

THE EFFECT OF MANAGEMENT INFORMATION SYSTEM: A CASE STUDY OF IBBL JESSORE BRANCH

Md. Ashraful Islam^{*}
S.M. Tazuddin^{**}

Abstract : We are living in the age of information system. An individual, whether in personal life or in Business, spends much of his time together, record and process information. More the information is accurate and exact, more is the chance for better decision making, these days most of the organization and Banking sector are going under reengineering ie, changing the existing backdated infrastructure to adopt cutting edge technology so that they can exploit the power of information to meet peoples demand, where even we go, we will face an environment when contribute to Business growth and organizational efficiency by knowing enough about the business to decide how computer may help and knowing enough about computer decide what potential improvement in business process can be achieved. Today's organization needs people who posses business and management ability along with knowledge.

Introduction

Information systems and technologies are a vital component of successful business and organization. So why not study information systems and information technology? That's the same asking why any one should study Accounting, Finance, Marketing, Human Resource Management or any other business function? They thus constitute an essential field of study in Business Administration and Management. That's why most business majors must take a course in information system? Since I probably intend to be a manager, entrepreneur or business professional, it is just important to have basic understanding of information system as it is to understand any other functional area in business. Information technology is used

^{*} Assistant Professor, Bangladesh Islami University, 89/12 R.K Mission Road, Dhaka-1230,

^{**} Lecturer, Department of Business Administration Cantonment College, Jessore.

including internet-based, if information systems are playing a vital and expanding role in business. Information technology can help all kinds of business improve the efficiency and effectiveness of their business processes, managerial decision making and work group collaboration, thus strengthening their competitive position in a rapidly changing market place.

Objectives of the Study

The main objectives of the study are as follows :

To identify the problem faced by the banker in conducting their operation.

To examine the management information system of IBBL Jessore branch.

To suggest measure for improving the effective use of Banking business.

To recommend some suggestions regarding these problem of IBBL Jessore branch.

To identify the sources form where and channels through which data come to recipient.

To recommend some measures in relation to information management.

Methodology

Primary and secondary both sources of data have been used for this study, and this study is limited to Jessore IBBL.

Primary data have been collected from manager (IBBL) by interview method.

Semi-structured questionnaire has been used for the purpose.

Secondary sources include various books, Annual report (IBBL), research journals etc.

Conceptual frame work

Definition of mis

MIS defines as information system at the management level of an organization that serve the foundations of planning, controlling and decision making by providing routine summary of exception reports.

According to the J.G Burch and Jr, F.R Starter-

MIS may be define as a systematic formed assemblage of components that performs data processing operation to-

Meet legal and transactional processing requirements,

Provide information to management for support of planning, controlling and decision making activities and

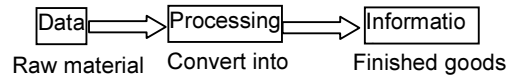
Provide variety of reports as required to external constituents.

However, in today's world the MIS is a computerized business processing system-generating information for the people in the organization to meet the information needs for decision making to achieve the corporate objectives of the organization.

Components of Mis

Data : Data as a raw material of information. Data can be text, number, date, sound, image or any combination of these.

Information : Information as a data that have been converted into meaningful and useful context for specific end user.



Input : Input involves capturing and assembling elements that enter the system to be processed.

Processing : Processing involves transformation process that convert into output. For example - mathematical calculation.

Output : Output involves transferring elements that have been produced by transformation process to their ultimate destination.

Feed back : Feed back is data about the performance of a system, for example – data about sales performance is feedback to sales manager.

Control : Control involves monitoring and evaluating feed back to determine whether a system is monitoring toward the achievement of its goal.

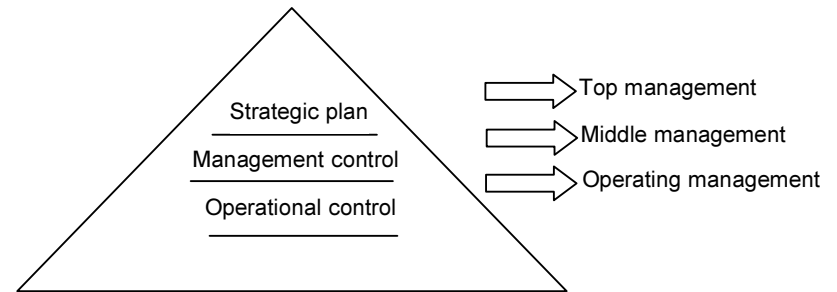
Management : That managing information technology emphasizes the quality strategic business value and security of an organization information system. Management is the getting things done through and with people. Management is the process of planning, staffing, directing, Organizing and controlling. Robed B. Anthony described three levels of business activities carried out in operating an organization.

