Lecture - 13 (MIS)

Levels of management:

makes us understand

- who the users are
- what info. they need

Senior mgt.

Middle mgt.

Lower-level mgt.
(supervisory Level)

Pyramid labels (top to bottom):
- Strategic planning / Top level ctrl
- Tactical planning / mgt. ctrl
- Operational planning / operational ctrl.
- Operational-level Support
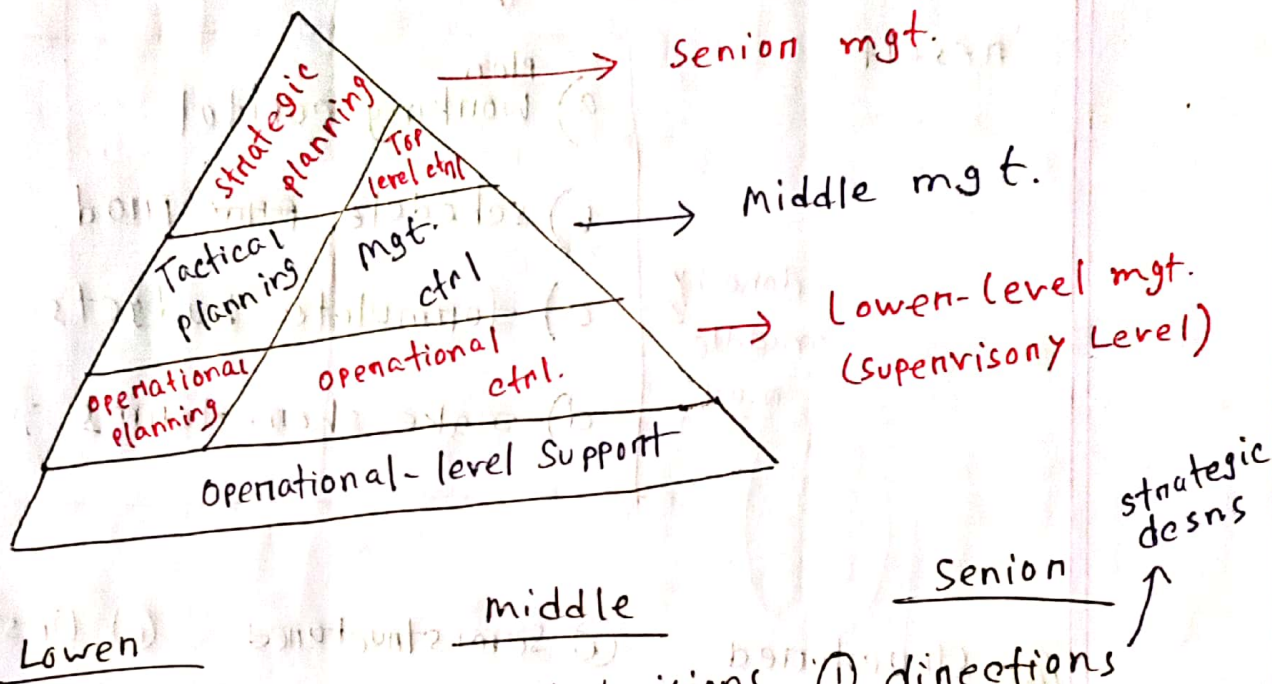
Lower

① Day-to-day operation decisions

② Programmed desns

③ predetermined by rules and procedures

middle

① Tactical decisions for 2 years

② Non-programmed

③ not predetermined

Senior

strategic desns ↑

① directions for 5+ years

② Non-program med

③ not pre. --

Lower	Middle	Senior

④ needed info found by administrative data processing activities

④ needed info must be specific

⑤ Lead to desired result

includes

⑤ uncertainty

a) plan working capital

b) schedule prdo prod.

done by middle mgt.

c) formulate budgets

d) make short-term forecast

⑥ Structured desns

⑥ Semistructured

⑥ Unstructured

⑦ Supervisory/ operative Level

⑦ Executive level

⑦ Administrative/ managerial level

* Why are top and middle levels of mgt are combined?

→

~~Le~~ What do info systems (do)?

