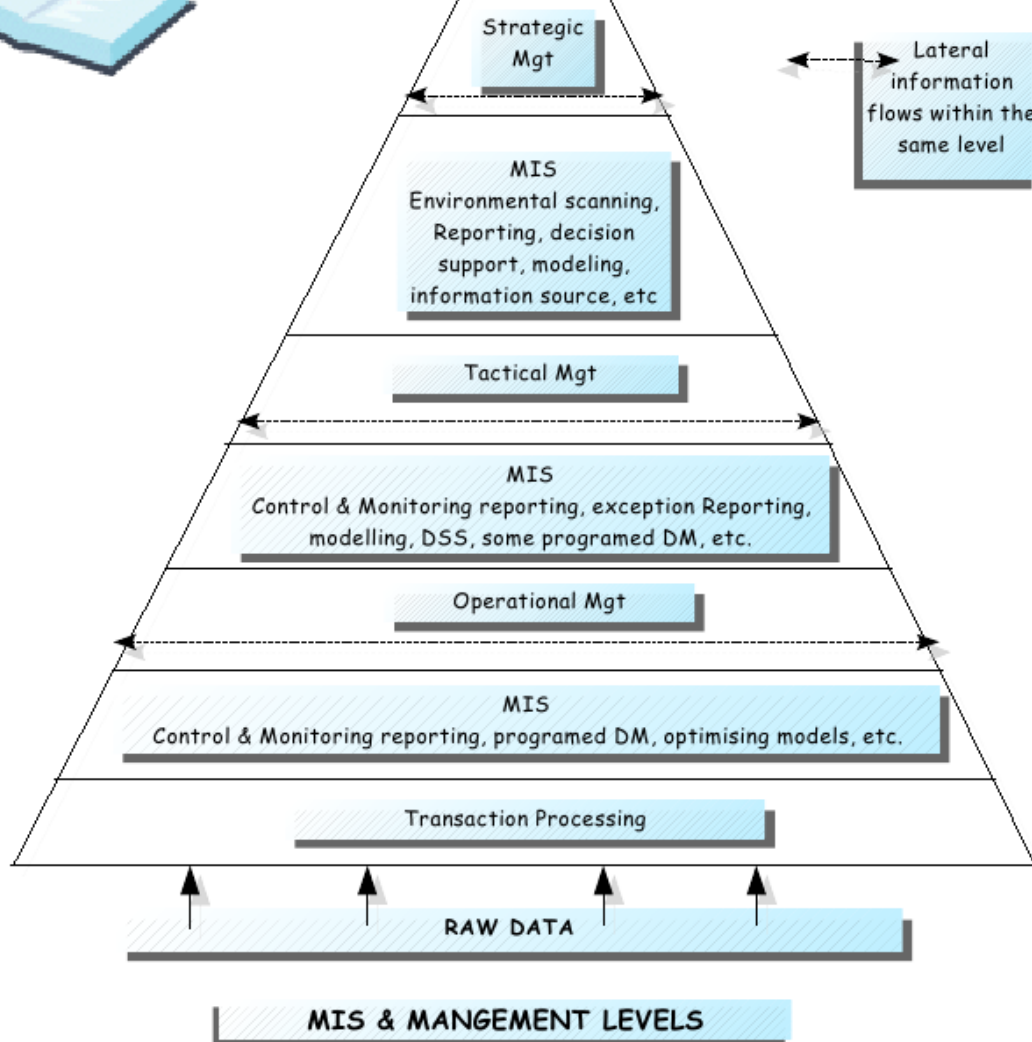


BASIC CONCEPTS OF M.I.S.



Intro MIS:

- Mgr. have been using information for discharging imp. mgt. function (PODSCORDB)
- Therefore, Information must be capable of being used for informative or inference purpose, argument, or as a basic for forecasting or decision making (DM)
- Hence, a special sys. has to be instituted to ensure the flow of correct information at regular intervals to various hierarchical mgt. Levels.
- MIS – is an old mgt tool which being used by business manager as a means for better mgt & scientific DM.
- It is a network of information that supports mgt DM.
- It provides for identification of relevant information needs, the collection of relevant information – processing of the same – to become usable by the bus.mgr - & timely dissemination of processed information to its user for properly managing the affairs of an enterprises by informed decisions.

MIS → mgt + information + sys. i.e.