These three levels are

Strategic planning

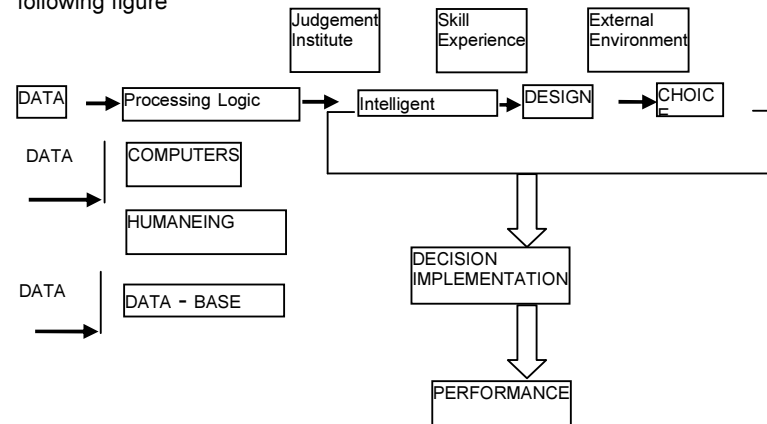
Management control

Operational control



System : System is an organized set of interrelated components, with a clearly defined boundary, working together to achieve a common set of objectives.

A diagrammatic representation of the mechanism of MIS is shown in the following figure



Technology : That computer network that are systems of information processing components that use a variety of hardware, software data management and telecommunications network technologies.

Hardware : The hardware includes all physical devices and material used in information processing, RAM, CD, Hard disk, Keyboard, Printer, Monitor etc are example of hardware.

Software : Software is a single computer program or group of programs that serve particular purpose. For example - C++ , Java etc.

Network : By network one can send information to remote computers and receive information from them. Local Area Network (LAN), Wide Area Network (WAN), Internet, Extranet have become essential to the successful business and E-commerce.

