

MANAGEMENT INFORMATION SYSTEM (MIS)

(TEAM MANAGEMENT OF IS)

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What is MIS ?

Management Information System is a computer based information system which is basically concerned with processing data into information which is then communicated to the various departments in an organization to support the operations, the management and the decision making function in the organization.

Definition of MIS

- **Management information system, or MIS,** broadly refers to a computer based **system** that provides **managers** with the tools to organize, evaluate and efficiently **manage** departments within an organization

- Subhalakshmi Joshi

What does Management Information System (MIS) mean?

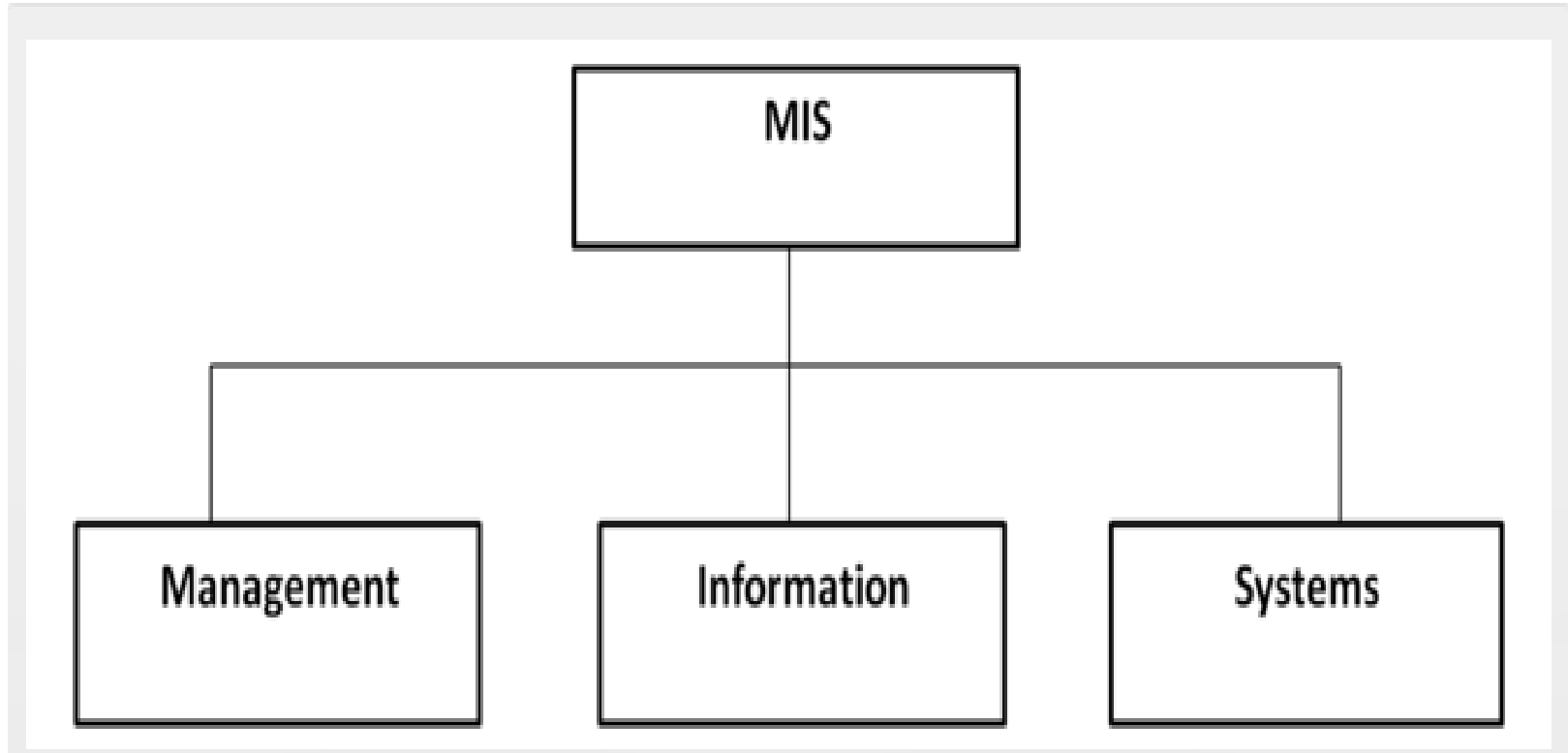


Fig. 1.1–Management Information System by Sunitha Vanze

MANAGEMENT

- **MANAGEMENT** is the effective utilisation of human and material resources to achieve the enterprise objective
- It is a process consisting of the five basic functions:
 - 1 Planning
 - 2 Organising
 - 3 Staffing
 - 4 Directing
 - 5 Controlling

INFORMATION

- **Information:** Information, in MIS, means the processed data that helps the management in planning, controlling and operations.
- Data means unstructured raw facts, observations or unevaluated messages in isolation. Data involves facts and figures. Information on the other hand is like a finished product.

