**MANAGEMENT INFORMATION SYSTEM AS A TOOL FOR SUSTAINABLE ECONOMIC DEVELOPMENT**

**CHAPTER ONE**

1. **INTRODUCTION**

There is no university accepted definition of an MIS and those that exist reflect the emphasize and prejudices of the particular writer. the team MIS has becomes almost synonymous with computer based date processing and indeed many books with MIS in the title turn out to be exclusively concerned with topics out to be exclusively concerned with topics such as systems analysis, file design and the various other technical facets of computer based systems. This emphasis results in a production oriented definition of MIS of which the following by INFOSEC is a typical example: any telecommunication and/or computer related equipment or inter connected system or sub-system of equipment that is used in the acquisition storages, manipulation, managements, movement, control, display, switching, interchange, transmission or reception of voice and or data, and includes software, fire wave and hardware, (national information systems) security glossary NST ISSI NO. 4009, 1999. this book does not take a production oriented view and emphasis that the means of producing the information whether by computer ore manual methods is a secondary consideration compared with the importance of ensuring that the correct problems are addressed and that relevant information us available when, where, and in the form of required to be usable by management. The and only then, should the means of producing information be considered. This book takes a decision focus to the design and operation of the MIS which means that the information system is view as a means of processing data. i.e. the routine facts and figures of the organization into information which is them used for decision making. It is changes in decision behaviour which distinguish data, from information. Management information systems, helps business optimize, business process address information need of employers and various stakeholders and take inform strategic decision. However, budget allocation and monitoring issues can affect the efficiency of management information system. Every aspect of management in the modern are relies heavily on information to thrive. Nothing, moves in an organization without information and it is generally believed that information is power and that he who has it has power to control organization. MIS is a modern phenomenon concerned with the used of appropriate information that will lead to better planning, better decision and better result.

**1.1 BACKGROUND OF THE STUDY**

Airtel formally known as mobile telecommunication company (Vodafone M.T.C) began its operation as a telecommunication outfit in Kuwait 1983. It was the region first mobile operation and since the initiation of their 3x3x3 exposition strategy in 2003. But here in Nigeria Airtel Telecom. has some previous interceding brand which existed before the mother network. the order of the outfit here in Nigeria stated when telecommunication operation becomes imperative in 2003. The fist brand of the outfit as at then was ECINECT wireless. this was the first brand of the mother network have in Nigeria for the period of two years of the operation ECONECT wireless changes it brand to other brand called V.mobile. This base on the expansion strategy of the company to become one of he most outstanding telecom firm. V. mobile had her bearing in Nigeria market with so many achievement and rural outreach. The network after which decided to rebrand the company than later leads to new brand called CELTEL 2006. Celtel now took the operation till the August 2008 then later taken over by Zain telecommunication. Zain on her own host 22 counties across the middle east of Africa that is operation on threw brand. And the company is planning on becoming one of the companies in the world. Nov. 2010 Airtel take over form Zain and has achieved so much within the short period of operation with many branches and offices. on this research, the Uyo branch is used as the case study of my research study as the whole.

**1.2 STATEMENT OF THE PROBLEM**

The problems is these have been some problems that face management information system of Airtel telecommunication Uyo branch. This study attempts to highlight the problem of sustainability of their profitability and make possible solution to the problems, among the problems include:

1. lack of management involvement with the design of the MIS
2. narrow and or inappropriate emphasis on the use of computer system
3. Undue concentration on low0-level data processing applications particularly in the accounting area
4. Lack of management knowledge of computer particularly in small and medium sized enterprises (SMEs)
5. Poor appreciation by information specialists of management true information requirements and organizational problems
6. Lack of top management support

**1.3 OBJECTIVE OF THE STUDY**

The objectives f this study therefore include the following:

1. to find out or suggest possible solution to the management and effective role that may be derive from the accurate information in an organization
2. To find out he impact of information communication technology usage effective and efficiency operation of sales and profitability of companies
3. To find out some of the problem both within and outside organizations that hinder implementation of MIS programmes.
4. To make out possible solution as to eliminate the problems.

**1.4 RESEARCH QUESTIONS**

1. How does the MIS bring profitability in the economic development in a company?
2. does the management of Airtek telecom be able to tell the method use in designing and analyzing the type of information need for the organization
3. To what extend that management information system help organizational resources activity to ensure smooth flow of operation?
4. Does the MIS relay on a managerial profitability
5. What are the challenge controlling the MIS in Aritel telecommunication.

**1.5 RESEARCH HYPOTHESES**

**Ho:** There is no significance relationship between identifying those key element in MIS employees and good performance in a company.