Figure - LAN

Shared database
and software
package

Network server

Shared hard disk unit

Shared
printer

Figure - WAN

Network firewall

Externet

Internet server

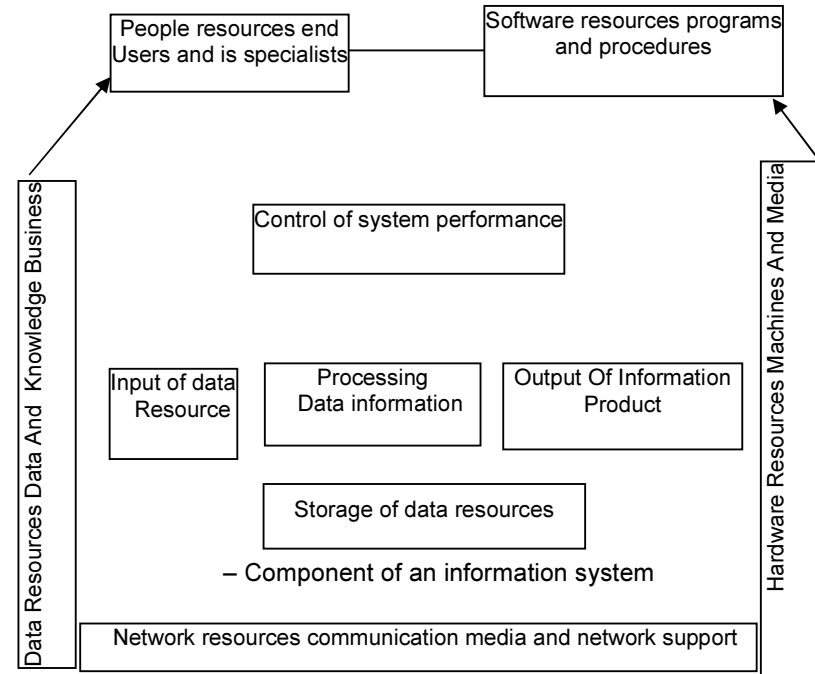
Network
firewall

Router

Router

Internet server

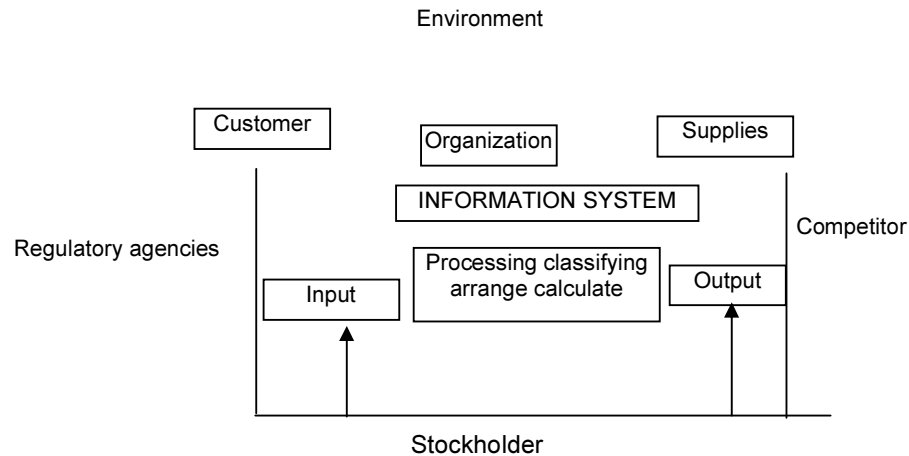
Extranet server



Information Processing System

An information processing system consists of the inter-related components that collector receive, process, store and distribute, information and support decision making and control in an organization in addition to support decision making co-ordination and control, information may also help managers and workers to analyze problem visualize complex subjects and create new products.

Figure : Shows the functioning of the system in an organizational setting.

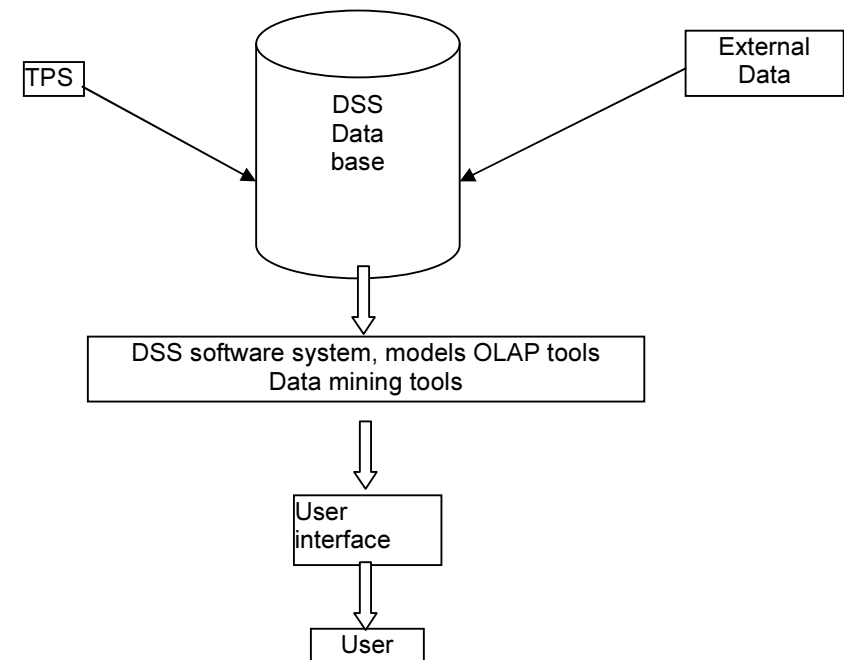


Information processing systems contain information about significant peoples place with in the organization or in the environment surrounding. By information, we mean data that have been shaped into a form that is meaningful and useful to human beings.

Decision Support System (DSS)

Decision Support System (DSS) are specifically designed to help management make decisions. DSS comprise tools and techniques to help gather relevant information and analyze the options and alternatives.

Figure : Components of a DSS
Figure LAN



Basic Concept OF Islamic Bank Bangladesh Ltd

Bangladesh is one of the largest muslim countries in the world. The people of this country are deeply committed to Islamic way of life as enshrined in the Holy Quran and the Sunnah. In Bangladesh after a long drawn struggle to establish an Islamic Bank Bangladesh Ltd was establish in March 13, 1983 and commenced its operation on March 30, 1983. The establishment of this Bank ushered a new era in Bangladesh, the 3rd largest muslim country of the world.