DATA V INFORMATION

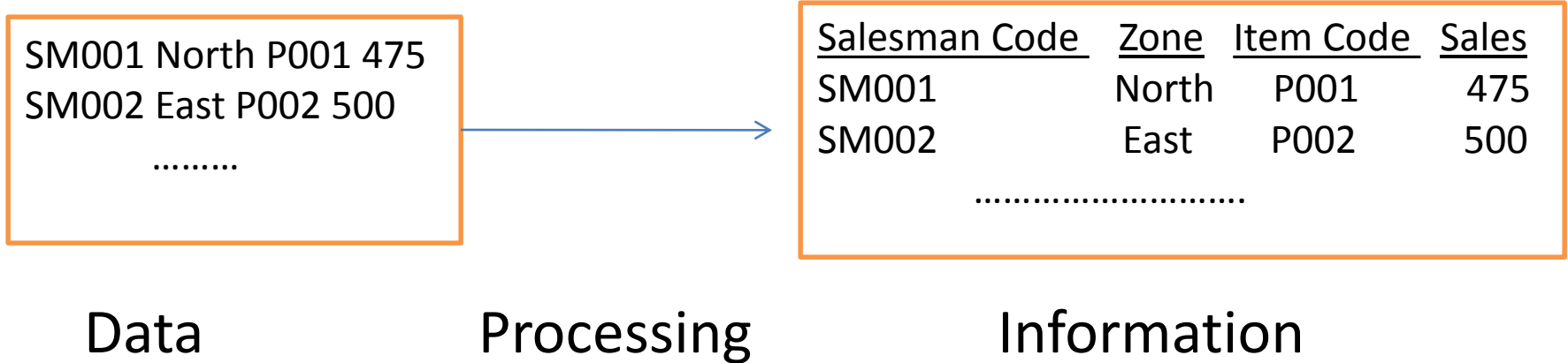


Fig 1.2- Management Information System by Dr.P.Mohanan

SYSTEM

- . A system is an orderly grouping of interdependent components linked together according to a plan to achieve a specific objective.
- . Human body is a system composed of various parts, which are working together towards a common objective , that is to live

Information System

An information system is an organized combination of people, hardware, software, communications network, and data resources that collects, transforms, and disseminates in an organization.

Components of Information System

- Input
- Processor
- Output
- People
- Hardware(physical devices)
- Software (information processing instructions)
- Data
- Network (communication channels)

Management Information System

- A management Information System is
 - An integrated user-machine system
 - For providing information
 - To support the operations, management, analysis, and decision-making functions
 - In an organization

The system utilizes

- Computer Hardware and Software
- Manual Procedures
- Models for analysis, planning, control and decision making and
- A database

Why MIS ?

- Manager makes decisions all the time.
- There is an overload of information.
- All information is not useful.
- Anything which helps manager improve his decision-making will obviously lead to better result.
- MIS is a system, where data is the input, which is processed to provide output in the form of information reports, summaries, etc . Which aid the manager's decision-making process.

Types of Management Information Systems

- **Executive Support Systems ("ESS")** -designed to help senior management make strategic decisions. ESS typically involve lots of data analysis and modeling tools to help strategic decision-making.
- **Decision-support systems ("DSS")**-specifically designed to help management make decisions in situations where there is uncertainty about the possible outcomes of those decisions.
- **Knowledge Management Systems ("KMS")**-to help businesses create and share information. These are typically used in a business where employees create new knowledge and expertise - which can then be shared by other people in the organization to create further commercial opportunities.

Types of Management Information Systems Cont.....

- **Transaction Processing Systems ("TPS")**-designed to process routine transactions efficiently and accurately. Managers often use these systems to deal with such tasks as payroll, customer billing and payments to suppliers.
- **Office Automation Systems ("OAS")**-that try to improve the productivity of employees who need to process data and information. Wide range of software systems that exist to improve the productivity of employees working in an office (e.g. Microsoft Office XP) or systems that allow employees to work from home or whilst on the move.

How is a Management Information System Useful in Companies?

- **Planning and Control** : MIS improves the quality of plants by providing relevant information for decision – making. MIS serves as a link between managerial planning and control. It improves the ability of management to evaluate and improve performance.
- **MIS Minimizes Information Overload** : MIS change the larger amount of data into summarized form and therefore, avoids the confusion which may arise when managers are flooded with detailed facts.
- **MIS Encourages Decentralization** : Decentralization of authority is possibly when there is a system for monitoring operations at lower levels. MIS is successfully used for measuring performance and making necessary change in the organizational plans and procedures.