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**1.6 SIGNIFICANCE OF THE STUDY**

This research work is to give and insight on the MIS profitability. A successful execution of this study would be of great help to potential managers who are introducing this topic to him to research upon. it will serve as guide to manufacture and organization on issued related to this topic. this research work will be benefited to the student and researcher who wish to undertake or embark upon this same or similar topic. The result of this study will serve a pioneer for organization to highlight the possible problems common in the management of promotion. The solution to the problems will enable the firm or company to view certain aspect of promotion that have advise effect on of smooth flow of their business venture.

**1.7 SCOPE OF THE STUDY**

This study has limited to research on MIS problem and prospect in Airtel telecommunication Uyo branch. And information related to the study was also collected from others sources to implement the available data from the Airtel telecommunication Uyo branch. for the purpose of enhancing and authenticate dependable results.

**1.8 LIMITATION OF THE STUDY**

Research work is now a common feature of tertiary institutions also sponsor research works. it is however, observed that researchers in this country encounter a lot of constructs which include:

1. **Infrastructural Inadequate:** Physical facilities such as research centre,. libraries, laboratories, computer facilities, workshops hamper the development of research culture in Nigeria
2. **Bureaucracy**: The bureaucracy in government establishment has made it very difficult for researchers to obtain research information
3. **Inadequate research fund**: Research involves a lot of capital outlay, most people who are interested in research work cannot afford to financial the project individually.
4. **Death of statistical data:** Research in Nigeria is still in the infant stage. Most of the data required by researcher are not readily available, even where they exist, they are not very reliable and current**.**
5. **Anti-research attitude:** Generally, Nigerian do not attach importance research and usually, they do not regard those involved in intellectual pursuits as have been taken away form the concerned of the society. Under this atmosphere, most people are not motivate to undertake research works.
6. Significant percentage of people living in Nigeria can neither read nor write. It is very difficult for people who cannot read and write to understand the importance and process for supplying research information in written form.
7. **Secrecy**: Nigerians dislike activities that appear to be probing them. They tend to avoid researchers because they fell their activities which are not meant for public consumption would be exposed through research work.

**1.9 DEFINITION OF TERMS**

**Management Information System (MIS):** Before some one explain management information system cause and prospects, the term management information system cause, effect, prospect and system must briefly be defined,

**Management**: Management is the noun form of the verb “manage” which is derived form the Italian word ‘manageggiare” meaning the direct or carry on business affairs, management when views as people refers to individual who perform leadership roles in an organization. Fayor, (1981) defined management as the process of allocating, organization inputs, which include human and economic resources by planning, organizing, directing and controlling for the purpose of providing goods and service desires by customers so that organization objectives are accomplished.

**Information**: Tom (2000) sees information as a phenomenon which be understood in a domain independent way as the values within the outcome of any process

UdoAkpan (2010)Sees information as the bias of planning and controlling business operations. It is the life wire of organization.

**System**: System is an organized combination of people and data resource that collect, transforms and disseminate information is an organization. system is a plan or method of some thing (encyclopedia of business) Jim, (1989).

**MIS**: Management information are those system that allows manager to make decision for the successful operation or business. Management information systems consist of computer resources, people and procedures used in the modern business enterprises.

**Information System**: This is a body or organized procedures for identifying, collecting processing retrieving and disseminating information Anderson (1983).

**Decision Making**: It is the process or actives of selection from among possible alternative a future course of action (French 1975).

**Data Processing**: This is concerned with a systematic recording, arranging, filling, retrieving and disseminating of information related to business operation (Anderson 1983).

**Planning**: This is the philosophy and local though applied for determining the most effective strategy of tactics to adopt or achieve a desired result (Anderson 1983). By this stage there should be an awareness of the distribution between data and information the characteristics which make information usable by the manager and the way that information can create value. With this background it is a useful point to re-emphasis what is mean by a management information system. It is a system using formalized procedures to provide management at all levels in all functions with appropriate information, based on data from both external and internal; sources, to enable them to make timely and effective decisions, for planning, directing, and controlling the activities for which they are responsible

**1.10 HISTORICAL REVIEW OF AIRTEL TELECOMMUNICATION UYO BRANCH**

Formerly known as Celtel Nigeria, the company was established in 2000, by a group of institutional and private investors as well as three state governments.

It made history on August 5, 2001 by becoming the first telecoms operator to launch commercial GSM services in Nigeria, in 2006, following Celtel internationals acquisition of majority stake in the company, it was re-branded Celtel and become an important part of Celtels Pan-Africa operations spanning 14 countries on August 1, 2008 Celtel Nigeria was rebranded Airtel Nigeria following the global acquisition of Cletel international by Airtel group.

Airtel Nigeria, which currently covers over 1500 towns and 1400 communities across the six geopolitical zones of the country, scored a series of many other “first”  
 in the highly competitive Nigerian telecommunications market including the first to introduce toll-free 24 hour customer care line 111 first to launch service in all the six geo-political zones in the country, first to introduce N500 recharge card first to commence emergency services (Celtel 199), first to introduce monthly free SMS and first to introduce monthly airtime bonus