Corporate information

Date of incorporation	13 March, 1983
Inauguration of 1 st branch	30 March, 1983, Local office, Dhaka.
Formal inauguration	12 August, 1983.
Authorized capital	320 million
Share of capital:	
1) Local share holder	38 %
2) Foreign share holder	62 %
Equity	1659.29 million
Reserved fund	15.61 million
Zones	6
Branch	213
Manpower in Jessore branch	70

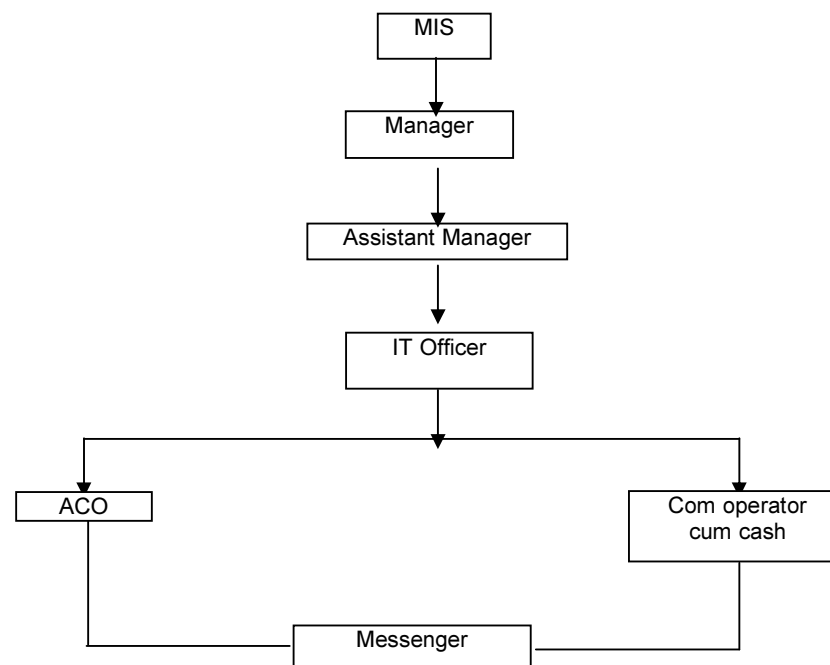
Finding and analysis

At first, this branch had IT and report section. Its function were to collect, to check and to process the daily transaction, production and other reports and inform it to the management. Later it was named statistical section and since 1988 it has a MIS section in a small form.

Organ gram of MIS Section of IBBL Jessore Branch

MIS	No of post
Manager	1
Assistant Manager	1
IT Officer	5
Accounts officer	5
Computer cum Typist/cash	10
Messenger	1

Positional organ gram of MIS Section of IBBL Jessore Branch



The MIS section is headed by an manager who is assisted by assistant manager and IT officer. It has reported that in the absence of manager, assistant perform task of MIS section. The head of the accounts department direct by control the activities of MIS section.

The total number of personnel in this section is only, Thus it is seen that MIS section has been given due status in the organizational system.

Moreover, it has been reported that the section does not have necessary training to handle such a responsible and important assignment. MIS section is the source of all sorts of organizational information relating to marketing, planning, production, finance etc. The accounts officer of every department prepares a daily report regarding the performance of the departments and sends it to MIS section. MIS section prepares monthly reports from these report in the prescribed form and them send to the zonal office. These reports

reflect the picture of the different section of the branch at a glance. Reports are prepared manually.

MAJOR SERVICE OF E – IBS

Major service of e - IBS are :

- ✓ Support shariah based banking.
- ✓ Support all operations of general banking.
- ✓ Full support to investment operation
- ✓ Foreign exchange operation
- ✓ Central MIS
 - Online banking
 - IBBL banking
 - ATM
 - SWIFT
 - SMS banking

Objectives or Goal of Mis

The objectives or goal of MIS are as follows

- The primary goal of MIS is to achieve timelessness, accuracy and consistency in the collection and transmission of information.
- The secondary aim is to convince the management of the usefulness of MIS. IBBL Jessore branch has achieved this goal through sincere work by meeting time schedule and producing consistent information.

MIS SERVICES OF IBBL, JESSORE

MIS provides the organization with a wide range of service for all levels and for all functional areas. IT provide relevant information through the following reports.