Mgt = a set of function & processes // designed to initiate & co-ordinate group effort in an organized setting directed towards promotion of certain interest, preserving certain value & pursuing certain goals. Or

“Mgt. is an art of getting things done from group of people in formally organized way to attain the organizations goal.”

Information = Data that have been put into a meaningful & useful context.

Sys = a set of interrelated elements that operate collectively to accomplish some common purpose or goals.

∴ MIS = a network of information that support mgt DM.

Definition :-

- According to Schwartz
" MIS is a sys. of people, equipments, procedure, documents & communication // that collects, validateds, operates, transformers, stores, retrieves & present data // for use in planning, budgeting, accounting, controlling & other mgt process.”

According to G.B.Davis

" an integrated Man / machine sys. for providing information to support the operations, mgt. & DM Function in an orgn.”

CHARACTERISTICS OF AN EFFECTIVE M.I.S.**Keyword (or say Definition's As per Modern Experts) :-**

MIS is Mgt.Oriented Computerised Sub.sys which Direct Common data flow from common database, Integrate it for Mgt function, which requires Heavy planning.

1. Mgt. Oriented :

- Its development start from appraisal of mgt needs and overall business objectivities.
- It meet information requirement not only top but of All levels.

2. Mgt. Directed :

- Since it is Mgt oriented, Mgt should direct development efforts – not mere give time.

3. Integrated :

- All functional & operational sub.sys. should be tied together.
- It means taking a comprehensive view or a complete look at the inter locking sub-sys. that operate within a company.

4. Common data flow :

- Common I.P.O & Media - ∴ avoid duplication

- However some duplication is required is necessary in order to ensure effective I.S.

5. Heavy planning element :

- Future oriented + future requirement of firm's is kept in mind.
- It take 3 to 4 years
- Designer must avoid the possibility of sys obsolescence before the sys gets into operation.

6. Sub. Sys. Concept :

- Break entity into digestible sub.sys. which can be implemented one at a time by developing a phasing plan.

7. Common database :

- "Superfile" which consolidated data records formerly stored in many separate data files.

8. Computerised.

- ↓ Clerical staff, ↑ accuracy

MISCONCEPTION OR MYTHS ABOUT M.I.S.

1. Study of MIS is about the use of computer.

- Computer is just a tool like other machine.
- MIS may or may not be computer based.
- It depends of other factors : -
 - How critical is response time required for getting an information
 - How big is organization.
 - How complex is need of information planning


2. More Data in reports means more information for mgr.

- Imp. is meet requirement – more or irrelevant data may create confusion.

3. Accuracy in reporting is of vital importance.

- The Degree of accuracy is closely related to decision problem.
- In control of aircraft , bridge design etc. - accuracy is really imp.
- But in Financial report for DM, fig. must be fairly correct presentation of relevant data i.e. In huge projects cost presentation – fig. in precise rupees is ignored.

PRE-REQUISITES OF AN EFFECTIVE M.I.S.

	Keyword : 1. Top.mgt always support // quality staff// in evaluation// of Database & it maintain – for effective MIS.
	2. Qualified staff // support // in evaluation of // database & it maintenance – for effective MIS

a) Data base (D/b):-

- It can be def. as " Superfile " which consolidates data & integrate data records formerly stored in many data files.
- Data are organized in such – that access improve & redundancy reduces.
- Normally, it is sub-divided into major information sub-set needed to run a bus. (e.g. Vendor file, customer file...etc.)

Characteristics of Database :

- i. User oriented
 - ii. Each sub.sys. utilizes same data & information - kept in the same file to satisfy its information needs.
 - iii. Authorized person can access.
 - iv. Controlled by authority – DBMS / DBA
- Maintenance of Data base required. computer h/w. & s/w. and experienced computer professional & good data collection sys.
 - Such data base meets the information needs of control to its optimum.

b) Qualified sys. & mgt. staff :-

- Experts who clearly understand views of their fellow officers. i.e. (1).System & computer experts (2) Management expert
 - i. Sys. & Computer experts
 - a) Capable of understanding mgt. concept & problems.
 - b) Clear about process of mgt. i.e. DM, plan etc.
 - ii. Mgt. Expert
 - a) Quite clear the concept & operations of a computer
 - b) Must have basic knowledge of computer

c) Support of top mgt. :-

- Support is fully required - as sub-ordinate mgr. are usually lethargic about activities, which do not receive support from their superior.
- Growing larger view of imp. of MIS officer must place before mgt. all supporting facts & clearly state the benefit – this will enlight mgt. & change, their attitude towards MIS
- Whole hearted support is required for effective MIS

d) Control & Maintenance of MIS :