Transaction Processing

- designed for managers

- operational data

Ex: manufacturing system
- (order) process
- accounts recievable
- (Payroll)

Mgt. reporting system

- produce reports for specific time periods

Ex: dept. expense, performance reports

Desn support system (DSS)

- designed for (decisions) making
  1) individual desn
  2) collective desn

Executive info system (EIS)

designed to ↘

- support work of senior executives

- handle company data general info of industry and economy

Office info system (OIS)

designed to ↘

- support work of office

- handle docs and msgs (text, img, voice etc)
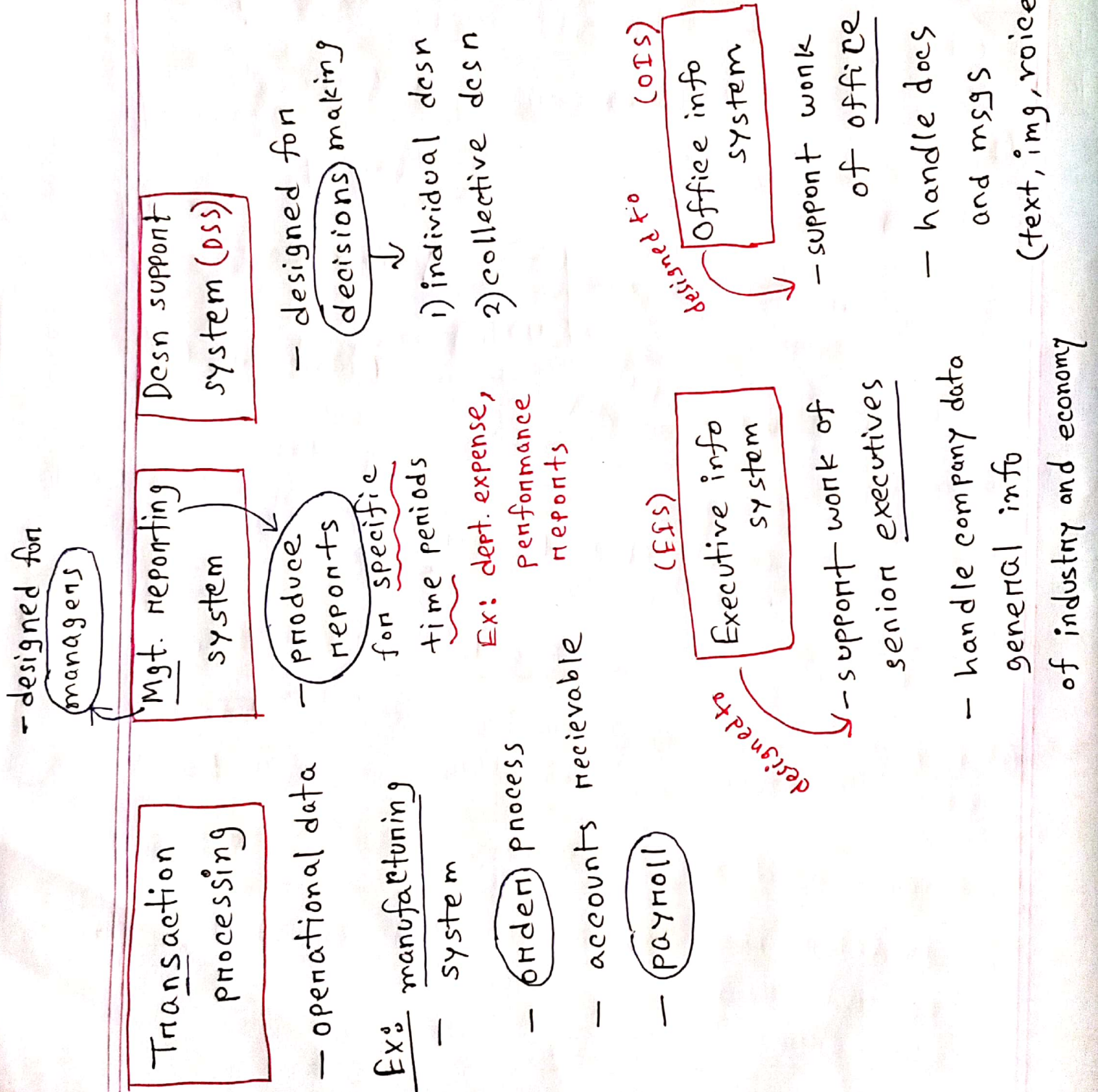
3 components of info. system:

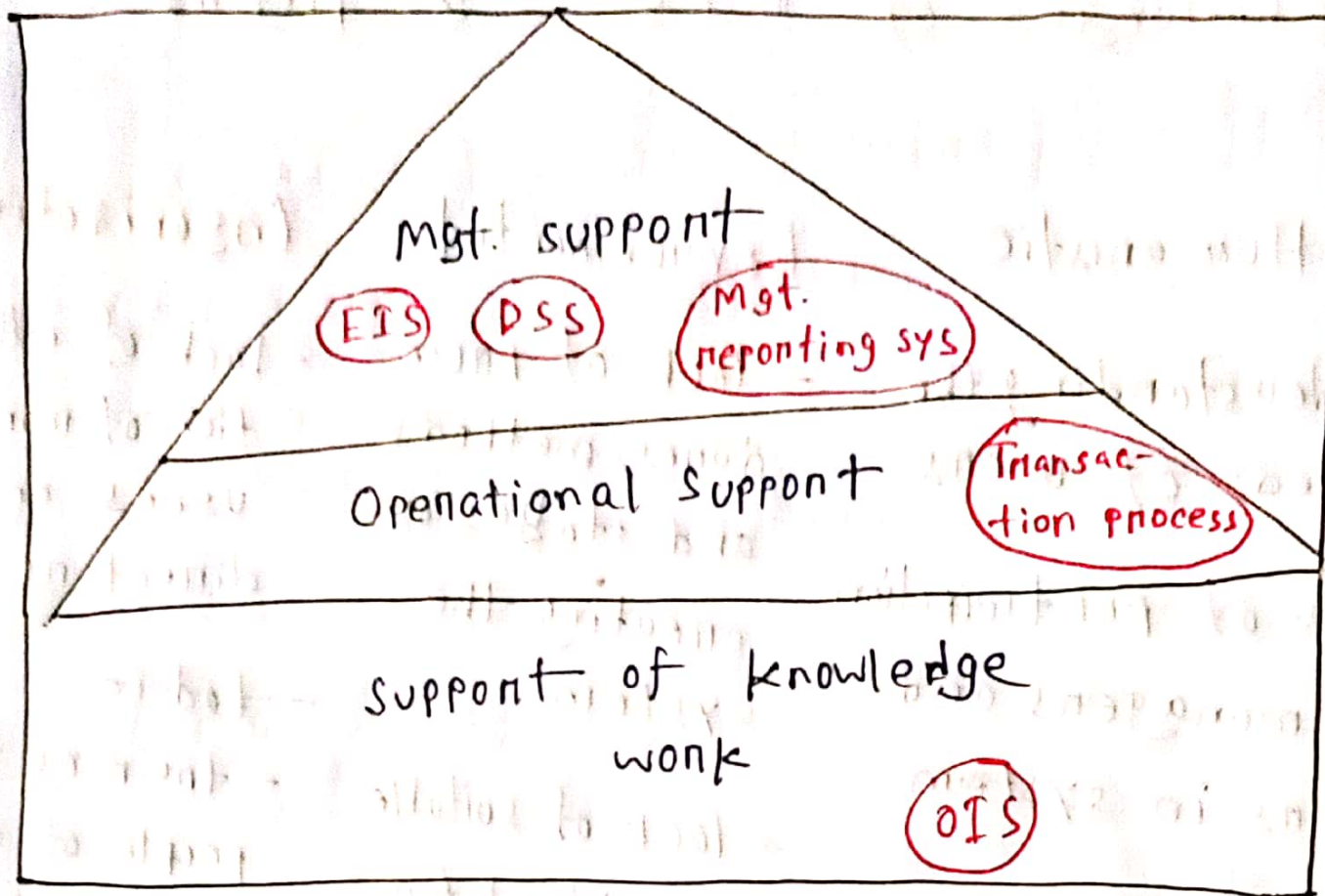| Technology	Organization	People
– computers	– structure	– cognitive style
– Telecommuni- cations	– mgt. style	– individual characteristics
– databases	– culture	– edu. level
– expert systems		

⑦

Disciplines contributing to the field of MIS:

1) Cognitive science

2) computer science

3) mgt and org. theory

4) mgt. science

5) Acc.