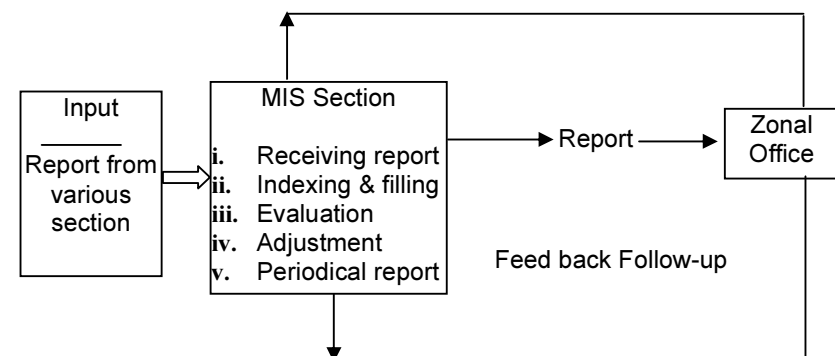
- ❖ **Routine Performance Reports:** These are the scheduled summaries such as periodic transaction reports, production reports, quality control reports.
- ❖ **Exception Reports:** These reports are produce only when actual performance deviates from

pre-determined standards.

- ❖ **on-Demand Reports:** These are the occasional specialized reports that are requested by management.
 - ❖ **Predictive Reports:** These are used mostly in strategic analysis and planning activities.
- Flow of Information

The following figure shows the flow of information of the Bank.

Figure



Input : Report are collected from various section as accounts section RDS section, IT section, Production and administrative section, power and other service section.

Report sent to zonal office : MIS section prepares monthly and annually reports and sends this annual report to the zonal office. Moreover, MIS section also send necessarily information to head office order or direction. The report cover information regarding all section.

Feed back : The zonal office also feed back information to the MIS section. Sometimes zonal office and head office sends various orders to the MIS section to be followed by it and other section.

Use of information : Accounts section, IT section, manager and other section use these information. The zonal and head office also use it. They use these information for taking decision. Information is used for planning, staffing, co-ordination and control.

Problems of mis Section of IBBL Jessore Branch

In the present time it is very difficult to think a suitable organization without management information system. IBBL is such kind of organization which need a proper MIS. Al though, organizations drive many benefits from MIS and technologies, sometimes the same system and technologies can have negative effects on people and organization. On the basis of collected information or data and consultation with the executive of IBBL Jessore branch. The following problems regarding the MIS of the organization are identified –

1. MIS is less responsive to changing business environment and informational needs of organization.
2. The knowledge about MIS of the personnel of the organization is limited.
3. There is on proper system of job training regarding MIS and its.
4. MIS Section is not suitable for all tasks or problems.
5. Delay in the processing of data due to human (personnel) errors.
6. The MIS section of the Bank does not receive timely feed-back from zonal office and head office.
7. There is no auto-control system to control the report of MIS section.
8. Information generated sometimes not be accurate, timely, complete or relevant. Some calculation made by the computer is misleading.
9. MIS is expensive and difficult to develop.
10. The chances of unrealistic expectations of what the information system can do.
11. The concerned offices do not get whole hearted support from the concerned department.

12. There is no9 separate department of MIS in the Bank. MIS section is under the control assistant manager and manager. This hampers effective functioning of the section.
13. MIS provides the manager with correct, clear and meaningful information to the users but sometimes they can not.

RECOMMENDATIONS & SUGGESTIONS

The following recommendations and suggestions may be adopted for solving the existing problems of MIS section of the branch.

- a) A systematic data collection recording and documentation process should be followed so that timely and reliably getting the data can be possible.
- b) A training program for an information management and management of information technology may be arranged for MIS officer of the branch.
- c) Management should be vigilant in implementing feed-back received from zonal and head office.
- d) Management should ensure co-operation of the departments in sending reports a timely basis of MIS section.
- e) MIS section should also be staffed with suitably qualified and trained.
- f) The MIS of this organization need to have auto-control system to control the report of MIS section. Computer and other related technology can help in quick processing of data and in compilation of reports.
- g) there should a separate MIS section at the branch level under to control of management information division of head office.
- h) Report should be computerized and accurately as far as possible.

Conclusion

Information system helps manager take right decision. The manager's job is to find out the problem, the business facing and find a course of actions or alternatives. Any such decision will be more accurately it is based on accurate information's. Information system provides managers information very quickly and accurately. Success

in today's dynamic business environment depends heavily a maximizing the use of internet based technologies and web-enabled information system to meet the competitive requirements of customer, suppliers and other business partners in a global market place.

Therefore, to achieve efficient functioning, MIS of IBBL Jessore branch, the section should be well organized and well equipped with modern appliance.

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