the respondents said that unsatisfied and the remaining 2(11%) of the respondents said that customers are highly

unsatisfied before the implementation of MIS. This data indicates that the level of customers satisfaction before the implementation of MIS is not satisfactory.

4.1.12.Method and level of customer satisfaction after implementation of MIS

Table 4.12. Respondents' response regarding to methods and level of customer satisfaction after implementation of MIS

No	Items	Respondents	
		Number	Percentage
11	By what method the bank satisfy the interest of customers?		
	Pay high interest	3	16
	Reduce waiting time	6	32
	Deliver quality service	9	47
	Access of information	1	5
12	What are the satisfactions of customers after the implementation of MIS?		
	Highly satisfied	5	26
	Satisfied	14	74
	Neutral	-	-
	unsatisfied	-	-
	Highly unsatisfied	-	-

Source: Questionnaires 2017

According to the above table 4.12, respondents response about methods used to satisfy the interest of customers, 3(16%) of the respondents said that paying high interest, 6(32%) of the respondents said that reduce waiting time, 9(47%) of the respondents said that deliver quality service and the remaining 1(5%) of the respondents said that customers are satisfied by access of information. Based on this data the researcher concludes that the bank deliver quality service to satisfy customers.

From the above data 4.12, response of respondents regarding to satisfaction of customers after the implementation of MIS, 5(26%) of the respondents said that highly satisfied and the remaining 14(74%) of the respondents said that customers are satisfied after the

implementation of MIS. In contrast, there is no respondents answer neutral, unsatisfied and highly unsatisfied because without the implementation of MIS there is no satisfaction of customers in the banking service. Respondent response indicates that the level of customer satisfaction increases after the implementation of MIS in the bank.

CHAPTER FIVE

5. Conclusion and Recommendation

5.1. Conclusion of the study

Based on the finding of the study, the following conclusions are drawn by the researcher:

There is a shortage of skilled employees in MIS on processing and organizing of information.

The employees have clear understanding about by whom information development project is conducted and service deliveries were performed.

Concerning to the main challenge regarding to the application of MIS were lack of computer professional, system interruption, lack of integrity, and lack of finance to run the business.

Managers have a positive attitude, commitment, and consideration for the development of MIS in the banking service.

The major problem of MIS in the bank is delay in processing, inconsistency of data, data redundancy, and delay in communication.

The employees of the bank face difficulties of error to perform the information system correctly and effectively.

Management information system played a vital role for enhancing banking service through providing relevant, accurate, timeliness and consistence information to the managers.

The availability of information for employees is sufficient to make a day to day enhancing banking service.

The bank evaluates the performance of MIS by timeliness, accuracy, consistency, and relevance of data for enhancing banking service process.

The implementation of MIS in the banking service increase the performance of the bank by facilitate transactions and minimize redundancy and inconsistency of data.

The bank uses both manual and automatic system for information handling and controlling.

The bank satisfies its customers by paying high interest, deliver quality service, and make quality decisions.

There is good information exchange in the bank between members of the organization.

The bank has good performance in MIS.

The training and development program prepared by the bank increase the performance of the bank by increase the enhancing banking service capacity of the employees.

The bank uses market research and suggestion box to understand the interest of customers.

The level of customer satisfaction increases rapidly after the implementation of management information system in the bank.

5.2 Recommendation of the study

Based on the finding of the study, the researcher suggests the following recommendations for the bank:

There are some employees with less skill and knowledge in the bank. Therefore, to have skilled experienced and compete employees, the researcher advises the bank to provide on the job training and further training and development program to employees about the application of management information system.

The bank faces some problem of timely, consistency and lack of availability of information for good enhancing banking service, the researcher advice the bank to minimize factors that affect its service and optimize its information use by manipulating management information system.

Cooperative bank of oromia has a vision to be competent and reliable bank but to achieve this vision, the bank needs to apply some improvement in its quality service delivery, relationship with other private bank and communication.

Delay in communication, delay in process, inconsistency of data is major finding of this research, so that, by improving MIS such problems can be solved.

The researcher advised the bank to facilitate the flow of reports from each department, between employees and customers by increase good communication and work together culture.

The bank facilitates its quality service delivery and satisfaction of customers by distributes the necessary information for end users and loyal customers in a required place and time.

The researcher advised the bank to improve skilled manpower and advance technology is essential to the organization to overcome problems related with data.

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2. If your answer in Q No 1 is yes, how does evaluate the implementation of management information system in your organization?

1. Timeliness 2. Accuracy 3. Consistency 4. Relevance

3. What is the strength of MIS for banking service?

1. Facilitate transaction 3. Deliver quality service
2. Make quality decision 4. Minimize redundancy

4. What are the drawbacks of MIS in your organization?

1. Cost 3. Require advance technology
2. Require skilled manpower 4. Others, please specify.....?

5. By whom the project of MIS is developed in your organization?

1. Internal staff 2. Outsiders 3. Both 4. Any other

6. What is the commitment of top managers to implement MIS?

1. Very high 2. High 3. Medium 4. Low 5. Very low

7. What is the problems that hinder to implement MIS in your organization?

1. Lack of skills 3. Lack of capital
2. Lack of technology 4. Others, please specify.....?

8. What is the skills and knowledge of employees for the use of MIS?

1. Very good 2. Good 3. Medium 4. Low 5. Very low

If your answer is “very low”, what is the reason, please specify.....?

9. Does the implementation of MIS increase the performance of the organization?

1. Strongly agree 2. Agree 3. Neutral
 4. Disagree 5. Strongly disagree

Section C: Information handling and controlling technique

10. What are the information handling and controlling technique of the organization?

1. Manual 2. Semi-automatic 3. Automatic

11. If your answer in Q No 10 is "manual", What are the problems?

1. Data redundancy 3. Data inconsistency
 2. Delay data process specify.....? 4. Others, please specify.....?

12. Is there good information exchange between members (staffs) of the organization?

1. Yes 2. No

13. If your answer in Q No 12 is No What are the problems that hinders to exchange of information?

1. Lack of communication skill 3. Attitude difference
 2. Language difference 4. Others, please specify.....?

14. Does the bank have good performance in MIS compared to other banks?

1. Yes 2. No

15. What are the availability of information system in your organization?

1. Very sufficient 2. Sufficient 3. Medium 4. Insufficient
 5. Very Insufficient

D. Training about how to use MIS

1. Do you get any training about how to use management information system?

1. Yes 2. No

2. If your answer in Q No1 is Yes, Do you agree that the aim of training is achieved?

1.Strongly agree 2. Agree 3. Neutral 4. Disagree
5. strongly disagree

3. Does the training have positive change in performance of the organization?

1. Yes 2. No

Section E: Satisfaction of customers in MIS

4. Which mechanism uses the organization to understand the interest of the customers?

1. Market research 2.Suggestion box 3. Asking interest of customer

5. Others, please specify.....?

5. What are the levels of satisfaction of customers before implementation of MIS in the organization?

1. Highly satisfied 2. Satisfied 3. Neutral 4. Unsatisfied
5. Highly Unsatisfied

6. By what method the organizations satisfy the customers?

1. High interest 3. Deliver quality service
2. Reduce waiting time 4. Access of information

7. What are the satisfactions of customers after implementation of MIS?

1. Highly satisfied 2. Satisfied 3. Neutral 4. Unsatisfied
5. Highly unsatisfied