- Control means the operation of sys. as it was designed to operate.
- Check behavior of user
- Maintenance closely related to control
- Formal methods for changing & documenting changes must be provided.

e) Evaluation of MIS :

- MIS must meet requirement of its executives in future as well. i.e. Flexibility must exist.
- View users & designer about their requirement & capabilities & deficiencies of sys.
- Timely action
- Proper maintenance of effective MIS.

CONSTRAINTS IN OPERATING M.I.S.**Keyword :**

No Expert, Cooperate staff for selecting std. MIS for bringing high turnover & cost benefit to organization.

1. Non-availability of experts :-

- No experts - who can diagnose the obj. of orgn. & provide a desired direction for installing & operating sys.

2. Selecting of MIS :-

- Expert unable to judge the need & imp. function for which MIS can be installed first., as only proper judge will help in proper selection of MIS.

3. MIS is a non-standardized one :-

- Due to varied obj. of bus. Concern.
- But may be standardized for org. in same industry.

4. Non-cooperation of staff :-

- Proper awareness of MIS & they must be handled tactfully.

5. High turnover of Expert of MIS :-

- Due to promotion, etc. Which reduce creating better working condition.

6. Cost benefit analysis :-

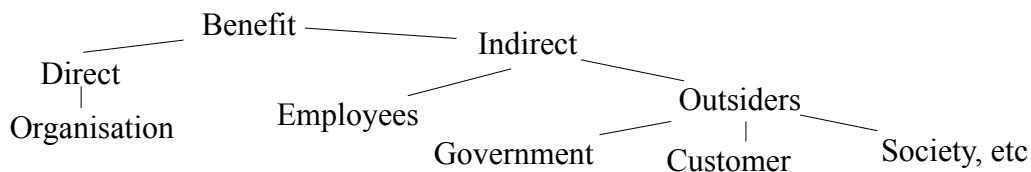
- Benefit of MIS are tangible & intangible. This are difficult to analysis. Therefore, before implementing it must be judge that its economical (worthy)

EFFECTS OF USING COMPUTER FOR M.I.S.

1. **Speed of processing & retrieval of data increase**↑
2. **Scope of use of information sys. has expanded**
 - Use of information by mgt. in real time.
3. **Scope of analysis widened**
 - Various types of report.
4. **Integrates the working of different information sub.sys.**
 - Common d/b., each dept. give their information for planning to various level of mgt.
5. **Increase ↑. the effectiveness of I.S.**
 - Time.
6. **More comprehensive information.**
7. **Complexity of sys. design & operation ↑.**

conclusion :- can be divided in

- org. view – benefit
- individual – employee- view – benefit
- other – society , govt, customer benefit in indirect way



Limitation of MIS

1. GIGO
2. MIS can help mgt., but it cannot replace mgt.
3. Does NOT adopt change fast – less flexibility, then fast changing & complex environment.
4. MIS cannot generate all requirement of mgt.
5. It account mainly quantitative factors. (not quality like morale & attitude of members, etc.)
6. Non-routine (Non-programed decision) decision cannot be taken.
7. Effectiveness of MIS ↓ Decrease , where the culture of hoarding information & not sharing with other holds.
8. Effectiveness of MIS ↓ Decrease , if top. mgt. changes frequently.

[As per earlier Syllabus in “Management information and control system”]

Establishing the information needs in mgt. process.

Keyword : ICE ←, GIFT (GEFT) + I-CICI



note .. this will be used again and again.

ICE = Internal, Competitive, Environment

I-CICI = Competitive information (main) , Industry, Competitive data, Internal.

a) Environment Information (GEFT)

- i. **G**ovt. Policies
- ii. **E**conomic trend
- iii. **F**act of production
- iv. **T**echnological environment

b) Competitive information

- i. Industry & Firm demand
- ii. Competitive data

c) Internal information :-

Sales forecast, fin.plan / budget, supply factors, policies, which are vital for subsidiary planning at all level. Specifically the information should be suitable for identifying, classifying & grouping activities before assigning them to different work groups.