6) Systems theory

7) Sociology

卐 Levels of behavioral study

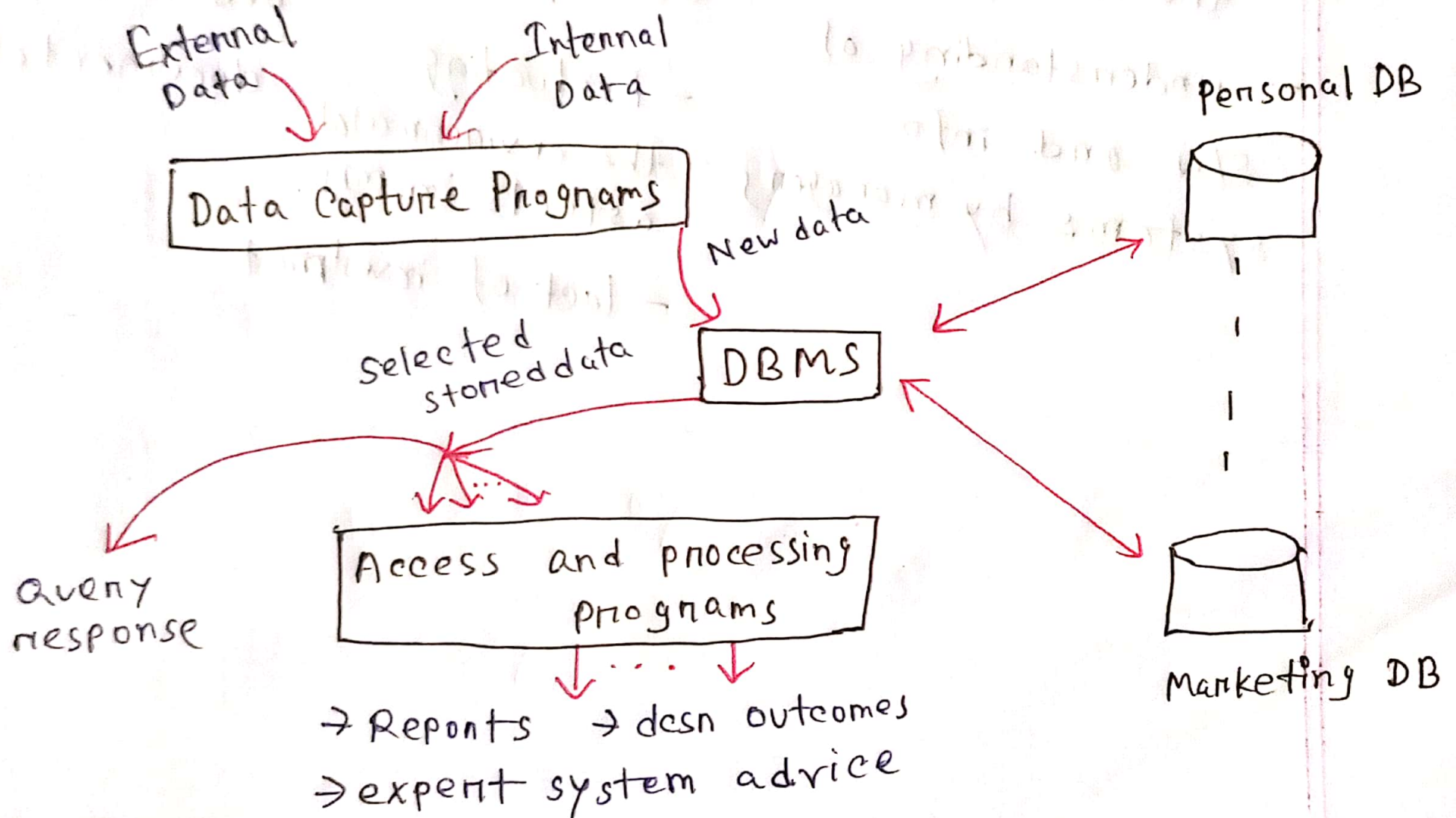1) Individual ⟶ cognition and motivation

2) Team
3) Project ⟶ Group dynamics

4) Company
5) Business Milieu ⟶ organization behavior

Principal object of study

Increasing order ⟶

Mgt. support

(EIS) (DSS) (Mgt. reporting sys)

Operational support (Transaction process)

Support of knowledge work

(OIS)

Interorganizational systems

(Fig 1)

* Challenges of MIS: 3 Factors

Humanistic

- Understanding the needs of users

- lack of participation of managers and users in system design

- inaccuracy of the collected data

- understanding of s/w and info systems by managers

Environmental

- lack of proce- dunes, methods and stages of creating the system

- lack of suitable consultants for designing s/w and system

- Evaluating the environmental aspects in MIS.

- lack of investment

Organizational

- lack of collabora- tion of managers, users and system directors.

- ~~bad co~~

- training the people of org. sectors

- inadequate and incomplete documentation