How is a Management Information System Useful in Companies? Cont.

- **Costs** : Invest in a consultant to help define your core requirements that include information for strategic planning and project management. To be useful and successful, a management information system should focus on company products and services, customers, operating costs, marketing opportunities and the company's exposure to risk.
- **MIS brings Coordination** : MIS facilitates 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 .
- **MIS** assembles, process , stores , retrieves , evaluates and disseminates the information .

Impact of the Management Information System

- With a good **MIS** support, the management of marketing , finance, production and personnel becomes more efficient.
- The MIS begins with the definition of a data entity and its attributes, respectively, designed for information generation in the organisation.
- The MIS calls for a systemisation of the business operations for an effective system design.
- This leads to streamlining of the operations which complicate the system design.

Impact of the Management Information System Cont.

- MIS improves the administration of the business by bringing a discipline in its operations as everybody is required to follow and use systems & procedures.
- This process brings a high degree of professionalism in the business operations.
- Since the goals and objectives of the **MIS** are the products of business goals & objectives, it helps indirectly to pull the entire organisation in one direction towards the corporate goals and objectives by providing the relevant information to the people in the organisation.

BENEFITS OF MIS

- Data can easily be accessed and analyzed without time consuming manipulation and processing.
- Decisions can be made more quickly and with confidence that the data are both time-relevant and accurate.
- Integrated information can be also kept in categories that are meaningful to profitable operation.
- Significant cost benefits, time savings, productivity gains and process re-engineering opportunities are associated with the use of data warehouse for information processing.

FUNCTIONAL INFORMATION SYSTEMS

- On the basis of specific functional areas, MIS can be categorized as follows:
 1. Marketing Management Information System
 2. Human Resource Information System
 3. Financial Management Information System
 4. Production and Inventory Management Information System

TEAM MANAGEMENT

- **Team management** is the ability of an individual or an organization to administer and coordinate a group of individuals to perform a task. **Team management** involves teamwork, communication, objective setting and performance appraisals.
- Human Resource Information System is the Functional Information System used for Team Management .

Human Resource Information System (HRIS)

- A database system that keeps important information about employees in a central and accessible location.
- Feeds information into HR policy and planning as well as other HR decision process.

HRIS Definition

- It is a systematic way of storing data and information for each individual employee to aid planning, decision making and submitting of returns and reports.
- A method by which an organization collects, analyses and reports the information about people and job.

- Dr. Shikha N Khera -

How HRIS helps in Team Management

STAFFING :

- All managers know the importance of having right person at the right place. To recruit the right person for the right job requires information from various resources. HRIS play a very important role in providing vital information to managers so that they can hire right person for the right job.

ORGANIZING :

It is important that organizations not only recruit the right person for the right job but also keep an employee motivated. Here again, HRIS plays a vital role by helping the managers to keep a vigil on the staff so that nobody feels neglected. Motivation can be given in the simplest forms, such as an email of appreciation from the boss to the staff or wishes to a subordinate on his birthday.

- **Directing & Controlling :**

Managers have to be on their toes always because the staff needs constant direction and redirection for countering the competitors. HRIS helps the managers and staff require quick information for directing their energies towards the overall goals and objectives of the organization.

As an organization grows, it is very difficult for the managers to be present at all the places at all the times. Yet, he has to keep an eye on the activities of the staff. With the help of the HRIS a manager can acquire information regarding the staff even when he is not physically present.

HRIS: Benefits

- Faster information process,
- Greater information accuracy,
- Improved planning and program development, and
- Enhanced employee communications

HRIS: Softwares

- Abra Suite
- ABS (Atlas Business Solutions)
- CORT: HRMS
- HRSOFT
- Human Resource Micro Systems
- ORACLE- HRMS
- PEOPLESOFT
- SAP HR
- SPECTRUM HR
- VANTAGE: HRA

Companies that Use Management Information System

- **Dell Company** -This direct business model eliminates retailers that add unnecessary time and cost, or who can diminish Dell's understanding of customer expectations. They also use transaction processing system.
- **HDFC**- Can reach more people by more efficient way. Employees can easily connect with other branches, customer service get improved, employees record maintained very well.
- **World Health Organization (WHO)**- Health Management Information System uses an information system specially designed to assist in the management and planning of health programs, as opposed to delivery care.

Conclusion

- Through the ***Management Information System***, the information can be used as a strategic weapon to counter the threats to business, make businesses more competitive, and bring about the organizational transformation through integration. MIS provides support to managers as they work to achieve corporate goals and enables managers to compare results to established company goals and identify problem areas and opportunities for improvement.

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Thank You

